

Appendix D: Purpose and Background

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To set out the Council's performance against a suite of performance measures, called Influencer measures, Priority Area Measures (PAMs), Tasks (phased out from Q3 2023/24) and Corporate Health Indicators e.g. mandatory training, and provide assurance that the priority areas in the [Council Strategy 2023-2027](#) are being managed effectively. Where performance has fallen below the expected level, information on the remedial action taken and the impact of that action will be presented to ensure effective oversight to Councillors, staff and residents regarding progress made towards the achievement of the outcomes detailed in the Council Strategy Delivery Plan.

Conventions Used

The measure categories are:

Influencer Measures	Non-targeted measures that are reported to either illustrate the demand on a Department/Service, or provide context for the demand, e.g. economic activity.
Priority Area Measures (PAMs)	Targeted measures, reporting as a number, percentage or progress rating (replaces Tasks from 2023/24). These are taken from measures provided in individual Department/Service Plans, which show the council's progress against the high level Priority Areas in the Council Strategy, e.g. 'A fairer West Berkshire with opportunities for all'.
Tasks	Targeted actions, e.g. projects with an end date. These were phased out from Q3 2023/24 and replaced with Progress KPIs.
Corporate Health Indicators	A mix of targeted and non-targeted measures that show performance/levels against a suite of measures, including mandatory training, turnover and establishment, and sickness absence.

In-year, quarterly performance is captured for all performance measures to allow for analysis of actual progress. The RAG rating for number and percentage measures is based on a 5% tolerance from target. For progress rating measures, the RAG rating is based on a service's prediction of whether the target will be achieved by the end of the financial year or target date.

A series of symbols is used throughout the report to illustrate the status of a measure:

Symbol	Description
★	Performance is equal to, or better, than target
●	Performance is just below target, and within the 5% tolerance
▲	Performance is below target, and outside the 5% tolerance
?	No actual value
n/a	Performance scheme is 'No target', e.g. used for Measures of Volume
n/r	Actual value is not reported for that reporting period, as the measure has a different planning pattern, e.g. annually instead of quarterly

A summary of the council's Corporate Health measures are also included, which are a mix of targeted and non-targeted measures that show the organisations performance/levels against, e.g. turnover and establishment, and sickness absence.