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**Single Outcome Agreement**

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**1 INTRODUCTION**

- 1.1 This report provides the Community Planning Partnership (CPP) with an update on the progress made on reviewing the performance indicators in the Single Outcome Agreement (SOA).
- 1.2 At the Management Committee held on 3<sup>rd</sup> November 2010, partners were asked to identify and provide the name of their performance lead person for the Council to liaise with. A paper was presented to the Management Committee in December 2010 and since then a meeting has taken place with representatives from Argyll and Bute CHP.

**2 RECOMMENDATION**

- 2.1 It is recommended that the Management Committee note :
1. Discussions with partners remain ongoing with regards to identifying related success measures
  2. partners have been asked to identify additional measures which can be linked as a related success measure into the SOA
  3. partners are asked to consider measures which can be included in the next SOA

**3 DETAIL**

- 3.1 The Council has held meetings with Highlands and Islands Enterprise, NHS Highland (Argyll and Bute CHP) and Strathclyde Fire and Rescue with a view to arranging meetings to review performance measures monitored by partners which could be incorporated into the current SOA and for inclusion in future SOA's.

A meeting was held with Douglas Cowan, Highlands and Islands Enterprise on Wednesday 1<sup>st</sup> December. The aim of the meeting was to demonstrate Pyramid, and to identify any additional measures monitored by HIE which

could be referenced into Pyramid as a related success measure for national outcomes. It is accepted that HIE monitor the performance indicators in their current Operating Plan although this will be reviewed for the forthcoming financial year. It is expected that the performance indicators in the Operating Plan 2011/12 will be linked to the National Outcomes set out by the Scottish Government and this can be linked to the SOA through Pyramid.

A meeting was arranged with Strathclyde Fire and Rescue for Thursday 2<sup>nd</sup> December to view their performance management system and to review any additional measures related to the national outcomes which should be recorded by the CPP. Presently, Strathclyde Fire and Rescue do not have any performance indicators in the SOA although it is acknowledged that data is available at a ward level which specifically relates to national outcomes. This has potential benefits for capturing data at a local community planning level.

Strathclyde Fire and Rescue will provide performance indicators which can be split down at ward level for possible inclusion in the SOA and Area Community Plans.

Argyll and Bute CHP have been contacted with regards to arranging a meeting. The exception reports that are produced for the CHP have been requested and these will be aggregated and then forwarded to the council.

Argyll and Bute CHP met with representatives from the Council in early January 2011. The focus of the meeting was to discuss the HEAT targets for 2011/12 and the development of NHS Highland's Local Delivery Plan which will help to reflect the contributions made by NHS Highland/Argyll and Bute CHP to the Argyll and Bute Single Outcome Agreement.

Argyll and Bute CHP have few additional success measures which can be incorporated into the SOA at this stage. However, it may be worth reviewing the HEAT standards.

The HEAT targets will change for the forthcoming financial year and this will be reflected in the Balanced Scorecard reports which Argyll and Bute CHP submit to NHS Highland.

Strathclyde Police have been contacted with regards to their key performance indicators and targets. Strathclyde Police are holding an internal workshop on 19<sup>th</sup> January at which the KPI's will be discussed for Strathclyde Police. A meeting will be held between Strathclyde Police and Argyll and Bute Council following the 19<sup>th</sup> January.

The Improvement Service has developed a Menu of Local Outcome

Indicators to focus on the most robust and relevant indicators for achieving local outcomes which we are considering using to further highlight the contributions in Argyll and Bute towards the national outcomes. The majority of indicators in the menu are reported annually which will impact on the quarterly reporting process currently used by the CPP. If the decision by the CPP Management Committee is to use the indicators in the Menu of Local Outcome Indicators, then perhaps we have to review the monitoring arrangements we have in place for the SOA.

#### **4 CONCLUSION**

- 4.1 Meetings have been held with some partners to establish whether there are additional performance indicators/success measures that are recorded that can be referenced into the SOA as related success measures that contribute towards performance against national outcomes. Partners have been asked to provide a list of success measures and data, if possible, following the meetings that have been held.

For further information please contact:

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