

ITEM 11 Performance Management Arrangements

Report of the Policy Manager (Portfolio: Corporate)

Recommended:

That the Committee endorses the Council’s approach to performance management

SUMMARY:

- To provide the Committee with a briefing on the arrangements in place to manage performance across the Council in pursuit of the strategic priorities set out within the Corporate Plan.
- The Policy Manager will make a presentation at the Committee.

1 Introduction

- 1.1 The purpose of this report and presentation is to provide the Committee with a briefing on the arrangements in place to manage performance across the Council in pursuit of its strategic priorities.
- 1.2 This report concentrates on strategic performance management. The Council’s approach to strategic performance management is underpinned by robust every day service and individual performance systems.

2 Background

- 2.1 The Council’s Corporate Plan, Investing in Test Valley, sets out the priorities for the period 2015-19. It provides the focus on which the Council devotes its energy, skills and resources to achieving the best results for residents and communities.
- 2.2 Performance Management plays an important role in enabling the Council to evaluate on an ongoing basis the progress it is making in meeting local priorities and providing value for money. It provides the framework in which to review what is working well and what could work better to ensure a cycle of continuous improvement.
- 2.3 The priorities of the Corporate Plan are delivered through a Corporate Action Plan (CAP). The CAP runs for the lifetime of the plan and is updated annually. It contains the major projects that are being taken forward across the Council in pursuit of the corporate objectives.

- 2.4 Cabinet reviews the performance of the CAP on an annual basis. It removes projects that have been completed and adds new ones on where appropriate. This enables the active performance management of the CAP and ensures the Council is allocating resource in the most effective way. The Leader of the Council makes an annual presentation to OSCOM to report on progress made during the last year, which forms the basis of the annual update report published on the website.
- 2.5 In addition to the CAP the Council has 15 Corporate Performance Indicators. The indicators are used as part of a broader suite of operational management tools that ensure standards are being met and that the things that matter most to residents are being delivered in an efficient and effective way. The Corporate Performance indicators also form part of the annual update report published on the website.
- 2.6 The Corporate Performance Indicators provide a useful analysis both in terms of the performance within a given year, but also tell a story over a number of years. This is particularly helpful when looking at trends, such as the impact wider influences may have had on performance, and in tracking how service delivery has been improved as a result of learning and adapting over a period of time.
- 2.7 Performance management forms a core part of the operating model which shapes how the Council does business as described in the Corporate Plan. The approach to continuous improvement is guided by the following principles:
- Ensuring ongoing delivery of efficient and effective services
 - Measuring the right things at the right time
 - Looking at every pound spent against the backdrop of what people need
 - Learning from successes and failures
- 2.8 Following these principles ensures a proportionate yet focused approach to performance management. This enables the Council to judge whether it is meeting local priorities and providing value for money.
- 2.9 The Policy Manager will make a presentation to the Committee to expand on the report and take questions.

3 Corporate Objectives and Priorities

- 3.1 The Corporate Plan outlines the Council's vision and priorities for Test Valley over the next four years. It sets the direction and provides a focus for all the Council's activities and services. As a result, it informs decision making and the allocation of resources across the Council.
- 3.2 Being able to evidence progress against the plan is a key part of how the Council demonstrates it is meeting local priorities and providing value for money.

4 Consultations/Communications

4.1 The Corporate Plan is based on a robust evidence base which includes wide ranging consultation with residents across the communities in Test Valley. This influences both the projects that the Council takes forward through the Corporate Action Plan and what it measures through the Corporate Performance Indicators as the things that matter most to residents in regards service delivery.

5 Resource Implications

5.1 None

6 Legal Implications

6.1 None

7 Equality Issues

7.1 None

8 Other Issues

8.1 Wards/Communities Affected - All

9 Conclusion

9.1 Performance Management plays an important role in enabling the Council to evaluate on an ongoing basis the progress it is making in meeting local priorities and providing value for money. It provides the framework in which to review what is working well and what could work better to ensure a cycle of continuous improvement.

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
<u>Confidentiality</u>			
It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.			
No of Annexes:			
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