

Guide to interpreting and challenging council plan monitoring reports

Main things to look for:-		Questions to challenge performance:-
Focus	<ul style="list-style-type: none"> – Select measures that focus on the council's top priorities, have an impact on service users. 	<ul style="list-style-type: none"> – What outcomes are the council's policies achieving?
Clarity	<ul style="list-style-type: none"> – Seek clarity where explanations are not clear. Performance measure comments should clarify how the measure impacts on achieving the overall objective: the key service target. – Each comment should make it clear how much progress is being made to deliver better services, identify what support is needed to get performance back on track and set out interim targets where appropriate. 	<ul style="list-style-type: none"> – Is it clear what the overall status of the key service target is? Does the comment summarise all of the relevant performance measures? – Is the 'performance measure' comment clear? Does it contain factual data – Has sufficient information been provided to enable you to decide whether to support any recommendations?
Improvement	<ul style="list-style-type: none"> – Ask questions to investigate underlying issues and ensure that they are being addressed and supported. – Issues with partnership working to deliver joint targets and changes to inspection regimes should be highlighted. 	<ul style="list-style-type: none"> – What is the fundamental problem? – What needs to change to achieve the desired outcome? – What is being done to get performance back on track? – What support is required to turn things around? – How does ESCC performance compare to other authorities?
Accountability	<ul style="list-style-type: none"> – KST comments are published on our website and therefore should be jargon-free and represent a summary of performance against the KST. You could be asked questions about performance by your constituents. – Non-delivery of the target should not be used as a reason to change a target 	<ul style="list-style-type: none"> – Are comments written in plain English or do acronyms and technical language make it difficult to understand? – Are the comments process based (e.g. 'project plan is being submitted') or do they clearly show how these actions will improve the service to our customers?

Council Plan Target Monitoring

Green

The performance measure is on track to be achieved at the end of the year.

Amber

There is concern about the likelihood of achieving the performance measure by the end of the year.

Three options are presented to County Council with a recommendation against one of them.

The RAG score for the next appropriate quarter will be determined by the course of action taken as dictated by option 1, 2 or 3 being adopted.

Options presented to County Council

OPTION 1

The comment will show what remedial action is needed to enable the performance measure to be achieved

Green

OPTION 2

The comment will show where the performance measure could be amended to reflect changing circumstances

Green

OPTION 3

The comment will show why the performance measure could be identified as inappropriate or unachievable

Red

The performance measure will in future reports then be marked as green to show that either
a) the performance measure is still on track, or
b) the new action taken has got the amended measure back on track to be achieved by the end of year. However, the end of year % summary will show what % of the original target was achieved.

The performance measure has been identified as inappropriate or unachievable, will not be assessed again but will show what % was achieved where appropriate.

Occasionally new workloads or priorities will necessitate the introduction of a new performance measure.
This will be highlighted and monitored as usual