

Name of service:- Performance Management

Date of reporting period 2017-2018

Overview of Performance Management Services

Performance Management Services comprises, 1 Full-time Performance Management Officer.

The remit of the officer is to support the development of strategic performance measures of the organisation linked to Council's priorities, help to monitor outputs, support other Service Delivery Leads with their service planning processes, ensure that the public is kept informed about Council performance and help to provide practical solutions to produce a high performance culture which is embedded into the vision of the Council.

The role requires a great deal of partnership working across all services within the Council to ensure that there is a clear correlation between the outcomes of the authority and Council's Corporate Plan. Effective performance management enables the Council to demonstrate how it is meeting the needs of the local community and where the main focuses are.

It is vital to promote the outcomes of the Council to the community to show what we are aiming to achieve in the short term, what we are currently achieving and what we will be focusing on in the future. The Performance Management Officer ensures that the public is kept up to date with information on what the Council is achieving through the end of year Council report which details performance over the previous 12 months.

Over the past 12 months the Performance Management Officer has been leading on the development of the new HR and payroll Management system within the Transformation Programme and the proposed intranet project. Both projects will enable the Council to be more efficient and processes to be more streamlined in their approach.

The cost to run the service totals; £49,607.00 which includes salary costs and on costs.

How does the Service link in with the Council's Corporate Plan?

The Service links in with the following priorities;

- **The Service is customer driven with "a can-do attitude and pro business approach and commercially focussed to ensure financial self-sufficiency for the taxpayer".**
- **Providing clear opportunities to ensure that the Council is "Making East Cambridgeshire an even better place to live".**

The Service provides support across the Council to all services and therefore it helps

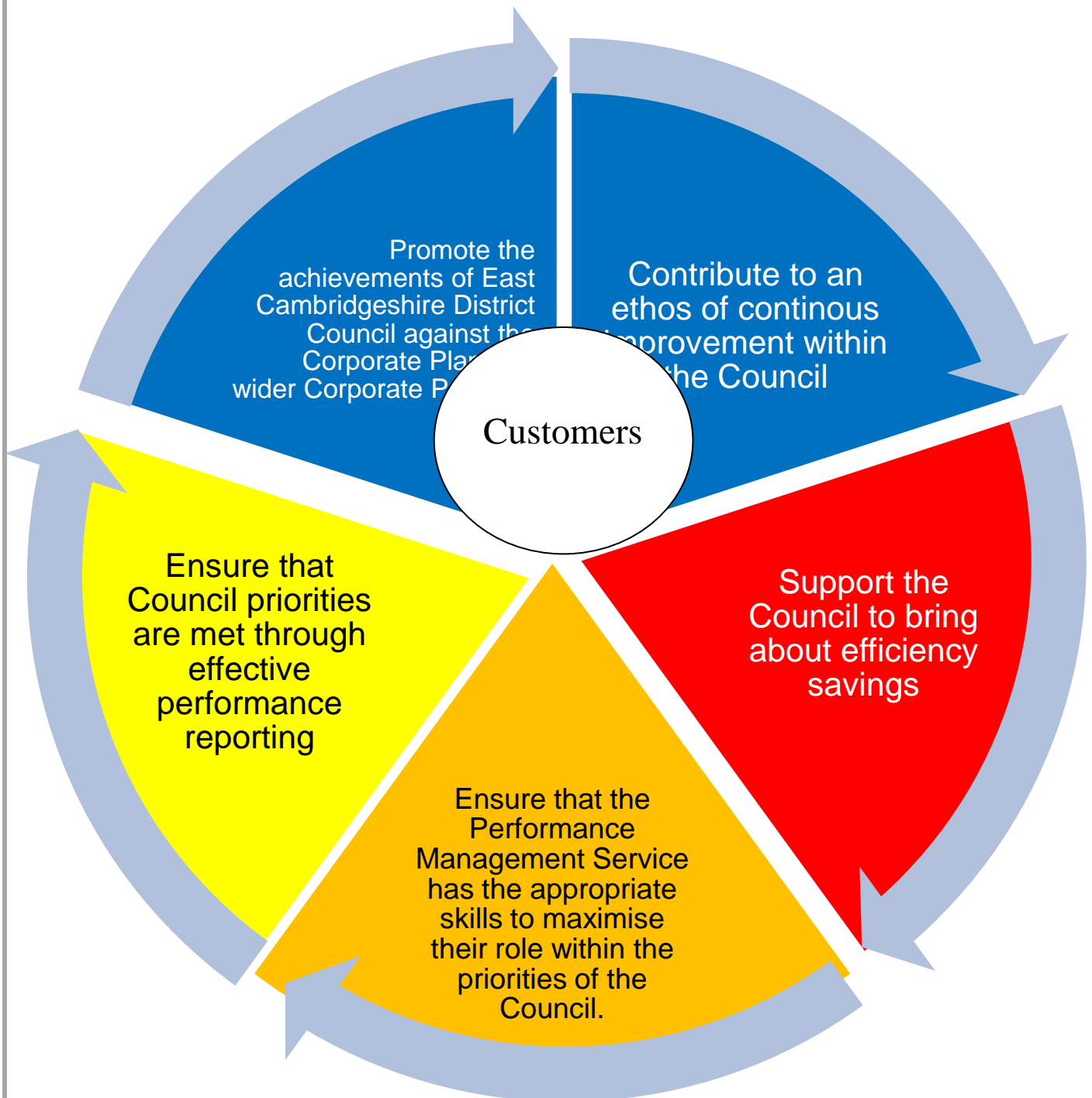
to support the majority of the outcomes within the priorities of the Corporate Plan.

Performance management is essential in assessing the outcomes of the authority which must always link back to our priorities and projects identified within the Corporate Plan.

Forward Planning for Councillors

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee
May 2017	End of Year Council report	Performance Management	Cllr Dan Schumann	R&SSC
September/October 2017	6 month outcome reports to the Service Delivery Champions	Performance Management	Cllr Dan Schumann	R&SSC
March 2018	New service delivery plans presented	Performance Management	Cllr Dan Schumann	R&SSC

Strategy map- 2017/2018



Commitments towards our Vision

Service Delivery Plan-Performance Management Service



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
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
		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
Contribute to an ethos of continuous improvement within the Council		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
		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
Support the Council to bring about efficiency savings		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
		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
Ensure that Council priorities are met through effective	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.	N/A	Hetty Thornton- Performance Management Officer

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
performance reporting		By October 2017		
Ensure that the Performance Management Service has the appropriate skills to maximise their role within the priorities of the Council		Attend LEAN system thinking training By April 2017	N/A	Hetty Thornton- Performance Management Officer
			N/A	Hetty Thornton- Performance Management Officer
		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