

**REPORT TO:** Cabinet

04 March 2020

**LEAD CABINET MEMBER:** Cllr Neil Gough

**LEAD OFFICER:** Director of Corporate Services

---

## 2019-20 Quarter Three Performance Report

### Executive Summary

1. This report presents Cabinet with the Council's Quarter three (Q3) position regarding its operational key performance indicators, for consideration, comment and onward submission to Cabinet.
2. These performance reporting arrangements allow performance monitoring and management to take place by providing opportunity to examine quality of service provision, identify any areas of concern and decide on the appropriate action.
3. This is not a key decision.

### Recommendations

4. Cabinet is invited to:
  - a) Review the Operational Key Performance Indicator (OKPI) results and comments in this report at **Appendix A**, recommending, where appropriate, any actions, including redeployment of resources, required to address issues identified.

### Reasons for Recommendations

5. These recommendations are required to enable senior management and members to understand the organisation's performance. The information included within performance reports contributes to the evidence base for the ongoing review of priorities and enables, where appropriate, redirection of resources to reflect emerging priorities and address areas of concern.

## Details

### Operational Key Performance Indicator (OKPI) report

6. This report presents Operational Key Performance Indicator (OKPI) results that are aligned to high-level, business-as-usual activities that underpin the successful delivery of the Council's services. The OKPI report is submitted to CEMT monthly, and Scrutiny and Overview Committee and Cabinet quarterly.
7. The data in **Appendix A** shows actual performance against target and intervention levels and accompanying comments, as provided by performance indicator owners. The Council uses a 'traffic light' system to denote performance, whereby:
  - **Green** signifies performance targets which have been met or surpassed;
  - **Amber** denotes performance below target but above intervention level. It is the responsibility of service managers to monitor such performance closely, putting in place remedial actions at the operational level to raise standards as required.
  - **Red** denotes performance below the intervention level. This represents underperformance of concern, and should prompt interventions at the strategic level, which are likely to involve the reallocation of resources and proposals to redesign how services are provided.

## Options

1. Recommend any action, including redeployment of resources, required to address issues identified within this report and its appendices.
2. Request clarification from performance indicator owners on any aspects relating to performance indicators, results and comments contained within this report and its appendices.
3. Commission more detailed performance reports from performance indicator owners that drill-down into specific areas relating to the one or more of the performance indicators, results and comments contained within this report and its appendices.

## Implications

8. In the writing of this report, taking into account financial, legal, staffing, risk, equality and diversity, climate change, and any other key issues, the following implications have been considered:-

There are no significant implications beyond those raised by performance indicator owners within the comments section of the Operational Key Performance Indicator report.

## **Consultation responses**

9. All performance indicator results and commentaries are provided by or at the instruction of performance indicator owners.

## **Effect on Council Priority Areas**

10. The OKPI report allows business-as-usual performance to be monitored and managed across the Council's range of activities, including those relating to each of the 2019-24 Business Plan priority areas, as detailed below:
  - Growing local businesses and economies
  - Housing that is truly affordable for everyone to live in
  - Being green to our core
  - A modern and caring Council

## **Background Papers**

SCDC Performance Management Framework – this document will be refreshed to account for revised performance reporting methods adopted for the 2019-20 financial year and beyond.

## **Appendices**

Appendix A: Operational Key Performance Indicator Report

### **Report Author:**

Kevin Ledger – Senior Policy and Performance Officer  
Telephone: (01954) 713018

Phil Bird – Corporate Programme Manager  
Telephone – (01954) 713309