

Decision Maker: **ADULT CARE AND HEALTH POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**

Date: **Wednesday 27th June 2018**

Decision Type: Non-Urgent Non-Executive Non-Key

Title: **PERFORMANCE MANAGEMENT FRAMEWORK – ADULTS SERVICES**

Contact Officer: Naheed Chaudhry, Asst Director Strategy, Performance and Business Support
Tel: 020 8461 7554 E-mail: naheed.chaudhry@bromley.gov.uk

Chief Officer: Ade Adetosoye, Deputy Chief Executive and Executive Director of ECH

Ward: Borough-wide

1. Reason for report

- 1.1 To enable the Adult Care and Health PDS Committee to note the framework document which describes key performance management arrangements for Bromley's adults services.
 - 1.2 To inform the committee of a proposed dataset and reporting regime for key performance measures and to seek agreement that these are reported to the committee at future meetings.
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2. RECOMMENDATIONS

2.1 The Adult Care and Health PDS committee is requested to:

- i) **Note and comment on the Performance Management Framework document; and,**
- ii) **Agree the proposed basket of performance measures to be reported to the Adult Care and Health PDS Committee at its subsequent meetings on a quarterly basis.**

Corporate Policy

1. Policy Status: Not Applicable:
 2. BBB Priority: Supporting Independence; Healthy Bromley
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Financial

1. Cost of proposal: No Cost:
 2. Ongoing costs: Not Applicable:
 3. Budget head/performance centre: Not Applicable
 4. Total current budget for this head: £Not Applicable
 5. Source of funding: Not Applicable
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Staff

1. Number of staff (current and additional): Not Applicable
 2. If from existing staff resources, number of staff hours: Not Applicable
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Legal

1. Legal Requirement: Non-Statutory - Government Guidance:
 2. Call-in: Not Applicable: No Executive decision.
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Not Applicable
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

3. COMMENTARY

- 3.1 The Council has strong ambitions to improve the quality of life and outcomes for its residents. These ambitions have been described for some time within the overarching 'Building a Better Bromley' and, more recently, in the Education, Care and Health Department's 'Journey to Excellence' strategy and Business Plan. In order to better support the achievement of these ambitions, the council is seeking to strengthen the approach it takes to business planning and performance management. New ECH departmental and divisional level business plans are now in place and a performance management framework for children's services has been produced and launched. A parallel performance management framework document for the council's services for adults is now attached to this report as **Appendix 1** for discussion and comment by the Committee.
- 3.2 The attached framework document is designed to articulate key roles and responsibilities in respect of performance management for staff, managers, elected members and partners and the arrangements for appropriate oversight of performance going forward.
- 3.3 While the Committee is invited to comment on the document as a whole, this report is also seeking to focus, specifically, on the role of policy development and scrutiny in the overall performance management framework for adults' services.
- 3.4 There are many targets and indicators used to enable judgement on the performance of adults' services. These may be reported externally, e.g. to the regulator and in statutory returns to central government or, perhaps more importantly, used to inform operational and senior managers in the day to day delivery of services and to enable strategic managers, Executive Members and the council's scrutiny function to be appropriately sighted on performance issues.
- 3.5 Performance information needs to be relevant to the audience receiving that information and used to make a difference – e.g. to inform changes in practice, policy or resourcing – which would not otherwise be achieved without that information. While it would be both inappropriate and impractical, for example, for the Care Services Policy Development and Scrutiny Committee to receive the level of performance reporting needed by operational managers, it is important that an appropriate range of measures are reported on a regular basis to inform the Committee's support and challenge role.
- 3.6 Attached to this report, therefore, at **Appendix 2** is a proposed 'basket' of performance measures, with rationale for their selection, which it is recommended are reported quarterly to the Committee at future meetings.
- 3.7 This regular performance report would act as a 'health check' on key service issues and would be in addition to the more detailed analysis of performance contained in other reports provided to the Committee.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 A performance management framework which reinforces roles and responsibilities and which ensures that appropriate performance information is provided at the appropriate level in the overall performance management system will support the council's ambitions to improve services for adults.

5. POLICY IMPLICATIONS

- 5.1 It is intended that the Performance Management Framework document is part of the overall suite of policies and procedures informing the governance, management and delivery of adults' services.

6. PERSONNEL IMPLICATIONS

6.1 The framework document is designed to support individuals in roles connected with the governance, management and delivery of adults' services.

Non-Applicable Sections:	Financial, Legal and Procurement Implications
Background Documents: (Access via Contact Officer)	Appendix 1 – Performance Management Framework for Adults' Services Appendix 2 – Proposed Scrutiny Dataset