

Performance and Productivity Oversight Board

Terms of Reference

1.0 Scope

- 1.1 The Council's 2023-2027 Corporate Plan has A STRONG, RESPONSIBLE AND ACCOUNTABLE COUNCIL as one of its five corporate priorities and states that "We will ensure the Council maintains a financially sound position, seeking to make best use of our assets and staff resources, effective partnership working and maximising the opportunities of external funding and income". Understanding the Council's performance, drivers of service demand, changing policy context and having a strategy to respond to current and future pressures will therefore be critical to the future agility and "success" of the Council.
- 1.2 As the Council's budgets and resources come under increasing pressure through increased customer demand and scrutiny by Government through OFLOG and the need to produce a Productivity Plan, it is more important than ever that the Council has a deep understanding of its performance and plans in place which ensures our effective performance and agility in the future. This requires the Council to deliver year-on-year savings and efficiencies and to continually adapt and "transform" its services so as to meet the needs of our residents, businesses and visitors through service re-design, adoption of new systems and ways of working.
- 1.3 The Performance and Productivity Oversight Board will therefore have a critical role in monitoring and challenging our corporate performance and being the champion of service transformation.

2.0 Purpose

- 2.1 The Performance and Productivity Oversight Board is an essential element of the NNDC project management and performance framework. The Board has responsibility for monitoring and challenging our corporate and service performance and will lead on service transformation through providing corporate oversight of a programme of service reviews.
- 2.2 The Board will ensure that a Productivity Plan for the authority is produced which meets the Government's requirements for adoption through the Council's Committee processes.
- 2.3 The Board will agree a range of key corporate and service performance measures – some of which will be for management purposes and others will be reported to members via Cabinet and the Overview and Scrutiny Committee
- 2.4 The Board will agree a programme of service reviews and monitor their progression against an agreed timetable.
- 2.5 The Board will review progress made towards realisation of savings proposed within the 2024/25 budget

3.0 Objectives

- 3.1 The Board has responsibility for monitoring progress made against Annual Action Plan and Corporate Plan Delivery.
- 3.2 The Board has responsibility for ensuring the appropriate Key Performance Indicators are developed and reported upon at a corporate and service level and that adequate systems are in place to robustly measure, monitor and report on key areas of performance.
- 3.3 As appropriate, the Board will benchmark the Council's performance against others to understand where we might focus attention on areas where we can improve delivery and performance and ensure delivery of value for money for our residents.
- 3.4 The Board will have oversight of all Audit recommendations to ensure timely delivery / completion.
- 3.5 The Board will ensure that corporate strategies and policies are reviewed in a timely manner and ensure any associated action plans are implemented.
- 3.6 The Board will monitor trends in complaints and have oversight of the management of the complaints process including the LGSCO annual letter.
- 3.7 As necessary, if there are deemed to be any corporate resourcing issues (capacity / ability of internal teams) to support timely delivery of performance management information against other service or team priorities and pressures, these will be highlighted and attempts made to resolve by the Board and as appropriate escalated to CLT and Cabinet with any necessary actions / mitigations agreed for reporting to members through Performance reports to the Overview and Scrutiny Committee.

4.0 Membership

- 4.1 Board members:-

Name	Programme Role	Job Title
Steve Hems	Chair, Programme Champion	Director for Communities
Martyn Fulcher	Vice Chair	Director for Place and Climate Change
Rob Young	Scrutineer / critical friend	Assistant Director – Sustainable Growth
Karen Hill	Scrutineer / critical friend	Assistant Director People Services
Karl Smith	Scrutineer / critical friend	Assistant Director Resources
David Kingfisher	Corporate Project Manager resource	Corporate Programme & Project Manager
Kaye Skinner	Administrative Support	Corporate PA

- 4.2 The Board will determine which officers are required to attend meetings based on particular service reviews and themes as required.

- 4.3 Officers with lead responsibility for reporting on corporate and service performance who would be expected to routinely attend meetings of the Board might include some or all of the following:-

Name	Project Sponsor Role	Job Title
Tina Stankley	Lead Finance Officer	Director for Resources
TBC	Responsible for reporting realisation of savings against agreed budget	Assistant Director Finance and Assets
Helen Thomas	Performance Reporting Lead	Policy and Performance Manager
Lucy Wilshaw	Lead provider of data	Data Analyst
Stuart Harber	Customer Service Lead	Customer Services Manager
Joe Ferrari	Comms Lead	Communications and PR Manager
TBC	IT Project Lead	IT Services Rep
Susan Siddell	HR Lead	HR Manager

4.0 Meetings

- 4.1 The Performance and Productivity Oversight Board shall meet bi-monthly and items for the agenda will be agreed in advance.
- 4.2 All meetings of the Performance and Productivity Oversight Board will be supported (preparation of agendas and minutes) by a member of the Corporate PA Team.
- 4.3 Items and papers for the agenda should be prepared and provided to the Corporate PA supporting the Board no less than five working days prior to the meeting, with the agenda being agreed by the Chair before circulation.
- 4.4 As a key element of the Council's performance management framework Board representatives are expected to prioritise their attendance at Board meetings and in order to provide for focus and consistency of process, ordinarily substitutes will not be required to attend.
- 4.5 Meetings should be of a manageable length, normally no longer than 2 hours, and be outcome focussed.
- 4.6 Notes and actions from meetings will be recorded and confirmed at the end of the meeting. Draft minutes will be available within 5 days of the meeting.

5.0 Reporting

- 6.1 Performance and Productivity Oversight Board agendas, papers and minutes will be stored centrally by the Corporate PA Team and shared on the Board's SharePoint site.
- 6.2 The Chair will ensure that any exceptional outcomes of Board meetings are reported to the Corporate Leadership Team following each meeting. The report to CLT will include a summary of the critical actions / risks / issues and finance position.

6.0 Review

The Board, including its Terms of Reference, will be reviewed and evaluated at least annually in relation to performance against the objectives by CLT.

7.0 Version control

Date	Author	Version	Notes
02/05/2024	S Blatch	1.0	CLT draft
08/05/2024	CLT / S Blatch	2.0	CLT agreed
30/05/2024	S Blatch	3.0	Final draft

Final Draft

Appendix 1 – Work Programme 2024/25

Matters to be reported on through the Performance and Productivity Oversight Board during 2024/25 will include:-

- Agreement of Annual Action Plan for 2024/25 and monitoring of progress made against these actions
- Receipt of service reviews / new ways of working proposals for Car Park Management; public toilet closures;
- Receive options report on IT service
- Receive report on revised Customer Service standards and strategy

Final Draft