

Corporate Performance Report 2020-21 Key Performance Indicators

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Purpose of the Report

1. This report sets out the proposed key performance indicators for the 2020-21 reporting period.

Forward Plan

2. This report appeared on the District Executive Forward Plan with an anticipated Committee date of March 2020.

Public Interest

3. The Council is accountable to the local community for its performance. We publish performance-monitoring information to demonstrate outcomes and to highlight opportunities to learn and improve for the future.

Recommendation

4. The District Executive is asked to note and comment on the report.

Background

5. The Council monitors a set of key performance indicators (KPIs) which are published on our [website](#).

Performance Reporting

6. The attached report includes our proposed performance indicators for the 2020-21 period. It links with the delivery plans of each area of focus within the Council Plan.
7. Some additional KPIs have been included to cover the newly adopted Environmental Strategy, the remainder have been revised to align more closely with the areas of focus within the Council Plan 2020-24. Some measures are annual.
8. We have a committed group of leaders, managers and staff who are working hard to deliver services to our residents whilst also transforming what we do. Moving to our new ways of working presents some challenges, yet our teams have demonstrated commendable professionalism, dedication and hard work, and should be justifiably proud of all we have achieved over the past two years.
9. The changes we have to make are not yet complete and we have a good awareness of the considerable work that remains ahead for us as an organisation. This includes completing the redesign of our services and supporting our customers to take up new digital channels, together with embedding new ways of working within the 'One Team'.

Financial Implications

10. There are no direct financial implications related to this report.

Risk Matrix – this report is for information only – no risk profile.

Council Plan Implications

11. This report is consistent with the Council Plan 2020 – 2024

Carbon Emissions and Climate Change Implications

12. There are no direct implications

Equality and Diversity Implications

13. There are no direct implications

Privacy Impact Assessment

14. There are no direct implications

Background Papers

Council Plan 2020-2024