**WBCIR:15190**

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| 1. **How do you report performance to residents?**

Wokingham Borough Council regularly reports on the delivery of its strategies and action plans publicly to the various committees which make up the governance of the Council. These include the Executive, Overview and Scrutiny and Audit Committees. Additionally, Wokingham Borough Council has a number of Key Performance Indicators (KPIs) which are reviewed annually by each Directorate to ensure that they remain the most appropriate measures to support and track delivery of the Council’s Strategic Priorities. These Strategic Priorities are detailed within our Community Vision and Council Plan, which are published on our website - [Plans, policies and strategies - Wokingham Borough Council](https://www.wokingham.gov.uk/council-and-meetings/open-data/plans-policies-and-strategies/). Performance of these corporate KPIs is currently reported on a quarterly basis and reported to our Executive Members and Members of Overview and Scrutiny Management Committee (OSMC). These quarterly corporate performance reports are published on the Council website under the OSMC agenda items. For example, our Q2 21/22 Corporate Performance Report can be found here: <https://wokingham.moderngov.co.uk/documents/s52965/Q2%202021-22%20KPI%20Report.pdf><https://wokingham.moderngov.co.uk/documents/s52966/Q2%202021-22%20KPI%20Appendices.pdf> |
| 1. **Do you have a Performance Management Handbook\*?**

Wokingham Borough Council does not currently have a published Performance Management Handbook.  |
| 1. **What budget do you have allocated towards your performance management\* initiatives per annum?**

Performance management happens across the entire organisation on a daily basis from weekly meetings of the Corporate Leadership Team and Directorate Leadership Teams through to daily one to one conversations between front line officers and their line managers.  It is therefore not possible to specify the budget allocated towards performance management initiatives. |
| 1. **How many hours are spent on performance management\* reporting each month?**

Performance management happens across the entire organisation on a daily basis from weekly meetings of the Corporate Leadership Team and Directorate Leadership Teams through to daily one to one conversations between front line officers and their line managers.  It is therefore not possible to give an estimate on the number of hours spent on performance management.  |
| 1. **Which applications or systems do you use to manage Performance Management\*?**

Corporately, WBC does not have a Performance Management System in place. A number of systems are used within each Directorate for service-specific need.  |
| 1. **Do you report departmental performance separately or in a different way?**

Each Directorate/Department internally monitors its own performance at the level deemed of most use to that Directorate.Corporately, on a quarterly basis the performance report summarises performance of each KPI and this information is detailed within an Appendix to report performance for each Directorate and also by Strategic Priority area. A summary is also reported for each Directorate.An example of the current quarterly performance reports can be found via the links below:<https://wokingham.moderngov.co.uk/documents/s52965/Q2%202021-22%20KPI%20Report.pdf><https://wokingham.moderngov.co.uk/documents/s52966/Q2%202021-22%20KPI%20Appendices.pdf> |
| 1. **Do you benchmark or baseline your authority’s performance with other similar authorities?**

Wherever possible, WBC considers performance for each of its KPIs compared to other similar authorities; whether they are nearest neighbours, similar statistical groups of LAs or regional or national performance. Some of the Council’s KPIs are locally measured; in which instance it is more challenging to compare performance with other areas. However, wherever possible, we look to benchmark performance where we can.  |
| 1. **Can you evidence improvements to your services based on historical performance management\* reporting?**

As shown in the example quarterly performance report below, for each KPI reporting corporately we analyse historic performance to consider any seasonal trends and also to monitor improvements over time.For some directorate areas, a stretch target is assigned locally for the Council to strive for better performance and by reporting trend information we can monitor direction of travel. Directorates also provide further context in our corporate reports to explain the nature of the KPIs we monitor, any actions for planned improvements and any factors which may influence current performance; for example the impact of Covid on service demand and delivery. <https://wokingham.moderngov.co.uk/documents/s52965/Q2%202021-22%20KPI%20Report.pdf><https://wokingham.moderngov.co.uk/documents/s52966/Q2%202021-22%20KPI%20Appendices.pdf>In addition to this, improvements in services based on historical performance management can be evidenced through the work of external regulators, for example the improvements in children’s social care evidenced through Ofsted visits and their accompanying reports. |

***Definitions:
Performance management\*: Performance Management is about the practical ways that a council can improve what it does and, more importantly, what it delivers, in terms of good quality services that meet the needs of local people. Performance management is acting in response to actual performance to make outcomes for users and the public better than they would otherwise be.
Performance Management Handbook\*: A Performance Management Handbook sets out what a council does to; plan activity, monitor, report and improve performance, in relation to the services they deliver, and linked to the aims and objectives of the corporate plan.***