

Report

Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	17 August 2021
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Annual Performance Spotlights 2020/2021
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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 infographics for the Annual Performance Spotlights (APSs) for 2020-21

2. Recommendation(s)

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

- (1) that the infographic 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 September 2021, well ahead of the statutory deadline of 31 March 2022.

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. Following the refresh of the Council Plan, Connect, approved by Executive Committee at its meeting on 25 March 2020, the overall structure was simplified by removing the 11 Objectives and the Best Value theme and replacing the five Ambitions with four Priorities. An Annual Performance Spotlight is presented for each of the Council's Priorities, comprising a case study, selection of infographics and links to other material.

- 3.5. In addition, to supplement the 2020-21 results, infographics have been created to highlight the Council's work in response to the Covid19 pandemic.
- 3.6. This report provides the Forum with an overview of the draft infographics content of the APSs 2020-21.

4. Current Position

- 4.1. The APSs 2020-21 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 2020-21. 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 four strategic Priorities. 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 2020-21 Local Government Benchmarking Framework (LGBF) indicator results are not due to be published by the Improvement Service until January/February 2022, 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 2022, 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. A further refresh of the Direction is expected in December 2021.
- 5.4. As noted at 3.2, 3.3 and 3.4 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 infographic content of the APSs for 2020-21.

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)

12 July 2021

Link to Council Values/Ambitions/Objectives

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

Previous References

- Report to PRSF (29 September 2020) Annual Performance Spotlights 2019-20

List of Background Papers

- None

Contact for Further Information

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

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