Southwark Council

LGC Most Improved Council 2005

Performance Management & Reporting – love it or loathe it?

Stephen Gaskell,
Corporate Planning and Performance

Presentation

- Performance management
- What is the performance report?
- Why does it matter?
- How is it produced?
- What can we do differently?

Stephen Gaskell,
Corporate Planning and Performance

Performance management

"…effective and efficient management of performance that creates the environment in which long term policy goals are achieved…"

"….having a broad understanding of how people feel, think and behave about the Council and it's services matched with how well the service is performing in terms of quality, volume and cost."

Stephen Gaskell,
Corporate Planning and Performance

The performance report?

USELESS → USEFUL

I think the report is great – especially in the summer when you can wedge the door open with it to get some air in the room!!

It gives a good snapshot of what's going on and what we need to be concerned about

It tells us how well we are performing in our key indicators. I know it's important for audit – we have to do it!

I love the charts – although am never quite sure what they mean. I guess it's all important stuff.

It tells me about the big stuff across the Council, makes us act when things are going wrong as well as celebrate success!

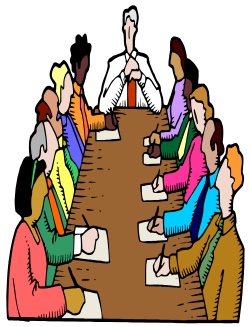
DETAIL → FOCUS

Why does the performance report matter?

- Reports quarterly progress against key projects and targets in the Corporate Plan
- Statutory process – it has to be done
- Helps the Council review and set future business activity
- Ensure members and officers accountable for delivery
- Key data source for external agents
- A source of potential challenge (e.g. policy process?)

How is the report produced?

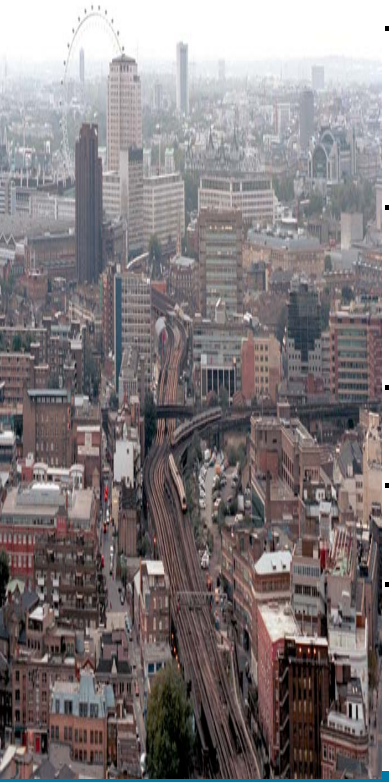
- Performance collated, monitored and analysed by corporate team in conjunction with service specialists – aim is to speed up and simplify further
- Governance requires sign off from each Chief Officer and Asst Chief Exec



- Report produced within a month of quarter end (and reported to next available Executive)

What can we do differently?

- Make report more useful through better analysis by:
  - sharper focus on “business critical” indicators
  - measuring impact through acting on research/consultation results
  - greater focus what “users” think and feel
  - further integration with resource monitoring
  - partnership and areas



Key timelines

Sep 2006 -	first quarter report
Oct 2006 -	New Corporate Plan (with MTFS) to Executive
Nov 2006 -	second quarter report
Feb 2007 -	third quarter report & provisional statutory targets
May 2007 -	fourth quarter/end of year results & final statutory targets