

### Performance Management and Data Quality Policy

#### 1.0 Introduction

Huntingdonshire District Council is committed to effective performance management which is important to the success of any organisation. It ensures we remain focussed on what is important to local people and that we provide efficient and effective services. Underpinning good performance management is good data quality and our arrangements to ensure good data quality are set out in this policy and the accompanying Performance Management and Data Quality Framework.

#### 2.0 Performance Management

##### The Corporate Plan

The Corporate Plan outlines the Council's priorities and its role working with partners to deliver ambitions for Huntingdonshire. It also sets out how the Council wants to use its own resources, including planned efficiency improvements and service priorities.

The Corporate Plan highlights strategic priorities and objectives the Council is focusing on. It provides the basis for what we do. Our current strategic priorities are:

- Enabling Communities
- Delivering Sustainable Growth
- Becoming a More Efficient and Effective Council

##### How We Deliver

The Corporate Plan sets out what the Council aims to achieve in addition to our core statutory services and is aligned with the Council's Medium Term Financial Strategy (MTFS).

The MTFS explains how the Council will manage its resources and budgets over a five year period and how resources will be used to deliver services and meet the Council's key aims. Key priorities of each service are considered each year as part of the budget setting process.

Sitting beneath the Corporate Plan are Service Plans which cover all services. Service Plans contain key objectives that each service will work on over the coming year. The Plans also outline how the objectives will be delivered and the resources that this will involve.

The Council's staff appraisal system results in specific targets being set for all employees on an annual basis. Individual objectives and targets should relate to key activities set out in Service Plans, and, in appropriate cases, key actions listed in the Corporate Plan.

##### How We Monitor, Review and Report

The delivery of all key projects, initiatives, action plans and projects are monitored regularly.

Cabinet Members monitor project and service performance through regular meetings with relevant Corporate Directors and Heads of Service.

Senior Management Team receive quarterly reports on progress made against the key actions and performance indicators in the Corporate Plan.

Scrutiny Members receive formal quarterly reports, which they use to hold Cabinet Members accountable for their portfolios. Inclusion on the agenda of the Overview and Scrutiny Panel

(Performance and Customers) ensures our performance monitoring information is available to the general public and the quarterly report is also published separately on our website.

Heads of Service monitor their own operational performance information, including budget monitoring, service performance and progress on key projects, reporting to their Corporate Director. Managers monitor staff performance and carry out formal staff appraisals at least twice each year, checking that agreed target areas are on track for achievement.

The Council's key strategies and projects are reviewed periodically by the relevant service manager. An overview is maintained by Corporate Directors and Heads of Service, with progress on key projects reported through the quarterly corporate monitoring process.

### **Acting on performance information**

Opportunities for improvement are identified by Councillors and senior managers through a range of processes. In addition; staff, customers, service users and other stakeholders provide an important source of performance information through other feedback mechanisms such as focus groups, team meetings and complaints.

### **Corporate Governance**

The Council has a Code of Corporate Governance, which is consistent with the principles of the Chartered Institute of Public Finance and Accountancy/Society of Local Authority Chief Executives Delivering Good Governance in Local Government: Framework.

On an annual basis, a review must take place of the effectiveness of the systems of internal control and an Annual Governance Statement must be produced. We assess how well we are complying with our Code of Corporate Governance and give an opinion on whether the corporate governance arrangements are adequate and operating effectively.

## **3.0 Data Quality Framework**

The Council recognises the importance of data quality as we need reliable, accurate and timely performance information with which to manage services, inform users and account for our performance. We are committed to ensuring that we maintain the highest standards of data quality and as a result get our performance information "right first time". This will enable us to have the right information at the right time at the right cost.

There are a number of principles that underpin good data quality which have to be adhered to. These principles and the steps we take to ensure good data quality detail can be found in the framework.

## **4.0 Roles and Responsibilities**

Our approach relies on us all to take performance management seriously and ensure the Council makes its plans, policies and decisions based on good quality information. The details of each role and responsibility can be found in the framework.

**For further information please see the framework. For support or guidance, please contact the Corporate Team.**

Name of Policy	Performance Management and Data Quality Policy
Date approved/adopted	March 2017
Approved by	Council