

HIGH PEAK BOROUGH COUNCIL

Report to the Corporate Select Committee

10th February 2020

TITLE:	Performance Framework 2020/23
EXECUTIVE COUNCILLOR	Cllr Alan Barrow – Executive Councillor for Finance & Corporate Services
CONTACT OFFICER:	Vanessa Higgins - Information Business Partner
WARDS INVOLVED:	Non-Specific

Appendices Attached:

Appendix 1: Performance Framework 2020/23

Appendix 2: Corporate Plan consultation feedback

1. Reason for the Report:

1.1 The purpose of this report is to:

- Provide members with an opportunity to scrutinise the draft Performance Framework and associated targets for 2020/21, and to
- Share the findings from the recent online consultation which sought feedback from a range of stakeholders on the council's new corporate plan priorities for 2019-2023.

2. Recommendation

2.1 That the Corporate Select Committee comments accordingly and recommends approval by the Executive.

3. Executive Summary

3.1 The Council's Corporate Plan articulates the aims, objectives and priority actions, which the Council is working to achieve. Its delivery is measured through the Performance Framework, which has at its centre the three pillars of value for money - efficiency, economy and effectiveness.

3.2 This report seeks to provide a new Performance Framework that will enable the council to monitor, measure and report back on its progress against the stated priorities set out in the council's new 4-year corporate plan.

4. How this report links to Corporate Priorities

- 4.1 The purpose of the report is to enable the monitoring of progress against the Council's corporate priorities. As such this report has linkages to each of the Council's Corporate Plan aims.

5. Options

- 5.1 Members are asked to consider the proposed targets and to make amendments if they consider that they are necessary. A Performance Framework Sub Committee took place on 3rd February to take a more focused look at the proposed targets and made changes to the draft targets.

6. Implications

- 6.1 Community Safety - (Crime and Disorder Act 1998)
None
- 6.2 Workforce
None
- 6.3 Equality and Diversity/Equality Impact Assessment
This report has been prepared in accordance with the Council's Diversity and Equality Policies
- 6.4 Financial Considerations
Effective Performance Management contributes to the Council's financial objectives
- 6.5 Legal
None
- 6.6 Sustainability
None
- 6.7 Internal and External Consultation
The targets proposed have been agreed in conjunction with senior managers through the Service Planning process
- 6.8 Risk Assessment
A robust Performance Framework is a critical tool in controlling and mitigating risks.

ANDREW P STOKES

Executive Director (Transformation) and Chief Finance Officer

Background Papers

Performance Framework 2020/23
Service Plans
Consultation Feedback

Location

Available on request

Contact details

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7. Background and Introduction

- 7.1 The Council's 4-year Corporate Plan (2019-2023) articulates the aims, objectives and priority actions, which the Council is working to achieve over that period. The Plan was approved in October 2019 and required a new Performance Framework that could measure its delivery and also aid effective scrutiny through more focused and balanced reporting; celebrating success and promoting improvement.
- 7.2 The Performance Framework is built around the Council's key objectives whilst also ensuring that the three pillars of value for money (efficiency, economy and effectiveness) remain central.
- 7.3 The Framework is made up monthly, quarterly and annual measures and the Council reports by exception on all monthly and quarterly measures but has moved away from a 'dashboard' approach to one which reflects the whole Framework. The annual contextual measures are reported in the Annual Report, which also provides an overview of the Council's progress in delivering its Corporate Plan and the results of value for money benchmarking.

8. Performance Framework 2020/23

- 8.1 Targets covering a 3-year period are owned and managed by Heads of Service across the authority, and are communicated to teams through service plans and individual performance objectives via the Council's performance appraisal process (PEP) process. Managers have been asked to review and refresh these targets for the period 2020/21 to 2022/23 based upon current performance levels and national benchmarks, where available.
- 8.2 In some cases Heads of Service have proposed the removal, addition or amendment of performance measures. Such instances have been highlighted within the Appendix to this report and have been considered by senior management. Members of Corporate Select also attended a Performance Workshop on 3rd February and made a number of suggested amendments to the framework, which are included within Appendix 1.
- 8.3 As well as measuring our performance against these targets, the council will also monitor and report back to this committee on the priority actions contained within the Corporate Plan. These are shown within Appendix 1 and will be overseen internally by the Transformation Board.
- 8.4 2020/21 will be the first full year of measuring the Council's progress against its new Corporate Plan through this performance framework. As the work on developing and agreeing a climate change action plan moves forward, new 'green' measures will be developed also and will be added to the framework in time. Annual reviews of progress and continued usefulness will be undertaken, to ensure the performance framework adequately and accurately measures the achievement of the Council's corporate plan priorities.

9. Corporate Plan Priorities Consultation

- 9.1 In November 2019 the Council agreed a plan of communication and engagement following the adoption of its new 4-year Corporate Plan. It was hoped that the plan would enable the council to communicate its spending priorities and to seek feedback on its aims and objectives from a variety of interested groups from employees, to partners, customers and businesses.
- 9.2 The communication and engagement process is now complete with regular internal communication, press releases, business newsletter articles and an online questionnaire available to a number of stakeholder groups.
- 9.3 The feedback has been limited, with 26 recorded responses; 88% of which came from residents. The full results are appended to this report and reveal high levels of support for the council's corporate objectives with levels of agreement ranging from 57% to 100% across the four aims. The top 5 priorities from the consultation exercise were recorded as:
- ✓ Effective procurement with a focus on local businesses - 89% agree
 - ✓ Effective provision of quality parks and open spaces - 92% agree
 - ✓ Ensuring our services are readily available to all our residents in the appropriate channels and provided "right first time" - 92% agree
 - ✓ Providing high quality public amenities, clean streets and environmental health – 93% agree
 - ✓ Effective recycling and waste management - 100% agree
- 9.4 The feedback also contains narrative statements where respondents have provided further information on particular issues or where they'd like to see the council focus its resources. These will be shared with relevant senior managers in order to inform future service delivery where feasible and in line with stated priorities.