

Report to: Overview and Scrutiny Committee

Date of meeting 20 July 2017

Report of Partnerships and Performance Section Head

Title: Quarter 4 2016/17: End of year (2016/17):
Key Performance Indicator (KPI) Report

1.0 **SUMMARY**

- 1.1 Watford BC's Corporate Plan sets out the council's priorities and corporate work programme over a four year period. Underpinning the plan is a suite of key performance indicators (KPIs). These measures support the delivery of good quality services (both internal and external) by highlighting areas of good performance and, more importantly, poor performance. Highlighting poor performance gives the organisation the information required to address these areas and the extent of improvement needed.
- 1.2 The attached report shows the results for the key performance indicators identified for Watford Borough Council's in-house services for 2016/17. The report shows:
- The result for end of year 2016/17
 - The results for the previous two years (2014/15, 2015/16)
 - The target set for 2017/18
 - Whether the indicator result is above or below target (shown by an appropriate arrow)
 - Where available relevant benchmarking data either at county or national level
- 1.3 Where possible the data has been presented in chart / graphic format to support analysis of the information provided. For some indicators this is not possible and a more narrative result and update has been provided.

2.0 **RECOMMENDATIONS**

- 2.1 Panel to note and comment on the performance of the council's KPIs for 2016/17 for in-house service.
- 2.2 Panel to note and comment on the targets for the council's in-house KPIs for 2016/17.

Contact Officer:

For further information please contact:
Kathryn Robson, Partnerships and Performance Section Head ext.: 8077 or
kathryn.robson@watford.gov.uk