

Extract from the draft minutes of the Scrutiny Panel meeting of 29 January 2019

201. Corporate Key Performance Indicators 2019-20

The Panel received a report setting out the proposed Corporate Key Performance Indicators (KPIs) for 2019-20. Councillor King, Portfolio Holder for Resources, and Dan Gascoyne, Assistant Director Policy and Corporate, attended to present the report and assist the Panel.

Councillor King explained that the presentation of the KPIs had been improved in order to make trends clearer and he hoped that the Panel found it useful. Of the 19 KPIs, 16 were on target, two were at amber and one was at red. It was proposed to amend two of the targets in order to make them more realistic going forward. This was not unusual: since 2015-16 ten of the targets had been amended and in the majority of cases the target had been made more challenging. The overall picture shown by the KPIs was of high performance.

In discussion, members of the Panel welcomed the improved performance on the targets relating to the collection of waste and recyclable materials and the number of missed collections. A member of the Panel sought clarification on the strategy behind the targets and the balance between a stretching target to improve performance and an unrealistic target that could not be met and which put officers under undue pressure. For example, it was noted that the KPI relating to sickness absence was at red. This had been an issue for many years. The KPI seemed to conflict with the need to make officers strive and despite many initiatives, sustained improvement had not been achieved.

Councillor King accepted that it was a challenging issue but considerable work was going into addressing it. It was important that the Council monitored sickness absence and took appropriate action to reduce it. The Council needed to set the right context and expectations, within which managers could focus on individual cases. This necessitated ensuring that they were given the proper time and resources. The Council did benchmark its figures against other authorities but in doing so needed to ensure it was comparing like with like.

RESOLVED that:

- (a) The proposed Key Performance Indicators for 2019-20 be noted.
- (b) The dates contained in the Reporting Timetable covering 2019-20 be noted.