

Executive

CORPORATE SCORECARD, 2009/10

6 APRIL 2009

Report of THE CHIEF EXECUTIVE and HEAD OF IMPROVEMENT

PURPOSE OF REPORT

This report presents the proposed format and content of Corporate Scorecard for the 2009/10 through which the Council will monitor its priority targets around service delivery and organisational performance.

This report is public

Recommendations

The Executive is recommended to:

- 1) Agree the format and content of the proposed 2009/10 Corporate Scorecard.

Executive Summary

Introduction

- 1.1 This report presents the proposed 2009/10 Corporate Scorecard.

Proposals

- 1.2 The award of an Excellent rating under the national Comprehensive Performance Assessment inspection regime is clear evidence of the huge improvement in performance the Council has made since its previous assessment in 2004. An important factor in delivering and sustaining this improvement has been a rigorous approach to performance management. A key part of this has been our adoption of a scorecard approach which enables us to combine information on the delivery of our corporate priorities, our key services and the aspects of organisational performance that most support service delivery.

- 1.3 We made significant changes to the Corporate Scorecard for 2008/09 so that it had a clear focus on what is most important to the Council and made the information easier to understand. The response to these changes from both councillors and officers has been very positive. The changes we are

suggesting for 2009/10 are in the main changes which are required either by external events (e.g. the introduction of the Comprehensive Area Assessment) or by our sharpened focus on the performance of our strategic partnerships.

Conclusion

- 1.4 The Council has transformed many aspects of its performance in recent years and this has been underpinned by the clear focus on service and organisational priorities contained in the Corporate Scorecard.

Background Information

2.1 The Corporate Scorecard

This report sets out the proposed format for the Corporate Scorecard in 2009/10. The feedback from councillors and officers to changes made to the Corporate Scorecard in 2008/09 has been very positive and the intention is to retain the same overall approach and keep changes to a minimum. As referred to above some changes are necessary because of external changes and changes in Council priorities. Others are desirable because they allow us to rationalise and simplify the current format and add new frameworks to improve the information available.

- 2.2 It is proposed that in 2009/10 the Corporate Scorecard is made up of the following frameworks:

- Working in Partnership (Local Area Agreement and the Cherwell Community Plan summaries);
- Corporate Plan Promises;
- Priority Service Indicators (summary);
- Financial Performance;
- Human Resources;
- Customer Feedback; and
- Inspection Scores.

To supplement the information in the Corporate Scorecard we also provide more detailed background information. It is proposed this will cover:

- Local Area Agreement (details)
- Corporate Plan and National Indicators;
- Significant Partnerships;
- Priority Service Indicators (details);
- The Corporate Improvement Plan;
- Strategic Service Projects; and
- Strategic Organisational Risks.

A mock up of the Corporate Scorecard and other frameworks for 2009/10 is attached, with the exception of that for the Corporate Improvement Plan. This will be the subject of a separate report to the Executive at its meeting on 27 April.

2.3 Service Plans

In 2008/09 the performance against the individual service plans was not monitored through the corporate Performance Management Framework. Instead successes, exceptions and emerging issues were reported separately and included in the quarterly performance report to the Executive. During

2009/10 the service plans will all be loaded onto Performance Plus. This will allow us to monitor and report the delivery of the service plan as a whole. Because it will take some time for this to bed down we will not be reporting the status of each plan until the second quarter performance report to the Executive, though successes, exceptions and emerging issues will continue to be reported in the meantime.

2.4 Proposed Changes – Corporate Scorecard

Working in Partnership. A new section containing a summary of performance against the Local Area Agreement (LAA) targets is proposed. This will monitor performance against the 13 LAA targets which are of most relevance to District Councils. The Community Plan will be replaced by the sustainable Community Strategy in due course.

Corporate Plan Promises. This has been updated to take into account the new Corporate Plan Promises contained in the updated Corporate Plan agreed at the Council meeting on 23 February 2009.

National Indicators. The separate framework for National Indicators has been discontinued. The National Indicators have been incorporated into other frameworks (Local Area Agreement and Corporate Plan for example) to better reflect how we will manage our performance in 2009-10.

Best Value Performance Indicators. A selection of these indicators is retained as they cover key aspects of service delivery (see below) but re-named Priority Service Indicators.

2.5 Proposed Changes – Other Frameworks

Local Area Agreement. This will show the performance of each of the thirteen National Indicators included in the Local Area Agreement which are most relevant to District Councils.

Successes, Exceptions and Emerging Issues. These are currently reported through the framework to which they relate, then brought together in a separate section, and then summarised in the covering report. It is proposed to end this duplication by deleting the separate section but keeping the summary in the covering report.

Corporate Plan. This has been updated to take into account the changes to the Corporate Plan agreed at the Council meeting on 23 February 2009. National Indicators will be included under the respective strategic priority.

Partnerships. This is a new framework to reflect the importance of this issue to the Comprehensive Area Assessment and the work completed on improving the management of partnerships over the past year. A summary performance of the seventeen significant partnerships is proposed.

Priority Service Indicators. It is proposed to retain a selection of Best Value Performance Indicators but rename them Priority Service Indicators. These focus on the performance of high profile public services.

Strategic Service Projects. The projects included in the Strategic Service Projects have been updated to reflect completed and new projects.

Growth Items. This will be deleted as there is only one growth item in 2009/10 and this will be monitored at service level.

Risk Management. This is a new framework that will start the integration of risk management into the Performance Management Framework. This will only cover the six strategic risks and any net risks rated high (currently one). Risks relating to partnerships will be included in that framework.

Key Issues for Consideration/Reasons for Decision and Options

3.1 The purpose of the report is to agree the 2009/10 Corporate Scorecard.

Options To agree overall approach to managing performance as set out in the proposed Corporate Scorecard or to delete or add performance frameworks and the details within each framework. .

Consultations Not Applicable

Implications

Financial: Key indicators of financial performance are monitored through the Corporate Scorecard.

Comments checked by Karen Curtin, Senior Accountant, 01295 221551

Legal: No legal implications.

Comments checked by Liz Howlett, Head of Legal and Democratic Services, 01295 221686

Risk Management: The report proposes to integrate reporting of risk and performance through the Corporate Scorecard for 2009/10.

Comments checked by Rosemary Watts, Risk Management & Insurance Officer , 01295 221566

Data Quality: We have put arrangements in place to ensure that all information reported through the Corporate Scorecard meets corporate standards for data quality.

Comments checked by Neil Lawrence, Project Manager, Improvement Team, 01295 221801

Wards Affected

All

Corporate Plan Themes

The Corporate Scorecard covers all of the Corporate Plan Themes

Executive Portfolio

Councillor Debbie Pickford
Portfolio Holder for Organisational Development and Improvement

Document Information

Appendix No	Title
1	Corporate Scorecard 2009/2010 (Mock Up)
2	Local Area Agreement 2009/2010 (Mock Up)
3	Corporate Plan 2009/2010 Action Plan (Mock Up)
4	Priority Service Indicators 2009/2010 (Mock Up)
5	Significant Partnerships 2009/2010 (Mock Up)
6	Strategic Service Projects 2009/2010 (Mock Up)
7	Risk Management 2009/2010 (Mock Up)
Background Papers	
Report Author	Mike Carroll, Head of Improvement
Contact Information	01295 227959 mike.carroll@Cherwell-dc.gov.uk