

**Report to the Cabinet**

Meeting to be held on Thursday, 5 September 2024

**Report of the Director of Strategy and Innovation**

**Part I**

Electoral Division affected:  
(All Divisions);

**Corporate Priorities:**  
Delivering better services;  
Protecting our environment;  
Supporting economic growth;  
Caring for the vulnerable;

**Corporate Performance Report - 2024/25 Quarter 1**  
(Appendices 'A' - 'D' refer)

Contact for further information:

Donna Talbot, Tel: (01772) 534300, Head of Business Intelligence,  
donna.talbot@lancashire.gov.uk

**Brief Summary**

This report provides the first overview of performance for 2024/25. There are 42 key performance indicators established which will be monitored over the course of the year, with an additional key performance indicator on the proportion of key performance indicators on track to be delivered. In 2023 there was a comprehensive review of the key performance indicators, and a lighter review has taken place for this year, with some realignment of metrics to ensure that the council's priority areas are fully reflected.

This report is set out to provide an overview of performance to monitor the delivery of the four priorities of the corporate strategy:

- Delivering better services
- Protecting our environment
- Supporting economic growth
- Caring for the vulnerable

With an additional section on corporate health.



## Recommendation

Cabinet is asked to:

- (i) Approve the key performance indicators proposed for 2024/25 and comment on the information set out in Appendices 'A' to 'D'.
- (ii) Agree the actions set out in Appendix 'C' to ensure continual service improvement against the key performance indicators.

## Detail

In 2023 there was a comprehensive review of the key performance indicators to be used to monitor the delivery of the corporate strategy. The number of indicators was reduced and were more focused on key priorities. For the reporting period 2024/25, a lighter review of the key performance indicators has been undertaken with portfolio holders and directorate management teams. This has resulted in a few minor changes to the metrics included in this report with details of amendments described in Appendix 'D'.

Ambitions for 2024/25 were agreed with portfolio holders and targets (or expected ranges for performance) have been set. Appendix 'C' provides further details on all the key performance indicators and clearly highlights any issues with performance with descriptions of actions being taken to improve, alongside demonstrating areas of good practice.

A [corporate performance dashboard](#) enables further drill down into the key performance indicators including definitions, trends, benchmarking information, and detailed commentary on performance.

## Appendices

Appendices 'A' - 'D' are attached to this report. For clarification they are summarised below and referenced at relevant points within this report.

Appendix	Title
Appendix 'A'	Executive Summary
Appendix 'B'	Key performance indicator performance overview (printed version of the online dashboard)
Appendix 'C'	Key performance indicator commentary demonstrating areas of good performance, and highlighting issues, causes and actions where needed
Appendix 'D'	Rationale for changes for key performance indicators for 2024/25

## Consultations

N/A



## **Implications:**

This item has the following implications, as indicated:

### **Legal**

The Council is required to deliver a balanced budget and the monitoring of Council performance, and the financial position contributes to the effective management of the budget and performance against the Council's statutory responsibilities. Many of the key performance indicators track statutory obligations of the Council.

### **Financial**

There are no financial implications as a result of this report.

### **Risk management**

Each key performance indicator included in this report has commentary proportionate to current performance, including issues, causes and actions. Risks to achieving performance targets are clearly identified where appropriate.

### **List of Background Papers**

Paper	Date	Contact/Tel
-------	------	-------------

None

Reason for inclusion in Part II, if appropriate

N/A

