
Single Outcome Agreement

1. INTRODUCTION

1.1 Argyll and Bute Community Planning Partnership submitted their Single Outcome Agreement (SOA) Annual Report 2009/10 to the Scottish Government. When compiling the report it was evident that there were some success measures from partners that were no longer measured. It was also noted that a number of indicators had a significant time delay in reporting and that this is not conducive to effective performance management. Partners were asked to review alternative measures that could be referenced into the SOA. Officers from the Council carried out visits and were involved in discussions with partners.

2. RECOMMENDATION

2.1 It is recommended that:

1. The CPP notes the contents of this report
2. Partners are asked to notify the Council when they no longer record measures that are referenced into the SOA and to propose an alternative measure
3. The CPP notes that use of the Menu of Local Outcome Indicators as developed by the Improvement Service will be considered, in discussion with partners, as a base for developing future SOA measures.

3. DETAIL

3.1 At the CPP Management Committee meeting held in November 2010, there was a detailed discussion around the performance measures that are included in the SOA. It is evident from the SOA Annual Report that some measures are no longer monitored. However, 'new measures' that are now monitored by partners could be incorporated into the SOA as related success measures if they are related to one of the 15 national outcomes. Partners were asked to provide contact details of the performance officer with a view that the Council would have a meeting to refine indicators. There have been meetings held with HIE, NHS Highland and Strathclyde Fire and Rescue. A meeting with Strathclyde Police is scheduled for 22nd February.

3.2 A meeting was held with Highlands and Islands Enterprise on Wednesday 1st December. The aim of the meeting was to demonstrate the Pyramid performance

management system, and to identify any additional measures monitored by HIE which could be referenced into Pyramid as a related success measure for national outcomes. 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 these can be linked to the SOA through Pyramid.

- 3.3 A meeting was arranged with Strathclyde Fire and Rescue for Thursday 2nd 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.
- 3.4 Argyll and Bute CHP met with representatives from the Council in 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. 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 the NHS Highland Board.
- 3.5 Strathclyde Police have been contacted with regards to their key performance indicators and targets. Strathclyde Police held an internal workshop on 19th 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 on 22nd February. Similarly to the measures provided by Strathclyde Fire and Rescue, there are measures monitored by Strathclyde Police at a multi member ward level which could feed into the Area Plans at a local community planning level.
- 3.6 It is clear that for some partners, targets are set nationally and these could change on a yearly basis e.g. NHS HEAT targets. This results in some measures no longer being recorded although as they are still referenced into the SOA. It is proposed that these should be classed as related success measures rather than as a key success measures.

3.7 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.

Presently, the SOA includes national indicators and measures recorded by partners. By using the Menu of Local Outcome Indicators, this will allow the CPP to monitor measures recommended by the Improvement Service and will enable the CPP to highlight the contribution we are making to each of the national outcomes.

If the decision by the CPP is to use some of the indicators in the Menu of Local Outcome Indicators which are relevant to Argyll and Bute, then perhaps we have to review the monitoring arrangements we have in place for the SOA due to the same problem we are currently encountering in terms of the time lag between the collection and publication of data.

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 and these will be built into Pyramid.

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