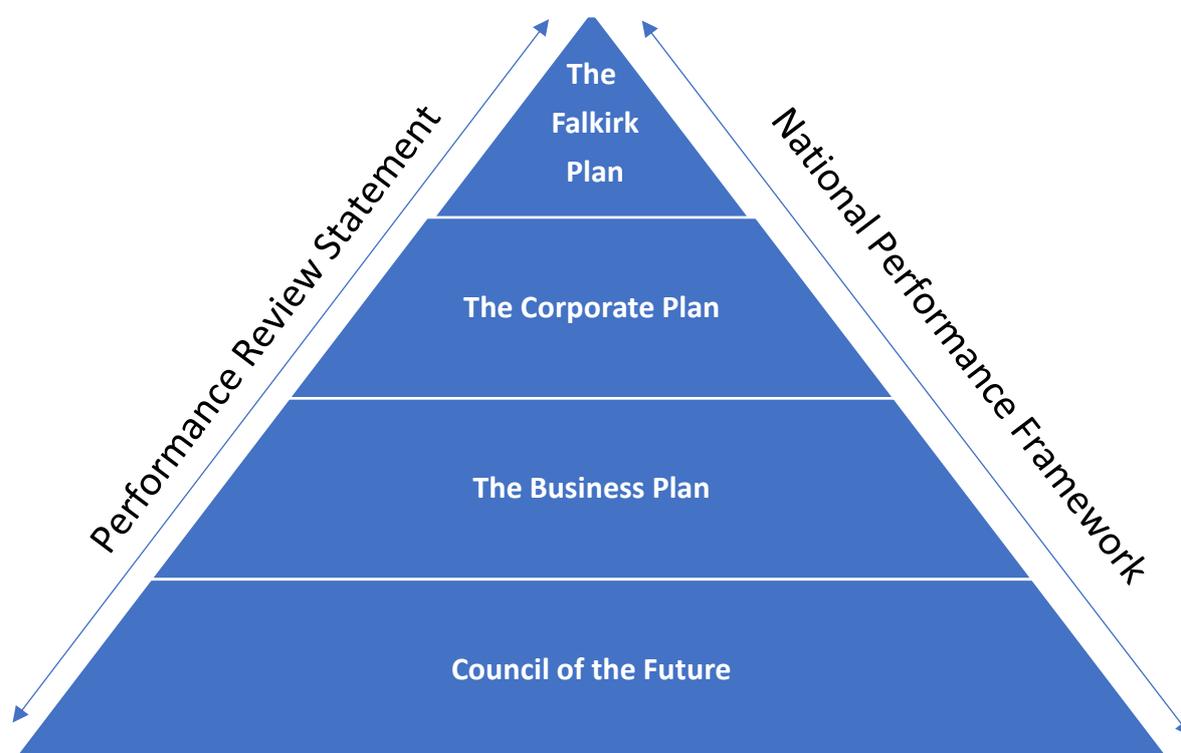


Guide to our performance framework

Structure

There are many different layers of our strategic work. Our performance framework sets out, monitors, and reports our progress for each of these layers.



Scottish Government National Performance Framework

What we do contributes to a bigger, national picture. The Scottish Government outline their priorities and outcomes they want to achieve for the people of Scotland. As a local authority, we need to follow these priorities and show that we are working towards achieving these priorities and outcomes.

The Falkirk Plan (Local Outcomes & Improvement Plan LOIP)

All local authorities have a statutory duty to develop and report on the LOIP. The Falkirk Plan works with Community Planning Partnerships (Council, Police, NHS, Fire & Rescue, Third Sector, Businesses, Education etc) and communities to identify the key priorities that are important to our local communities.

Corporate Plan

Our Corporate Plan sets out what we will do as a Council to make Falkirk 'the place to be, where everyone can fulfil their potential'. It identifies three key priorities - Communities, Enterprise, and Innovation.

Business Plan

Our Business Plan sets out how we will achieve the priorities of the Corporate Plan, outlining resources, Medium Term Financial Plan and Workforce Plan.

Council of the Future

Council of the Future is our change programme and core to the transformation of the Council. Transformation projects are aligned with our Corporate Plan priorities- Communities, Enterprise, and Innovation. It's through a Gateway structure to steer our projects quickly to implementation phase – [outlined here](#).

Performance review statement

Each service reports a performance review statement (PRS) for management to review monthly. These reports contain progress on our key priorities, projects, and performance indicators.

Key elements

Legislation & Policies

Local authorities deliver public services, in line with government commitments. Governments create legislation and policies that are then implemented by local authorities shaping how we deliver services including waste and how we educate children and young people.

Strategic Plans

Using evidence and knowledge of local communities and people, a local authority develops strategic plans to implement the priorities of the Council and meet requirements of legislation and policy. These plans set out what we are going to do, how we are going to do it, and how will we know if we have made an impact. Our [Corporate Plan](#) has more on this.

Actions

An action states what we will do to achieve Council priorities through the Corporate Plan, setting out what we will do, how we will do it and by when. Our reports contain updates on each action. These are monitored as on track (green), not on track (amber), and outstanding or delayed (red). Actions are measured by timescales and provide information on where we are in the project or plan.

Milestones

The Council of the Future change programme charts milestones. These are similar to actions (see above). Milestones set out what we will do, how we will do it and by when for each of our change projects. These are shown in the dashboards with the PRS and are rated red, amber, green according progress made against milestones.

Performance Indicators (PIs)

We use performance indicators to measure progress. These are numerical, such as the percent of invoices paid on time, percent of bins missed, percent of housing repairs completed on time. We set targets on what we want to achieve or improve. Again, we use a RAG status (red, amber, or green) based on current performance compared to the target.

Data

We use data to help inform our decisions, such as what our priorities should be, what we need to focus on, what we need to improve. Some data is included in reports as performance indicators. We do not set targets on these; they are key to informing how we are doing.

Risk

We identify risks to policies, plans and service delivery. These are things that will impact delivery of the service or not achieving our priorities.

Our Priorities

The Falkirk Plan	The Corporate Plan
Working in Partnership with our communities	Communities
Poverty	Enterprise
Mental Health and Wellbeing	Innovation
Substance Use	
Domestic Abuse and Gender Based Violence	
Economic Recovery	

Key

Our reports have some icons to help identify where we are doing well and where we need to focus attention. Here is a key to what they mean.

Overall Priority Status

-  Action needed
-  Some action required
-  On track
-  Not applicable to this service

Actions

-  Complete
-  Check progress, unassigned
-  In progress, assigned, not started
-  Overdue
-  Not started

Milestones

-  Action needed (Milestone(s) overdue > 4 weeks)
-  Some action required (Milestone(s) overdue <= 4 weeks)
-  On track
-  Milestone(s) not started

Indicators

-  On track
-  Warning
-  Alert
-  Data only
-  Not yet reported

Long Term Trend

-  Improving
-  No change
-  Getting worse
-  Unknown