

BCBC Performance Management Framework – Abridged Version

Performance management is about taking action in response to actual performances to make outcomes for users and the public better than they would otherwise be.

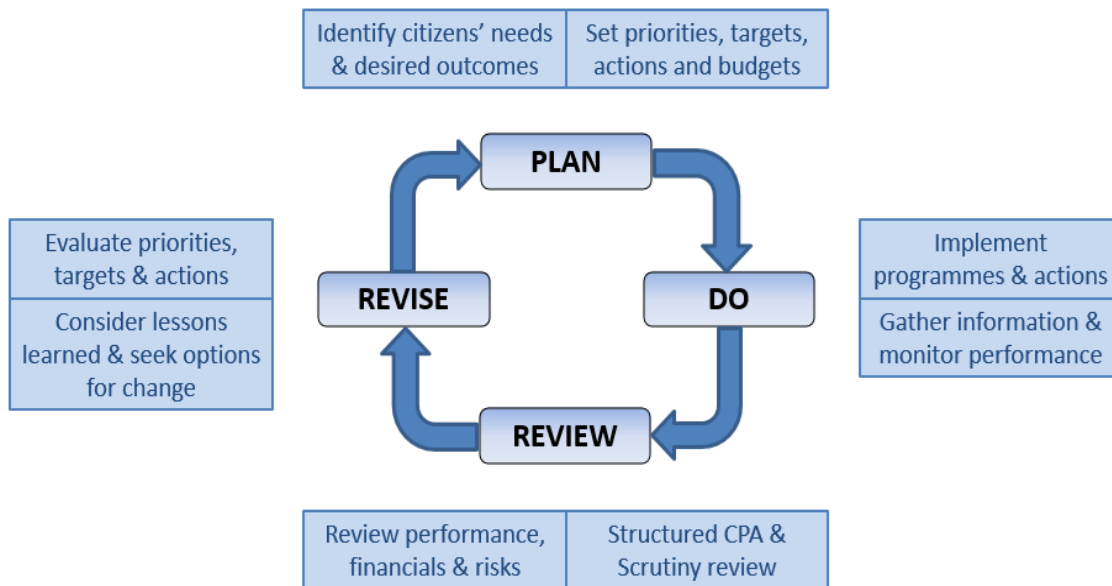
Why is Performance Management Important to Us?

Performance management is important because it allows us to:

- ◆ assess short-term needs and long-term sustainability;
- prioritise what needs to be done within the resources available;
- ensure we provide value for money;
- motivate and engage staff and assign accountability;
- identify and rectify poor performance at an early stage;
- learn from past performance and improve future performance; and
- increase public satisfaction.

Performance Management Approach

We take a systematic approach to performance management, following the industry-recognised ‘**plan-do-review-revise**’ cycle.



Roles and Responsibilities

<p>Elected Members</p> <ul style="list-style-type: none"> ◆ Political accountability ◆ Advocate decisions ◆ Challenge, scrutinise & make recommendations ◆ Approve and own Corporate Plan, Medium Term Financial Strategy & Annual Report ◆ Approve and scrutinise Directorate Business Plans ◆ Support officers in service delivery and monitoring progress to ensure citizens' needs are met ◆ Corporate decision-makers 	<p>Chief Officers (Chief Executive, Corporate Directors and Heads of Service)</p> <ul style="list-style-type: none"> ◆ Operational accountability ◆ Scrutinise & make recommendations ◆ Accountable for development & delivery of Corporate Plan, MTFS and other strategic plans ◆ Accountable for development, scrutiny and delivery of corporate transformation programmes and directorate business plans ◆ Accountable for corporate and Directorate performance assessment ◆ Corporate decision-makers (alongside Elected Members)
<p>Principal Officers (Group Managers/Managers)</p> <ul style="list-style-type: none"> ◆ Support in the development of Directorate Business Plans ◆ Accountable for developing and implementing service/group delivering plans ◆ On-going performance monitoring and review ◆ Responsible for implementing performance management systems and data accuracy ◆ Quality assure the data that is input and monitored on a day-to-day basis ◆ Responsible for providing performance management information and reports for corporate and service review ◆ Undertake annual staff appraisal & complete half-year review 	<p>All Staff</p> <ul style="list-style-type: none"> ◆ Responsible for performance and performance management ◆ Responsible for monitoring own individual plans and objectives ◆ Undertake annual staff appraisal & complete half-year review ◆ Provide input and feedback to ensure continuous improvement ◆ Provide services to our citizens - the face of the Council. ◆ Receive day-to-day feedback and escalate issues as required ◆ Gather and record information in a timely and accurate manner