

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

16th SEPTEMBER 2015

Performance Management Framework

To consider and comment on the following issues:

- The way the Communities Department is developing Performance Management.
- To consider how the introduction of this new Performance Framework can be used to inform this Committee.

Reasons:

- To Introduce the Performance Management Framework for the Communities Department.
- To enable the department to focus on the performance of critical areas within the department and to enable it to provide relevant and timely Performance Management information to this Committee.
- This item has been included following comments by the Committee at its meetings on the 22nd May and 3rd July 2015 in relation to the performance measures and activity data being collected by the Department and the measures that would be useful to include in future performance monitoring reports.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holder: Cllr. Jane Tremlett (Social Care & Health)

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| Directorate: Communities Name of Director: Jake Morgan Report Author: Lyn Walters | Designations: Director of Community Services Senior Business Support Manager (Social Care) | Tel Nos. / E-Mail Addresses: 01267 224697 jakemorgan@carmarthenshire.gov.uk 01267 228768 dlwalters@carmarthenshire.gov.uk |
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EXECUTIVE SUMMARY

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

16th SEPTEMBER 2015

Performance Management Framework

Attached is the Performance Management Framework for the Communities Department.

The framework has been developed to focus on the most important areas within the department as a way of monitoring the success or otherwise that has been achieved in meeting objectives.

The framework is still in its infancy and is being further refined during regular meetings to monitor performance.

Electronic reports are available for managers and performance is being questioned and challenged through the new arrangements. These electronic reports produce live data allowing performance to be managed more effectively rather than through retrospective reports with a 2-3 month delay as was the case in the past.

It is proposed that the Performance Management Framework will form a base for Performance Management reports to this Committee in the future therefore it is being presented today as an introduction to this Committee and will enable members to begin to understand the direction of the department and the areas that will be monitored and reported.

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| DETAILED REPORT ATTACHED? | YES |
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IMPLICATIONS

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| <p>I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.</p> <p>Signed: Jake Morgan Director of Community Services</p> | | | | | | |
| Policy, Crime & Disorder and Equalities | Legal | Finance | ICT | Risk Management Issues | Staffing Implications | Physical Assets |
| NONE | NONE | NONE | NONE | NONE | NONE | NONE |

CONSULTATIONS

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| <p>I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:</p> <p>Signed: Jake Morgan Director of Community Services</p> | |
| <p>1. Local Member(s) – N/A 2. Community / Town Council – N/A 3. Relevant Partners – N/A 4. Staff Side Representatives and other Organisations – N/A</p> | |
| <p>Section 100D Local Government Act, 1972 – Access to Information List of Background Papers used in the preparation of this report:</p> <p>THESE ARE DETAILED BELOW:</p> | |
| Title of Document | File Ref No. / Locations that the papers are available for public inspection |
| Social Care & Health Scrutiny Committee (22nd May 2015) | Minutes: http://online.carmarthenshire.gov.uk/agendas/eng/SOCI20150522/MINUTES.HTM |
| Social Care & Health Scrutiny Committee (3rd July 2015) | Minutes: http://online.carmarthenshire.gov.uk/agendas/eng/SOCI20150703/MINUTES.HTM |