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To: Cabinet – 5 December 2011

Subject: Quarterly Performance Report, Quarter 2, 2011/12

Classification: Unrestricted

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## **Summary**

The purpose of the Quarterly Performance Report is to inform Cabinet about key areas of performance for the authority.

Members are also asked to NOTE the report.

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## **Introduction**

1. A draft of the KCC Quarterly Performance Report for Quarter 2, 2011/12 is attached at Appendix 1.
2. The Quarterly Performance Report replaces the previous Core Monitoring and at this stage is still in development.
3. New information has been added to the report for Quarter 2 and further developments are planned for future quarters.
4. This process contributes to the management of the overall performance of the authority and the reports are to be published on the external web site as part of KCC's transparency agenda.

## **Quarter 2 Performance Report**

5. New information added to the report for this quarter includes:
  - Summary financial information
  - Information on contacts by service to the contact centre
  - Results of key consultations
  - Additional information relating to our staff
6. An executive summary of performance for quarter 2 is provided on pages 4 to 5 of Appendix 1 which details the main results against the key performance indicators.

## **Recommendations**

7. Cabinet is asked to NOTE this report.

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