Performance Excellence Project

Communications Update to Area Committees

December 2022

2020 Best Value Audit;
How well is the Council performing?

- Accounts Commission noted progress providing a sound basis for tackling future challenges and sound approach to financial planning and budgeting.
- The Council has a mature approach to performance and is making improvements.
- The Council's performance reporting makes it difficult to assess what progress has been made against its six corporate outcomes.
- There is limited evidence of the Council using performance information to drive improvement.
- Some areas of good practice, for example at Area Committee Level.

Accounts Commission May 2020

Best Value Improvement Action Plan

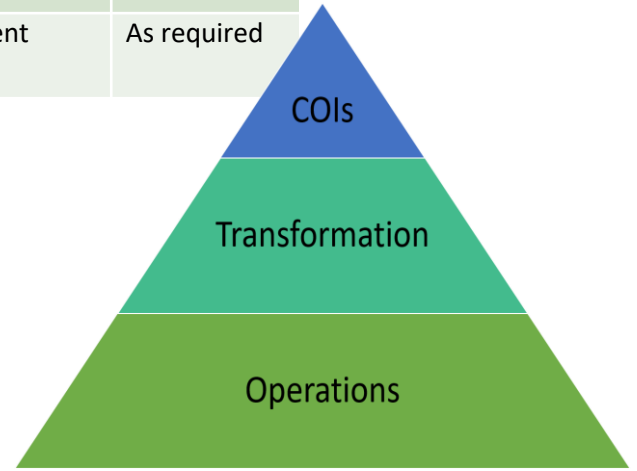
- Agreed by Council June 2020.
- Annual updates to Audit and Scrutiny Committee (March 2021, 2022)
- Theme 2 of Action Plan; Improve Performance Management Reporting.
    1. Review the approach to performance management.
    2. Introduce improved reporting of performance information to members.
    3. Improve public performance reporting.

Review of Performance Management

1. Recommendations agreed by Council September 2021.
2. Agreed a suite of Corporate Outcome Indicators that will be reported on annually.
3. Other improvements underway.

New Hierarchy of Performance Reporting

Hierarchy	Indicators/ data	Purpose	Level of Scrutiny	Frequency
Strategic Level	Corporate Outcome Indicators (COIs)	Allows external and internal scrutiny of performance against our corporate outcomes.	Strategic Committee	Annual
Transformation Level	Information (above operational measures and) related to transformational activity, policy objectives and projects.	Allows external and internal scrutiny of performance and progress of our transformational activity.	Strategic Committee	Quarterly
Operational Level	Area Committee Quarterly Reporting	Allows scrutiny of operational performance	Area Committee	Quarterly
	Operational Indicators		Management	As required



Decommissioning of Pyramid

1. Council agreed February 2019 to cease use of pyramid as a budget saving on account of it being non user friendly, unwieldy and did not provide the Council what it needed.

2. Very few teams using Pyramid for operational performance and have alternative tools in place to record data and review performance.

3. Pyramid will be decommissioned by the end of this financial year.

4. Future performance data will be presented using new and existing tools in accessible formats.

5. This will simplify our approach and provide greater value for money.

Any
Questions