

PROGRESS REPORT – INTRODUCTION OF A REVISED PERFORMANCE MANAGEMENT SYSTEM

1 SUMMARY

- 1.1 A revised format for the quarterly performance report to Members was approved at the previous meeting of the Policy, Finance and Strategic Performance Committee on 13 July 2006.
- 1.2 The first Members' Performance Report in the new format, covering the first quarter of 2006/07, was presented to the Policy, Finance and Strategic Performance Committee on 19 September 2006.
- 1.3 This report explains the progress made towards the implementation of a revised performance management system up to 30 September 2006.
- 1.4 It is anticipated that the next Members' Performance Report covering the second quarter of 2006/07, will be presented to the Policy, Finance and Strategic Performance Committee on 7 December 2006. (The report will be made available to Members of this Committee by 31 October 2006)

2 PROGRESS WITH SYSTEM IMPLEMENTATION

- 2.1 The revised Members' Performance Report is now in place.
- 2.2 The Divisional Planning Process is now in place with plans having been produced to cover 2006/07 and in draft for 2007/08. The plans for next year will help to identify issues that need consideration through the priority setting/budget process and will be finalised once next year's priorities/budgets are agreed.
- 2.3 A Members' guide to Rochford's Performance Management Framework is being prepared. In addition to describing the key elements of the framework, the guide emphasises the importance of Members in monitoring and managing performance. In this context, it may be appropriate to consider the appointment of a "Performance Management Champion". This may best be picked up by the Review Committee in its ongoing review of the operation of the new committee process. The draft Members' Performance Management guide will be brought to the 7 December meeting of this Committee for consideration.
- 2.4 An improved performance review process which will ensure regular review by managers of each performance indicator or project plan is being implemented.
- 2.5 The Rochford Performance Management System therefore provides for:-

Monitoring processes which will deliver:-

- Service performance information measured against robust targets
- Data to inform of progress where a PI is measured annually
- Regular recorded reviews of service performance (Monthly or weekly etc as required) by line manager with service managers
- Identification of items for exception reporting or escalation
- Progress against Divisional Plans and Action Plans (including CPA Best Value Reviews and Service Inspection Action Plans)

Reporting processes which will deliver:-

- A Members' Performance Report – (Quarterly)
- A mid year report to Members of all Indicators (under development)
- An annual report to Members of all Indicators via the Best Value Performance Plan.
- Comprehensive Quarterly Performance Reports - available on request or via website
- Exceptions reports as necessary
- Control of data quality

2.6 The system will continue to evolve in order to accommodate Members' needs and remain "fit for purpose".

3 RISK IMPLICATIONS

3.1 The need to introduce an improved performance management system was identified under Comprehensive Performance Assessment (CPA) and failure to do so would impact negatively on any future CPA assessment.

4 RECOMMENDATION

4.1 It is proposed that the Committee **RESOLVES**

- (1) To note the progress made in implementing a revised Performance Management System.
- (2) To consider whether a Member Performance Management Champion should be appointed.

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Background Papers:-

None

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