

ABERDEEN CITY COUNCIL

COMMITTEE	Strategic Commissioning Committee
DATE	28 th March 2019
REPORT TITLE	Performance Management Framework
REPORT NUMBER	COM/19/219
DIRECTOR	Frank McGhee
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Martin Murchie
TERMS OF REFERENCE	5.2

1. PURPOSE OF REPORT

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(S)

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 Performance Management 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.

3.3 It proposes arrangements for performance to the Council’s Committees during 2019/20.

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

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	None		
Legal	None		
Employee	None		
Customer	None		
Environment	None		
Technology	None		
Reputational	None		

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	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	
Prosperous Place	

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	None directly.
Organisational Design	None directly.
Governance	The Performance Management Framework describes the arrangements for applying governance to the delivery and performance of Council priorities.
Workforce	The Performance Management Framework enables the alignment of individual objectives to the stated priorities of the Council expressed through the LOIP and the Council Delivery Plan.
Process Design	The Performance Management Framework includes key source of intelligence to inform service and process redesign.
Technology	We will exploit digital technologies to automate data collection, analysis and reporting wherever possible.
Partnerships and Alliances	The Council Delivery Plan and, therefore, the performance management of its implementation is designed to reinforce partnership working

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	N/A
Data Protection Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	N/A

9. BACKGROUND PAPERS

None

10. APPENDICES (if applicable)

Performance Management Framework

11. REPORT AUTHOR CONTACT DETAILS

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