

Response to Query from the Corporate Performance Clinic - 26 April 2010

The Panel noted that Wychavon District Council had been assessed as 'excellent' at performance management and queried Member involvement in their performance management processes.

Response:

Contact was made with the Strategy & Performance Manager from Wychavon.

Current arrangements at Wychavon include:

- Quarterly *Signals of Success* report (attached) is provided to the Executive Board with a summary of performance against each of the annual Promises. The report includes actions, performance indicators and Place Survey questions as relevant.
- The *Signals of Success* report also has a section on Partnership Performance and officers are looking to develop a section regarding the performance of contractors for leisure centres and waste providers etc.
- The reports do not specifically flag up performance against LAA / LSP priorities but links are highlighted when deciding annual Promises.
- One or more of the Executive Member gives a brief presentation on the *Signals of Success* report and all Members have the opportunity to ask questions and comment.
- The Audit, Performance & Efficiency Scrutiny Team receive reports for scrutiny on a quarterly basis.
- A full copy of quarterly performance reports are provided in the Member's Room.
- Some Members have received training on Covalent - mostly Executive Members - but there has not been a great take-up.
- The Annual Report will be reported to Scrutiny before publication this year on recommendation from the Auditors. As at Wyre Forest, this has not been the case in previous years due to scheduling of meetings at this time of year.
- *Signals of Success* is published on Wychavon's website.

In summary, Member involvement at Wychavon is similar to Wyre Forest. Officers have varied what is reported and the detail of information provided to try and improve Member engagement in performance management however involvement is mixed. Officers consider it most effective to provide a summary or exception reports and encourage the use of Covalent if more detail is required. However it was felt important that exception reports should be balanced and include good performance and well as bad.

Action:

- It is felt that Wychavon's *Signals of Success* reports are comprehensive and provide useful context to performance information being presented but may be too lengthy. Aspects of this report will be considered for inclusion in future Wyre Forest reports.

05 May 2010