

## SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

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**REPORT TO:** Leader and Cabinet

8 October 2009

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### PERFORMANCE IMPROVEMENT STRATEGY

#### Purpose

1. To seek endorsement by the Cabinet of the 2009-2012 Performance Improvement Strategy attached at **Appendix A**.
2. This is a key decision because it is likely to be significant in terms of its effects on communities living or working in the District and it was first published in the September Forward Plan.

#### Background

3. The 2006 the Corporate Governance Inspection (CGI) commented that performance management was inconsistent across the Council. Since then, the Council has sharpened up prioritisation; improved service planning and appraisals; strengthened quarterly reporting; and introduced CorVu. Performance management was assessed as having promising prospects for improvement in the 2008 CGI re-inspection.

#### Considerations

4. The strategy at Appendix A seeks to promote an inclusive and positive approach to performance improvement based on the Council Values, where staff and Members can maximise their contribution to improving services.
5. Performance Management is the activity of Portfolio Holders, managers and team leaders in monitoring service performance, often but not exclusively focused on performance indicators.
6. In the context of this report, Performance Improvement relates to the systems and cultures of the Council in all aspects of delivering better services to the public.
7. The strategy has been developed by the Performance Improvement Group; it reviews progress and brings together the various areas of work contributing to performance improvement.
8. Appendix 1 of the strategy is an Action Plan that will guide officers' future work in delivering performance improvement.

#### Implications

9. 

Financial	None
Legal	None
Staffing	None
Risk Management	None

Equal Opportunities	An Equality Impact Assessment has been completed with no adverse impact having been identified. The EqIA is available on the Council's website, <a href="http://www.scambs.gov.uk">www.scambs.gov.uk</a>
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### Consultations

10. The strategy has been developed in consultation with officers from across the Council via the Performance Improvement Group.
11. It was also discussed by the Scrutiny and Overview Committee on 1 October and their comments will be made available at the meeting.

### Effect on Strategic Aims

12.	<b>Commitment to being a listening council, providing first class services accessible to all.</b>
	The aim of the Performance Improvement Strategy is to support initiatives aimed at improving services.
	<b>Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all.</b>
	N/A
	<b>Commitment to making South Cambridgeshire a place in which residents can feel proud to live.</b>
	N/A
	<b>Commitment to assisting provision for local jobs for all.</b>
	N/A
<b>Commitment to providing a voice for rural life.</b>	
N/A	

### Recommendation

13. It is recommended that Cabinet endorse the 2009-2012 Performance Improvement Strategy attached at Appendix A to the report.

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