

TITLE: PERFORMANCE MANAGEMENT – REVISED REPORTING TEMPLATE

To: Regulatory and Support Services Committee

Date: 5th December 2016

From: Hetty Thornton- Performance Management Officer

[R151]

1.0 Issue

1.1 To inform Members about the revised Service Delivery Plan template and updated guidance on performance management, ensuring that the performance reporting process provides a clear route from the Corporate Plan to service level outputs.

2.0 Recommendations

2.1 Members are requested to:

- agree the new performance reporting template
- agree the revised guidance on performance management

3.0 Background

3.1 Recent changes in the performance management cycle has led to a recent review of reporting processes within the Service Delivery Plan template.

3.2 Members suggested that the Council develops a more streamlined outcome report which enables them to quickly ascertain performance outputs against the original performance measures and this was updated to reflect their thoughts.

3.3 After the changes, Members still felt that the process could be improved upon and requested a more streamlined approach to reporting which has prompted these proposed changes. In addition Service Delivery Leads felt the process was too long and needed to be simplified.

3.4 Two new templates were presented to Service Delivery Leads which provided a clear strategic alignment from Corporate Plan priorities down to service level outputs. This will help to reinforce the “corporate thread” and demonstrate clearer correlations between the strategic, higher level measures of the Authority and specific measures for each member of staff within appraisals.

3.5 Feedback from Service Delivery Leads has been mixed, however most have welcomed a more simplified approach which shows them clearly where they fit in to the wider strategic priorities of the Council. In addition, it will make Service Delivery Plans more accessible to all people on the teams due to its scaled down template.

3.6 The template has amalgamated the processes reflected in the yearly Service Delivery Plans and the end of year/six month report (therefore changing two documents in to one simple report).

3.7 To align with the new template the existing guidance on performance management has been updated to reflect these changes. This is presented in Appendix B.

3.8 The guidance sets out our approach to performance management, our reporting mechanisms and how our Corporate Plan priorities, Corporate Objectives and service level performance measures all fit in.

4.0 Argument and Conclusions

4.1 A new Service Delivery plan template has been designed in direct response to a request from Members to demonstrate the link from high level strategic aims of the Authority down to performance measures reflected with individual appraisals.

4.2 The simplified process enables the use of just one document on which to present new performance measures, and 6 month and yearly outcomes.

4.3 An updated version of the guidance on performance management will enable employees and customers to understand the process and where each service fits in with our Corporate Priorities. This will ensure a successful “golden thread”.

5.0 Financial Implications

5.1 There are no financial implications other than officer time attributed to this report.

6.0 Equality Impact Assessment

6.1 There are no equality impact assessment requirements.

7.0 Appendices

Appendix A- New service plan template

Appendix B- New performance management guidance

Background documents- None

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