

TITLE OF REPORT: **New Approach to Gateshead Council's Corporate Performance Management Framework**

Purpose of the Report

1. The purpose of this report is to seek the views of the Health & Wellbeing Board on the proposed new approach to Gateshead Council's Performance Management and Improvement Framework.

Background

2. Performance Management is used by the Council to identify how well it is delivering for local people and where to improve this delivery so that services and outcomes offer value for money and achieve better results.
3. The Council's current performance framework is being reviewed with a new approach being developed that better reflects the priorities of the Council and which enables it to manage performance, identify where and how to improve and direct its resources and demonstrate delivery of its Thrive priorities.
4. The new approach also needs to be able to respond to the impacts of Covid-19 and the future shape and role of the Council as well as how it is working with its partners collectively to make Gateshead a place where everyone can Thrive.

Approach to development

5. The development of a new approach began by agreeing some underpinning guiding principles which aims to develop a framework that:
 - Is shaped around the characteristics needed to enable people to thrive
 - Is simple, responsive, timely and meaningful indicators
 - Empowers employees to drive improvement
 - Evidenced impact of investment and resources (financial, asset, employees)
 - Considers partnerships, communities and aligned to key policies and strategies such as the Health and Well-being Strategy, housing and schools
 - Recognises locality-based approaches, population and community level interventions to improve
 - Incorporates qualitative and quantitative approaches
 - Is intelligence led, using evidence to learn and improve
 - Considers how to incorporate a wider range of data, for example linking to a 'Data hub' approach
 - Measures the health of the organisation (balanced scorecard approach)
 - Enables members of the Council to scrutinise performance and see the impact of decision making – are we delivering Thrive

6. The approach has involved a review of the current approach, identifying best practice from elsewhere, consideration of policy priority changes and crucially engagement.
7. Engagement has been and continues to take place throughout the Council and partner involvement has also been developing recognising that delivery of Thrive requires a range of partners working together to achieve better outcomes and address inequality to improve the health and well-being of people living and working in Gateshead.

Proposed new framework for performance

8. The Health and Wellbeing Board will receive a presentation outlining the approach and development of a new Performance Management Framework and how this can be framed through the Health and Wellbeing Strategy policy objectives to ensure a focus on addressing the inequalities in Gateshead and enabling everyone to Thrive.

Recommendations

9. The Health and Wellbeing Board is asked to consider the presentation and to provide views on:
 - I. The new approach to performance and the framing of this around the Health and Wellbeing Strategy
 - II. Aspirations to have a greater partnership approach to performance management in the longer term
 - III. Further engagement as this approach develops

Contact: Lindsay Murray, Service Director, Commercialisation and Improvement, Gateshead Council