

AREA PERFORMANCE REPORT – FQ1 2023/24

1.0 BACKGROUND

1.1 This paper presents the Area Performance Report for Financial Quarter 1 2023/24 (April to June 2023) and illustrates the agreed performance measures.

1.2 The features of the Performance Report are as follows:-

¾ Indicators are grouped by Corporate Outcome.

¾ The data table for each indicator is coded to identify the level of reporting.

- o Area level measures are blue
- o Council level measures are grey
- o COI measures are white

¾ Each indicator details the

- o Target, Actual and Performance status (Green / Red / No Target) for the current and three previous financial quarters.
- o Commentary for the current financial quarter only.
- o Narrative explaining the performance trend e.g. This indicator is above Target and performance has improved since the last reporting period.
- o Where appropriate a Performance Trend Line has been added.
- o The name of the Responsible Officer.
- o Where possible performance is presented at both Area and Council level.

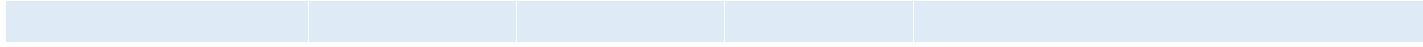
1.3 The commentary for each indicator helps 'Tell Our Story' and enables Elected Members to put the performance data into perspective and understand if an issue is local in nature or should be escalated up to a Strategic Committee.

1.4 To improve the response to performance queries, it is requested that either the Responsible Named Officer or Sonya Thomas are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.

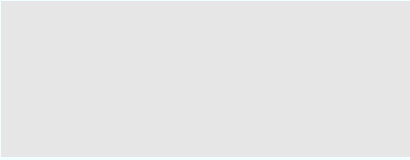
1.5 As part of our improvements to performance reporting and making best use of the digital technology available to us, officers have developed new, online scorecards for members to view performance data. These were well received by members at a recent seminar and will be made available, as requested, for the December Area Committees, with training provided in advance.

Organisation Development Officer - Performance and Improvement
Customer Support Services
01546 604454

Appendix 1: FQ1 2023/24 MAKI Performance Report





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This measure only relates to planning applications received for alterations to existing premises.



