

The background of the slide features a large, light blue watermark of the Government of Yukon coat of arms. The crest includes a crown with four maple leaves, a shield divided into four quadrants (top-left: a cross, top-right: a stag's head, bottom-left: a sailing ship, bottom-right: an eagle), and a banner at the bottom with the motto 'AWE FOR A'.

AGENDA ITEM

6

Performance Panel – Service Reporting Framework Format

Falkirk Council

Title: Performance Panel – Service Reporting Framework Format
Meeting: Performance Panel
Date: 19 October 2017
Submitted By: Director of Corporate and Housing Services

1. Purpose of Report

- 1.1. This report sets out the revised framework for reporting to the Panel and sets out a timetable of meetings together with a reporting schedule.

2. Recommendation(s)

- 2.1. **The Panel is asked to :-**

- (1) note the framework for reporting; and**
- (2) agree the meetings timetable and reporting schedule.**

3. Background

- 3.1. Over the last number of years Services have reported a range of information to the Performance Panel. In the course of debate Members have commented on the quantity of information, the focus of information and also the level of detail presented.
- 3.2. In the past Members have expressed concerns about the lack of transparency in the information provided and if the reports give the Panel clarity about how the Services are performing over time and where they need to specifically focus attention.
- 3.3. The recent Audit Scotland Review of Best Value noted improvements required in our performance management arrangements. Particularly auditors noted that there was not a clear link between performance and improvement. The new framework gives that clarity.
- 3.4. In order to ensure best value, Services must report regularly on how they are delivering the priorities of the Council, the performance of their Services and how they are looking to improve. Council last week approved a new Corporate Plan along with 3 underpinning Service Plans. These plans are for a five year period i.e. the life of the Council.

- 3.5. A clear link has been made between the Strategic Outcomes and Local Delivery Plan, the Corporate Plan and individual Service Plans. As such it is important that the reporting of all these plans is equally joined up. This means Services providing information in a way that clearly sets out what actions are being taken to achieve the commitments in each of these plans.

4. Reporting Framework

- 4.1. In order to present a clear picture of progress, improvement and performance, Services will present consistent reports to the Panel which sets out the following information:
- A cover report noting significant challenges, changes etc since the last report to Members along with an update on relevant strategies and how they are being progressed within the Service.
 - A performance statement which outlines progress on:
 - Key priorities and outcomes
 - Projects being progressed as Council of the Future
 - Progress on reform
 - Achievement on important indicators.
- 4.2. The cover report and performance statement are attached to this report as Appendix 1 & 2. In the past Services have reported on audit and inspections they have been subject to. The panels might want to consider if this information is useful given these are usually reported through other means including Audit Committee.
- 4.3. All the actions within the Corporate Plan and Service Plans are currently being loaded onto the Council' Performance Management system. This will allow Officers to regularly update key actions etc. and then have reports generated for management purposes or to report to Members. This system is also currently being used to report on progress against the SOLD priorities.
- 4.4. By integrating the SOLD, the Corporate Plan and Service Plans and then having one system organised to collate these updates, Officers will be able to provide a collective report on progress priorities and outcomes etc – the annual progress report on the Corporate Plan. The framework for this will be developed over the coming months and support the Council's Public Performance reporting requirements.

5. Schedule of Reporting

- 5.1. It is proposed the reporting schedule for the last meetings of this year and 2018 are:

Report	Meeting
Children's Services	19 October 2017
Corporate and Housing	14 December 2017
Development Services	15 February 2018
Children's Services	19 April 2018
Corporate and Housing	20 June 2018
Development Services	9 August 2018
Children's Services	18 October 2018
Corporate and Housing	13 December 2018

- 5.2. In addition an annual update on progress on the Corporate Plan will be presented to Council.

6. Implications

Financial

- 6.1 Nil.

Resources

- 6.2 Nil.

Legal

- 6.3 The Council has a legal requirement to deliver best value with performance management and reporting a key element of this. This framework provides Members with the information they require to ensure we are progressing against priorities, achieving outcomes and delivering improvements where required in our services.

Risk

- 6.4 By not having robust scrutiny of performance, the Council will not deliver the improvements required by our external auditors.

Equalities

- 6.5 Nil.

Sustainability/Environmental Impact

- 6.6 Nil.

7. Conclusions

- 7.1 The new reports will give the Panel the information it needs to scrutinise the performance of all Services against their agreed Service Plans. The framework will be kept under review to ensure it continues to be fit for purpose going forward.

Director of Corporate and Housing Services

Author – Fiona Campbell, Fiona.campbell@falkirk.gov.uk, ext 6004

Date: 26 September 2017

Appendices

Appendix 1 – cover report for performance statement

Appendix 2 – example performance statement

List of Background Papers:

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act 1973:

- Nil

Falkirk Council

Subject: ** Services Performance Update

Meeting: Performance Panel

Date: **

Author: Director of ** Services

1. Introduction

1.1 This report sets out an executive summary of ** Services performance for the period ** to ** 20** and includes:

- significant challenges and changes in Service pressures since our last Performance Panel update; and
- an update on relevant underpinning strategies, i.e. workforce strategy, medium term financial strategy, and digital / technology strategy.

1.2 The attached Performance Panel statement seeks to update Members on our progress towards achieving the priorities and outcomes within the Corporate Plan, progress on our key Council of the Future projects and areas for reform.

2. Recommendation

2.1 **The Performance Panel is asked to note the performance of Corporate & Housing Services over the period ** to **.**

3. Background

3.1 The Service makes a significant contribution to the achievement of the following Corporate Plan priorities and SOLD outcomes, particularly with regards to:

3.2 Corporate Plan priorities:

- **People**
 - raise aspiration and ambition
 - reduce the impact of poverty on children and their families
- **Place**
 - grow our economy
 - improve the neighbourhoods we live in
 - promote vibrant town centres

- **Partnership**

- work with communities to deliver better services
- empower and enable people to be self-reliant
- promote stronger, more self-reliant communities

SOLD outcomes:

- our area will be a fairer and more equal place to live
- we will grow our economy to secure successful businesses, investment and employment
- our children will develop into resilient, confident and successful adults
- our population will be healthier
- people will live, full, independent and positive lives within supportive communities
- our area will be a safer place to live

3.3 The performance statement attached, notes progress against the actions we are taking forward over the coming year.

3.4 We will be determining our programme for areas for reform as reported to Council. These will be presented in our next report to Performance Panel.

4. Service Update

4.1 There have been a number of significant challenges, risks and changes in our Service since the last report to Performance Panel.

- Note bullet form any significant challenges, risks and changes – you are not to think of things just to populate the report – these have to be significant enough to have affected your Service.

4.2 A number of strategies underpin our work. An update on these is provided below.

- an update on relevant underpinning strategies i.e. workforce, medium term financial strategy and digital /technology strategy, how the service is taking these forward or any significant changes that impact on the service of implementing these. This should not duplicate any updates in the attached performance statement.





5. Conclusions and Future Actions

5.1

.....
DIRECTOR OF ** SERVICES

**** Services - Performance Panel Statement – ** to ** 2016**


Key Actions Progress

-  Action is significantly behind target.
-  Action is slightly behind target or in danger of not achieving deadline.
-  Action is on target.
-  Action is completed.


Each service will only report on the priorities and outcomes relevant to it and contained within their service plan.

Priorities


People - Raising aspiration and ambition

Action	Progress	Status
01.01-DS17 Deliver employment and training programmes to enable access to the workplace.		


People - Reducing the impact of poverty on children and their families

Action	Progress	Status
02.02-CHS17 Tackle the stigma of poverty.		


Place - Growing the economy

Action	Progress	Status
		


Place - Improving the neighbourhoods we live in

Action	Progress	Status
		


Place - Promoting vibrant town centres

Action	Progress	Status
		


Partnership - Working with communities to deliver better services

Action	Progress	Status
		


Partnership - Empowering and enabling people to be self reliant

Action	Progress	Status
		


Partnership - Promoting stronger, more self-reliant communities

Action	Progress	Status
		


Outcomes**Our area will be a fairer and more equal place to live**

Action	Progress	Status
		


We will grow our economy to secure successful businesses, investment and employment

Action	Progress	Status
		


Our children will develop into resilient, confident and successful adults

Action	Progress	Status
		


Our population will be healthier

Action	Progress	Status
		

People will live full, independent, and positive lives within supportive communities

Action	Progress	Status
		

Our area will be a safer place to live

Action	Progress	Status
		

Actions significantly behind target

Action	Progress

Important Indicators on target

	2014/15	2015/16	2016/17	Target	Benchmark
	Value	Value	Value		

Important Indicators slightly below target

	2014/15	2015/16	2016/17	Target	Benchmark
Progress					
Improvement Action					

Important Indicators significantly below target

	2014/15	2015/16	2016/17	Target	Benchmark
Progress					
Improvement Action					

Audits

Title	Update	Status

Inspections

Title	Update	Status