

Scope of the Task Group Improvement of Scrutiny of Performance Monitoring

As agreed at the March meeting of the Business Support and Digital Overview and Scrutiny Committee, the Task Group has begun work on an investigation to consider potential improvements to the scrutiny of Performance Monitoring at Medway Council. The Committee delegated authority to The Head of Democratic Services in conjunction with the Chairperson of the Task Group to agree a finalised scope of the Task Group subject to their being no objections from the Business Support and Digital O&S Members Committee. The scope was circulated to Members of the Committee and no objections were received. The Task Group will investigate the following areas:

- i. What would be included in a 'balanced scorecard' of priority performance indicators to provide an effective performance dashboard for the Council.
- ii. What other data which the Council collates but is not currently in the One Medway Council Plan might also be included in reporting.
- iii. Member use of data should be considered, this would include how would Members interact with the data, would presentations from officers assist and training to ensure Members become self-sufficient in using the system. How would the data be scrutinised by Committee, including the format of reports, how can Members be supported to scrutinise performance management reports and briefings more effectively.
- iv. The Task Group to consider the relationship between any such presentations and Committee meetings.
- v. The Task Group to consider best practice elsewhere.
- vi. The Task Group to undertake and review surveys from officers and Members considering current views on performance management.
- vii. To undertake user testing within the task group, officers and other Members.