This report advises of the outcome of a review of the council’s public performance reporting framework.

1 RECOMMENDATION

The Committee approve the public performance reporting framework as amended, Appendix 1 refers.

2 INTRODUCTION

Reference is made to the meeting of this committee on 17 March 2009 which agreed a public performance reporting framework for the council.

The framework indicates that it will be subject to review on an annual basis as an integral part of the review of the council’s corporate governance arrangements.

3 PUBLIC PERFORMANCE REPORTING FRAMEWORK REVIEW

The outcome of this year’s review of the council’s corporate governance arrangements will be submitted to the Scrutiny and Audit Sub Committee on 21 June 2011.

The review has highlighted that certain amendments should be made to the public performance reporting framework, responsibility for which rests with this committee.

The revised framework is attached as Appendix 1 and it is proposed that this framework be approved.

The amendments essentially reflect changes which have been made to the council’s performance management arrangements since the framework was adopted in 2009.

A tracked changes version is also attached, Appendix 2 refers, to enable members to readily identify where amendments have been made.

4 FINANCIAL IMPLICATIONS

There are no financial implications associated with the terms of this report.

5 HUMAN RIGHTS IMPLICATIONS

There are no human rights implications associated with this report.

6 EQUALITIES IMPLICATIONS

The issues dealt with in this report have been the subject of consideration from an equalities perspective. An equalities impact assessment is not required.

7 CONSULTATION

The Chief Officers Management Team has been consulted on the amendments to the public performance reporting framework.

The Director of Corporate Services, Head of Finance and Head of Law and Administration have been consulted on the terms of this report.
HMR

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.
Appendix 1

PUBLIC PERFORMANCE REPORTING FRAMEWORK

Introduction

Public performance reporting is, quite simply, about providing the right information to the right people at the right time and in the right format.

This public performance framework outlines the council’s approach to, and the arrangements for, reporting on our performance to the public.

As the title suggests, the framework is about reporting to the public. However the term public is a generic one encompassing a wide range of interest groups: all of whom are affected by or can affect the council’s actions and therefore have an interest in how we are performing and all of whom need to be provided with performance information that it is meaningful and relevant to them.

While the focus of the framework is on the public it is recognised that reporting to other stakeholders, both external (Scottish Government) and internal (elected members and employees) is also important. This however is dealt with within our wider performance management arrangements, of which this framework is an integral part.

Principles

1 The council recognises that to be effective public performance reporting needs to take account of the different needs of the public. In this respect the public can be categorised as:
   - Citizens – council tax/rent payers, residents, electors.
   - Customers – service users, service beneficiaries.
   - Other stakeholders – community councils, voluntary organisations, community groups, local businesses.

2 The council recognises that performance information needs to be relevant, accurate, consistent and understandable. It will range from a general picture of how the council is performing to information about the performance of individual services. It will include:
   - Key projects/initiatives that are planned and what benefits are expected.
   - Performance information (nationally prescribed and locally determined indicators that are relevant to the public).
   - Service standards.
   - Targets for improved performance.
   - Performance against previously specified improvement targets.
   - The results of customer consultation.

3 The council recognises that performance information needs to be communicated in the right format.
   - The means of communicating information may differ for different target audiences.
   - The main means of presentation will be through the various different forms of written communication and/or the internet but consideration will also be given to other mechanisms that are available.
   - In selecting the appropriate medium the council will ensure that it is accessible and understandable with special attention paid to the needs of people with particular requirements.

4 The council recognises the need to provide performance information at the right time.
   - It is not an annual year end activity but a continuous process with different reporting periods for different audiences and different types of performance information.
   - Information must be provided in time to enable the council to be held to account and for meaningful conclusions to be drawn on the council’s performance.
Public Performance Reporting

A public performance reporting calendar is incorporated in the council’s corporate improvement plan providing a timetable specifying what information will be made available to the public throughout the year via different media.

The calendar incorporates performance information that is provided corporately by the council.

In addition individual services report to the public throughout the year on different aspects of their performance with each departments’ reporting calendar incorporated within their service improvement plan.

A webpage ‘Angus Council Performs’ has also been built into the Angus Council website giving a quick guide to council performance with more detailed information for those who want it.

The council also publically reports on the performance of the Angus Community Planning Partnership against the terms of the single outcome agreement.

The webpage ‘Angus Performs’ built into the Angus Community Planning website is based on the model used by the Scottish Government and makes links between national level performance reporting and performance at a local level in a relevant way for public consumption.

Strategic Links

The public performance reporting framework is an integral part of the council’s performance management framework which is a tool to ensure that business planning within the council is formally agreed and monitored.

The approach to public performance reporting is informed by the council’s communication strategy which sets out how the council will become a more effective communicator. The strategy, amongst other aspects, focuses on corporate communications, communications with residents and communications with opinion formers/partners.

The council’s research and consultation strategy sets out a council wide approach to consulting with stakeholders.

Review

The public performance reporting framework will be reviewed on an annual basis as an integral part of the review of the council’s corporate governance arrangements. The outcome from that review will be incorporated within the Chief Executive’s annual assurance statement on the council’s corporate governance arrangements to the Scrutiny and Audit Sub Committee.

June 2011