

Six month performance update report**Performance Management Services- 2016/2017**

Performance Measure - Promote the achievements of East Cambridgeshire District Council against the Corporate Plan and wider corporate priorities	Baseline	Target	6 month update report
Develop an end of year performance report for the Council which promotes the achievements made against the Corporate Plan.	N/A	1 end of year report completed by April 2017	End of year report completed for 2016/2017 *see below
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	To be reported on in the end of year report update
Notes:- The end of year Council performance report has been completed and for the first time a copy of the document will be distributed to every household across East Cambridgeshire. This equates to approximately 38,000 copies. The report demonstrates outcomes from Services across the Authority and has been positively received.			

Performance Measure - Review existing performance management systems to ensure effective monitoring arrangements are in place.	Baseline	Target	6 month update 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	The new process will be presented to Members in November *see below
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	To be reported on in the end of year report update
To support all staff with developing their Service Delivery Plans through the facilitation of Service Planning Workshops.	N/A	By November 2016	To be reported on in the end of year report update
Notes:- Service Delivery Leads have been shown a number of new design options for the Service Delivery Plan template and the feedback has helped to determine the final design.			

Performance Measure - To provide a dedicated high quality technical service to our customers	Baseline	Target	6 month update 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	Currently scoping training to support delivery
Start to work with Service Delivery Leads to deliver a LEAN system thinking approach to their work	N/A	By March 2017	To be reported in the end of year report
Notes:- The Performance Management Officer has also been undertaking a Project Management role within the Transformation Programme. The project has been focused on developing a "case for change" for a new payroll and HR management software system and Phase 1 of a new intranet. Both project elements will support the LEAN system thinking approach by streamlining processes, bringing administrative efficiencies, supporting all staff to access HR e-self service forms and helping to support our mobile and flexible workforce.			

Performance Measure - Ensure that the performance management service has the appropriate skills to maximise their roles within the priorities of the council	Baseline	Target	6 month update report
To undertake identified training needs in accordance with the roles and responsibilities which demands of the post.		By August 2016	On-going *see below
To work within the performance framework of the organisation e.g. appraisals, setting outputs within the Service Delivery Plans and on-going performance reviews		By July 2016	On-going
To work with the Service Delivery Champions to highlight outputs within the Performance Management service		On-going	On-going
Notes:- Attended training session on performance management and how to assess performance outcomes.			

Service Delivery Champions to review six month performance report and write down their comments in the box below.

<p>Name of Service Delivery Champion:- Councillor Dan Schumann</p>
<p>Comments:- Hetty has done an excellent job. I fully support what Hetty has done and am very pleased that her targets have all been met. She has also performed above and beyond her original targets by taking on a Project Management role within the Transformation Programme. The project has been focused on developing a “case for change” for a new payroll and HR management software system and Phase 1 of a new intranet.</p>