

From: Gary Cooke, Cabinet Member for Corporate and Democratic Services
John Simmonds, Deputy Leader & Cabinet Member for Finance and Procurement
Bryan Sweetland, Cabinet Member for Commercial and Traded Services
David Cockburn, Corporate Director for Strategic and Corporate Services

To: Policy and Resources Cabinet Committee – 12 December 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 Cabinet Committees is to review the performance of the functions of the Council that fall within the remit of the Committee.
- 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 September 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 September 2014 for the Key Performance Indicators (KPIs) included in this year's Strategic Priority Statement.
- 2.3. The Dashboard includes thirty (30) 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 30 KPIs included, current performance is Green for twenty-one indicators, Amber for four indicators and Red for five indicators.
- 2.7. Commentary is provided within the Dashboard for indicators which are currently showing as Red.
- 2.8. Direction of Travel for September was positive for nine KPIs, stable for nine (with five of these at 100%) and there were twelve indicators showing lower results.
- 2.9. Results for Contact Point have improved since the last report and the October figures (not included) are now above target.
- 2.10. The Govmetric indicator for the web-site has been removed from the report as not being reflective of satisfaction with the website. A new exit survey is now in place and provisional figures for one month are included in the report.

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

Report Author:

Richard Fitzgerald, Performance Manager, Business Intelligence
03000 416091, richard.fitzgerald@kent.gov.uk

Relevant Director:

Richard Hallett, Head of Business Intelligence,
03000 416192, richard.hallett@kent.gov.uk