



Report to: Policy & Performance Improvement Committee – 14 April 2025

Director Lead: Deborah Johnson, Director - Customer Services & Organisational Development

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Report Summary	
Report Title	Performance Framework 2025-26
Purpose of Report	To provide Members of the Policy & Performance Improvement Committee (PPIC) with an update on the Performance Framework and indicators that will be used to monitor and measure our performance against the refreshed Community Plan. Also to share with Members the results of the recent Assurance Review of Performance Management.
Recommendations	That the Policy & Performance Improvement Committee note: <ul style="list-style-type: none"> a) the Corporate Planning, Performance Management and Assurance Framework (Appendix 1) and the refreshed performance indicators (Appendix 2); and b) the findings of the recent Assurance Review of Performance Management (Appendix 3)

1.0 Background

- 1.1. The Council’s performance management framework is a collection of principles that are used to help achieve high quality service delivery. Understanding our performance enables us to deliver quality services and embed good practice, as well as to identify and address areas for improvement.
- 1.2. The Community Plan 2023-2027 has recently undergone a process to be refreshed and updated in line with our achievements to date, as well as ensuring the plan is still reflective of our current priorities. It is therefore necessary to revisit the overarching performance framework and how we monitor and measure performance.
- 1.3. Performance indicators are created to measure performance against the actions detailed within the Community Plan and are owned by relevant Business Managers, who review the performance indicators relevant to their business unit each year in line with the business planning cycle. The relevant Director responsible for that business unit will also review these indicators alongside the Business Manager, before the

Council wide list of indicators are taken to SLT for approval. The indicators are shared with PPIC and Cabinet for awareness, prior to the reporting cycle commencing.

- 1.4. It is also timely to report that the Council's Performance Management process has recently undergone an assurance process, as carried out by TIAA. The purpose of this assurance process was to review and consider the way in which key performance data is collected to inform effective decision making, taking into account the accuracy, integrity and consistency of the data collected.
- 1.5. This has resulted in the Council being assessed as having 'Substantial Assurance' which is the highest level of assurance that can be awarded based on the methodology used by TIAA and the key strategic findings can be found detailed within **Appendix 3**.

2.0 Proposal/Options Considered

- 2.1 That the Policy & Performance Improvement Committee note the indicators. Further information will be provided to Members through a presentation at the committee.

3.0 Implications

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- [Community Plan Refresh – Report to PPIC](#)
- Community Plan Refresh – Report to Cabinet (*not yet published*)