Scotland Excel Executive Sub Committee

To: **Executive Sub- Committee**

On: **28 August 2015**

Report by Director

Update on performance measurement against the Scotland Excel operating plan

1.   Purpose of the report

At the June 2015 meeting of the Scotland Excel Joint Committee, a report was submitted by the Director in relation to the new three year corporate strategy. The report provided a summary of the proposed strategic direction for the organisation, and included an overview of the key operational activities that would be undertaken to deliver the strategy. It was agreed that clear annual performance metrics would be provided, and progress reported, to governance bodies on a quarterly basis. In addition, it was agreed that a completed operating plan and supporting KPIs be submitted to the next Executive Sub-Committee for review.

2.   Progress to date

From the one year operating plan, a suite of 10 KPIs across the four goals have been derived, which will be used to report overall performance against the plan. These can be found in Appendix A.

The measures defined in Appendix A should ensure clear and concise reporting on an ongoing basis. The metrics will be reported quarterly. These will be presented to the Executive Sub Committee at the end of each quarter, with an update on progress and plans for the following quarter.

Across the agreed goals and objectives a number of more detailed deliverables have been defined to ensure that each team member has the opportunity to influence the implementation of the business strategy and fully understands how they are able contribute to the successful delivery of the plan.

Moving forward, performance targets will also shortly be captured in Performance Review Discussions (PRDs) to be held with all staff members before mid October 2015.

The operating plan for 2016/17 will be agreed prior to March 2016.

3.   Next steps

The members of the Executive Sub-Committee are invited to note the contents of this update, and the proposal to receive updates as defined.

Appendix A – Operating plan KPI's

Goal 1: Supporting the delivery of better and more effective public services		
Activity	**Measurement**	**Frequency**
(a) Develop and implement a contract plan aligned to the strategic priorities of member authorities	- Number of contracts delivered in line with delivery plan - Value of contract portfolio against delivery plan	• Quarterly
(b) Develop and implement a strategy and plan for the delivery of contract and supplier management	Number of contracts managed at Class 1, 2 and 3 as per contract strategy	• Quarterly
(c) Develop and implement a strategy and plan for improving supplier performance	% of suppliers in each performance band	• Quarterly
(d) Manage the rollout of a new national procurement capability assessment to the local government sector	Number of assessments carried out in line with programme schedule	• Annual

Goa1 2: Being sustainable in everything we do		
Activity	**Measurement**	**Frequency**
(c) Ensure Scotland Excel's collaborative frameworks support positive local economic outcomes	- Number of SME's participating in collaborative contracts % of spend delivered through SME's per local authority	• Annual
(e) Champion the development and dissemination of best practice in sustainable procurement	% of contracts under development assessed using national prioritisation tool	• Annual

Goa1 3: Placing customers at the heart of our business		
Activity	**Measurement**	**Frequency**
(b) Develop and implement plans, processes and systems that support the delivery of a first class customer experience across all of our services	• % improvement in customer satisfaction levels	• Annual
(d) Develop and implement a model for associate members which delivers clear business and financial benefits to Scotland Excel and the membership base	• Income derived from associate members against plan	• Annual

Goa1 4: Becoming the partner of choice for delivering shared services		
Activity	**Measurement**	**Frequency**
(a) Develop and implement a strategy to support staff recruitment, retention, development, performance and engagement	• Staff turnover as % of total headcount	• Annual
(b) Develop and implement programmes to support the continuous improvement of business performance, systems and processes	• Professional accreditation attained in line with business strategy	• Annual