

## BCBC Performance Management Framework – Abridged Version

Performance management is about taking action in response to actual performances to make outcomes for users and the public better than they would otherwise be.

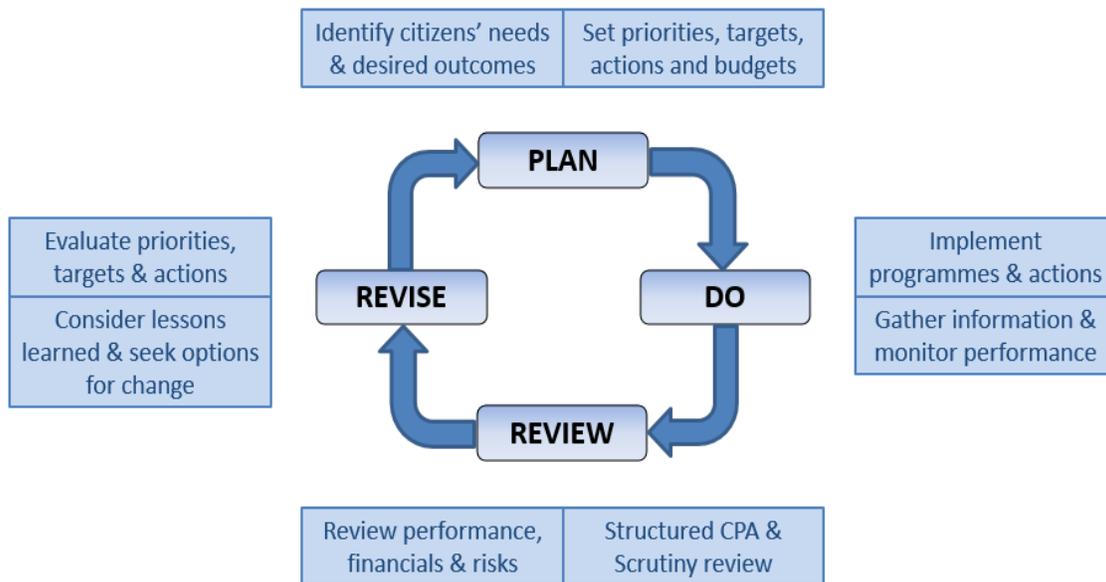
### Why is Performance Management Important to Us?

Performance management is important because it allows us to:

- ◆ assess short-term needs and long-term sustainability;
- prioritise what needs to be done within the resources available;
- ensure we provide value for money;
- motivate and engage staff and assign accountability;
- identify and rectify poor performance at an early stage;
- learn from past performance and improve future performance; and
- increase public satisfaction.

### Performance Management Approach

We take a systematic approach to performance management, following the industry-recognised ‘**plan-do-review-revise**’ cycle.



Mae'r ddogfen yma hefyd ar gael yn Gymraeg.  
This document is also available in Welsh.

## Roles and Responsibilities

<p><b>Elected Members</b></p> <ul style="list-style-type: none"> <li>◆ Political accountability</li> <li>◆ Advocate decisions</li> <li>◆ Challenge, scrutinise &amp; make recommendations</li> <li>◆ Approve and own Corporate Plan, Medium Term Financial Strategy &amp; Annual Report</li> <li>◆ Approve and scrutinise Directorate Business Plans</li> <li>◆ Support officers in service delivery and monitoring progress to ensure citizens' needs are met</li> <li>◆ Corporate decision-makers</li> </ul>	<p><b>Chief Officers</b> (Chief Executive, Corporate Directors and Heads of Service)</p> <ul style="list-style-type: none"> <li>◆ Operational accountability</li> <li>◆ Scrutinise &amp; make recommendations</li> <li>◆ Accountable for development &amp; delivery of Corporate Plan, MTFS and other strategic plans</li> <li>◆ Accountable for development, scrutiny and delivery of corporate transformation programmes and directorate business plans</li> <li>◆ Accountable for corporate and Directorate performance assessment</li> <li>◆ Corporate decision-makers (alongside Elected Members)</li> </ul>
<p><b>Principal Officers</b> (Group Managers/Managers)</p> <ul style="list-style-type: none"> <li>◆ Support in the development of Directorate Business Plans</li> <li>◆ Accountable for developing and implementing service/group delivering plans</li> <li>◆ On-going performance monitoring and review</li> <li>◆ Responsible for implementing performance management systems and data accuracy</li> <li>◆ Quality assure the data that is input and monitored on a day-to-day basis</li> <li>◆ Responsible for providing performance management information and reports for corporate and service review</li> <li>◆ Undertake annual staff appraisal &amp; complete half-year review</li> </ul>	<p><b>All Staff</b></p> <ul style="list-style-type: none"> <li>◆ Responsible for performance and performance management</li> <li>◆ Responsible for monitoring own individual plans and objectives</li> <li>◆ Undertake annual staff appraisal &amp; complete half-year review</li> <li>◆ Provide input and feedback to ensure continuous improvement</li> <li>◆ Provide services to our citizens - the face of the Council.</li> <li>◆ Receive day-to-day feedback and escalate issues as required</li> <li>◆ Gather and record information in a timely and accurate manner</li> </ul>