



Report to: Policy & Performance Improvement Committee - 23 October 2023

Director Lead: Deborah Johnson, Director - Customer Services & Organisational Development

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Report Summary	
Report Title	Performance Framework
Purpose of Report	To provide members with an update presentation on the Performance Framework, planned improvements and proposed indicators that will be used to monitor and measure our performance against the 2024-27 Community Plan.
Recommendations	That the Policy & Performance Improvement Committee note the indicators and are encouraged to input on what they would like to see within the district and customer elements of the performance reports.

1.0 **Background**

1.1 With the development of the new Community Plan, it is necessary to revisit the overarching framework and how we monitor and measure performance. As a part of this process, the district and customer sections are both planned to be enhanced and the indicators have also been reviewed to reflect the new objectives and ambitions.

2.0 **Proposal/Options Considered**

2.1 That the Policy & Performance Improvement Committee note the indicators and are encouraged to input on what they would like to see within the district and customer element of the performance reports. This information will be provided to Members through a presentation at the committee.

3.0 **Implications**

In writing this report and in putting forward recommendations, Officers have considered the following implications: Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.