





Commitments towards our Vision



Appendix F

Six Month Update-Performance Management



Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
Promote the achievements of East Cambridgeshire District Council against the Corporate Plan and wider Corporate Priorities	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	Produce an end of year Council report which promotes the achievements made against the Corporate Plan. To be designed, completed and printed by May 2017.	1 produced	Hetty Thornton- Performance Management Officer	↑	Completed- End of year performance report finished and distributed to approx 38,000 homes across the District.
		Promote the achievements of the Council in the local press and to partner organisations from the end of year Council report. At least one promotional editorial in the local press.	2 x editorials in the local press	Hetty Thornton- Performance Management Officer	↑	Completed- One press release conducted through Prominent PR.
		Start to work with Service Delivery Leads to deliver a LEAN system thinking approaches in their work. Work with at least 2 services throughout the year to embed new processes to enable efficiencies of time and money by October 2017	N/A	Hetty Thornton- Performance Management Officer	↑	Completed -Lean Six Sigma review on Building Control and Commercial Team. Other services currently being planned for Lean Six Sigma assessments moving forward. Achieved Green Belt and Black Belt qualifications- Lean Six Sigma
Contribute to an ethos of continuous improvement within the Council		<i>New performance measure at the six month review stage- Further reinforce the work already undertaken on Lean System thinking within ECDC by working with at least one additional team, focusing on identifying waste and defects and putting recommendations to help reduce these forward. Complete an end of project report, Ensure on-going monitoring arrangements Help to facilitate (but not run) projects connected with the recommendations from the "lean review".</i>	New target	Hetty Thornton- Performance Management Officer	<i>N/A as new target at the six month stage</i>	<i>New target at the six month stage</i>

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
Support the Council to bring about efficiency savings		Highlight areas of inefficiency within the Council and put in recommendations to improve ways of working and better support our customers. Provide initial findings and recommendations to CMT by October 2017	N/A	Hetty Thornton- Performance Management Officer		Report completed and presented to Building Control and Commercial Team. Efficiencies identified.
		Project manage the development of a new HR and payroll management system. Manage the project team, Appoint contractor (ensuring that any implications on business as usual are mitigated against and long term staffing arrangements are identified), Go live with the new HR and payroll management system by March 2018	N/A	Hetty Thornton- Performance Management Officer		Continuing to Project Manage the development of the new HR and payroll management system. Contractor appointed (Midland HR). Consultancy days arranged. On target to complete on time.
		Project manage the development of a new Council intranet. Develop and produce new Council intranet by March 2018	N/A	Hetty Thornton- Performance Management Officer		Due to restraints on capacity and taking on more projects the intranet development has been passed to the web team. However, I'm still inputting into the project team.
	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	<i>New performance measure at the six month review stage-</i> Continue to take on the additional responsibility of project managing the HR and payroll project in accordance with Prince 2 methodology until project completion in May 2018, ensuring the following: <ul style="list-style-type: none"> Organise and manage regular project team meetings Organise and manage meetings with Midland HR (the new system provider) Organise project consultancy days and ensure that the required work is completed as per the project plan Regular communications to all staff of key milestones All required staff and Members are trained prior to "go-live" date Any issues/risks are quickly highlighted to reduce negative impact on the project 	(Additional responsibility) Project management of the HR and payroll project	Hetty Thornton- Performance Management Officer	<i>New target</i>	<i>New target at the six month stage</i>
Ensure that Council priorities are met through effective performance reporting	Making East Cambridgeshire an even better place to live	Present the six month update performance reports on behalf of all services which demonstrate how the Council is meeting the needs of our customers. By October 2017	N/A	Hetty Thornton- Performance Management Officer		Worked with Service Delivery Leads to complete their 6 th month reports. Reports are being presented at Committee.

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Ensure that the Performance Management Service has the appropriate skills to maximise their role within the priorities of the Council	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	Attend LEAN system thinking training By April 2017	N/A	Hetty Thornton- Performance Management Officer		Completed and passed both Green Belt and Black Belt qualifications. Achieved 90% pass rate.
		To work with the Service Delivery Champion to highlight outputs within the Performance Management Service. On-going liaison	On-going	Hetty Thornton- Performance Management Officer		Service Delivery Champion updated as required.
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.		<i>New target at the six month stage:</i> Work with all Service Delivery Leads to highlight potential organisation /corporate risks from their service onto the Authority which will be highlighted on their service delivery plans and the ECDC risk register (if appropriate).	<i>New target</i>	Hetty Thornton- Performance Management Officer		<i>New target</i>
		To regularly review risks associated with performance management, including: <ul style="list-style-type: none"> Ensuring all Service Delivery Leads meet their requirements within their Service Delivery Plans Project management of the new HR and payroll management system which meets the needs of ECDC and its staff 	<i>New target</i>	Hetty Thornton- Performance Management Officer		<i>New target</i>

Name of Service Delivery Champion: Councillor Dan Schumann

Comments

As you can see from the report it has been a busy period for Hetty and the Performance Management Service, but I am pleased to report an excellent result against targets. All major tasks have been completed successfully and on time and new targets have been added, which Hetty is good making progress on. The service continues to make a very valuable contribution to the council and Hetty is to be congratulated for her hard work