

To:	Coordinating Overview and Scrutiny Committee
Date:	15 February 2019
From:	Assistant Chief Executive, Director Digital and Customer Service & Head of Business Improvement and Change

Update on changes to the Council’s Strategic Performance Reporting Arrangements

SUMMARY

The Council’s strategic performance reporting arrangements have changed significantly since the last financial year. Reporting now includes a new indicator set, benchmarking and underpinning activities designed to improve the quality of critique and challenge within performance monitoring processes. This paper outlines the key changes and their impact for the committee.

KEY CHANGES TO PERFORMANCE REPORTING

1. New priorities and indicator set

Following the election in May 2018 and the formation of the current administration, the Council’s Plan was renewed and the new Plan is organised around five outcomes:

- Birmingham is an entrepreneurial city to learn, work and invest in
- Birmingham is an aspirational city to grow up in
- Birmingham is a fulfilling city to age well in
- Birmingham is a great city to live in
- Birmingham residents gain the maximum benefit from hosting the Commonwealth Games

Each outcome is underpinned by a set of priorities and success measures, and these form the basis of the new Key Performance Indicator set for the Council, which is reported monthly to the Council’s Management Team and Portfolio Holders, and on a quarterly basis to Cabinet. Some indicators are available on a less-than-quarterly basis; this means that the indicator set is reported partially throughout the year as and when indicators become available. The Council Plan will be refreshed in April / May 2019.

2. Greater focus on indicators relevant to residents, service users and customers

To enable greater Member and managerial focus on the most important measures, the decision was taken to remove organisational health measures (such as staff absence rates) from external publication.

3. Benchmarking

This year the Council has started to benchmark its performance against Core Cities and national figures on a routine basis for its KPI set. This has provided important context for the Council's performance and has informed discussions on where improvements could and should be made, and how and where the Council is and isn't providing value for money.

4. Improved narrative

Taking on board feedback from CMT, Members and the Birmingham Independent Improvement Panel, the Council has worked to improve the quality of performance narrative in its regular reporting so that it focuses on why performance has deviated from targets, how this is being mitigated / resolved or what can be learnt from good practice, and next steps.

5. The role of Scrutiny

Alongside these changes, the Assistant Chief Executive, Chief Operating Officer and Head of Business Improvement and Change have worked with Coordinating Scrutiny Panel Members to enhance the role of Scrutiny in performance analysis and improvement. The first workshop was held in November 2018 and a second workshop is likely to take place late February 2019. The purpose of these workshops is to gather feedback from individual scrutiny committees on the current indicator set, in order to inform the upcoming Council Plan refresh; to support Members in understanding and using performance information; and to agree how to progress performance work within scrutiny committees, for example, incorporating the performance reporting cycle into committee schedules, using to identify areas of focus for scrutiny and reviewing source data.

Appendices

- Appendix 1: Council Plan, 2018-2022
- Appendix 2: Q2 Performance Report for 2017-18
- Appendix 3: Q2 Performance Report for FY 2018-19 (latest available)

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