

**AREA SCORECARD FQ2 2018-19**

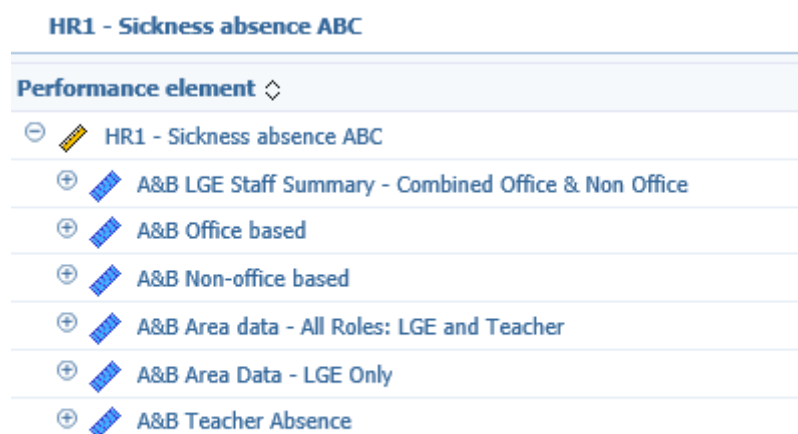
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**1 Background**

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 2 2018/19 (July-September 2018) and illustrate the agreed performance measures.
- 1.2 Work has continued to improve the presentation of data within Pyramid.

The naming of staff roles in the absence data has been clarified. The roles are now Teachers or LGE Staff. The absence structure in Pyramid has also been improved to show attendance by not only Teacher or LGE Staff but also by Office based and Non office based – by Department, and by Area and Department.

This is illustrated below.



- 1.3 To improve the response to performance queries, it is requested that either Sonya Thomas or the Responsible Named Officer are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.
- 1.4 A short key to symbols / layout is attached. (Appendix 1).

## **2 Recommendations**

- 2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary.
- 2.2 It is recommended that upon receipt of the Quarterly Performance Report the Area Committee contact either Sonya Thomas or the Responsible Named Officer with any queries.
- 2.3 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

**Douglas Hendry**  
**Executive Director, Customer Services**

**Jane Fowler**  
**Head of Improvement & HR**

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Appendix 1: Key to symbols  
Appendix 2: Word Report in pdf format