



# Performance Management Framework

## Performance: Our approach

“South Derbyshire District Council requires a **Performance Management Framework** where everyone knows what needs to be achieved, what is **measured** and **managed** and what **progress** we are making.

Our resources must be aligned, focusing effort in the right places and delivering maximum **value** for people, partners and businesses.

We must proactively identify and manage any **risks** that might affect delivery, regularly reviewing performance and taking **action** where required to stay on **target** and inform **decision making**.”



# Performance: Our approach

Effective performance management ensures our goals are prioritised and expertise is allocated to the right things at the right time. We achieve this through the Plan, Do and Review model, encouraging good leadership and evidence based decision making to benefit our residents.

## The model

**Analyse:** understanding the locality and consulting with service users, businesses, partners and residents on their needs, preferences and experiences.

**Plan:** using data from the analysis to help prioritise and identify the action that needs to be taken to ensure it happens.

**Do:** providing services, whether by direct delivery, working in partnership or commissioning, and managing risk.

**Review:** monitoring delivery so that performance can be reviewed. This allows successes to be celebrated and any corrective action to be taken.



# Performance: At a glance

The Performance Management Framework consists of three levels. The Corporate Plan sits at the top and sets out how we make South Derbyshire a better place to live, work and visit.

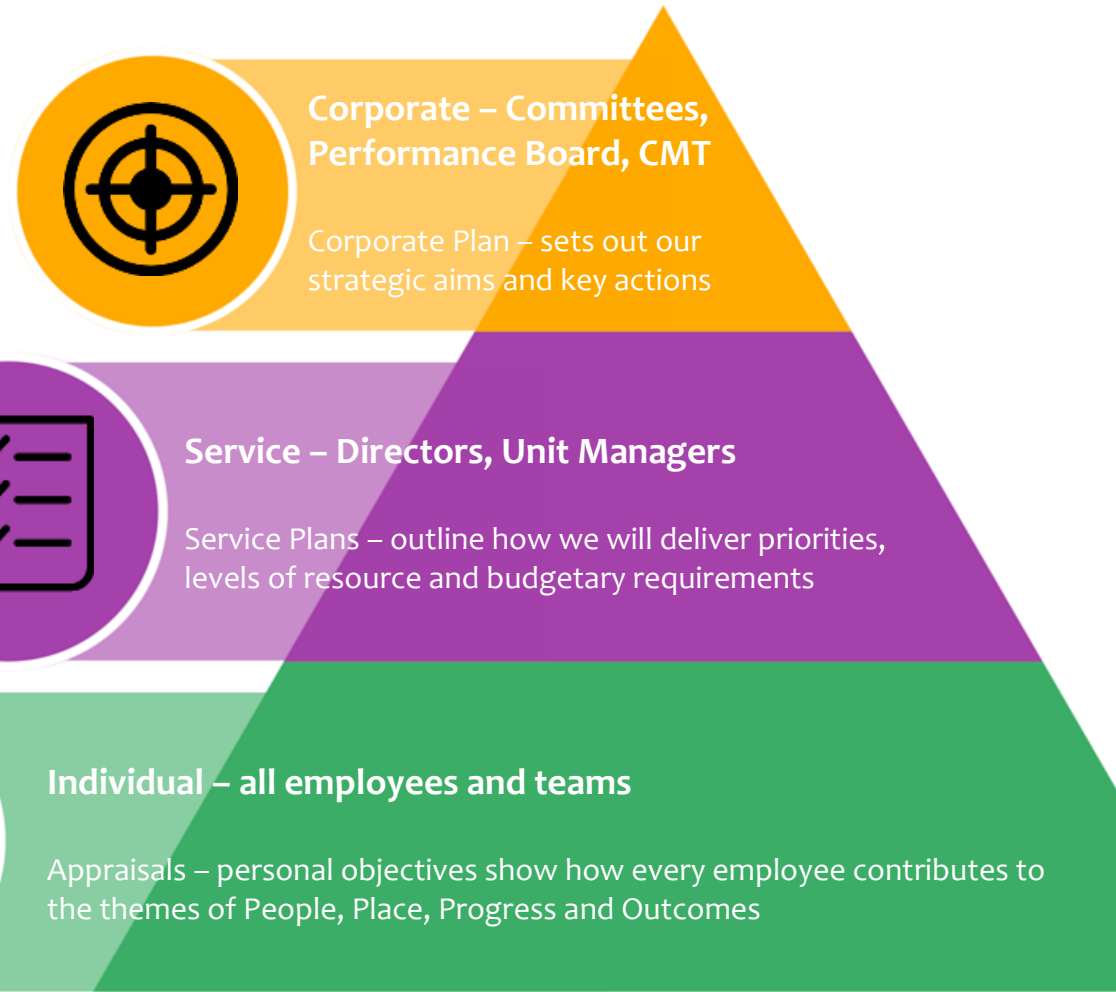
Objectives and measures to deliver against the key aims of the Corporate Plan are defined in Service Plans and shape the objectives of all employees.

Everyone, from Officers to Managers to Elected Members, has a responsibility for delivery of the Corporate Plan.

Progress is monitored on a timely basis through the Performance Reporting Cycle, featured on the following page.

## Other related documents

Risk Management Framework  
Data Quality Strategy  
PDR Scheme



# Performance: Reporting cycle



## The day to day

Approximately 300 people are employed by South Derbyshire District Council to deliver a wide range of services, projects and events. Our aim is to promote a healthy performance culture throughout the organisation.



## Engaging staff

Monthly Directorate Management Team meetings allow us to Plan, Do and Review. Service Plans are monitored and updated on a monthly basis. Personal objectives, set against Corporate Plan targets, are reviewed in one to one meetings and an end of year appraisal.



## Staying on track

Progress against all strategic measures and projects identified in the Corporate Plan are captured in a Performance Board within three weeks of the quarter end, enabling the Corporate Management Team and unit managers to review the findings.



## Learning lessons

Key achievements are captured and shared with staff. Actions to aid amber or red measures or projects are recorded in an action plan. This adds to the transparency and accountability of the process, allowing us to implement corrective actions.



## Democratic process

Performance is reported to all committees. This allows Elected Members to make informed decisions based on timely, accurate and up to date information.



## Annual review

Annual outturn is reported to all committees at the end of the financial year. The Corporate Plan is reviewed and refreshed annually to ensure it remains relevant and fit for purpose.



## Audit

We work with our auditors to ensure good governance arrangements are in place for data quality and performance management to provide assurances that processes are operating effectively and providing an acceptable level of control.

# Performance: Our principles

Understand our customers' needs



Clear direction and priorities



Smart objectives with clear measures of success



What resources you need to reach your targets



Consider the risks that might stop you reaching your goals



Effective management of plans to achieve goals



Review how you are performing against your plans



Revise your actions to keep on track



Use benchmarking data when reviewing your plans



Take responsibility for your targets and plans

# Performance: The benefits



**1** Ensure corporate objectives are prioritised and that resources are allocated effectively



**2** Improve services and outcomes for local people



**3** Make staff aware of how their targets and goals contribute to achieving the Council's vision



**4** Ensure that significant risks to the achievement of objectives are identified and managed



**5** Celebrate success



**6** Provide early warning and take timely action to address any risks



**7** Ensure the Council and its partners achieve what we have set out to do



**8** Provide a strong evidence base for improved decision making and efficient use of resources