

Performance Management Framework

This document sets out the framework for performance management for the Scottish Borders Community Planning Partnership (CPP). It outlines the responsibilities and accountability for performance management by partner organisations and the integration of these arrangements, through this framework, for delivery of shared outcomes, through the Local Outcomes Improvement Plan (LOIP).

Each organisation in the partnership is accountable for its individual responsibilities and performance. This framework ensures that together, through the CPP Board, we deliver improved outcomes for local people, inform progress, and drive a continuous cycle of improvement.

The Improvement Cycle

This framework is based around the “Plan, Do, Review, Revise” model of Continuous Improvement.

Figure 1: The Improvement Cycle



Performance Reporting Cycle

Below outlines how the Community Plan (LOIP) and associated plans will follow the Improvement Cycle for its reporting.

	Plan	Do	Review	Revise
Local Outcomes Improvement Plan	<p>Every 10 years with 2 review periods</p> <p>Each theme has a lead who is responsible for progress updates</p>	<p>Actions delivered through annual delivery plans</p> <p>Each action has an owner who is responsible for delivery</p> <p>New actions may be raised by partners, community bodies and other partnerships</p>	<p>Progress monitored by the CPP Strategic Board on a quarterly basis</p> <p>Annual progress report</p>	<p>Actions may be added or removed as plan progresses.</p> <p>Full action plan is revised each year.</p> <p>Full plan is renewed every 10 years.</p>
Locality Plans	<p>Locality plans produced for identified localities</p>	<p>Actions delivered by the Community Planning Partnership, community bodies and other partnerships</p>	<p>Progress monitored by the Strategic Board on a quarterly basis</p>	<p>Actions may be added or removed as plan progresses.</p>

Reporting Governance

Role of the Community Planning Partnership (CPP) Joint Programme Board and Strategic Board

The CPP Joint Programme Board focuses on the delivery of the Locality Outcome Action Plan (LOIP) known as the Community Plan, and Locality Plans. It is required to include clear, formally agreed outcomes in the Community Plan, supported by detailed indicators and targets. The Strategic Board will monitor the progress of these plans through the following performance reports:

- A summary narrative prepared collectively by leads and partners on the overall outcomes/key objectives, and the achievements to date.
- An 'At A Glance' report summarising all the projects and indicators for that outcome within the Community Plan at the end of year position.
- A note on key inequalities issues and challenges facing the outcomes/objectives, prepared collectively by leads and partners involved in the outcome/objectives to give a longer-term perspective and wider context.
- Personal testimonies and case studies. Examples of where the actions have improved the lives of people and/or community groups living in our region and/or our environment.

Performance Reporting

- We will report quarterly to the Strategic Board progress on actions to achieve the outcomes in our Community Plan. This information will be kept up to date on our website.
- We have a duty to produce an annual report for our community and the Scottish Government. We will make sure that this report clearly set out what we have achieved over the previous 12 months and what has changed because of our actions.

Key Performance Indicators

Key Performance Indicators (KPIs) are performance measures which together indicate how we are progressing on our outcomes. The KPIs will be documented using a KPI Data Management Sheet. This will record the following:

- What the measure is
- How the measure is calculated
- Where the data is coming from
- What the data is telling us
- Who is responsible for maintaining each outcome
- Actions to improve on performance

Each KPI will be SMART – Specific, Measurable, Achievable, Realistic and Time (bound)

Qualitative measures have also been introduced; and will be captured through case studies and personal testimonies in the Performance reports.

As part of the delivery of the LOIP, we will look to communicate our progress with communities through our conversations with locality groups, our website and by word-of-mouth networks.

Ongoing Learning

Scottish Borders Community Planning Partnership seeks to continue to learn from the experience of others. Through a network of community learning partnership colleagues, we will continue to review what we do considering experience and good practice elsewhere.

Reviews of Plans and Strategies

We will review the 2023/33 Community Plan (LOIP) at least twice over the 10-year period. We will also be mindful to consider reviews of our partners' plans and strategies to ensure that we continue to reflect changes in the priorities of our community.

The plans and strategies of our partners are regularly reviewed.

Reviewing the Effectiveness of the Partnership

We will undertake a self-assessment exercise annually to help identify how we are working as a partnership and where our strengths and weaknesses lie.

Communication

In addition to formal reporting, we will tell our partners and communities how we are performing with regular updates to our networks, through social media and on our website.