

## **Briefing note: performance management training workshop for OSOC Members.**

### **Background**

On 22 September a group of Members from the OSOC attended a training workshop on Performance Management led by Maggie Squire, Head of Performance, Corporate Services. Following an introduction to the council's performance management framework there was a wide ranging discussion about the usefulness of performance reports and the presentation of performance indicators. This led to a consideration of the role of OSOC in managing the performance of the council and how the committee could perform its function regarding performance more effectively. The group decided to focus their attention for the rest of the workshop on the key pieces of information that are required from officers in order for councillors to be able to assess the level of performance of a particular service or function of the council. These were captured on a flipchart and are listed below:

- Performance measured against local and national performance indicators, taking account of the integrity of the figures
- Performance compared – over time / with top and bottom quartile performance and with other local authorities
- Learning from the best – is it happening?
- Complaints – the number received and the outcomes
- Cost – against budget
- Customer satisfaction
- Staff satisfaction / morale
- Human resources – use of consultants / recruitment and retention / training and development
- Contribution to corporate priorities e.g. sustainability and equalities
- Response to audit and inspection reports
- Future planning – e.g. are demographic changes being taken into account / are future issues and challenges being addressed?

Members were asked to consider the most useful ways of presenting information in these areas to OSOC and whether other ways of working – such as small working groups of councillors following up specific issues – may be helpful in taking forward performance monitoring.

Members referred to a useful 'jargon-buster' produced by the Community Health Council and asked that this be used as a basis for a similar guide for Councillors on issues of performance and analysis of performance.

A similar training session but in the evening, was to be arranged in due course. It was intended to demonstrate to Members the key information available in the 'Performance Zone' on the Wave.

Maggie Squire, Head of Performance. Ext 1080.