End of year report- Performance Management 2015/2016

To support the council's transformation agenda to ensure that services are designed around the needs of the customer.	Baseline (from previous year if applicable)	Target	Outcome
To work in partnership to promote and engage all staff within the Transformation agenda.	N/A	By October 2015	Completed see *
To identify common themes highlighted through the Transformation workshop focus groups in order to focus future delivery of council services.	N/A	By July 2015	Completed – common themes were identified
To work across the council to develop programme streams to support the Transformation agenda.	N/A	By August 2015	Completed (although changed in accordance with Director)**
*workshops were organised to promote the Council's Transformation Programme. All staff were encouraged to get actively engaged and participate in the early development work. Over half the staff at the Council attended the workshops with many comments saying that they felt positive about being a part of something which could make their working practices more streamlined.			
** Programme themes were identified after feedback from staff and Councillors. These were then developed into projects by the Director which were agreed by Councillors at Committee.			

To review existing performance management systems to ensure effective monitoring arrangements are in place.	Baseline (from previous year if applicable)	Target	Outcome
To undertake an assessment of the existing performance management reporting arrangements to ensure that the processes work effectively for the whole council.	N/A	By September 2015	Completed
To work in partnership to help develop a new SharePoint performance monitoring arrangement to help identify areas of high or low performance outputs.	N/A	By January 2016	On hold*
*A number of Councils were approached to get a good cross section of non bias opinions of SharePoint. This information and further research was utilised to formulate a project brief demonstrating outcomes. Due to a shift in focus however and the new arrangements of on delivery targets, SharePoint is currently on hold.			

To ensure that the council priorities are met through effective performance reporting	Baseline (from previous year if applicable)	Target	Outcome
To support Service Delivery Leads with their on-going performance management arrangements to meet the priorities of the council.	N/A	On-going	*Completed all leads supported
To support all staff with developing their Service Delivery Plans through the facilitation of Service Planning Workshops.	N/A	By July 2016	**Completed
*All Service Delivery Leads have been supported to develop their priorities within the Council. A new delivery cycle has been developed (and agreed by Regulatory and Support Services Committee) to ensure that the timescales tie in with our business planning cycles. This will make the reporting dates much easier, link in with our budget setting timescales and our appraisal processes.			
**All Service Delivery Leads had the option to have additional support within their Service Planning Workshops. A number of Leads took advantage of this and the Performance Management Officer attended in order to discuss priorities moving forward and how their services fit in with the Corporate Priorities of the Council. More importantly some Leads used the opportunity to really focus their team on being a part of their new service plan and streamline existing performance measures.			

Ensure that the performance management service has the appropriate skills to maximise their roles within the priorities of the council	Baseline (from previous year if applicable)	Target	Outcome
To undertake identified training needs in accordance with the roles and responsibilities which demands of the post.	N/A	By August 2015	Completed- attended and passed Managing successful programmes course.
To work within the performance framework of the organisation e.g. appraisals, setting outputs within the Service Delivery Plans and on-going performance reviews	N/A	By July 2015	Completed
To work with the Service Delivery Champions to highlight outputs within the Performance Management service	N/A	On-going	ongoing

To support members to be actively engaged in the performance management of the council	Baseline (from previous year if applicable)	Target	Outcome
To work with Members to be actively engaged in the emerging Transformation programme.	N/A	On-going	Completed *
*A number of Member events were organised and a series of emails were sent out to all Members highlighting the Programme. In addition, the Performance Management Officer developed the governance structures of the programme and reporting mechanisms.			