

Performance Management & Improvement Framework

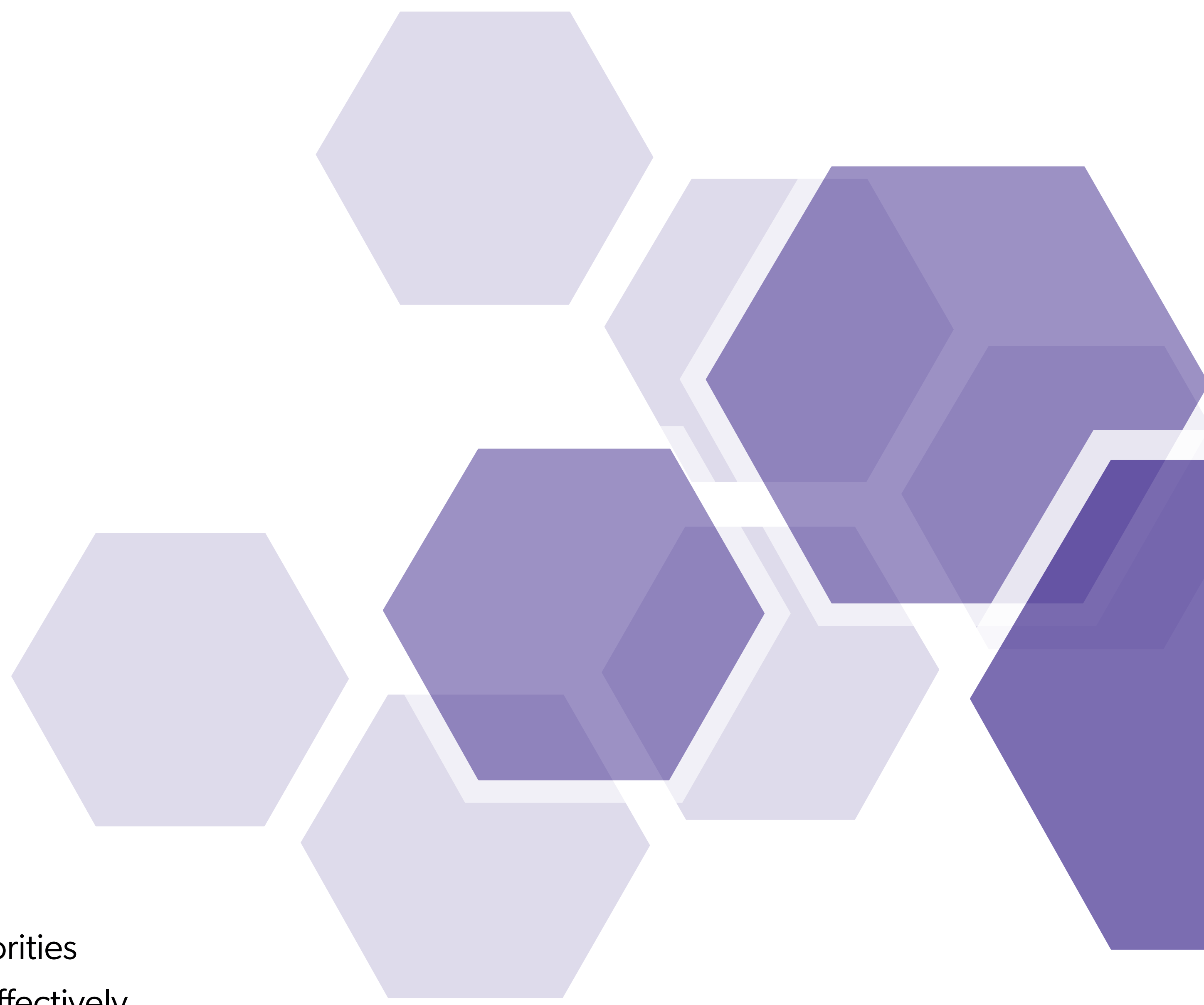


ABOUT THIS FRAMEWORK

Performance management is used by Gateshead Council to understand what it is doing well and where it needs to improve. As well as involving performance measurement systems, processes and analysis, performance management is about managing resources, people, and the way people within the Council work together.

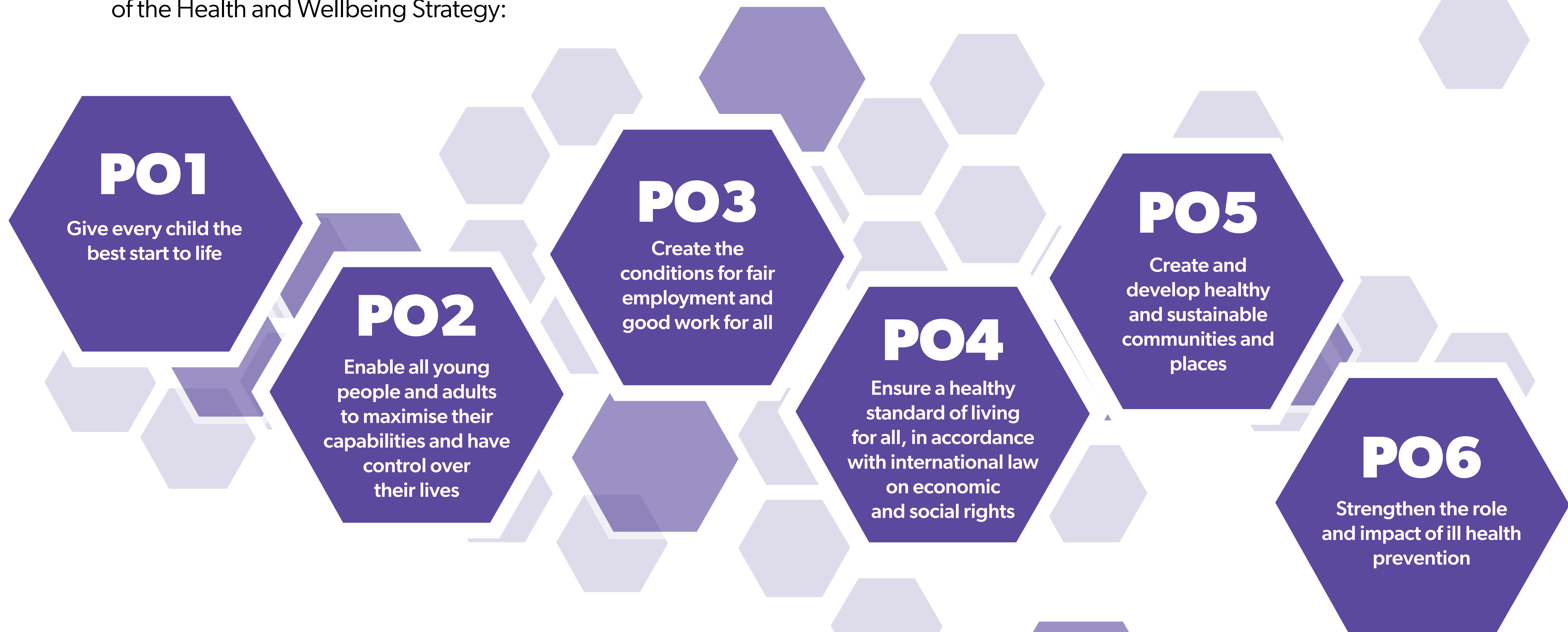
The Council's Performance Management & Improvement Framework (PMIF) is based on our strategic approach, Thrive, which focuses on tackling inequalities. It comprises a Corporate Framework that sets out performance against Health and Wellbeing Strategy outcomes and incorporates an organisational 'health-check' Balanced Scorecard. The framework has a clear focus on priorities, delivery, measurement, and analysis of impact.

The purpose of the PMIF is to:

- Enable the Council to know whether it is achieving its priorities
 - Ensure that the Council's resources are being deployed effectively
 - Inform both short and long-term effective decisions, and the Council's approach to resource allocation and budget setting
 - Support a whole-systems approach - embedded in our partnership working to deliver the Health & Wellbeing Strategy
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OVERVIEW:

The PMIF is framed around the six policy objectives (PO) of the Health and Wellbeing Strategy:



The framework also includes a Balanced Scorecard.

PO1

Give every child the best start to life

Outcomes:

The circumstances which result in adverse childhood experiences are prevented

Parents can access support proportionate to meet their needs, to be the best parents they can be

All children start school ready to learn

All permanent school exclusions are prevented

Interventions:

Implementation of Gateshead's Economic Strategy

Support our schools to deliver an effective curriculum that addresses the skills required for later life and supports emotional well-being

C&F Early Help Strategy - providing support to families when a need is identified or as soon as a problem emerges, at any point in a child

Focus on supporting confident, positive, and resilient parenting, to those who most need our support

Reducing the Number of Children in Care Strategy Interventions:

- Keep families together safely
- A culture that works with safe uncertainty and supports social workers across services in their work with edge of care families
- Achieve permanency quickly
- Develop enough and affordable high quality placement options

Increase the focus of existing expenditure on early years to reduce inequalities in early development

Ensure maternity services, parenting programmes, childcare and early year's education are of high quality and meet needs of all groups

Build resilience and well-being of all children and young people

PO2

Enable all young people and adults to maximise their capabilities and have control over their lives

Outcomes:

All young people are resilient, with good physical and mental health and wellbeing

All young people are ready and appropriately skilled for the workplace

Gateshead is a positive place in which everyone's mental health and wellbeing can flourish

Everyone is able to be an active part of their community and feel connected to communities and networks

All domestic abuse is prevented

Interventions:

Prioritise creating the conditions for people to enjoy positive emotional health & well-being.

Support our schools to deliver an effective curriculum that addresses skills required for later life and supports emotional well-being

Implement Economic Strategy

Research commissioned into wellbeing of children and young people

Health and wellbeing intervention

Delivery of Health & Wellbeing review

Support people through locality case working, even not eligible for statutory services but who require support

Ensure views & opinions of local people are represented in all aspects of our work

Prioritise preventing & reducing scale & impact of violence & domestic abuse

PO3

Create the conditions for fair employment and good work for all

Outcomes:

All working age residents have access to good quality, sustainable work with decent pay and conditions

All people in low paid, low skilled jobs have opportunities to improve their skills base so they can more easily achieve personal progression and attain an improved standard of living

Interventions:

Implementation of Gateshead's Economic Strategy:

- Visitor Economy
- Green Economy
- Digital Economy
- Local Economy (Community Wealth Building)

Delivery of Gateshead Quays development including Conference and Exhibition Centre

Gateshead Town Centre Regeneration Masterplan

Helping people into work from direct 1:1 support in their own localities

PO4

Ensure a healthy standard of living for all, in accordance with international law on economic and social rights

Outcomes:

All working age residents receive a wage that considers the true cost of healthy living

Individuals and families are supported to have the best possible financial well-being to access debt and social welfare advice to maximise household income and improve financial management skills

Affordable childcare is accessible to those who need it

Interventions:

Intervention from Economic Strategy:

- Visitor Economy
- Green Economy
- Digital Economy
- Local Economy (Community Wealth Building)

Delivery of Gateshead Quays development including Conference and Exhibition Centre

Gateshead Town Centre Regeneration Masterplan

Locality working development

Administration of grant funding to support low-income households

PO5

Create and develop healthy and sustainable communities and places

Outcomes:

Local communities and social networks are strong

All residents have access to a high quality, affordable, warm and energy efficient home

All communities have access to good quality natural environment

Gateshead has clean air with low levels of pollution

Gateshead has low levels of crime and anti-social behaviour

Gateshead is carbon neutral by 2030

Interventions:

Support development of community activities - remove barriers to community participation & support people to be involved locally and develop Community Wealth Building. Completion of workstream on locality working

Ensure provision of homes to meet current and future needs

Promote low carbon housing development and improve insulation to Council owned properties and install low carbon heat and energy where feasible

Improve and invest in the local environment and increase woodland coverage by 250ha by 2050

Make Gateshead accessible to all, achieving a shift to sustainable forms of travel and increase Council use of low carbon vehicles

Support agile working by expanding use of digital technology, minimise paper and reduce the need for staff to travel

Promote community cohesion and prevention of crime and anti-social behaviour.

Take forward Climate Change Strategy

Continue to deliver low carbon heat and power via district heating networks

Identifying funding to assist with recycling and waste minimisation projects and implement behavioural change initiatives

Ensure goods and services procured by the Council are compatible with our Climate Emergency commitments

PO6

Strengthen the role and impact of ill health prevention

Outcomes:

All preventable ill health is reduced, to end the gap in inequalities within the borough

No-one will be homeless or living in accommodation that does not provide a safe and healthy environment

All residents will be able to access flexible health and care support, when and where they need it

Interventions:

Develop and implement Health and Wellbeing Review

Accelerate preventative programmes

Deliver Community Based approaches as a core principle

Learn lessons from the pandemic

Embed health inequalities within, wider public services & recovery plans

BALANCED SCORECARD

The Balanced Scorecard focuses on the internal health of the Council as an organisation and considers four areas:

- Employees
- Customer experience
- Finance, governance & risk
- External assessment

Performance measures have been identified within each of these thematic areas, which further supports the assessment of how the Council is performing. The Balanced Scorecard support the Council to ensure that the organisation is in the best position to deliver on its priorities.

For more information about Performance Management
Contact the Commercialisation and Improvement Team on
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