

**REPORT TO:** Cabinet

22 March 2021

**LEAD CABINET MEMBER:** Cllr Neil Gough

**LEAD OFFICER:** Head of Transformation

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## 2020-21 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 (KPIs) and 2020-21 Business Plan actions, for consideration, comment and identification of actions.
2. These performance reporting arrangements allow performance monitoring and management to take place by providing opportunity to examine quality of service provision and progress against Business Plan actions and timescales, to 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 KPI results and comments at **Appendix A** and progress against Business Plan actions at **Appendix B**, recommending, where appropriate, any actions required to address any 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 (KPI) report

6. This report presents operational Key Performance Indicator (KPI) results that are aligned to high-level, business-as-usual activities that underpin the successful delivery of the Council's services.
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.

### Business Plan Action Update Report

8. **Appendix B** provides updates in relation to the 2020-21 Business Plan actions. Updates have been provided by Heads of Service and Service Managers, and have been the subject of discussions at Corporate Management Team.

## Implications

9. 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

10. All performance indicator results, and commentaries are provided by or at the instruction of performance indicator owners. Business Plan updates have been provided by Heads of Service, following initial discussions at Leadership Team.

## Effect on Council Priority Areas

11. The KPI report (**Appendix A**) allows business-as-usual performance to be monitored and managed across the Council's range of activities, whilst the Business Plan

Update report (**Appendix B**) provides a view of progress towards each of the actions and timelines outlined within the within the 2020-25 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**

South Cambridgeshire District Council Business Plan 2020-25

## **Appendices**

Appendix A - Key Performance Indicator Report

Appendix B – Business Plan Update Report

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