

ABERDEEN CITY COUNCIL

COMMITTEE	Strategic Commissioning Committee
DATE	27 August 2020
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Performance Management Framework
REPORT NUMBER	CUS/20/108
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Martin Murchie
TERMS OF REFERENCE	4.1

1. PURPOSE OF REPORT

- 1.1 The report brings before the Committee a revised Performance Management Framework reflecting the Local Outcome Improvement Plan and the Council's commissioning outcomes and intentions as set out within the Council Delivery Plan 2019/20.

2. RECOMMENDATION

- 2.1 That Committee agree the revised Performance Management Framework.

3. BACKGROUND

- 3.1 The effective management of performance is a key component of any organisation. It encompasses everything the Council does and every employee and elected member. Elected Members need timely and relevant intelligence to make sound strategic and policy decisions; to be assured that decisions are being implemented effectively; and that performance and outcomes are improving. Managers need timely and relevant intelligence to make operational decisions and to make best use of resources. Council employees need timely and relevant intelligence in order to deliver effective services and manage their own performance. Customers need open, relevant and accurate information to be informed and hold the Council's services and performance to account.
- 3.2 The content of the revised Performance Management Framework is reflected within the "Council Delivery Plan 2020/21" which was approved by Council on 3rd March, 2020, and is reported now, being the first Strategic Commissioning Committee since that Council meeting.
- 3.3 The Framework sets out performance management arrangements at Council; Cluster; and Personal levels. It reflects an approach to performance management which:
- i. focusses on accountabilities for service performance, improvement; and outcomes; and

- ii. takes a holistic approach by examining four perspectives of performance, namely, Customer, Staff, Finance & Controls and Processes.

4. FINANCIAL IMPLICATIONS

4.1 There are no financial implications arising from this report.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	None		
Compliance	None		
Operational	None		
Financial	None		
Reputational	None		
Environment / Climate	None		

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Aberdeen City Council Policy Statement	The Performance Management Framework is a key element of aligning the Council's planning, resources and activity to deliver the outcomes and improvement aims set out within the LOIP and the Council Delivery Plan.
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The Performance Management Framework is a key element of aligning the Council's planning, resources and activity to deliver the outcomes and improvement aims set out within the LOIP and the Council Delivery Plan.
Prosperous People Stretch Outcomes	
Prosperous Place Stretch Outcomes	
Regional and City Strategies	N/A

UK and Scottish Legislative and Policy Programmes	N/A
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8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	N/A
Data Protection Impact Assessment	N/A

9. BACKGROUND PAPERS

None

10. APPENDICES

Performance Management Framework

11. REPORT AUTHOR CONTACT DETAILS

Name	Martin Murchie
Title	Chief Officer – Data & Insights
Email Address	mmurchie@aberdeencity.gov.uk
Tel	07305 526915