

## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	City Growth Committee
<b>DATE</b>	6 <sup>th</sup> June 2019
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Performance Management Framework Reporting – Place Function
<b>REPORT NUMBER</b>	COM/19/289
<b>DIRECTOR</b>	Steve Whyte
<b>CHIEF OFFICER</b>	Martin Murchie
<b>REPORT AUTHOR</b>	Alex Paterson
<b>TERMS OF REFERENCE</b>	2.2

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### **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 the City Growth and Strategic Place Planning Clusters under the Place function.

### **2. RECOMMENDATION(S)**

That the Committee

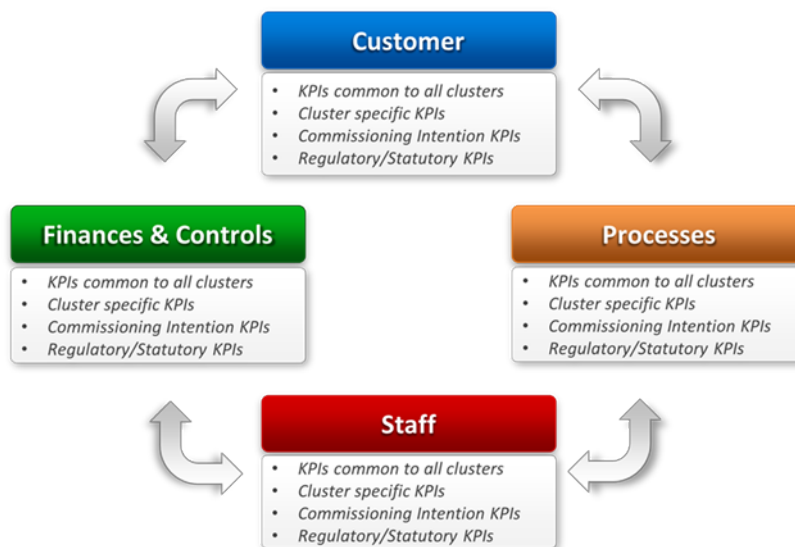
- 2.1 Scrutinises the performance information contained in the Appendix A.
- 2.2 Notes the outline proposals for reporting of performance in 2019/20, subject to continuing development of the Performance Management Framework, as captured within Appendix B

### **3. BACKGROUND**

- 3.1 This report is to provide members with key performance measures in relation the Place function.
- 3.2 On 28<sup>th</sup> 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 5<sup>th</sup> March 2019. These significant changes require to be integrated within the Council's performance management arrangements.

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



- 3.4 This report, as far as possible, reports performance up to the end of financial year 2018/19. Necessarily this includes only some of the required measures which have been established from April 2019 onwards.
- 3.5 Appendix A provides an overview of current performance across the Place function, with reference to recent trends and performance against target, based on the 2018-19 fiscal year and existing measures.
- 3.6 Additional measure proposals for reporting will be included in future reports and data presented in line with appropriate collection frequencies i.e. monthly, quarterly or annually, and are outlined as an example against the Strategic Planning Cluster at Appendix B
- 3.7 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
<b>Financial</b>	No related financial risks.	L	N/A
<b>Legal</b>	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.
<b>Employee</b>	No related employee risks	L	N/A
<b>Customer</b>	Lack of sufficient access to information for citizens	L	Placing of information in the public domain contributed to by this report
<b>Environment</b>	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
<b>Technology</b>	Available technology is not utilised to full effect	L	Best practice data management and sharing (GDPR compliance) sits at

	or used inappropriately for purpose		the centre of the Council's digital data reporting framework
<b>Reputational</b>	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

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	<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>
<b>Prosperous People</b>	This report captures activity which contributes to delivery of Stretch Outcomes 5 and 6 –

	<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><b>Prosperous Place</b></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>

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<p><b>Customer Service Design</b></p>	<p>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.</p>
<p><b>Organisational Design</b></p>	<p>The report reflects recognition of the process of organisational design and provides assurance</p>

	through scrutiny of operational effectiveness. The review and realignment of performance measures will support the redesign of the organisation.
<b>Governance</b>	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
<b>Workforce</b>	The performance report does and will continue to support understanding of the role and development of the workforce.
<b>Process Design</b>	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.
<b>Technology</b>	Technology is being used both in the capture and analysis of data and in the improvement planning of services.
<b>Partnerships and Alliances</b>	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

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

## 9. BACKGROUND PAPERS

[Local Outcome Improvement Plan](#)  
[Aberdeen City Council Delivery Plan](#)

## 10. APPENDICES (if applicable)

Appendix A – Performance Summary Dashboard  
Appendix B – Example 2019-20 Performance Summary Dashboard

## 11. REPORT AUTHOR CONTACT DETAILS

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