



## SCRUTINY MANAGEMENT COMMISSION 7 JUNE 2005

Report of the Director of Corporate Services

### **Developing the use of Performance Eye by the Overview and Scrutiny Commissions**

#### **RECOMMENDATION**

1. That Scrutiny Management Commission considers the report and confirms the actions that it wishes to take in order to promote effective performance monitoring by the Overview and Scrutiny Commissions.

#### **SUPPORTING INFORMATION**

2.1 At its meeting on 13 July 2004 the Scrutiny Management Commission resolved:

- a) To confirm that the Overview and Scrutiny Commissions should 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) To confirm that the Overview and Scrutiny Commissions should 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 all the Commissions have been introduced to the concept of using Performance Eye to assess service performance. The process has met with varying degrees of success. In some instances concern has been expressed that the Performance Eye information is not particularly representative of the performance of a service area. It has also been suggested that the Commission's use of Performance Eye to some extent duplicates the performance management work of Council Cabinet and is therefore unnecessary.

2.3 In order to address some of these concerns it is proposed to include a section on the use of Performance Eye in this year's Overview and Scrutiny training session that will take place on 20 July 2005. This session will provide refresher training on the use of Performance Eye and will show

how it can be used for performance monitoring. Overview and Scrutiny members who have experienced difficulty accessing Performance Eye have been asked to contact Colin Lawrence or John Dunnaway who will hopefully be able to resolve any problems in advance of the training session.

- 2.4 The resignation of the Planning and Performance Manager, and the Performance Management Advisor, to take up posts with other local authorities will obviously have some impact on the level of support that can be provided by the Planning and Performance Unit, but this has been addressed by temporary appointments to cover the post of the Planning and Performance Manager and provide technical support for Performance Eye.
- 2.5 The Planning and Performance Manager has provided the statement contained in Appendix 2. This explains how performance against key BVPIs contributes to the Council's CPA rating. It has been suggested that this statement which emphasises the importance of performance monitoring should be appended to any future Overview and Scrutiny Performance Eye reports.
- 2.6 It is also suggested that the Overview and Scrutiny Commissions might wish to consider designating certain Commission members as 'Performance Eye Champions'. These members could lead their Commissions on performance management issues and would develop expertise in this field. The Co-ordination Team would be able to provide support to the Performance Eye Champions.

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<b>Background papers:</b>	Appendix 1 – Implications
<b>List of appendices:</b>	Appendix 2 – Performance Management and Performance Eye

<b>IMPLICATIONS</b>
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**Financial**

1. None arising from this report.

**Legal**

2. None arising from this report.

**Personnel**

3. None arising from this report.

**Equalities impact**

4. None arising from this report.

**Corporate Objectives, Values and Priorities**

5. Effective performance management has the potential to impact on all the Council's Corporate Objectives, Values and Priorities.

## **Appendix 2**

### **Performance Management and Performance Eye**

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.