

Appendix 5: Changes between 2018/19 and 2019/20 Corporate KPI sets

The Corporate KPI set was reviewed to ensure all indicators provide the right balance of information to manage the council's services against officer's time to provide performance updates. The KPI set for 2018/19 was approved by the PR&G Committee in July 2018.

For 2019/20, it is proposed that the following KPIs be removed from the corporate set:

Corporate KPI 2018/19	Status in 2019/20
% of people receiving continuous services over 12 months who receive a review	Delete. Moving to a risk-based approach to review rather than reviewing all cases, therefore this KPI to be deleted.
Number of families identified as part of the Stronger Families Stronger Communities programme who are 'turned around' (Phase 2)	Now managed at Directorate level.
% of people with a learning disability in settled accommodation	Now managed at Directorate level.
Telecare - % of support plans that have Telecare as a component	To be replaced with a new Corporate KPI: "Telecare - % of telecare recipients with no community care funded support package". This will provide the service with more useful monitoring information.
Number of whistleblowing allegations received	To move to Directorate level. Number of cases of whistleblowing will be reported to Audit & Standards Committee as part of the annual standards report.

For 2019/20, it is proposed by the Cross-party KPI Member Working Group that the following KPI be introduced to the corporate set:

Corporate KPI 2019/20
Staff at management level who declare themselves as BME (excludes White Irish and White Other) as a % of the total staff at management level who declare their ethnicity (not including schools) (Management level is grade SO1 and above)

