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**Public Performance Reporting Framework**

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**1. SUMMARY**

The Council's Improvement Plan highlights the need to develop the Public Performance Reporting (PPR) Framework. Since the PPR Strategy was agreed in July 2008, a significant number of new frameworks, plans and guidance documents have been adopted both within the Council and externally which need to be considered in the development of PPR. These include the Planning and Performance Management Framework (PPMF), the Communications Strategy; the Community Engagement Strategy and Audit Scotland's '*A New Direction*' SPI guidance for audited bodies 2009/10. The Community Planning structures and Community Planning Partnership's PPR needs are also considered within the new framework (see attached PPR Framework).

This framework aims to ensure that all PPR activity is underpinned by, or an integral part of, current guidance and frameworks to ensure that we are not duplicating, but enhancing other activities in communication, performance and stakeholder engagement. This framework will supersede the Council's 2008 PPR Strategy.

The action plan has been streamlined since last year and now follows the PPMF. Members will therefore be able to use PPR as a tool to help scrutinise our service-based and Council-wide performance and in turn influence service improvement in line with the expectations of stakeholders. The most crucial part of PPR (incorporated within the action plan) is the development of the performance scorecards which will serve to provide up to date and transparent Council-wide performance information internally and externally.

**2. RECOMMENDATIONS**

It is recommended that the Executive:

- (i) Endorses the PPR objectives and outcomes
- (ii) Agrees the PPR Framework and supports the implementation of the action plan

**3. DETAIL**

The PPR objectives when met in conjunction with the communications and community engagement objectives will help the Council to achieve the four principles

of Best Value: accountability, ownership, transparency and continuous improvement. The key action plan items are highlighted below, beneath each of the PPR objectives and more detail can be found in the attached PPR Framework and Action Plan document:

- Exceed the Government’s statutory PPR guidance and ‘A new direction’ guidance requirements
  - Update and maintain the PPR web pages;
  - Develop the Performance Scorecards
  - Develop and circulate the Council Tax Leaflet;
  - Develop and circulate Corporate Annual Report (as per ‘A new Direction’);
  - Develop and circulate Single Outcome Agreement annual report and develop the Audited Annual Accounts.
- Make stakeholder feedback an integral part of performance improvement
  - Feed customer views from engagement activity into the service planning process annually;
  - Feed stakeholder views from community engagement reports into the CPP Plan.
- Improve stakeholder perception of the Council’s corporate management and service performance
  - Carry out a customer perception survey via the Citizen’s Panel

**4. CONCLUSION**

Although the corporate coordination of PPR activity will be led by the Chief Executive’s Unit, Councillors and services also have a fundamental role in ensuring that the Council achieves the PPR outcomes identified.

There is therefore a responsibility at political, corporate and service levels to ensure that we measure performance effectively through agreeing the right measures as part of the service planning process and on an ongoing basis and that we manage the performance information measured to inform and facilitate effective PPR.

**5. IMPLICATIONS**

*Policy* Approval of the PPR Framework delivers part of the Council’s Improvement Plan

*Finance* None

*Personnel* None

*Legal* Data protection, FOI and DDA obligations to be met when implementing all activities

*Equal Opportunities* All PPR activity will be in line with the Council’s Equality and Diversity Policy and will be accessible to all

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