

# **COMPREHENSIVE PERFORMANCE ASSESSMENT**

## **THE STORY**

### **SETTING THE SCENE**

- Vibrant, diverse and complex city
- Significant deprivation and inequality
- Notable improvements and success endorsed by service user surveys and external accreditation
- Poor performance in services being addressed through sustained political leadership, with partners and despite adverse funding.

### **WHAT WE WANT TO ACHIEVE**

- Strong neighbourhoods and local priority developments driving civic pride and inward migration and inward investment
- Community Plan outcomes and robust community cohesion
- Continuing to deliver added value on national and regional priorities and statutory plans

### **HOW WILL IT BE ACHIEVED**

- Improving community leadership and partnership
- Improving community engagement
- Improving performance management, PIs and services
- Improving governance and accountability

### **WHAT HAS AND HAS NOT BEEN ACHIEVED**

- Successfully turned around failing and poor services
- Significant examples of high performance and innovation, external accreditation and international recognition e.g. racial equality, sustainability
- Clear community leadership and strong political conventions
- A culture of high ambition, but rigorous performance management does not yet drive step change throughout the Council
- Our high priorities are clearer than our lower priorities
- Alternative management arrangements for delivering services well advanced in some areas but are still being developed in others

### **LEARNING AND FUTURE ACTION**

- Need for step improvements in the experience of service users (culture change, customer care, performance management)
- Need to focus on community cohesion and friendlier, local community engagement (Revitalising Neighbourhoods, Equality Standards, RES, Community Plan review)
- Drive performance management through the organisation to secure measurable outcomes of added value for users from all improvement plans.