

Title of Report:	Performance Improvement update
Committee Report Submitted To:	Corporate Policy and Resources Committee
Date of Meeting:	20 April 2023
For Decision or For Information	For Information

Linkage to Council Strategy (2019-23)	
Strategic Theme	<ul style="list-style-type: none"> - Improvement and Innovation - Healthy, Active and Engaged Communities
Outcome	Citizens and communities will be centrally involved in Council's planning and decision-making processes
Lead Officer	Head of Performance

Budgetary Considerations	
Cost of Proposal	
Included in Current Year Estimates	YES/NO
Capital/Revenue	
Code	
Staffing Costs	

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes/No	Date:
	EQIA Required and Completed:	Yes/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes/No	Date:
	RNA Required and Completed:	Yes/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes/No	Date:
	DPIA Required and Completed:	Yes/No	Date:

1.0 Purpose of Report

1.1 The purpose of this report is to present to Elected Members for information an update on the progress of Council's work to meet its annual Performance Duty.

2.0 Background

2.1 Council has committed to regular updates through Council Committees with regards to the ongoing work across the organisation to ensure that Council meets its Annual Performance Duty.

3.0 Content

3.1 The Performance Improvement Team are currently engaged in the following work areas:

- Performance Improvement Plan and Objectives 2022/23

The Period covered by the 2022/23 Performance Improvement Plan ended on 31 March 2023. Outcomes against the planned targets and indicators are now being assessed and a full report will be brought to Council before summer recess.

- Consultation and development of the Performance Improvement Plan 2023/24

Work is ongoing with the development of the Performance Improvement Plan for 2023/24. Engagement is taking place across the Services as well as with our Community Planning Partners and the ratepayers. The online consultation survey went live on 29th March 2023 and has already received a good level of early responses. Consultees have the opportunity to suggest areas for Improvement as well as commenting on the Objectives rolling forward from previous years which are:

1. Further embed Council's Performance Improvement and Business Planning processes
2. Wider engagement with citizens at the Service Level
3. Improving participation rates, membership numbers and income generation at Leisure facilities
4. Licence renewal processes improved and updated
5. Build on engagement with young people
6. Staffing structures – filling more roles with permanent staff

- Review of Corporate Strategy

Work is ongoing to collate data and monitor current performance against the outcomes set out in our Corporate Strategy. The aim is to have a completed update report available for the new Council in June.

- Plans for PERFORM software utilisation in 2023/24

PERFORM software modules have been utilised for the Improvement Plans and Benchmarking reports, and have been tested on live data for the Services

Business Plans. The aim for 2023/23 is for each Service to have their own home PERFORM page that focuses on 5 or 6 key indicators their Service, which will act as a snapshot for their ongoing performance monitoring.

- **APSE benchmarking completed for 2021/22**

The benchmarking outcomes for Council for 2021/22 have been completed, and Services have been allocated their analysis reports. Services will now be able to report on and utilise this data to suit their specific needs. The focus for Benchmarking now shifts to the business year 2022/23, the data for which must be collated and submitted by July 2023.

4.0 Recommendation

It is recommended that Elected Members note the updates as set out in this report.