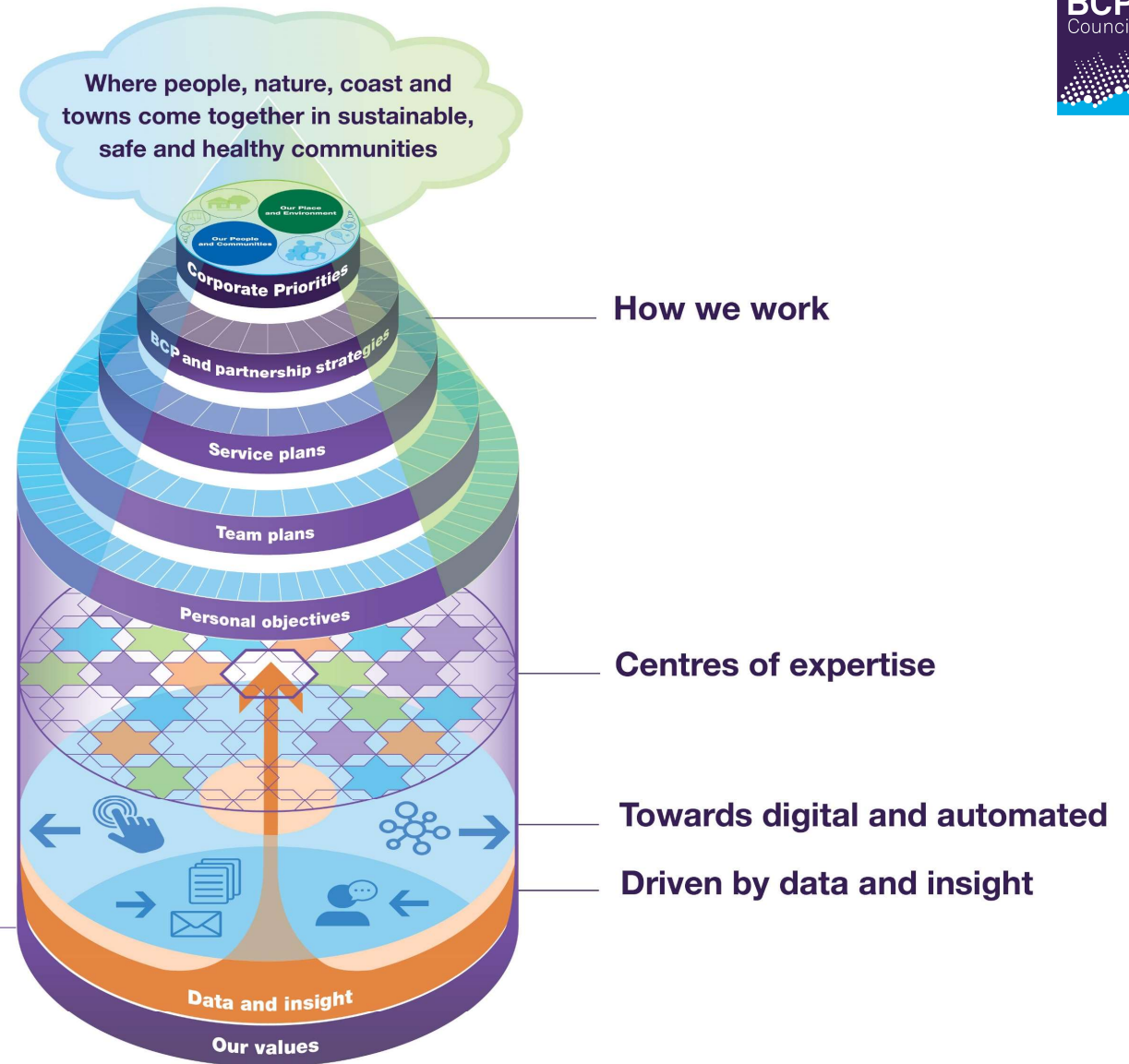


A&G Committee Performance Management

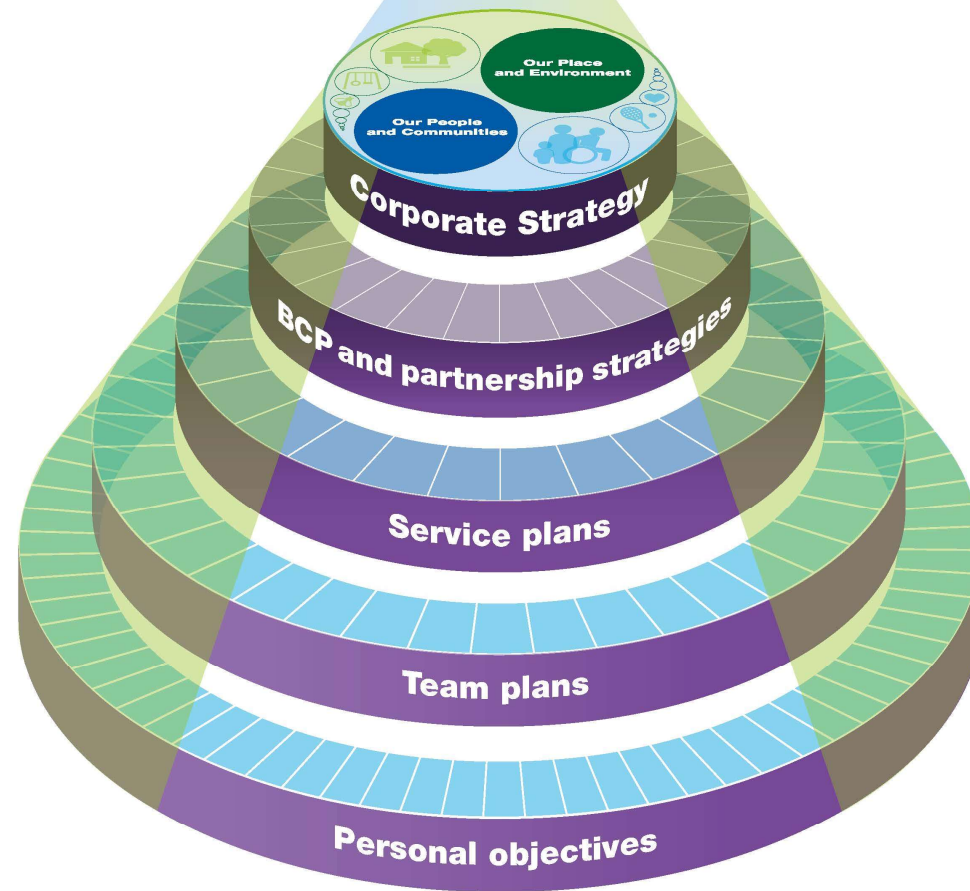
February 2025

Operating model

-  We treat everyone with **respect**
-  We are **passionate** about our communities
-  We have **integrity**
-  We embrace **innovation**
-  We take **pride** in what we do



Where people, nature, coast and
towns come together in sustainable,
safe and healthy communities





Introduction

Our Shared Vision for Bournemouth, Christchurch and Poole is our corporate strategy setting out our vision, priorities and ambitions.

Our vision is where people, nature, coast and towns come together in sustainable, safe and healthy communities.

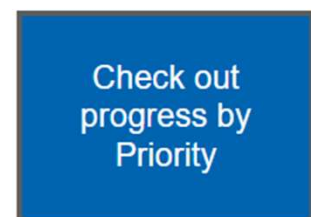
We have two key priorities:

- Our place and environment – vibrant places where people and nature flourish, with a thriving economy in a healthy, natural environment.
- Our people and communities – everyone leads a fulfilled life, maximising opportunity for all.


We will achieve our vision, priorities and ambitions by being an open, transparent and accountable council, putting our people at the heart of our services.

This dashboard includes the data we are using to measure progress with achieving our vision, priorities and ambitions. We will update the data on a quarterly basis to track the progress and impact over time.

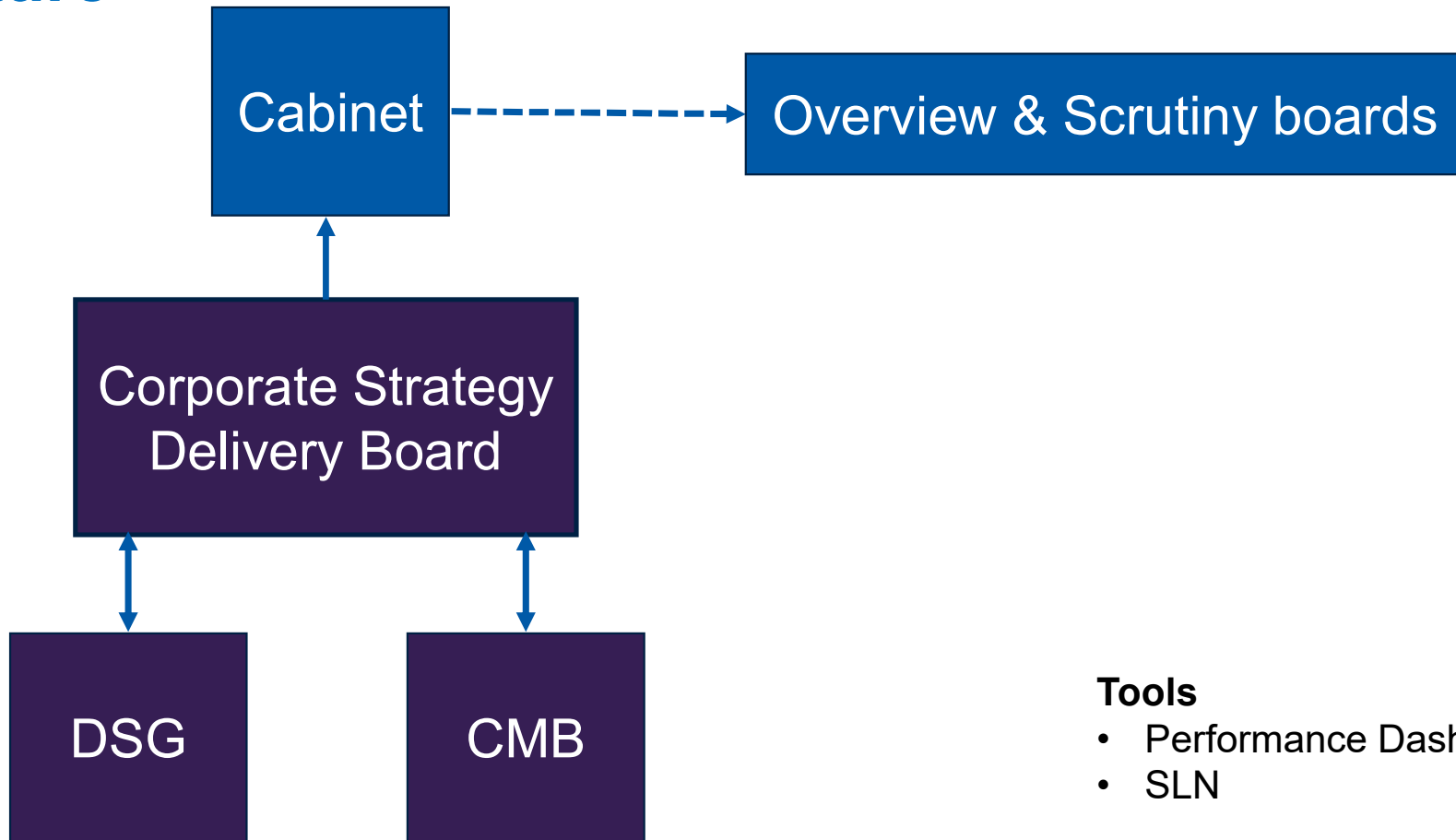
Click on the box below to view the latest progress and performance data.



Contact us

 policy@bcpcouncil.gov.uk

Structure

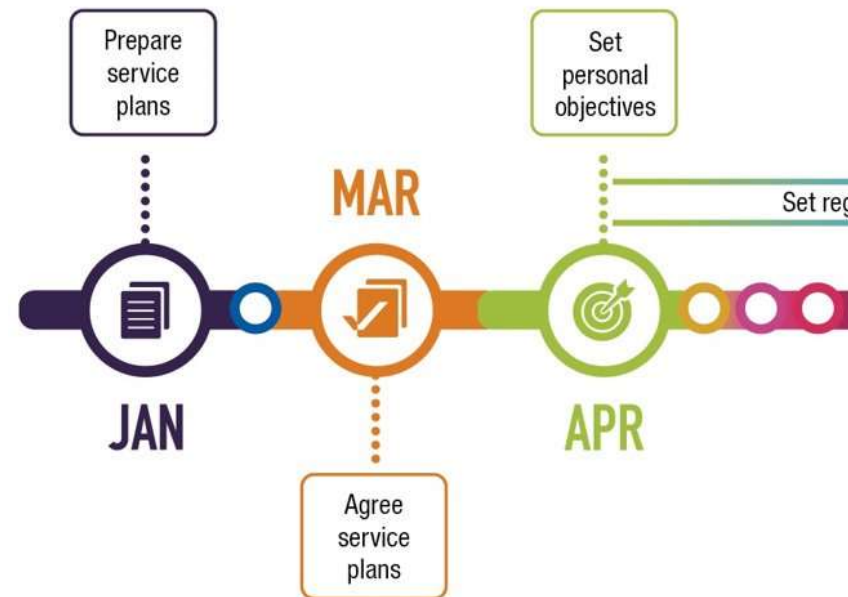


Tools

- Performance Dashboard
- SLN

Service planning

- Working towards a consistent method for service planning
- Key performance indicators that support the priorities of the Corporate Strategy
- Established organisational cycle for service planning, setting objectives, and appraisal processes
- Service plans inform team plans and individual objectives



New individual performance framework

Annual alignment linking personal objectives with service planning cycle and BCP council's ambitions

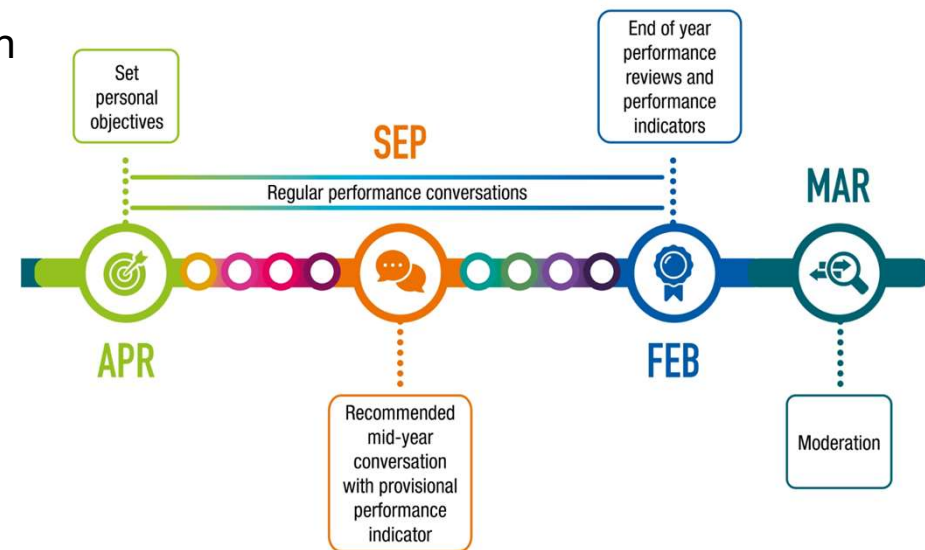
Manager accountability for ensuring all colleagues receive an end of year and mid year performance review with a performance indicator

On-line system for setting objectives; 1:1's, and performance reviews.

360 feedback programme developed

Leadership framework launched

New Coaching / Mentoring framework implemented



New individual performance framework

EXCEEDING



- exceeds expectations, goes 'above and beyond'
- achieving all objectives
- always demonstrates our behaviours
- achieved minimum performance criteria

SUCCEEDING*



- meets all expectations
- achieving all or most objectives
- demonstrates our behaviours
- achieved minimum performance criteria

* BCP Council expects most colleagues to be performing at this level

BUILDING



- meets most or some expectations
- achieving most or some objectives
- demonstrates our behaviours
- achieved minimum performance criteria

REQUIRES IMPROVEMENT



- not achieved minimum performance criteria:
 - all mandatory training complete
 - no live disciplinary or performance warnings
 - all end of year performance reviews complete (managers only)

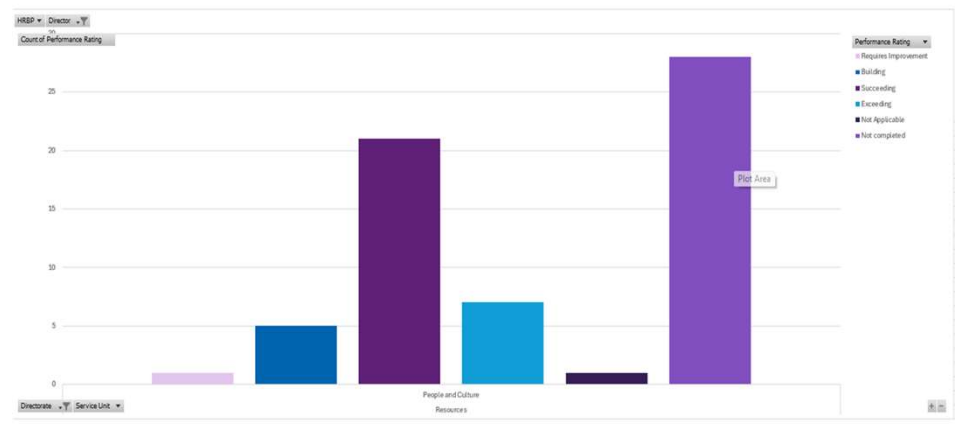
- Comprehensive training plan with over 500 managers attending performance webinars
- Minimum criteria and performance indicators established to define personal performance expectations
- Pay increments only automatic if colleagues meet minimum performance criteria (see graphic – requires improvement)

New individual performance framework

Pivot Table by Directorate

HRBP	(All)						
Director	Sarah Deane	.Y					
Count of Performance Rating	Column Labels						
Row Labels	Requires Improvement	Building	Succeeding	Exceeding	Not Applicable	Not completed	Grand Total
Resources	1	5	21	7	1	28	63
People and Culture	1	5	21	7	1	28	63
Grand Total	1	5	21	7	1	28	63

Pivot Chart by Directorate



Moderation dashboards have been created to:

- support consistency in individual performance outcome
- moderate for any non-compliance exceptions
- assess any potential unconscious bias
- provide a comprehensive overview of performance

Example of Exceptions (which would highlight anomalies)

Exceptions Applied	(Multiple Items)	.Y
Currently recorded as absent (open-ended absence)Mat to be added	(All)	
Mandatory Training compliance status as at 28/02/2025	Non-compliant	.Y
Disciplinary or performance live warnings	(All)	
Meets criteria for automatic Increment	(All)	
Is increment due 01/04/2025? (i.e. not top of scale) (YN)Not new starter post 01/10	(All)	
Count of Directorate	Perf Indicator	
Row Labels	Succeeding	Not completed
Resources	2	11
Finance		6
IT and Programmes	2	1
Law & Governance		2
Marketing, Comms and Policy		1
People and Culture		1
Grand Total	2	11

Next steps – service planning

- Embed planning cycle as organisational drumbeat
- Service plans linked to the corporate strategy dashboard
- Service plans to be linked to KPIs
- Building a flexible platform that can adapt to future organisational requirements
- Delivering service plans that cover a 2-year duration, moving away from a yearly cycle
- Designing a service plan that can be accessible to internal and external stakeholders