



DERBY CITY COUNCIL

SOCIAL CARE AND HEALTH COMMISSION **14 June 2005**

Report of the Director of Corporate Services

Developing the use of Performance Eye

RECOMMENDATION

1. That the Social Care and Health Commission consider the action it wishes to take in monitoring the performance under its area of responsibility.

SUPPORTING INFORMATION

- 2.1 At its 13 July 2004 meeting the Scrutiny Management Commission resolved that the overview and scrutiny commissions should:
 - a) Monitor the performance of the Council, giving attention to key indicators relevant to the Council priorities and objectives included in the Performance Plan that fall within the responsibility of each commission
 - b) Comment on the draft priorities that form the basis of the Council's corporate and performance plans and budget planning process, taking account of performance monitoring information to identify key issues
- 2.2 During the past year Commissions have been using the Performance Eye to monitor services. There have been suggestions that the Commission's use of Performance Eye has to some extent duplicated the performance work of the Council Cabinet and also that it may not be representative of the some of the service area.
- 2.3 In order to address some of the concerns it is proposed to include a section on the use of Performance Eye in this year's Overview and Scrutiny training session for Members that takes place on 20 July. The session will provide refresher training on the use of Performance eye and show how it can be used to monitor performance. Members experiencing difficulty accessing Performance Eye are asked to contact Colin Lawrence (255590) or John Dunnaway (255558) who will hopefully resolve the problem prior to the training session.
- 2.4 The resignation of Helen Cross, the Planning and Performance Manager and Alison Brown, Performance Management Adviser to take up post with another

authorities will obviously have some impact on the level of support that can be provided by the Planning Performance Unit, but this has been addressed by a temporary appointment to cover the post of the of Planning and Performance Manager.

2.5 The Planning and Performance Manager has provided a statement contained in Appendix 2 which explains how the performance against key BVPIs contributes to the Council's CPA rating. It has been suggested that this statement should be appended to future Overview and Scrutiny Performance Eye reports.

2.6 It is also suggested that the Commission might wish to designate a member as a 'Performance Eye Champion' who would develop expertise in the field and take a lead on performance management issues. The Co-ordination Team will provide support to the Performance Eye Champion.

For more information contact:	Mahroof Hussain 01332 255597 e-mail Mahroof.hussain@derby.gov.uk
Background papers:	None
List of appendices:	Appendix 1 – Implications Appendix 2 – Performance Eye Statement

IMPLICATIONS

Financial

1. None arising from this report.

Legal

2. None arising from this report.

Personnel

3. None arising from this report.

Equalities impact

4. Effective scrutiny is of benefit to all Derby people.

Corporate Objectives, Values and Priorities

5. This report links to all the Council's Corporate Objectives of **Healthy, safe and independent communities**. It also meets Corporate Priorities of **modernising social care**.

Performance Eye Statement

Performance management is a fundamental part of our corporate planning process. It is made up of the culture and systems that we put in place to help us manage, monitor and continuously improve our performance, and achieve our priorities.

To underpin the culture and systems we monitor our performance continually so we identify areas of service where good progress is being made and those that are not performing as well as expected. Demonstrating effective performance management is an important element in delivering good and improving services to the people of Derby and is featured in the Comprehensive Performance Assessment – CPA - framework.

The indicators that are managed through Performance Eye are the main mechanism in which performance is monitored corporately. BVPIs, are also used by Government to compare our performance to other Local Authorities and are integral to the national inspection framework. Our performance against key BVPIs contributed to the Council's standing as an 'excellent' council. Future CPA assessments will have an increased emphasis on progress made against these indicators. Therefore the way in which we set targets and actions and continue to drive our improvement is increasingly important.