

**1. SUMMARY**

The Improvement and HR Service has transferred from the Chief Executive's to the Customer Services Department, supporting our customer-focused approach. This administrative change reinforces the Chief Executive's increased focus on strategic matters, and reduces the need for the Chief Executive to report performance at both Departmental and Council levels.

**2. RECOMMENDATIONS**

It is recommended that the PRS Committee notes the improvements set out in paragraph 3.4 of this report.

**3. DETAIL**

3.1 The Council scorecard brings together all data from the Departmental scorecards. In a similar way, Departmental scorecards consist entirely of data from the Departments' constituent Services. This structure reflects lines of management responsibility and supports a clear reporting process, with the Chief Executive and Executive Directors taking ownership at the appropriate level.

3.2 The transfer of Improvement and HR from the Chief Executive's into Customer Services improves our customer-focused approach and removes the need for the Chief Executive's scorecard, as it is simply a restatement of the Strategic Finance Service scorecard.

3.3 The Council scorecard draws together data from the Departmental scorecards with additional information – e.g. Strategic Risks and Corporate improvement Plan. It is a simple matter to include Strategic Finance data directly at the Council scorecard level, rather than through a Departmental scorecard.

3.4 The SMT has agreed that performance reporting is conducted through the Council scorecard supported by three Departmental scorecards – Community Services, Customer Services and Development & Infrastructure. The residual data from the Chief Executive's scorecard is included in the Council scorecard.

**4. CONCLUSION**

The reduction in the number of scorecards de-clutters performance reporting and eliminates wasteful duplication whilst maintaining access to all current content.

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