

ABERDEEN CITY COUNCIL

COMMITTEE	City Growth and Resources Committee
DATE	26 th September 2019
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Performance Management Framework Reporting – Place Function and 2018-19 Resources Statutory Performance Indicators
REPORT NUMBER	COM/19/357
DIRECTOR	Steve Whyte
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Alex Paterson
TERMS OF REFERENCE	2.2

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to present Committee with the status of key performance management framework measures relating to (a) the City Growth and Strategic Place Planning Clusters; and (b) supplemental Statutory Performance Indicator measures relating to the Resource function.

2. RECOMMENDATION(S)

That the Committee

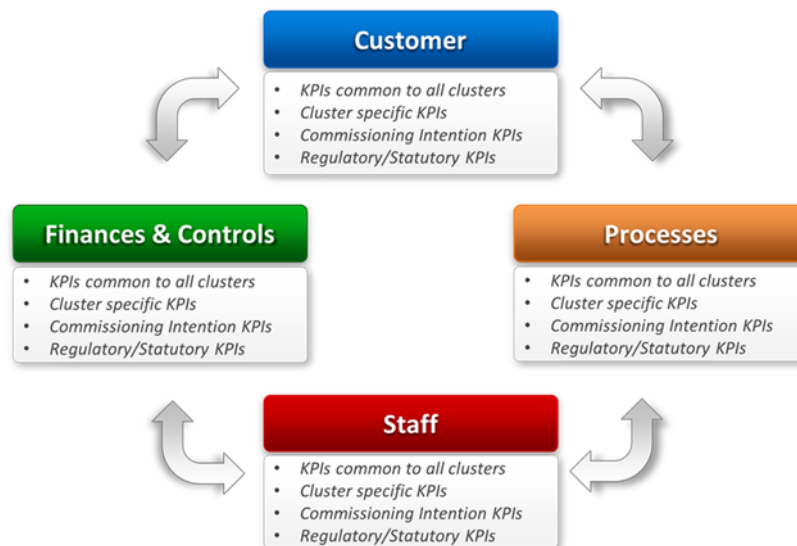
- 2.1 Scrutinises and offers comment on the performance information contained in the attached appendices; and
- 2.2. Approves publication of the Statutory Performance Indicator suite relating to both Place and Resource functions in line with the Public Performance Reporting requirements of Best Value guidance.

3. BACKGROUND

- 3.1 On 28th March 2019, the Council's Strategic Commissioning Committee agreed a revised Performance Management Framework which set out arrangements for establishing and reporting performance measures to the Council's Committees. The Framework recognises that the City's refreshed Local

Outcome Improvement Plan (LOIP) has put in place updated measures, through stretch outcomes and key improvement measures, and that these have been aligned to the Council Delivery Plan, agreed by Council on 5th March 2019.

- 3.2 In addition, the Framework provided an amended approach within which performance will be reported to committees. This presents performance data and analysis within four perspectives as shown below.



- 3.3 Appendix A provides an overview of current performance across the Place function, in line with the Framework above, with reference to recent trends and performance against target, reflecting the reporting templates which were noted at the meeting of this Committee on 6th June 2019.
- 3.4 The Council's Public Performance Reporting obligations, including the annual publication of a suite of Statutory Performance Indicators, outlining the annual performance of services, are embedded within this Framework
- 3.5 The Statutory Performance Indicator detail contained within Appendices A and B ensures that the Committee is fully apprised of performance against those services which are within its remit. Indicator measures relating to Operational Delivery and Staff Governance committees, incorporating a range of operational and employee metrics, along with qualitative Indicators, are reported separately to those committees.
- 3.6 Additional outcome-based performance measures for in-house delivery against the LOIP, and, subsequently enabling Functions contributing outcomes and services which do not directly deliver the LOIP, will be developed iteratively in future Performance Management Framework reports across the Council, supporting the continuing sequential work around implementing Stages 4 and 5 Council's Strategic Commissioning Approach, which will span the 2019/20 financial year.
- 3.7 Progress to date on implementation of the Approach, and the role of effective

performance management in facilitating a 'Commissioning Council' was reflected in the report presented to the Strategic Commissioning Committee on 28th August 2019.

- 3.8 Within the summary dashboards (Appendices A and B) the following symbols are used:

Performance Measures

Traffic Light Icon



On target or within 5% of target



Within 5% and 20% of target and being monitored



Below 20% of target and being actively pursued



Data only – target not appropriate

4. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report.

5. LEGAL IMPLICATIONS

There are no direct implications arising out of this report regarding legal issues.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	No related financial risks.	L	N/A
Legal	The Council fails to meet requirements relating to the Public Performance Reporting	L	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.
Employee	No related employee risks	L	N/A

Customer	Lack of sufficient access to information for citizens	L	Placing of information in the public domain contributed to by this report
Environment	That the Council fails to make best use of resources and materials	L	The increasing use of digital data gathering and circulation for reporting purposes serves to limit use of materials
Technology	Available technology is not utilised to full effect or used inappropriately for purpose	L	Best practice data management and sharing (GDPR compliance) sits at the centre of the Council's digital data reporting framework
Reputational	That the Council fails to communicate openly and effectively in scrutiny of service delivery	L	Reporting of service performance serves to enhance the Council's reputation for transparency and accountability.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	<p>The activities reflected within this report support the delivery of LOIP Stretch Outcomes 1 and 2</p> <p>Stretch Outcome 1: "10% increase in employment across priority and volume growth sectors by 2026" and</p> <p>Outcome 1 Improvement Project Aims:</p> <p>Stimulate a 5% increase in the number of start-up businesses in growth sectors by 2021.</p> <p>Increase the number of people employed in growth sectors (digital/ creative; food and drink; life sciences; tourism; social care and health and construction) by 5% by 2021.</p> <p>Stretch Outcome 2 – "90% of working people in Living Wage employment by 2026 (Aberdeen Prospers)</p>

	<p>Outcome 2 Improvement Aims:</p> <p>Increase the number of people from priority groups (care experienced young people, people with convictions, people with housing need) employed by public sector partners by 2021.</p> <p>90% of employers reporting that they have appropriately skilled people in their workforce by 2026</p>
<p>Prosperous People</p>	<p>This report captures activity which contributes to delivery of Stretch Outcomes 5 and 6 –</p> <p>Stretch Outcome 5 - “95% of care experienced children and young people will have the same levels of attainment in education, emotional wellbeing, and positive destinations as their peers by 2026</p> <p>Outcome 5 Improvement Aim:</p> <p>Increase the number of care experienced young people accessing a positive and sustained destination by 25% by 2022</p> <p>Stretch Outcome 6 - “95% of children living in our priority localities will sustain a positive destination upon leaving school by 2026”</p> <p>Outcome 6 Improvement Aim</p> <p>Increase the number of young people living in Quintiles 1,2 and 3 who achieve a sustained positive destination by working with communities to 90% by 2022</p>
<p>Prosperous Place</p>	<p>The report reflects on activity which contributes to Stretch Outcome 15:</p> <p>Stretch Outcome 15 - “38% of people walking and 5% of people cycling as main mode of travel by 2026” (Sustainable City Group)</p> <p>Outcome 15 Improvement Aims</p> <p>Increase % of people who walk as main mode of travel to 31% by 2021</p> <p>Increase % of people who cycle as main mode of travel to 3% by 2021</p>

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The report supports a focus on the delivery of customer centric services through the scrutiny of service delivery to customers. The review and realignment of performance measures will be done in the context of a customer centric service design and delivery.
Organisational Design	The report reflects recognition of the process of organisational design and provides assurance through scrutiny of operational effectiveness. The review and realignment of performance measures will support the redesign of the organisation.
Governance	Oversight and scrutiny of operational performance, including that provided by external inspection, supports the robustness of governance arrangements between and across internal and external providers
Workforce	The performance report does and will continue to support understanding of the role and development of the workforce.
Process Design	As the interim structure embeds, development and integration of process design will be influenced by continual evaluation of the performance and outcome measures applied to service provision.
Technology	Technology is being used both in the capture and analysis of data and in the improvement planning of services.
Partnerships and Alliances	Continuous review of the outcomes, and effectiveness, of in-house services provides assurance to critical partners where there are shared objectives. Where available data sharing between partners will be used to monitor performance and support improvement.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	The recommendations arising from this report do not require that a full Equality and Human Rights Impact Assessment is completed
Data Protection Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

[Aberdeen City Council Delivery Plan Strategic Commissioning Approach](#), Strategic Commissioning Committee. 28th August 2019
[Special Meeting for Quarterly Reporting](#), City Growth and Resources Committee, 31st July 2019

10. APPENDICES (if applicable)

Appendix A – Place Function Performance Management Framework
Appendix B – Resources Function Statutory Performance Indicator Dashboard

11. REPORT AUTHOR CONTACT DETAILS

Alex Paterson
Strategic Performance and Improvement Officer
apaterson@aberdeencity.gov.uk
01224522137