

ANGUS COUNCIL

SOCIAL WORK AND HEALTH COMMITTEE

21 AUGUST 2003

2002/03 PERFORMANCE REPORT BASED ON THE BALANCED SCORECARD

REPORT BY THE ACTING DIRECTOR OF SOCIAL WORK

**ABSTRACT**

This report provides Committee with an account of social work's performance for the period April 2002 to March 2003 using the balanced scorecard as a performance management framework.

**1 RECOMMENDATION**

It is recommended that the Social Work and Health Committee notes the content of this report.

**2 INTRODUCTION**

As part of a corporate initiative to develop a coherent performance management, measurement and reporting framework, social work has adopted and implemented the balanced scorecard throughout each of the three main service areas – community care, children's services and criminal justice services.

This report, which has detailed information attached as an Appendix, provides performance management information for the year 2002/03 across the three service areas listed above. The information is provided at both 1<sup>st</sup> and 2<sup>nd</sup> tier levels of the scorecard.

**3 BALANCED SCORECARD 2002/03**

The balanced scorecard is now being used in social work as a management tool to ensure that effective monitoring of performance is maintained and, where necessary, remedial action is undertaken.

It is intended that performance management reports will be presented to Committee twice per year and will incorporate our progress in meeting the priority objectives set out in the departmental service plan.

**4 FINANCIAL IMPLICATIONS**

There are no financial implications arising directly from this report.

**5 HUMAN RIGHTS IMPLICATIONS**

There are no Human Rights implications arising from the recommendations contained in this report.

## **6 CONSULTATION**

The Chief Executive, the Director of Law and Administration, the Personnel Services Manager and the Director of Finance have been consulted in the preparation of this report.

Robert Peat  
Acting Director of Social Work

**NOTE:** No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.