

From: Gary Cooke, Cabinet Member for Corporate and Democratic Services
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To: Policy and Resources Cabinet Committee – 19 September 2014

Subject: Strategic and Corporate Services Directorate Dashboard

Classification: Unrestricted

Summary:

The Strategic and Corporate Services Directorate Dashboard shows progress made against targets set for Key Performance Indicators.

Recommendation(s):

The Policy and Resources Cabinet Committee is asked to NOTE the report.

1. Introduction

- 1.1. Part of the role of the Committee is to review the performance of services which the Committee has oversight of.
- 1.2. Performance Dashboards are regularly reported to the Cabinet Committee throughout the year, and the current report includes data up to the end of July 2014.

2. Directorate Dashboard

- 2.1. The Strategic and Corporate Services Performance Dashboard is attached at Appendix 1.
- 2.2. The Dashboard includes results up to the end of July 2014 for the Key Performance Indicators (KPIs) included in this year's Strategic Priority Statement.
- 2.3. The Dashboard includes thirty-one (31) KPIs.
- 2.4. The Dashboard also includes a range of activity indicators which help give context to the Key Performance Indicators.
- 2.5. Key Performance Indicators are presented with RAG (Red/Amber/Green) alerts to show progress against targets. Details of how the alerts are generated are outlined in the Guidance Notes, included with the Dashboard in Appendix 1.

- 2.6. Within the report, of the 31 KPIs included, current performance is Green for nineteen indicators, Amber for five indicators and Red for seven indicators.
- 2.7. Commentary is provided within the Dashboard for indicators which are currently showing as Red.
- 2.8. Net Direction of Travel for July was positive with 14 KPIs showing improvement in the month and with 10 showing lower results.
- 2.9. Although results for Contact Point remained below Target for July, new staff have been trained and became available for call answering during July and August provisional results are showing improvement and are on target for some weeks.

3. Recommendation(s):

The Policy and Resources Cabinet Committee is asked to Note this report.

4. Background Documents

The Strategic and Corporate Services Strategic Priority Statement

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/corporate-policies/strategic-priority-statements>

5. Contact details

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