

PERFORMANCE MANAGEMENT FRAMEWORK 2008 / 2009

Peterborough has developed a Council-wide performance management methodology which is critical to the successful delivery of all key projects and service delivery. The methodology is shown in a guide that can be accessed on the council's intranet (Insite). Performance is measured against a combination of national and local indicators and priorities through our Sustainable Community Strategy, Corporate Plan, Local Area Agreement and the 188 indicators in the National Indicator Set.

All authorities have a duty to collect a series of indicators and these are independently audited by the External Auditors on an annual basis.

The Council has a detailed performance management framework in place which is effectively used to monitor and manage performance. Performance is cascaded through service plans, individual employee appraisals and action plans. Performance reports are produced on a quarterly basis and is considered by the Council's Corporate Management Team (CMT), the Cabinet, and Scrutiny Committees. The information on performance is reported annually through the Corporate Plan and the report is also fed into the budget process. This ensures that the Council reviews and monitors the quality of service and reflects the needs of its users in its Corporate Plan and Medium Term Financial Strategy in order to ensure improvement. In addition, performance "surgeries" are held where challenge is made on key themes or indicators and steps taken to improve processes and ultimately performance. A further development to improve performance has included the establishment of "critical issues" which are reported regularly through the CMT. These reports use a *traffic light system* to make interpreting results easier. This provides a focus on key areas which may require more attention or resource in order for the Council to achieve its objectives. The reporting process is under constant review in order to develop its maximum potential.

The Council's performance management framework may be summarised as:

- There are standardised performance management arrangements across the Council within the key document being the Corporate Plan;
- This key performance management document is the Quarterly Performance Monitoring Report which is submitted through CMT to Cabinet detailing performance in 3 areas - the Corporate Plan, Local Area Agreement and the National Indicator set;
- A central reporting tool, Performance Plus, is used by all managers to record performance throughout the year;
- Critical issues are tracked through CMT in relation to the national indicators.

External audit have reviewed the data quality arrangements, which includes the collection and monitoring of indicators. This has identified a number of areas for improvement which have been included in an action plan and reviewed frequently. Data quality arrangements have shown improvement in the last 12 months and forms part of the Council's annual assessment - the current score is 3 out of 4. A more detailed report was submitted to Audit Committee on Data Quality Arrangements in February 2009.

Improvements have been made to the performance management framework with better alignment with risk management.

No issues have been identified that are considered of significance in terms of the Council's overall governance and control arrangements.

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