

Report

Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	29 September 2020
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Annual Performance Spotlights 2019-20
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1. Purpose of Report

1.1. The purpose of the report is to:-

- provide the Forum with a preview of the Annual Performance Spotlights (APSs) for 2019-20

2. Recommendation(s)

2.1. The Forum is asked to approve the following recommendation(s):-

- (1) that the content of the Annual Performance Spotlights be noted; and
- (2) that it be noted that the Annual Performance Spotlights will become live on the Council's website in October 2020, well ahead of the statutory deadline of 31 March 2021.

3. Background

- 3.1. The Council's first Annual Performance Report (APR) was prepared based on 2011-12 information and represented part of the Council's ongoing commitment to continuous improvement in respect of its approach to public performance reporting (PPR).
- 3.2. On 4 September 2018, the Forum considered a report which set out plans to review the APR component of the Council's PPR approach, in light of the continuing evolution of the Accounts Commission's expectations and taking into account feedback from Audit Scotland on the APR in particular.
- 3.3. A new approach was developed which replaced the APR document with Annual Performance Spotlights (APSs) – bite sized web content performance information comprising a case study, selection of infographics and links to other related material - one for each Connect objective plus the theme Delivering the Plan and achieving Best Value.
- 3.4. This report provides the Forum with an overview of the APSs for 2019-20.

4. Current Position

- 4.1. The APSs 2019-20 infographics, as they will appear on the performance pages of the Council's website, are attached as Appendix 1. The Council's Improvement Unit has liaised closely with services across the Council to bring together the content of the APSs 2019-20. The focus, at all times, has been to ensure that the information included is of interest to the public, balanced and readily accessible. These are key

requirements of Public Performance Reporting, as set out by the Accounts Commission.

- 4.2. In line with the Council's shift towards a digital first approach, the aim of the spotlights is to provide performance information as content on the web. This will go live on the performance pages of the Council's website to allow residents and stakeholders to browse the information electronically.
- 4.3. The spotlights use infographics to present information about the Council's performance. The infographics show performance against certain measures for each of the Council's 11 strategic objectives plus the theme of Delivering the Plan and achieving Best Value. In response to points made by the Accounts Commission in the Best Value Assurance Report 2019 (BVAR), the following improvements have been made:-
 - ◆ for each infographic, where applicable, trend information is included with a clear indication whether or not performance has improved and if the target has been met
 - ◆ a link has been added directly below the infographic on the website to supporting data, further reports or more detailed information
- 4.4. In order to gather feedback which will help us to continue to improve our public performance reporting material, the 'Did you find?' response box at the bottom of each of the APS web pages is monitored.
- 4.5. To complement the APSs, we will continue to prepare the suite of 'public performance reports' which focus on key areas of council business. Each report includes a clear presentation of data; targets and narrative to introduce and explain the performance indicators and results; comparisons, customer feedback, satisfaction statistics and links or signposts to further relevant information. These reports have been well-received in public testing and have attracted positive feedback from Audit Scotland. Since they were first uploaded (at the end of March 2015) they have attracted thousands of visitors to the performance pages of the website indicating that there is an audience for the performance information, providing us with a platform on which to report and highlight the work of the Council to the public.
- 4.6. The 2019-20 Local Government Benchmarking Framework (LGBF) indicator results are not due to be published by the Improvement Service until January 2021, at the earliest. As these are included in the public performance reports, the completion date for this part of our public performance reporting will be the statutory deadline of 31 March 2021, allowing us time to analyse the results.

5. Public Performance Reporting Assessment

- 5.1. The Accounts Commission (the Commission) has a statutory responsibility to define the performance information that councils must publish for performance comparisons and benchmarking purposes. This is closely linked with the Commission's Best Value audit responsibilities.
- 5.2. Since 2008, the Commission has taken steps to develop a more flexible approach to its statutory responsibility to define the performance information that councils must publish.

- 5.3. The 2015 Direction sets out a streamlined and more flexible set of performance information for the 2016-17 financial year and each year through to the financial year ending March 2019. The Accounts Commission refreshed and published a new direction in December 2018 for financial years 2019-20 onwards and implications were taken into account in the Council's PPR material.
- 5.4. As noted at 3.2 above, the APSs and the council's approach to Public Performance Reporting generally continues to evolve in response to user feedback and changing legislative requirements. It is intended that the format of the APSs will continue to be reviewed to ensure the documents keep pace with public expectations and also with Audit Scotland's requirements in respect of Public Performance Reporting, continuous improvement and Best Value. The APSs will continue to be complemented by a full suite of performance information on the Council's website.
- 6. Next Steps**
- 6.1. The Forum is asked to note the content of the APSs for 2019-20.
- 7. Employee Implications**
- 7.1. There are no employee implications relating to this report.
- 8. Financial Implications**
- 8.1. There are no financial implications relating to this report.
- 9. Climate Change, Sustainability and Environmental Implications**
- 9.1. There are no climate change, sustainability and environmental implications relating to this report.
- 10. Other Implications**
- 10.1. The work undertaken in the preparation of the APSs assists in providing assurance that the Council is responding to its Best Value obligations in terms of continuous improvement and public performance reporting.
- 11. Equality Impact Assessment and Consultation Arrangements**
- 11.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy, and therefore no impact assessment is required.
- 11.2. Consultation took place with Resources on the plans to update our PPR material as well as the content of the APSs.

Paul Manning
Executive Director (Finance and Corporate Resources)

15 August 2020

Link to Council Values/Ambitions/Objectives

- ◆ Ambitious, self-aware and improving
- ◆ Achieving results through leadership, good governance and organisational effectiveness

Previous References

- ◆ Performance and Review Scrutiny Forum - 4 September 2018 - Review of the Annual Performance Report
- ◆ Performance and Review Scrutiny Forum - 17 September 2019 - Annual Performance Spotlights 2018-19

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Tom Little, Head of Corporate Communications and Public Affairs

Ext: 4904 (Tel: 01698 454904)

E-mail: tom.little@southlanarkshire.gov.uk