PERFORMANCE MANAGEMENT FRAMEWORK

Refreshed April 2020

What is Performance Management?

- 1. Performance management is about making sure we **deliver**:
 - ✓ the right services
 - ✓ at the right time
 - ✓ in the right way
 - ✓ at the right price

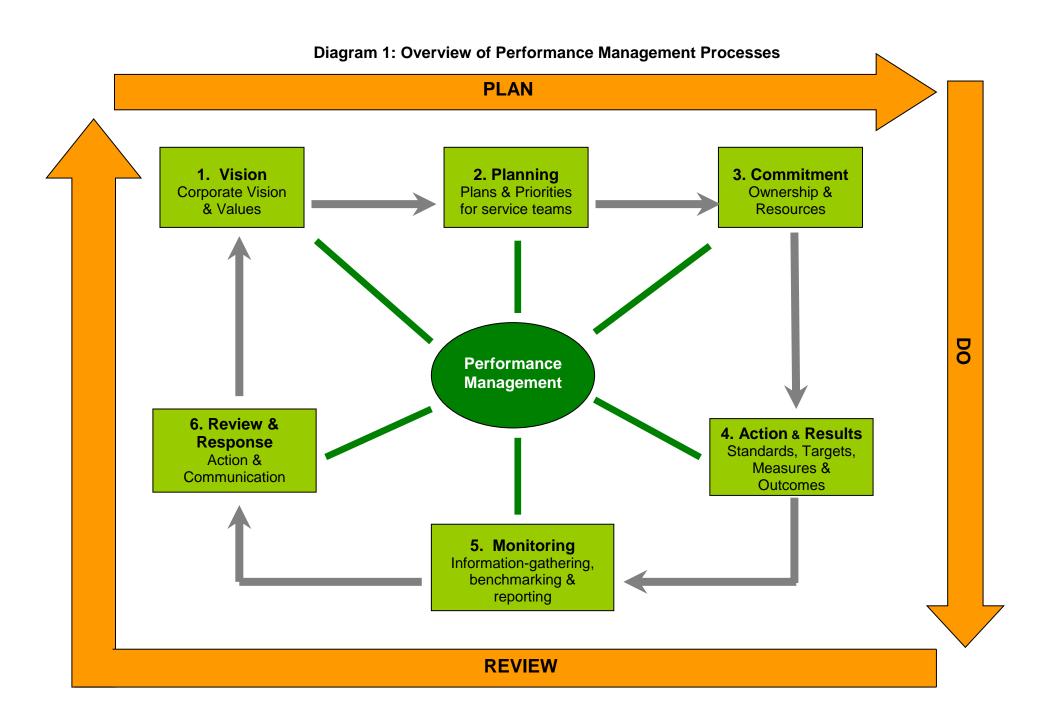
It is also about **improving** services - "taking action in response to actual performance to make outcomes better than they would otherwise be" (IDeA).

- 2. It applies to everyone within the organisation as well as our external partners, with whom we provide an increasing number of services.
- 3. Performance management follows the sequence of $Plan \rightarrow Do \rightarrow Review$.
 - Plan means being clear about what we are setting out to achieve and how we are going to achieve it
 - Do means putting our plans into action in the most efficient and effective way
 - Review means monitoring results to ensure that:
 - we achieve what was planned and to the agreed standard
 - we can compare our performance with other service providers and with our own past achievements to show trends
 - we have relevant and timely information to feed back into the planning process
 - we can inform stakeholders accordingly
- 4. Our Performance Management Framework sets out how we put this into practice.

Diagram 1 provides an overview of the steps to be taken, followed by a brief explanation of each.

Appendix 1 summarises Member and officer performance management roles and responsibilities.

Appendix 2 lists reporting arrangements for various Council and Partnership plans and strategies.



1. Vision

Performance management begins with a clear vision.

The Council's corporate Vision is contained in our Corporate Plan for 2019-23:

Wyre Forest is a network of thriving and confident communities which minimise their impact on the environment, where people have a decent and affordable home, feel safe and enjoy a good quality of life.

This Vision is underpinned by our agreed values, which influence the way we work and lie at the heart of everything we do:

Our Values

Be honest

- We are honest, say what we mean and are always courteous
- We challenge others' ideas constructively and respect decisions once made Invest in our workforce
 - We identify what skills are needed and develop our employees
 - We understand our development is a shared responsibility and give ourselves time to learn

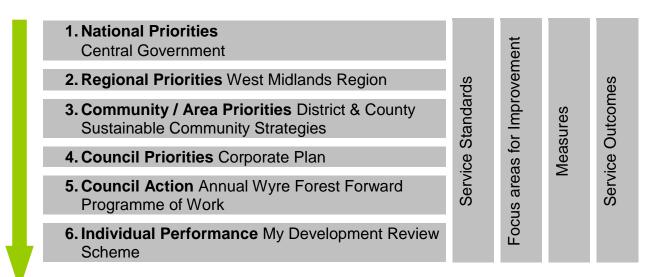
Be supportive

- We work together and openly help each other
- We encourage a supportive environment

PLAN ->

2. Planning

The Council's Priorities are set out in the Corporate Plan and are informed by national and regional Priorities as well as those of the Sustainable Community Strategies for the District and County.



The Council's focus must be how we and our partners can achieve positive **outcomes** for our communities - to improve their quality of life and the services we provide for them.

When planning, the Council must ensure it understands the District, our communities and their needs based on a detailed knowledge of key demographic data/customer satisfaction and perceptions. As a Community Leader, the Council should engage with and share information, where applicable, with partners.

We must also be aware of available resources, anticipated risks and levels of current performance when setting Priorities and developing Plans.

The Council's services are delivered through plans and strategies at all levels, both independently and in partnership with other service providers. Our Wyre Forest Forward Annual Programme of Work (no. 5 above) are the principal means of delivering services on the ground, and provide a link between our high-level Vision and strategic priorities and team/individual performance.

Our Priorities

The Council has agreed 3 Priorities in its Corporate Plan for 2019-23, which support the corporate Vision.

- safe, clean and green living environment
- Supporting a successful local economy
- Good quality and affordable homes for all

PLAN ->

3. Commitment

Organisational commitment is demonstrated through the allocation of responsibilities and resources.

Members' responsibilities are set out in the Council's Constitution and the Political Structure. **Officers'** responsibilities are contained in the Constitution, Job Descriptions and the Wyre Forest Forward Annual Programme of Work developed alongside the annual budget process.

Ownership of responsibility is further supported by:

- The My Development Review scheme to link organisational targets and actions with those of individual employees
- Commitment to training and development through the Annual Training Plan and Training Budget
- Adoption of a competency-based management development framework

A summary of performance management roles is given in **Appendix 1**.

Financial resources are allocated to the Council's Priorities through the Medium Term Financial Strategy and annual Revenue and Capital Budgets. Resources provided by other bodies are secured through external funding bids.

Commitments towards achieving District and County Sustainable Community Strategy priorities is demonstrated through membership of Boards, Task Groups and Officer Working Groups.

4. Action and Results

Services are delivered in accordance with our strategies and plans, having regard to the following:

- Service **standards** (where agreed), published to inform stakeholders of the minimum level of service to be expected
- SMART action targets to achieve planned improvements in service levels
- Measures to monitor service-delivery in practice and to help focus attention on areas most in need of improvement
- Strategic **outcomes**, for example increased prosperity or community safety

Dedicated performance management software (*Pentana Performance*) helps to provide consistency and better access to information regarding ownership, service activity and measures, and to improve monitoring and reporting procedures.

A Data Quality Strategy has also been developed to ensure the proper collection, recording, analysis and reporting of data for performance management purposes.

REVIEW -

5. Monitoring and Progress Reporting

Feedback and other information generated in delivering services enables us to actively monitor performance and report as necessary to Committees, management & operational teams, individuals, members of the public and external agencies. This is undertaken in accordance with the frequencies shown in **Appendix 2**.

Results of service performance are published internally and externally in the Council's Overview & Scrutiny Committee reports.

6. Review and Response

Reviewing and taking corrective action are essential steps as they distinguish performance <u>management</u> from performance <u>monitoring</u>. Action taken is recorded to provide an audit trail and evidence of improvement, and could include any or all of the following:

- Reassessing the need for a particular service
- Re-designing standards, measures and targets
- Reviewing systems and processes
- Re-evaluating resource requirements

Customer feedback is used to support the review process, while benchmarking with other service providers helps to set Council performance into context by comparing processes and measure results, for example when carrying out service reviews or value-for-money exercises.

Implementation of this Framework is overseen by the Corporate Leadership Team.

Further Information

Glossary

Benchmarking A measurement or standard that serves as a point of reference by

which performance is measured. A structured approach for identifying

the best practices and more efficient and effective processes

Outcomes A measurable, external consequence attributed to an organisation,

policy, program or initiative (i.e. the results of activities and outputs)

Outputs The product (goods, money, materials or services) of an activity

Measures Quantitative or qualitative monitoring of a service

Priorities Objectives or targets which are the most important for the organisation

or individual to deliver

Standards Minimum level of service to be provided and which service users can

reasonably expect

Targets The level of performance that the organisation or individual aims to

achieve

Values The beliefs within the organisation as demonstrated through the day-to-

day behaviours of all employees. An organisation's values make an

open proclamation about how it expects everyone to behave

Vision A statement that captures what the organisation wants to achieve

overall in the longer-term (5 - 10 years)

Useful websites

Communities & Local Government www.communities.gov.uk

Pentana Performance https://www.ideagen.com/products/pentana-

performance/

IDeA <u>www.idea.gov.uk</u>

LGA <u>www.lga.gov.uk</u>

Performance Management Roles

Who	Role	When	
Full Council	 Approving Council Plans & Strategies Agreeing the Budget and confirming our priorities 	As requiredAnnually (Feb/Mar)	
Cabinet	 Endorsing new Plans & Strategies for Council approval Formulating the Budget and Annual Priorities for Council approval Monitoring progress with Annual Priorities Monitoring other Plans & Strategies 	As requiredAnnually (Oct-Feb)MonthlyAs required	
Individual Cabinet Members	Monitoring measures and action targets for relevant services in consultation with Directorates	Continuous	
Group Leaders	 Approving Wyre Forest Forward Programme of Work 	Annually (Apr)	
Scrutiny Committees	 Monitoring progress with: Annual Priorities Measures Wyre Forest Forward Annual Programme of Work 	Quarterly - highlight / exceptions	
CLT	 Agreeing Plans & Strategies for Cabinet endorsement Monitoring progress reports for Cabinet consideration and overseeing corrective action 	As required Monthly	
DMTs	 Producing Plans & Strategies for CMT agreement Implementing Plans & Strategies Monitoring progress with implementation and determining corrective action where necessary 	As requiredContinuousContinuous	
Section Managers	 Monitoring the Section's performance, taking corrective action where necessary and giving feedback to relevant officers 	Continuous	
All Employees	 Individual performance, including agreeing personal goals and measures Giving 'bottom up' feedback and contributing to service improvement both generally and through the My Development Review scheme Responsibility for the quality of all data they handle 	ContinuousContinuousContinuous	
Partnerships	 Actively contributing to Plans & Strategies Monitoring and reporting progress Taking corrective action where necessary 	ContinuousContinuousContinuous	

Performance Monitoring Reports

Service Area / Performance Information		Internally		Committees / Ext.		Resp.
		Freq	Where	Freq	Where	Directorate
4	Loading Magguras	Monthly	CLT	Quarterly	CLT/Cabinet	Chief Exec Directorate
1.	Leading Measures			Quarterly	Scrutiny	
2	Logging Mosquiros	Quarterly	CLT	Quarterly	CLT/Cabinet	Chief Exec Directorate
2.	Lagging Measures			Quarterly	Scrutiny	
3. Wyı		Quarterly / Monthly	CLT / Group Leaders	Annual	CLT/Cabinet	Chief Exec Directorate
	Wyre Forest Forward Programme of Work				& Council	
	wyle Folest Folward Plogramme of Work			Quarterly	CLT/Cabinet	
				Quarterly	Scrutiny	
4. C	Data Quality	As and when	Where			Chief Exec
ļ.,	Data Quality	required	appropriate			Directorate
5.	Risk Register	Quarterly	CLT	Quarterly	Audit Committee	Chief Exec Directorate
		Quarterly	CLT	Quarterly	Audit Committee	Chief Exec
6.	Internal Audit Reports					Directorate
7.	Corporate Governance Framework	Bi-Annual	CLT	Bi-Annual	Audit Committee	Chief Exec
٧.	Corporate Governance Framework					Directorate
8. Bu	Budget (spending)	Monthly	DMTs			Chief Exec
	Budget (speriality)	Quarterly	CLT			Directorate
9.	My Development Review	Annually	All			Chief Exec
	,	7 tilliadily	7 111			Directorate
4.0	A 15 :	Annual	CLT	Annual	Council	Chief Exec
10.	Annual Review					Directorate