

# North Tyneside Council

## Report to Cabinet

Date: 9 December 2013

### ITEM 6(b)

Our North Tyneside  
Performance Reporting

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Portfolio(s): Performance Management

Cabinet Member(s): Deputy Mayor

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Report from Service

Area: Strategic Services

Report Author:

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Strategic Manager (Policy, Partnerships,  
Performance and Communications)

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Wards affected:

All

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## PART 1

### 1.1 Purpose:

The purpose of the report is to seek Cabinet agreement on the new approach for performance managing the Our North Tyneside plan.

### 1.2 Recommendation(s):

It is recommended that Cabinet

- (1) Agree the proposed approach for performance managing the Our North Tyneside plan, as described in section 1.5.5 of this report.
- (2) Authorise the Strategic Manager (Policy, Partnerships, Performance and Communications) in consultation with the Deputy Mayor to finalise the performance measures to begin in January 2014.

### 1.3 Forward Plan:

28 days notice of this report has been given and it first appeared on the Forward Plan that was published on 30 October 2013.

## 1.4 Council Plan and Policy Framework

This report relates to how the entirety of the Our North Tyneside Plan will be performance managed.

## 1.5 Information:

### Background

1.5.1 The Council agreed the new Council Plan, named 'Our North Tyneside', at their meeting on the 26 September 2013.

1.5.2 It was accepted during the development of the Our North Tyneside Plan that it could not be delivered just by the Authority working on its own. It will require partnership working with local people, communities, businesses and other local public sector and voluntary organisations. Therefore the Plan has been developed and agreed with partners on the North Tyneside Strategic Partnership and also replaces the previous Sustainable Community Strategy.

### Approach to performance managing the plan

1.5.3 The Our North Tyneside plan is focused on the outcomes that the Authority and partners wish to see in the borough. It reflects the priorities of the new administration and is based on those things that local people have told us are important to them.

1.5.4 In addition, the introduction to the plan explains "Alongside this plan we will continue to deliver high quality, value for money services". Therefore in developing an approach to performance managing the plan we have reflected the need to focus on outcomes and the delivery of high quality services.

### Proposed performance management approach

1.5.5 The proposed performance management approach will split the performance measures into two levels, in the following way

- **Our North Tyneside level**

This level will reflect the outcome priorities, as described in the 'We will be successful if' sections of the plan.

The audience for this reporting will be residents, elected members and other stakeholders. This means that it will be accessible for all and simple to understand whether the aims of the plan are being met or not.

As this report includes high level outcome measures, which are either not recorded or will not change on a frequent basis, it is proposed that it is reported on a six monthly basis. Based on when the proposed data is available the most appropriate time to publish this report will be for March and October Cabinet.

The proposed format for this report is included as Appendix 1.

- **Service level**

This level of report will focus on how services are performing against the measures that will contribute to the delivery of the Our North Tyneside plan. The service level scorecard reports will also include operational information about how well the service is performing on a broader range of measures, for example efficiency at dealing with Members Enquiries.

The audience for these reports are Cabinet members and Heads of Service. They will be produced on a monthly basis and in the interests of transparency, will be made available to other stakeholders and the public on the Internet.

These reports will be aligned to Cabinet Member Portfolio area. The report content will be agreed in conjunction with the relevant Cabinet Member and Head of Service. A copy of the proposed scorecard template is attached at appendix 2.

### Overview and Scrutiny

- 1.5.6 A report, explaining this proposed approach, was discussed with the Overview and Scrutiny Committee on 4 November 2013. They agreed with the process but asked to review the proposed measures to feed their views into the Cabinet meeting on 9 December 2013. This is due to happen at their meeting on 2 December 2013.

### North Tyneside Strategic Partnership

- 1.5.7 The Our North Tyneside plan is a partnership plan, which replaced the previous Sustainable Community Strategy that was developed by the North Tyneside Strategic Partnership.
- 1.5.8 The North Tyneside Strategic Partnership is due to discuss their role in performance managing the plan at their meeting on 4 December. The views from the Partnership will be fed into the discussion at Cabinet.

## **1.6 Decision options:**

The following decision options are available for consideration by Cabinet

### Option 1

To agree the proposed approach to performance managing the Our North Tyneside plan.

### Option 2

Not agree the proposed approach and ask for a different approach to be developed.

## **1.7 Reasons for recommended option:**

Option 1 is the recommended option as it has been developed in consultation with the Cabinet, Senior Leadership Team and officers from across the Authority. It is felt to be the best approach to performance managing the plan.

## **1.8 Appendices:**

Appendix 1: Our North Tyneside plan report

Appendix 2: Service performance report template.

## **1.9 Contact officers:**

The names, titles and contact numbers of the key officer who has contributed to the report and other relevant officers should be set out here in the following format:

Jacqueline Laughton Strategic Manager (Policy, Partnerships, Performance and Communications). Tel. (0191) 6437070

Craig Anderson, Policy, Performance and Research Manager. tel. (0191) 643 5621

Alison Campbell, Finance Business Manager, tel (0191) 643 7038

## **1.10 Background information:**

The following background papers/information have been used in the compilation of this report and are available at the office of the author:

(1) Our North Tyneside plan [Hyperlink](#)

## **PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING**

### **2.1 Finance and other resources**

There are no financial implications arising directly from this report. Any financial implications arising as a result of priorities or service level targets not being met will be reported through the regular Financial Management reports to Cabinet.

### **2.2 Legal**

The Council has a duty to secure continuous improvement. Cabinet therefore needs to ensure that it is well informed about progress in securing improvement. There are no other direct legal implications arising from this report.

### **2.3 Consultation/community engagement**

#### **2.3.1 Internal Consultation**

The proposed approach to performance management has been discussed with the Deputy Mayor as Cabinet lead for Performance Management and Cabinet colleagues. In addition the Senior Leadership Team have been involved with the development of this new approach, as have officers from across the Council.

#### **2.3.2 External Consultation/Engagement**

The Our North Tyneside plan was developed following extensive public engagement, which included seeking their views on success measures. The Overview and Scrutiny committee and the North Tyneside Strategic Partnership have been consulted on the detailed proposals for performance managing the plan.

## 2.4 Human rights

There are no Human Rights implications arising from the report.

## 2.5 Equalities and diversity

There are no equalities and diversity implications arising from this report.

## 2.6 Risk management

The performance management reports will enable the Cabinet to monitor progress against the Council's ambitions so that any slippage can be identified and addressed. Individual pieces of work are managed within the Council's risk management framework.

## 2.7 Crime and disorder

There are no crime and disorder implications arising from this report.

## 2.8 Environment and sustainability

There are no environmental and sustainability implications arising from this report.

## PART 3 - SIGN OFF

- Chief Executive  X
- Strategic Director(s)  X
- Mayor/Cabinet Member(s)  X
- Chief Finance Officer  X
- Monitoring Officer  X
- Strategic Manager Policy, Partnerships, Performance and Communications  X