

Agenda Item

Subject	Performance Management Framework	Status	For Publication
Report to	Authority	Date	12 th September 2024
Report of	Director		
Equality Impact Assessment	Not Required	Attached	No
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1 Purpose of the Report

To secure approval of the Authority’s Performance Management Framework which will support the next iteration of the Corporate Strategy.

2 Recommendations

2.1 Members are recommended to:

- a. Approve the Performance Management Framework set out in Appendix A.**
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3 Link to Corporate Objectives

3.1 This report links to the delivery of the following corporate objectives:

Customer Focus

To design our services around the needs of our customers (whether scheme members or employers).

Listening to our stakeholders

To ensure that stakeholders’ views are heard within our decision making processes.

Investment Returns

To maintain an investment strategy which delivers the best financial return, commensurate with appropriate levels of risk, to ensure that the Fund can meet both its immediate and long term liabilities.

Responsible Investment

To develop our investment options within the context of a sustainable and responsible investment strategy.

Scheme Funding

To maintain a position of full funding (for the fund as a whole) combined with stable and affordable employer contributions on an ongoing basis.

Effective and Transparent Governance

To uphold effective governance showing prudence and propriety at all times.

Valuing and engaging our Employees

To ensure that all our employees are able to develop a career with SYPA and are actively engaged in improving our services.

The Performance Management Framework is how the Authority can demonstrate that it is achieving each of its objectives and there supports the delivery of all of the Corporate Objectives.

4 Implications for the Corporate Risk Register

- 4.1 The actions outlined in this report relate to those risks included on the Corporate Risk Register related to failure to deliver either specific projects, or the Corporate Strategy more widely or to achieve the desired level of service delivery performance.

5 Background and Options

- 5.1 A Performance Management Framework is how an organisation monitors the way in which its corporate plan has been delivered and the level of service provided. Previously, the Authority's Performance Management Framework has been implied in the way in which we have reported on performance rather than being a separate document which explicitly ties individual performance indicators to the various corporate objectives creating the "golden thread" which allows staff to see how their work contributes to the success of the organisation. It has been the intention for some time to produce a properly documented Performance Management Framework to complete the Authority's corporate planning framework.
- 5.2 This document, attached at Appendix A, provides an overview and explanation of how the Authority aims to manage performance including a method for how measures (data collated to understand performance) have been agreed, how we intend to handle developing performance targets, and an expected timeline for the full implementation of the performance framework.
- 5.3 This version includes appendices with the **Corporate Health KPIs** and **High Level KPIs**. These are the measures that have been identified as the highest priority to implement into Performance Dashboards. The **Operational PIs** have been excluded from this version whilst they are reviewed and finalised with the relevant operational teams.

6 Implications

- 6.1 The proposals outlined in this report have the following implications:

Financial	None directly. However, a clear Performance Management Framework of this sort does allow greater clarity to be achieved in relation to return on investment in service delivery.
Human Resources	Further training and development will be required for managers and team leaders to ensure that they have the

	skills necessary to interpret and act upon the information provided by the Performance Management Framework.
ICT	It will be necessary for ICT to ensure that regular “data cuts” are provided so that reporting can be undertaken, However, this is deliverable within existing resources.
Legal	None directly
Procurement	None

George Graham

Director

Background Papers	
Document	Place of Inspection