

Progress and Delivery Guide

West Lindsey District Council reports on performance across a range of service areas on a quarterly basis through the Progress and Delivery framework which is designed to provide Management Team and Members with assurance about how each service is performing with supporting remedial action to improve performance where necessary.

The framework includes Key Performance Indicators (KPIs) that are derived from a mixture of statutory requirements, customer needs and wants, service specific requirements and the priorities identified in the Corporate Plan. Some of the KPIs have an agreed target and tolerance level assigned that determines its performance (see below) however there are a group of KPIs whose performance sits outside the control of the council and for these the council do not assign a target.

- Measure performance has exceeded target 
- Measure performance is within tolerance levels 
- Measure performance is below target 

A quarterly performance report is created that includes the following information.

- **Overall Summary of Council Performance.** This section of the report provides an overview of KPI performance, with a breakdown of those exceeding, below or within the tolerance of their targets. Information is presented by Portfolio allowing for a clear overview of Council performance.
- **Corporate Health.** The Corporate Health Section of the report includes council KPI performance (**Red**, **Amber** and **Green**).
- **Performance Improvement Plan.** The Performance Improvement Plan includes measures where performance has remained below target for two consecutive quarters or more. Additional information is provided by the Team Manager as to the reasons relating to the measure reporting below target, the impact this has had, the actions in place to improve performance and when we expect to see the improvement following the action.
- **Service Performance Summaries.** Each of the Portfolios has a summary of its performance, Team Managers provide commentary and analysis to explain quarter performance, particularly where performance is below target and remedial action is required.