

Performance Management

End of Year report 2016/2017

Promote the achievements of East Cambridgeshire District Council against the Corporate Plan and wider corporate priorities	Baseline (from 2015/2016)	Target	End of year report
Develop an end of year performance report for the Council which promotes the achievements made against the Corporate Plan.	Completed and presented at Full Council	1 end of year report completed by April 2017	Completed, presented at Full Council and distributed to 37,000 homes across East Cambridgeshire
Promote the achievements of the Council in the local press and to partner organisations from the end of year performance reports.	N/A	Local press coverage by April 2017	Completed. 2 x press releases have been issued in the local press to highlight Council achievements against Corporate Plan priorities

Review existing performance management systems to ensure effective monitoring arrangements are in place.	Baseline (from 2015/2016)	Target	End of year report
Present a new Service Delivery Plan template to Members which is more streamlined and shows clear links to our Corporate Priorities.	N/A	By November 2016	New template presented and formally adopted at R&SSC
Support Service Delivery Leads through the new performance management cycle to ensure that they understand their requirements and meet all new relevant deadlines.	N/A	By December 2016	All Leads supported through the new performance management cycle
To support all staff with developing their Service Delivery Plans through the facilitation of Service Planning Workshops.	Completed. All Service Delivery Leads have been supported within their Service Planning Workshops	By November 2016	All Service Delivery Leads supported through their Service Planning Workshops

Help to provide support to Service Delivery Leads to ensure that they are meeting the needs of their customers (both internally and externally)	Baseline (from 2015/2016)	Target	End of year report
Identify the initial key services to focus on in order to develop LEAN system thinking. Develop a mechanism to deliver a LEAN thinking approach to these key services.	N/A	By March 2017	Not yet completed *
Start to work with Service Delivery Leads to deliver a LEAN system thinking approach to their work.	N/A	By March 2017	Not yet completed*
*The training was delayed due to waiting for agreement to fund the course from CMT.			

Ensure that the performance management service has the appropriate skills to maximise their roles within the priorities of the council	Baseline (from 2015/2016)	Target	End of year report
To undertake identified training needs in accordance with the roles and responsibilities which demands of the post.	Completed- Programme Management training passed	By August 2015	LEAN system thinking training not completed but has been booked in
To work within the performance framework of the organisation e.g. appraisals, setting outputs within the Service Delivery Plans and on-going performance reviews	Completed	By July 2016	Completed
To work with the Service Delivery Champions to highlight outputs within the Performance Management service	Engagement with Service Delivery Champions has been ongoing	On-going	New process of Service Delivery Champions commenting on the 6 month update reports has been completed
To review the web pages of Performance Management on the Council's main web site to ensure that they are clear and concise.	N/A	By August 2015	Performance Management website pages have been reviewed