

CORPORATE PERFORMANCE STRATEGY

Relevant Portfolio Holder	Councillor John Fisher
Portfolio Holder Consulted	No
Relevant Head of Service	Deb Poole, Head of Business Transformation
Ward(s) Affected	All
Ward Councillor(s) Consulted	

1. SUMMARY OF PROPOSALS

- 1.1 To agree the content of the Corporate Performance Strategy, including how performance is reported across the Council.

2. RECOMMENDATIONS

- 2.1 **Executive is asked to RECOMMEND to the Council**

that the Corporate Performance Strategy attached at Appendix 1 be approved.

3. KEY ISSUES

Financial Implications

- 3.1 Effective performance management will enable the Council to use limited resources in a more targeted manner, maximising the value of Council services and allowing the Council to be even more responsive to our customers' needs.

Legal Implications

- 3.2 There are no legal implications arising directly from this report.

Service / Operational Implications

- 3.3 Using data enables the Council to understand if it is working towards our strategic purposes and delivering the priority actions set out in the Council Plan. Service areas, working towards the strategic purposes, will be informed by measures data, ensuring that everything we do relates to the demands and needs of our customers. Operational data will also allow teams to understand their day to day performance and react to this. The strategy will support the Council and officers to understand the role data plays within the service areas and corporately as a whole.

Customer / Equalities and Diversity Implications

- 3.4 The strategic purposes are all designed to be from our customers' perspective, so relevant and robust performance data will enable us to understand if we are delivering what matters to our customers. When approved, performance data will be published on the Council's website.
- 3.5 There are no equality and diversity implications arising directly from this report; however, the importance of understanding how we perform for all of our residents is important.

4. RISK MANAGEMENT

- 4.1 By using data to ensure we meet the strategic purposes and deliver on the priority actions in the Council Plan, we will support the management of risks identified around the delivery of those strategic purposes. The strategy will also contribute to the management of risks around robust decision making and the accuracy/effectiveness of performance data.

5. APPENDICES

Appendix 1 - Corporate Performance Strategy

AUTHOR OF REPORT

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