

ABERDEEN CITY COUNCIL

COMMITTEE	Enterprise, Strategic Planning and Infrastructure
DATE	3 rd June 2014
DIRECTOR	Gordon McIntosh
TITLE OF REPORT	Review of Service Performance 2013/14
REPORT NUMBER:	EPI/14/133
CHECKLIST RECEIVED	Yes

1. PURPOSE OF REPORT

The purpose of the report is to provide Committee with an update on progress made within Enterprise, Planning and Infrastructure towards achieving our aims and objectives during 2013/14.

2. RECOMMENDATION(S)

The Committee are asked to

- i) Note to content of the report
- ii) To instruct further action as appropriate

3. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from the report, although management of resources, including budget, are subject to comment within the body of the report.

4. OTHER IMPLICATIONS

There are no other implications arising specifically from this report.

5. BACKGROUND/MAIN ISSUES

The Service has, along with other Council Services, adopted the principles of How Good Is Our Council to provide a framework against which to evidence progress with regards continuous improvement. Through our Directorate Support Unit, in collaboration with senior managers, we have been working towards the development of a

system of consistent and uniform team/service plans covering all aspects of the Directorate's functions.

We are currently engaged in an exercise to ensure that each of the aims and objectives identified within these plans remains consistent with the priorities of the Directorate and the wider Council as a whole.

This part of the process is now nearing completion and it is our intention to present a report to Committee to its next meeting, consolidating those priorities within our Business Plan whilst maintaining clear and transparent links back to the team plans. This will allow comprehensive analyses of our performance to be undertaken on which we will report to Committee at regular intervals.

6. IMPACT

Corporate – Reporting to Committee is a key element of the performance management process, assuring members that continuous improvement is evidenced.

Public – This report is for information purposes only and therefore no Equalities and Human Rights Impact Assessment has been undertaken.

7. MANAGEMENT OF RISK

Not applicable

8. BACKGROUND PAPERS

None

9. REPORT AUTHOR DETAILS

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10. REPORT

The main body of the Report is provided at Appendix 1 and takes the form of a Balance Scorecard.

The scorecard is constructed around four themed quadrants, each consisting of a group of performance indicators which might be

Statutory (the majority of which are currently being finalised), Key as identified as by our managers in providing an insight to their team's performance against pre-determined targets or high level management information collated at Directorate level. These indicators are compiled on a monthly, quarterly or annual basis as appropriate.

Each indicator carries its own Traffic Light Icon gauging our position as at the end of March, frequency of reporting, the target and the latest performance scores accompanied by commentary as necessary.

The first quadrant focuses on matters related to **Financial and Resource Management**, primarily budget, health and safety and issues relating to staff, including absence management.

The second section, **Operation and Procedures**, contains the majority of our performance indicators, and looks at operational matters and how individual teams are performing against their specific aims and objectives.

In the section on **Customer Focus** we report on how our customers rate our performance, extracting the data from Customer Questionnaires that have been submitted, in addition to providing details on our performance in responding to requests for information.

The final section headed, **Learning and Growth**, is concerned with the development of our staff. Currently the only indicator populating this section relates to Training Courses attended, but we are currently working on incorporating information falling from the recently completed round of Performance Review and Development.