

Report to	-	Cabinet
Date	-	11 February 2019
Report of the	-	Executive Director of Business Operations
Subject	-	Key Performance Targets 2019/20

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The Overview and Scrutiny Committee meeting held on 28 January 2019, considered a report on the Key Performance Targets 2019/20. The recommendation and minute arising is reproduced below.

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**Recommendation:** It be **RESOLVED:** That the corporate Key Performance Indicators for 2019/20 and their performance targets be approved as set out at Appendix A to the report.

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#### OSC18/40. **KEY PERFORMANCE TARGETS 2019/20**

The Committee considered the report of the Executive Director which gave details of the proposed Key Performance Targets for 2019/20.

Managing performance to deliver the best possible outcomes within the resources available was a core function for Rother District Council. The way in which the Council approached this task was to set a series of annual performance targets against the Council's Corporate Plan (2014-2021) four Core Aims (an Efficient, Flexible and Effective Council; Sustainable Economic Prosperity; Stronger, Safer Communities; and A Quality Physical Environment).

Members had previously agreed that a small set of carefully selected corporate Key Performance Indicators (KPIs) would be reviewed each year by the Overview and Scrutiny Committee (OSC). 10 KPIs had been identified and were proposed for 2019/20, which focused on key outcomes within the Corporate Plan and the impact of both the local economy and efficient delivery of key services to Rother's residents, within the Council's resources. It had previously been proposed that targets should, where possible, be benchmarked against performance in other local authority areas so that Council performance could be ambitious while remaining achievable. It was proposed that the indicators for 2019/20 should be reported within four themed areas and a qualitative report on each of these areas would be provided. The themed areas were:

- Housing and Homelessness (4 indicators)
- Benefits Performance (2 indicators)
- Waste & Recycling (2 indicators)
- Asset Income (2 indicators)

In reality, a number of other related indicators would be used to inform the qualitative information; this would give OSC Members a clear

picture of performance in each of the themed areas as opposed to relying on narrow areas of performance. The provision of this additional information allowed OSC Members the ability to scrutinise more effectively and pass on any recommendations they had as a result of this to Cabinet.

Aside from the 10 KPIs to be reported quarterly, other indicators informing Heads of Service of performance would be reported by exception to the OSC where they were exceeding or significantly missing their target.

In conclusion, Members agreed that the KPIs selected would adequately reflect a review of the Council's performance. Any future improvements or actions would be proposed to Cabinet to ensure the targets were met.

(Overview and Scrutiny Committee Agenda Item 5.2).

Dr Anthony Leonard  
Executive Director