

What the Scorecard Contains

The purpose of the scorecard is to provide a comprehensive story of the council's contributions to each of the corporate plan outcomes. This scorecard approach will not only provide an audit trail of activity but will also inform and self assessments which the authority are required to provide to Government departments.

Ownership

This section simply highlights the outcome description and who is the outcome owner. All outcomes are owned at Director level. The section also provides an ongoing record of the RAG status for the outcome, demonstrating the changes in RAG status over time.

Section 1 - Agreed High Level Measures

This section provides performance data relating to all the high level measures that have been identified, following a comprehensive mapping exercise across all Directorates. These are the measures which will help inform us "what success looks like".

The section also provides details of:

- The responsible manager
- The data source
- Frequency of reporting
- Whether good is high or low
- Ongoing performance and target information and Direction of Travel

Work is currently ongoing to obtain target data for these measures by a group of Performance and Quality Officers. Additionally comparator data will be more readily available once the datahub is available.

Section 2 - Other Local Measures

In our corporate plan a set of key actions detailing "where we need to make the most difference". Measures have also been assigned to each outcome through the mapping exercise to accompany the high level measures.

Section 3 - Key delivery projects

This section provides a narrative update on the key projects that are detailed in directorate / team plans which align to each corporate plan outcome. This information will provide additional evidence to support the RAG status judgements.

Historically this type of information has not been including in performance reporting but is a good method of demonstrating the "golden thread" and alignment of plans and demonstrating the actions being taken against each outcome area.

Section 4 - Qualitative Information

It is recognised that performance data alone does not give a holistic picture of performance. This section aims to provide qualitative information relating to the outcome.

This could be through analysis of complaints, surveys, mystery shopping results and the use of case studies. Work is ongoing through the corporate working group to strengthen arrangements for obtaining this data.

Section 5 – Emerging and Ongoing Risk

This section will provide details of any risk (which should be on Directorate risk registers) aligned to these outcomes. In time this will also include financial risks etc.

Section 6 – SLT and Member Actions

This section aims to track where any actions arising in relation to the outcome through the corporate reporting process providing details of the date, detail of the action and the action that has been taken subsequently.