

The background of the slide features a large, light blue outline of the Coat of Arms of the Government of Nunavut. The crest includes a crown with four maple leaves, a shield divided into four quadrants (top-left: a building, top-right: a caribou head, bottom-left: a ship, bottom-right: an eagle), and a banner at the bottom with the motto "ANE FOR A'".

## **Agenda Item 5**

# **Reporting Service Performance by Theme**

**FALKIRK COUNCIL**

**Subject: Reporting Service Performance by Theme**  
**Meeting: Scrutiny Committee**  
**Date: 30 January 2020**  
**Author: Director of Corporate & Housing Services**

**1. Purpose of Report**

- 1.1 This report provides an outline of how service performance information will be provided to Members. This is a new approach to reporting service performance information in a more accessible way.

**2. Recommendations**

It is recommended that the committee notes:

- 2.1 the new way to access service performance information and performance information contained therein.

**3. Background**

- 3.1 The review of the performance management framework aims to improve how performance information is reported. The aim is to provide performance information in a more efficient, open, transparent and timeous way.
- 3.2 In previous years, performance information for the services we provide were contained within the performance statement. Important Indicators were identified by Services that were key to service delivery. Indicators were grouped by those that were on target, slightly below target and those significantly below target rather than service area. The Important Indicators were reported every six months within the Performance Statement.

**4. Future Reporting**

- 4.1 To improve how performance information is provided to Members, we have created a Members Portal on Pentana, the Council's performance management system. From now, Members will be able to access performance information on services delivered. The Members Portal is web-based and available to Members at anytime, anywhere.
- 4.2 Performance information will be reported by theme. The aim is to provide members with information in bite-sized chunks with more focus on a theme rather than Service. Previously, reports gathered all the different services provided together, not grouped by theme. The new approach will allow

members to see a scorecard of indicators on individual services, such as Homelessness, Children's Social Work, Education, Economy, Waste etc.

- 4.3 The Important Indicators are used by services to monitor service delivery. A graph showing the number of indicators that are red, amber and green provides Members with a quick glance at how the service is performing. This is followed by a list of indicators, their data (historic and current), notes and contact details. This will give Members greater insight into performance and they can access the data anytime.
- 4.4 Pentana is the Council's performance management system, which has been developed over two years and rolled out to officers and management. We are now able to roll this out to Members. Access to the system allows users to review indicators, view all the data and the notes from officers and managers. Members will be able to access this performance information in real time rather than wait until the next report to committee to see how services are performing.
- 4.5 Training will be offered by way of group sessions, with a 'How To' guide and one to one session where required. Each Member will receive their own User ID and will access the same Members portal.

## **5. Scrutiny**

- 5.1 Reporting performance information by theme on Pentana will allow deeper and more timeous scrutiny of the Council's performance. Members can access information on services of interest, or if they receive an enquiry.
- 5.2 Should a Member be concerned or have a question about a service or specific indicator, details of the responsible officer are provided, and the Member can then contact the officer directly to raise any question. If this leads to more questions or concern, the Member can raise this at the committee when the performance exception report is considered. The committee can then decide if the issue merits a report.
- 5.3 Further to this, Exception Reports will be submitted to Scrutiny where a service identifies performance deviates significantly from expectations and requires attention.
- 5.4 The aim of the Performance Management Framework review is to improve performance reporting and scrutiny. This framework allows Members access to service information while the Corporate Plan priorities of People, Place and Partnership report our progress towards the Council's objectives, this Thematic approach report our Service Delivery.

## **6. Consultation**

- 6.1 There is no requirement to carry out a consultation based on the report.

## **7. Implications**

### **Financial**

7.1 None.

### **Resources**

7.2 None.

### **Legal**

7.3 None.

### **Risk**

7.4 None.

### **Equalities**

7.5 None.

### **Sustainability/Environmental Impact**

7.6 None.

## **8. Conclusions**

8.1 This report had provided introduction to the new way of reporting service performance information by theme in a way that is innovative, accountable and efficient.

.....  
**DIRECTOR OF CORPORATE & HOUSING SERVICES**

Date: 23 December 2019

Ref:

Contact Name: Michelle Duncan, 01324 506034 [michelle.duncan@falkirk.gov.uk](mailto:michelle.duncan@falkirk.gov.uk)