

PERTH AND KINROSS COUNCIL
SCRUTINY AND PERFORMANCE COMMITTEE

08 JUNE 2022

**CORPORATE & DEMOCRATIC SERVICES JOINT BUSINESS
MANAGEMENT & IMPROVEMENT PLAN 2022/23 AND SERVICE ANNUAL
PERFORMANCE REPORT 2021/22**

**Report by the Chief Operating Officer
(Report No. 22/117)**

1. PURPOSE

- 1.1 This report presents the Joint Service Business Management and Improvement Plan 2022/23 and Annual Performance Report 2021/22 for Corporate & Democratic Services. It details the progress of our work in supporting the Council's objectives and service delivery. It also highlights the challenges and priority focus areas for the coming year.

2. RECOMMENDATION
2.1 It is recommended that the Scrutiny and Performance Committee: <ul style="list-style-type: none">• scrutinises and comments as appropriate on the Corporate & Democratic Services Joint Business Management Improvement Plan 2022/23 and Annual Performance Report 2021/22.

3. STRUCTURE OF REPORT

- 3.1 This report is structured over the following sections:

- Section 4: Background
- Section 5: Proposals
- Section 6: Further Considerations
- Appendices

4. BACKGROUND

- 4.1 Council Services produce a Joint Service Business Management and Improvement Plan (BMIP) and Annual Performance Report (APR) on an annual basis. This sets out the key actions which the Service will deliver in the coming year, to ensure better outcomes for everyone in Perth and Kinross, and to demonstrate how the Service contributes to the delivery of the Council's strategic objectives. This also allows an opportunity to reflect on the progress made in the previous year.

- 4.2 These documents are an important part of the strategic planning framework for the organisation, translating the strategic objectives of the Local Outcome Improvement Plan and Corporate Plan into the contributions that each Service makes. Divisional Plans and Team plans are based on Service BMIPs.
- 4.3 The joint Service BMIPs and APRs are presented to Scrutiny and Performance Committee, and then to the relevant Service Committees. This report presents the Joint Business Management Improvement Plan for the period 2022/23 and Annual Performance Report for the period 2021/22 for Corporate & Democratic Services.

5. PROPOSALS

- 5.1 The Service Joint BMIP and APR for this year has not changed significantly in terms of structure and format. The report includes performance summaries and end of year data, where currently available, along with comments on performance against priority areas identified last year. It also sets out information about how the Service is organised and structured to deliver and identifies key priority focus areas for the upcoming year, rather than a detailed plan.
- 5.2 This approach was agreed last year, due to the impact of COVID-19, which has continued during 2021/22. Also, work is currently being undertaken to revise the Corporate Plan, Local Outcomes Improvement Plan and implement a new Change and Transformation Programme, which will likely have an impact upon Service priorities.
- 5.3 The Council has also procured a performance management software system which will be introduced during 2022. This will improve the way in which performance information is recorded, used and reported. This development will dovetail with our data analytics work and the implementation of Interactive Power BI visualisations which are easy to interpret and understand.
- 5.4 Following approval of the new strategic documents and the implementation of the new performance management software solution, service planning and performance reporting will be reviewed and improved with new guidance being developed for reports next year.
- 5.5 Much of our efforts last year continued to be dominated by our response to the global pandemic and we have made the best use of our resources to help the most vulnerable in our communities, to support businesses and to keep the organisation functioning.
- 5.6 The pandemic has changed the way we live and work; in CDS many teams have continued in their normal workplace with changes in work practices – for example, Registrars, IT and property teams. Many staff were working from home and are now settling into new hybrid work patterns, where this is appropriate for the customers they serve.

- 5.7 Our priorities for 2022/2023 will focus on addressing the financial challenges facing our communities and the Council, and supporting the organisational wide programme of transformation and change, both of which are inextricably linked.

6. FURTHER CONSIDERATIONS

None

Authors

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Approved

Name	Designation	Date
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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	None
Workforce	None
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	None
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
Consultation	
Internal	Yes
External	None
Communication	
Communications Plan	None

1. Strategic Implications

Community Plan / Corporate Plan

- 1.1 This report supports the delivery of the Strategic Objectives within Perth and Kinross Community Plan (Local Outcomes Improvement Plan) 2017-2027 and Corporate Plan 2018-2022.

2. Resource Implications

Financial

- 2.1 There are no financial implications arising from this report.

Workforce

- 2.2 There are no workforce implications arising from this report.

Asset Management (land, property, IT)

- 2.3 There are no asset management implications arising from this report.

3. Assessments

Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations

between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

- 3.2 This report has been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

(i) Assessed as **not relevant** for the purposes of EqIA

Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

Sustainability

- 3.4 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:
- in the way best calculated to delivery of the Act's emissions reduction targets;
 - in the way best calculated to deliver any statutory adaptation programmes; and
 - in a way that it considers most sustainable.
- 3.5 The information contained within this report has been considered under the Act. However, no action is required as the Act does not apply to the matters presented in this report.

Legal and Governance

- 3.6 Not applicable.

Risk

- 3.7 Not applicable.

4. Consultation

Internal

- 4.1 The Corporate & Democratic Services Management Team were consulted during the preparation of this report.

External

4.2 Not applicable.

5. Communication

5.1 Not applicable.

2. BACKGROUND PAPERS

2.1 The background papers referred to within the report are:

- Corporate & Democratic Services Joint Business Management Improvement Plan 2021/22

3. APPENDICES

3.1 Corporate and Democratic Services Joint Business Management Improvement Plan 2022/23 and Annual Performance Report 2021/22