
ANNUAL PERFORMANCE REVIEWS

1 INTRODUCTION

- 1.1 As the Council continues on its journey of improvement, the way that we manage and monitor our business is set out in the Council's Planning and Performance Management Framework. A key element of this process is the preparation and approval of service plans when the budget is set and the subsequent monitoring of performance in Annual Performance Reviews. This report informs members of the Annual Performance Reviews carried out by Chief Officers for 2009/10.

2 RECOMMENDATION

- 2.1 Members note the performance achieved by services in these reviews and the improvement actions that are in place.

3 DETAIL

- 3.1 The Council's Planning and Performance Management Framework sets out the context for senior management to plan service delivery throughout the financial year and set out performance targets. Annual Performance Reviews, which are carried out on an annual basis capture the progress made by services in delivering the outcomes identified in service plans and also identify areas for improvement.
- 3.2 As members will be aware, the Council is committed to developing self assessment, as recommended by the Crerar review on scrutiny, and has adopted the Public Service improvement Framework (PSIF). A Corporate assessment has been carried out, involving senior members, and pilots have taken place in Education and Planning Services. SMT has recently considered a timetable for the rollout of PSIF to all other services and this will be complete by May 2012.
- 3.3 In order to embed the approach to PSIF as we move towards 2011, the guidance for annual service reviews this year was developed to follow the principles set out in PSIF. This enables the Annual Performance Review to set a framework of self assessment that identifies areas of improvement for each service, and this is captured in the service reports.
- 3.4 The Annual Performance Reviews contained within this paper contain the service areas that Heads of Service are now responsible for, following the implementation of Modernisation Phase Two and the

appointment of new Heads of Service. All service areas identified in the service plans for 2010/11 have been allocated to a new Service Head, so that the commitment to the Council for service delivery as agreed at the budget remains the same.

- 3.5 The identified areas for improvement in the Annual Service Reviews will be discussed and agreed with Executive Directors and actioned by Heads of Service in order to deliver on our corporate commitment to continuous improvement.

4 CONCLUSION

- 4.1 The Annual Performance Reviews, informed by the PSIF framework, are an important element of the Council's improvement journey, recording achievement and identifying improvement needs as part of our Planning and Performance Management Framework.

5 IMPLICATIONS

5.1

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| Policy | None |
| Legal | None |
| Financial | Financial outcomes for each service are recorded as a key element in the APR |
| Personnel | People resources for each service are identified as a key element of the APR |
| Equal Opportunities | Each service has a programme of Equality Impact Assessments planned throughout the year |

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