

<b>Report To:</b>	Overview and Scrutiny	<b>Date:</b>	9 <sup>th</sup> February 2017
<b>Heading:</b>	CORPORATE SCORECARD – QUARTER 2 2016/17 POSITION		
<b>Portfolio Holder:</b>	LEADER		
<b>Ward/s:</b>			
<b>Key Decision:</b>	no		
<b>Subject To Call-In:</b>	no		

### **Purpose Of Report**

This report presents to Scrutiny the new Corporate ‘Organisational’ performance scorecard, aligned with the Corporate Priorities, and an overview performance as at Quarter 2 (April to September 2016)

### **Recommendation(s)**

- For Scrutiny to note the new Corporate scorecard
- For Scrutiny to consider and proactively review the levels of performance achieved as at Quarter 2 in order to facilitate delivery of the Corporate Plan and improved performance of the organisation.

### **Reasons for Recommendation(s)**

The Council’s ambitions for the next three years are clearly identified in the Corporate Priorities which are presented in the Corporate Plan 2016 - 2019. In March 2016 Cabinet agreed the use of a balanced scorecard methodology to enhance the organisations performance framework and its ability to understand how successfully the new Corporate Priorities are being delivered, the new approach providing a more rounded view on performance with a greater emphasis on customer satisfaction and quality.

The Place Scorecard was agreed by Cabinet. The Corporate ‘Organisational’ Scorecard has since been developed and was agreed at Cabinet in January 2017. Relevant 2016/17 April to September outturn data has been collated and analysed.

Performance outturn for the Place Scorecard and Corporate Scorecard will be monitored and managed at CLT, Cabinet and Scrutiny. Through the new corporate project management framework, any relevant Place and Corporate scorecard measures will be monitored and measured by the respective Priority Theme Boards and Programme Boards.

## Alternative Options Considered (With Reasons Why Not Adopted)

None

## Detailed Information

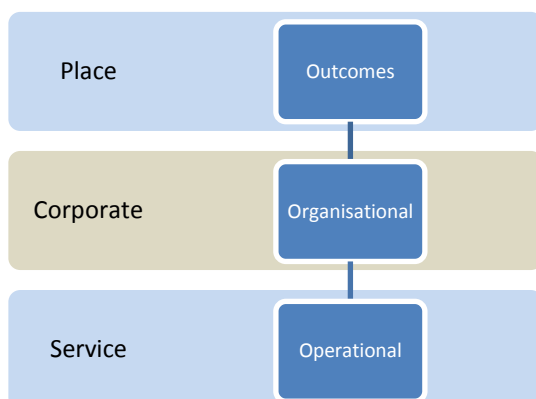
The Corporate Plan 2016- 2019 sets out our priorities for the future and the key projects and initiatives we intend to deliver.

The corporate plan sits above a wider strategic context which includes the Corporate Project Management Framework, Corporate Performance Indicators and a range of strategic documents relating to the organisation and its services. Implementation of the Corporate Plan will therefore be achieved through:-

- Programme management – *Delivery of similar projects under a priority theme*
- Project Management Framework – *Delivery of all projects*
- Service Plans – *annual review of each service in respect of added value improvement activity/ projects and service performance*
- Service Reviews – *rolling programme of reviews including targeted ICT/ digital transformation projects to inform the Savings Strategy*
- Commercialisation reviews – *targeted approach through the developing commercialism framework*
- People Strategy – *Culture and strategy*
- **Revised Performance Management Framework – *developed balanced scorecard approach.***

## **Ashfield Performance Scorecards**

The revised performance framework now incorporates balanced performance scorecards on three separate levels as indicated below.



## **Ashfield's Place Scorecard**

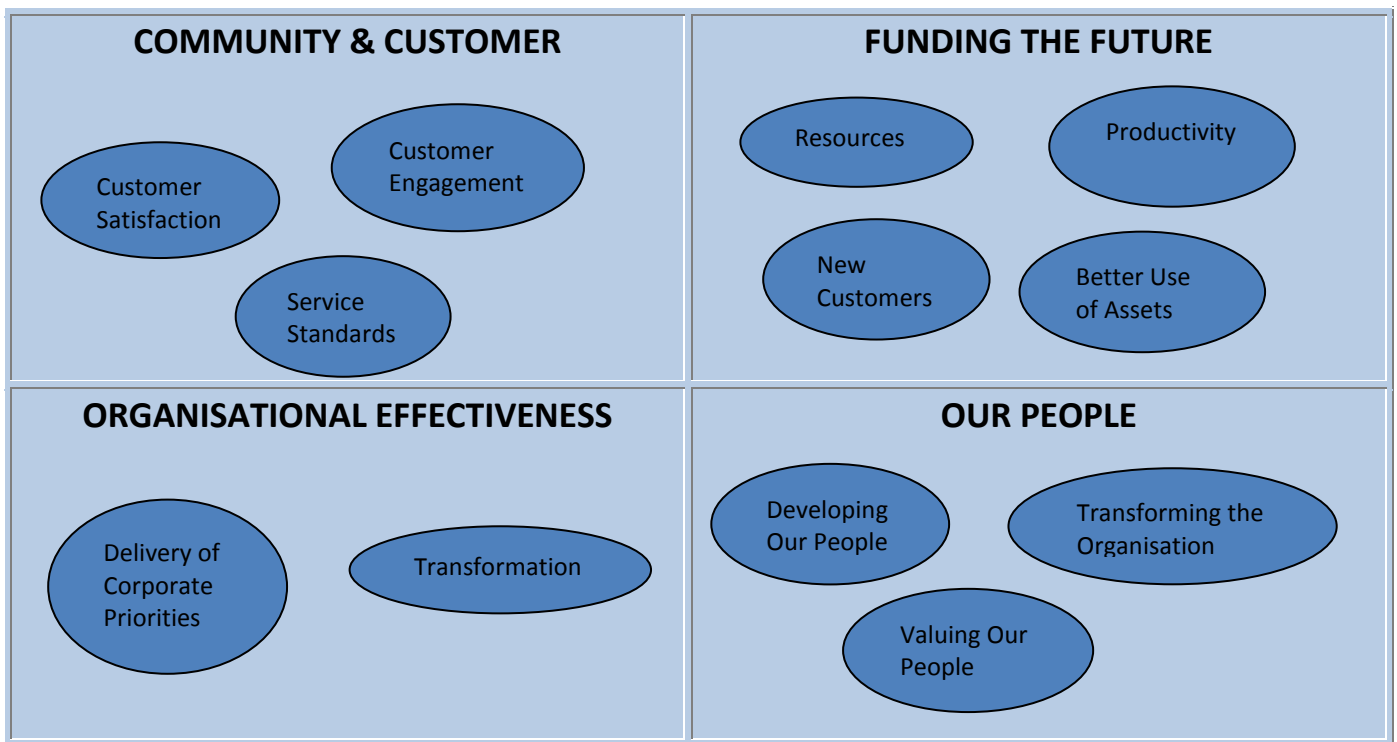
The 'Place' scorecard aligns directly with each of the outward facing corporate priorities, with each balanced scorecard perspective represented by a corporate priority and focussed on 'outcomes'.



2016/17 outturn against the Place Scorecard will be reported at year end as data for most of these measures are only available on an annual basis.

### Ashfield's Corporate Scorecard

The corporate scorecard structure will be the means of measuring organisational performance, and as such typical perspectives of a balanced scorecard have been adopted. The diagram below shows the proposed perspectives, and 'themes' within each of these perspectives, against which organisational performance measures have been identified:-



The Organisation Effectiveness perspective is particularly focussed on the measurement of delivery against the Corporate Priorities through 'output' measures.

### Quarter 2 (April to September) Corporate Scorecard Performance

The detailed Corporate Scorecard and quarter 2 performance analysis is appended to this report.

Overall, the outturn for April to September 2016 indicates a positive position:-

- 78% of measures indicating an improved position compared to the same period in the previous year
- 83% of measures achieving or exceeding target, with a further 8% within 10% variance of target.

## **Implications**

### **Corporate Plan:**

The report relates to delivery of the Corporate Plan Priorities. It covers performance for the period April to September 2016

### **Legal:**

No direct legal implications

### **Finance:**

This report has the following financial implications:

<b>Budget Area</b>	<b>Implication</b>
General Fund – Revenue Budget	Financial performance is included within the detailed corporate scorecard report
General Fund – Capital Programme	
Housing Revenue Account – Revenue Budget	
Housing Revenue Account – Capital Programme	

### **Human Resources / Equality and Diversity:**

High levels of performance improvement can have a positive impact upon employee engagement and retention providing employees are aware of the performance management framework and how they and their team contribution to the overall performance of the Council

### **Other Implications:**

None

### **Reason(s) for Urgency (if applicable):**

## **Background Papers**

Detailed Corporate Scorecard – Quarter 2 Performance 2016/17

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