

CWOP/ 43 /11

Policy & Scrutiny Committee Community and Older People

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Purpose of briefing note

Following feedback from members, and to reflect changes to the national performance regime, the Executive Scrutiny Committee agreed to the abolition of the Corporate Plan Performance Scorecard and associated referral process.

The purpose of this briefing note is to clarify the new arrangements for providing a broader directorate level information base and support to Scrutiny members to enable decisions and challenge on areas that individual Policy and Scrutiny Committees may wish to scrutinise in more detail.

Background

There have been a number of changes in the national landscape over the last year supporting a shift from Central regulation by top down measurement, inspection and targets towards local accountability and sector led improvement. This has led the way for ECC to develop our own Management Information (MI) framework. This includes our Corporate Business Plan, Directorate Business Plans, and Directorate MI Scorecards.

In response to recommendation previously raised by Committees, Executive Scrutiny have agreed that the Directorate MI Scorecards be made available to Scrutiny Committee Chairs.

Directorate MI Scorecards

2011/12 saw the establishment of MI Scorecards across all directorates, replacing previous performance packs at monthly DLT meetings and based on the principle that they need to be within the control of the Directorate to deliver. The purpose of the Scorecards is to focus DLT's on the key operational management information results from the performance in service areas from which improvement plans can be formulated.

The Scorecards are structured around four key operational elements reflecting impact, outcomes and views of the customer – as well as key processes and results. The focus of each element is on the 'business drivers' that underpin the successful delivery of directorate objectives. The progress of each driver is informed by a number of more detailed metrics.

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Element	Drivers and underlying metrics
Results	Focused on identifying progress against delivery of outcomes. These are often unique to the specific Directorate and monitors delivery of the EssexWorks Pledges.
Customer and Stakeholders	Focused on telling us about customer and partner feedback. This includes key survey based results providing perception based intelligence as well as measures relating to customer feedback (e.g. comments, compliments and complaints)
Organisational Capabilities	Focused around compliance, finances and delivery in relation to key processes.
People and Culture	Focused on telling us about our workforce e.g. employee engagement, sickness.

In addition, some Directorates have included the following sections as appropriate:

Projects and Programmes	An overview of progress against key projects and programmes within the Directorate
Contextual	Given that some Directorates contribute towards the delivery of wider community outcomes in partnership (e.g. reducing crime), these have been included as contextual metrics

New arrangements to support scrutiny

Directorate MI Scorecards will be published on the intranet each month following discussion and challenge at DLT, CLT and Member level. Scrutiny Committee Chairs will be alerted to their availability via email.

Executive Scrutiny Committee has asked that each Policy and Scrutiny Committee has an overview and responsibility for their respective service areas' performance.

Removal of the previous referral process enables Scrutiny Committees to break away from the previous indicator led focus, and to instead determine for themselves the specific areas they would like to scrutinise further.