

This Report will be made public on 11 July 2017

Folkestone

Hythe & Romney Marsh
Shepway District Council



Report Number **C/17/11**

To: Cabinet
Date: 19 July 2017
Status: Non-Key Decision
Head of service: Suzy Tigwell, Leadership Support Manager
Cabinet Member: Councillor David Monk, Leader of the Council

SUBJECT: PERFORMANCE MANAGEMENT FRAMEWORK

SUMMARY:

The Performance Management Framework was originally created and approved in 2014. On 24th February 2016, Cabinet approved the council's new approach to performance management. The Performance Management Framework has been revised to reflect the new procedures and ensure that it is up to date and reflect current working practices.

REASONS FOR RECOMMENDATIONS:

Cabinet is asked to agree the recommendations set out below because:

- a) Effective performance management is critical to the success of the Council.
- b) The Council is committed to managing performance to ensure progress and improvement is maintained

RECOMMENDATIONS:

1. To receive and note report C/17/11.
2. To approve the revised Performance Management Framework.

1. BACKGROUND

- 1.1 The council's Performance Management Framework was last reviewed in 2014.
- 1.2 In February 2016 the performance management practices were reviewed and quarterly performance management reports were introduced for CMT and Members.
- 1.3 The revised Performance Management Framework has been updated to reflect the current working practices throughout the Council. A summary of the changes are detailed below:-
 - The document has been updated to reflect current reporting arrangements for performance management.
 - The process for creating service plans annually and what the service plans include.
 - Details of the new customer feedback and complaints policy.
 - Included as an appendix is the Data Quality Strategy which was previously a separate document.
 - The document has been updated to incorporate the new Corporate Plan's strategic objectives.
- 1.4 The Data Quality Strategy was last reviewed in 2009 and as part of the revision of the Performance Management Framework this document has also been updated to ensure it reflects current working practices. A summary of the changes are detailed below:-
 - The document has been simplified.
 - Removed reference to the Audit Commission's Data Quality Action Plan 2007/08 (Appendix 1), as this is no longer relevant.
 - Removed the matrix of Data Quality & Performance Management responsibilities (Appendix 2), this is no longer relevant as the working practices have changed significantly since 2009 and the detail is included within the council's Performance Management Framework.
 - Deleted Appendix 3 detailing the East Kent Audit Partnership as although Audit has been referred to in the document, the actual details of the partnership are not relevant to the document, these were out of date and can be obtained if required from the council's intranet.
 - Appendix 4 is the Local Performance Definition Form and this is no longer used as details of each performance indicator are reported and recorded electronically.
 - The Monthly Performance Indicator Returns Timetable (Appendix 5) has been removed as it is no longer relevant.

2. RISK MANAGEMENT ISSUES

Perceived risk	Seriousness	Likelihood	Preventative action
The Council's strategic objectives and priorities are not met.	High	Medium	Monitoring performance against the strategic objectives and priorities outlined in the Corporate Plan.

3. LEGAL/FINANCIAL AND OTHER CONTROLS/POLICY MATTERS

3.1 Legal Officer's Comments

Legal Officer's comments are not required for this report.

3.2 Finance Officer's Comments

Finance Officer's comments are not required for this report.

3.3 Diversities and Equalities Implications (BP)

There are no specific diversity and equality implications arising from this report.

4. CONTACT OFFICERS AND BACKGROUND DOCUMENTS

Councillors with any questions arising out of this report should contact the following officer prior to the meeting

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Appendices:

Appendix 1: Performance Management Framework