

ABERDEEN CITY COUNCIL

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| COMMITTEE | Strategic Commissioning Committee |
| DATE | 24 February 2021 |
| EXEMPT | No |
| CONFIDENTIAL | No |
| REPORT TITLE | Commercial and Procurement Performance Report |
| REPORT NUMBER | CUS/22/044 |
| DIRECTOR | Andy MacDonald |
| CHIEF OFFICER | Martin Murchie |
| REPORT AUTHOR | Louise Fox |
| TERMS OF REFERENCE | 5.1.3 |

1. PURPOSE OF REPORT

- 1.1 To present Committee with the status of key performance measures relating to the Commercial and Procurement cluster.

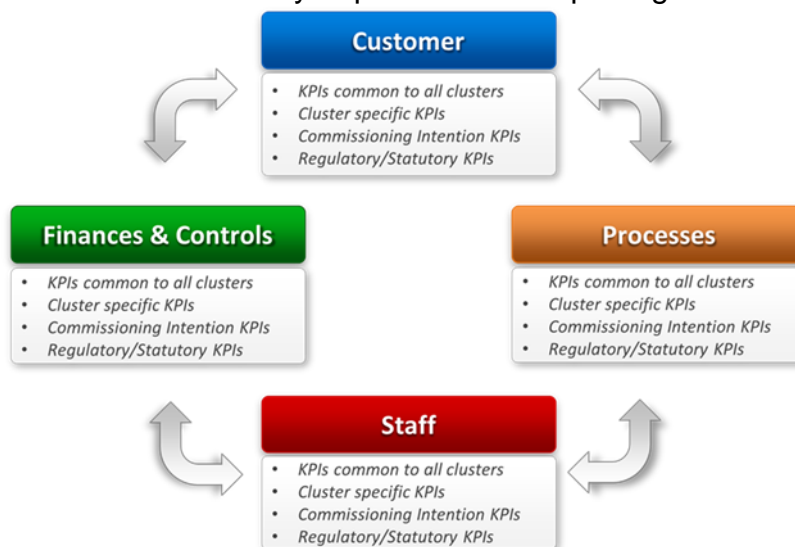
2. RECOMMENDATION

- 2.1 That the Committee note the report and provide comments and observations on the performance information contained in the report Appendix.

3. BACKGROUND

- 3.1 This report is to provide members with key performance measures in relation to the Commercial and Procurement cluster as expressed within the 2021/22 Council Delivery Plan.
- 3.2 Performance Framework Reporting was introduced in 2019/20, initially against in-house delivery directly contributing to the City's Local Outcome Improvement Plan (LOIP) to the Operational Delivery and City Growth and Resources Committees, and has informed the 2021/22 Council Delivery Plan (the Plan) that was agreed by Council on the 10th March 2021.
- 3.3 The 'Performance Management' section of the Plan explains how the commitments and deliverables will be supported and scrutinised through the Council's Performance Management Framework, which establishes robust performance management of service delivery. This section also outlines the systematic approach that will be taken during 2021/22 to identify, plan and deliver improvement.
- 3.4 The Plan also reflects on the identification of Service Standards against each function/cluster, that builds on the original Framework which offers insight into the effectiveness, and accessibility of core service provision to the Council's stakeholders and City communities.
- 3.5 Where appropriate, data captured against these Standards is now directly incorporated within the suite of metrics contained within Appendix A and will be reported against on either a monthly, quarterly, or annual basis.

- 3.6 The Performance Management Framework provides for a consistent approach within which performance will be reported to Committees. This presents performance data and analysis within four core perspectives, as shown below, which provides for uniformity of performance reporting across Committees.



- 3.6 This report, as far as possible, reports performance up to the end of December 2021 or Quarter 3 2021/22, as appropriate.
- 3.7 Appendix A provides an overview of current performance across the Commercial and Procurement cluster, with reference to recent trends and performance against target. There is also, at appropriate points in the Appendix, narrative analysis of progress against new Service Standards with a RAG status, allocated by Officers of the Commercial and Procurement cluster. These are defined as follows:

RAG Status


- **GREEN** – Actions are on track with no delays/issues emerging
- **AMBER** – Actions are experiencing small delays/issues emerging and are being closely monitored
- **RED** - Actions are experiencing significant delays/issues with improvement measures being put in place

- 3.8 Within the summary dashboard the following symbols are also 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 financial implications arising out of this report.

5. LEGAL IMPLICATIONS

There are no direct legal implications arising out of this report.

6. MANAGEMENT OF RISK

| Category | Risk | Low (L) Medium (M) High (H) | Mitigation |
|------------------------------|---|-----------------------------------|---|
| Strategic Risk | None | | |
| Compliance | No significant related legal risks. | 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. |
| Operational | No significant related employee risks. | L | Oversight by Elected Members of core employee health and safety data supports the Council's obligations as an employer |
| Financial | No significant related financial risks. | L | N/A |
| Reputational | Lack of sufficient access to information for citizens | L | Placing of information in the public domain contributed to by this report. Reporting of service performance serves to enhance the Council's reputation for transparency and accountability. |
| Environment / Climate | No significant related environmental risks. | L | N/A |

7. OUTCOMES

| <u>COUNCIL DELIVERY PLAN</u> | |
|---|-------------------------|
| | Impact of Report |
| Aberdeen City Council Policy Statement | <u>None</u> |
| | |

| Aberdeen City Local Outcome Improvement Plan | |
|--|--|
| Prosperous Economy Stretch Outcomes | The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report monitors indicators which reflect current economic activity within the City and actions taken by the Council to support such activity. |
| Prosperous People Stretch Outcomes | The Council is committed to improving the key life outcomes of all people in Aberdeen. This report monitors key indicators impacting on the lives of all citizens of Aberdeen. Thus, Committee will be enabled to assess the effectiveness of measures already implemented, as well as allowing an evaluation of future actions which may be required to ensure an improvement in such outcomes. |
| Prosperous Place Stretch Outcomes | The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit, operating to the highest environmental standards. This report provides essential information in relation to environmental issues allowing the Committee to measure the impact of any current action. |
| Regional and City Strategies | None |
| UK and Scottish Legislative and Policy Programmes | None |

8. IMPACT ASSESSMENTS

| Assessment | Outcome |
|--|---|
| Impact Assessment | The recommendation arising from this report does not require that a full Assessment is completed. |
| Data Protection Impact Assessment | Not required |

9. BACKGROUND PAPERS

[Local Outcome Improvement Plan](#)

Council Delivery Plan 21/22 – COM/21/054

10. APPENDICES

Appendix A – Performance Summary Dashboard

11. REPORT AUTHOR CONTACT DETAILS

Louise Fox
Strategic Performance and Improvement Officer
lfox@aberdeencity.gov.uk