

Name of service:- Performance Management

Date of reporting period 2019-2020

Overview of Performance Management Services

Performance Management Services comprises, 1 Full-time Performance Management Officer.

Performance Management Services supports all services across the Authority with strategic performance measures linked to the Corporate Priorities.

The Performance Management Officer monitors service outputs, supports other Service Delivery Leads with their service planning processes, ensuring that the public is kept informed about the Council's performance and helps to provide practical solutions to produce a high performance culture which is embedded into the vision of the Council.

Effective performance management enables the Council to demonstrate how it is meeting the needs of the local community and where the main focuses are.

A yearly End of Year performance report is produced by the Performance Management officer, which highlights outcomes of each service against the Council's Corporate Priorities. Each household receives a copy around East Cambridgeshire.

Over the past year the Performance Management Officer has been supporting the Waste Policy Team for 2.5 days per week. This includes supporting two members of staff and helping with various waste related projects including clinical waste etc.

In addition, the Performance Management Officer continues to offer project management support to the HR and payroll project.

The cost to run the service totals; £56,486.00 which includes salary costs and on costs.

How does the Service link in with the Council's Corporate Plan?

The Service links in with the following priorities;

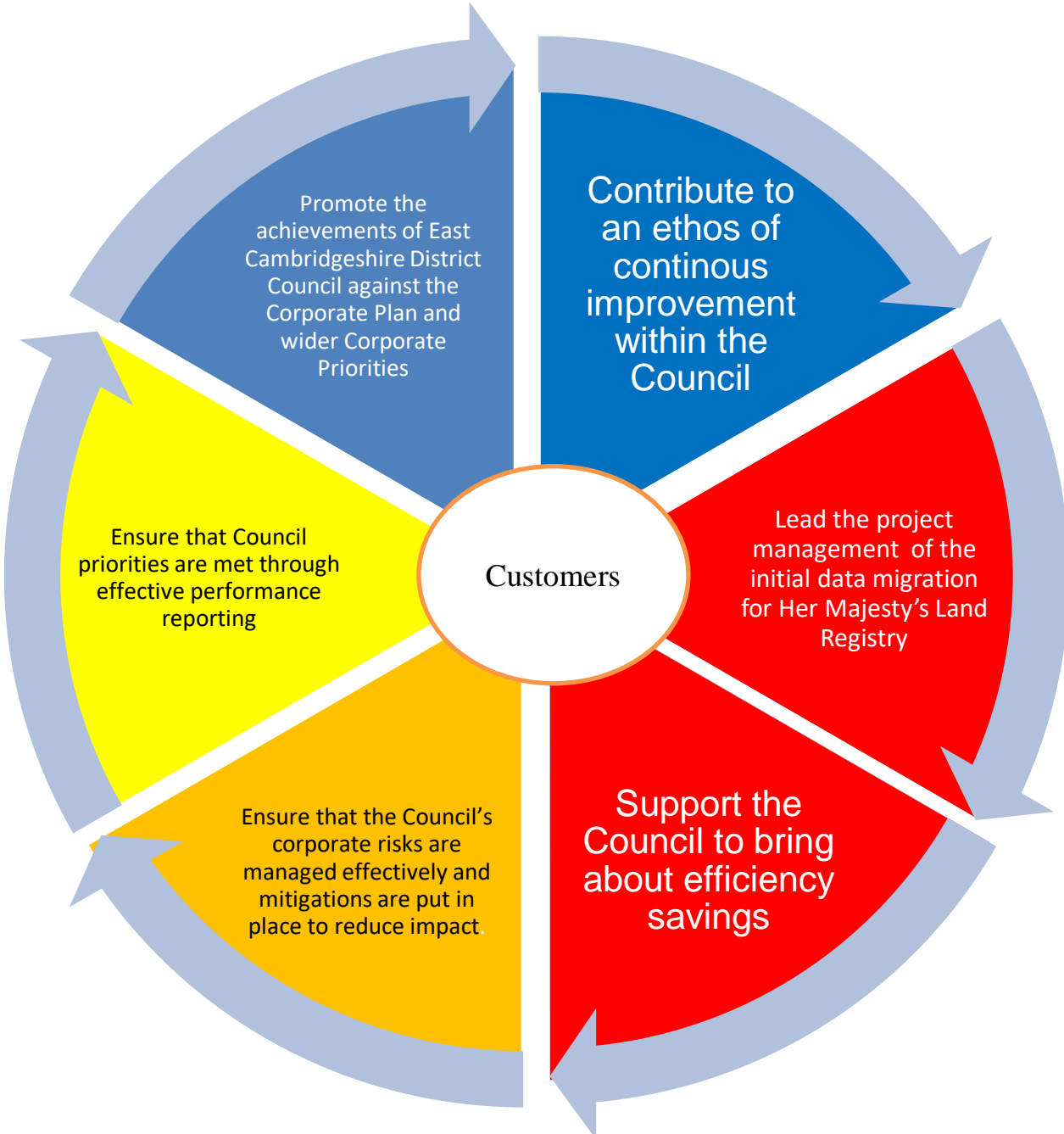
- **The Service is customer driven with "Delivering a financially sound and well managed Council"**
- **Providing clear opportunities to ensure that East Cambridgeshire continues to be "A fantastic place to live, work and visit"**

The Service provides support across the Council to all services and therefore it helps to support the majority of the outcomes within the priorities of the Corporate Plan.

Forward Planning for Councillors

Proposed date of decision	Item	Service Area	Committee
September/October 2019	6 month outcome reports to committee	Performance Management	Operations
March/April 2020	New service delivery plans presented	Performance Management	Operations

Strategy map- 2019/2020



Commitments towards our Vision

Performance Management Service- service delivery plan 2019/2020



Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner
Promote the achievements of East Cambridgeshire District Council against the Corporate Plan and wider Corporate Priorities	Delivering a financially sound and well managed Council	Produce an end of year Council report which promotes the achievements made against the Corporate Plan. To be designed, completed and printed by August 2019. Distributed to every household by end of September 2019.	1 produced Delivered to every household	Hetty Thornton- Performance Management Officer
Support the Council to bring about efficiency savings		Using Lean processes, look as identifying efficiencies with 2 services by November 2019. Highlight areas of inefficiency within the Council and put in recommendations to improve ways of working and better support our customers. Provide on-going findings and recommendations to CMT as and when Lean reports are completed.	Completed February 2018- worked with Care and Repair, Building Control, Environmental Services and Markets. Findings presented to CMT within End of Year reports. Efficiencies identified	Hetty Thornton- Performance Management Officer
		Continue to offer project management support to phase 1 of the HR and payroll management system. Ensure that Phase 1 goes successfully into Business as usual.	Project management has been on-going. Phase 2 has been completed but Phase 1 continues to be on-going	Hetty Thornton- Performance Management Officer
Ensure that Council priorities are met through effective performance reporting	A fantastic place to live, work and visit	Present the six month update performance reports on behalf of all services which demonstrate how the Council is meeting the needs of our customers. By October 2019	Six month update reports were presented at Committee	Hetty Thornton- Performance Management Officer

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.	A fantastic place to live, work and visit	<p>To regularly review risks associated with performance management, including:</p> <ul style="list-style-type: none"> • Ensuring all Service Delivery Leads meet their requirements within their Service Delivery Plans • Project management of the HR and payroll management system which meets the needs of ECDC and its staff 	Ongoing	Hetty Thornton-Performance Management Officer
Lead the project management of the initial data migration for Her Majesty's Land Registry	Delivering a financially sound and well managed Council	<p>To project manage the pre-migration data testing in preparation for the full data migration to HMLR (Her Majesty's Land Registry).</p> <p>Manage a project team to look at planning data to determine levels of accuracy,</p>	New target	Hetty Thornton- Performance Management Officer Support from Paula Holmes- Legal Services, Lucy Flintham- Planning Services, Karen Wright- ICT Services