

ABERDEEN CITY COUNCIL

COMMITTEE	SOCIAL CARE & WELLBEING
DATE	14 JANUARY 2010
DIRECTOR	FRED McBRIDE
TITLE OF REPORT	PERFORMANCE MANAGEMENT
REPORT NUMBER:	SCW/10/020

1. PURPOSE OF REPORT

The purpose of this report is to update the Committee on the progress of developing a Performance Management Framework for Social Care and Wellbeing using the scorecard method. This was previously described and recommended in a report to Continuous Improvement Committee in April 2009.

2. RECOMMENDATION(S)

It is recommended that Committee:-

- a) Note the performance data reported at Appendix 1.

3. FINANCIAL IMPLICATIONS

There are none at the present time

4. SERVICE & COMMUNITY IMPACT

4.1 The scorecard will enable the Committee to have an overview of the performance within the service. This will report on Statutory Performance Indicators, National and local initiatives.

4.2 It demonstrates the links between Process, Stakeholder Impact, Organisational Development and Resources. It will identify areas of success and areas for improvement in providing services to the people of Aberdeen.

4.3 The proposal to use a Score Card approach enables the reporting of Process, Organisational Development, Resources and Stakeholder Impact. This would highlight areas of achievement but also indicate areas of pressure and significant risk while making the linkages across the piece.

5. OTHER IMPLICATIONS

Need to ensure that Statutory Responsibilities are being met and that there is capacity within the service to continue doing so.

6. REPORT

- 6.1 The proposal to use a Score Card approach enables the reporting of five key themes for Social Care and Wellbeing.
- 6.2 These five key themes are:
 - a) Balance of Care
 - b) Managing the Workforce
 - c) Personalisation/ Participation
 - d) Resources
 - e) Strategic Commissioning
- 6.3 Reporting performance on the above areas will demonstrate how Social Care and Wellbeing capacity, resources, and people are managed to deliver our service priorities.
- 6.4 The Score card method demonstrates linkages to the Single Outcome Agreement, Aberdeen City Council Interim Business Plan 2009-12, Statutory Performance Indicators and the National Outcome Measures for Community Care.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

Report to Continuous Improvement Committee 21-04-09 on Performance Management.
Aberdeen City Council Interim Business Plan 2009 2012
Single Outcome Agreement
National Outcomes Framework for Community Care
Report to Social Care and Wellbeing Committee 3-09-09 on Performance Management.