

Performance Dashboard

SMT Lead: Freda Sharkey,
Head of Professional Standards

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Confidentiality: **Open**

1. Issue

1.1.1 To consider how management information should be reported to the Board in future.

2. Recommendation

2.1.1 To seek the Board's views on the format and content of the Performance Dashboard

2.1.2 To seek the Board's views on the wider requirements for improved management information reporting.

3. Consideration

3.1 Performance dashboard

3.1.1 The Performance Dashboard (**Appendix A**) has been developed as a way of reporting a snapshot of management information to the Board. It presents data up to 1 January 2010.

3.1.2 Previously the Board received a corporate scorecard based on red / amber / green (RAG) ratings and also received a detailed Management Information report. The Performance Dashboard seeks to combine the key features of both of these reports and present them in a way which is easier to interpret. However, it will not be the only way of reporting management information to the Board as, in parallel with the dashboard, we are also reviewing how best to provide other more detailed information.

3.1.3 This paper also gives definitions of red /amber/green (RAG) ratings used within each element of the dashboard (**Appendix B**).

- 3.1.4 Within the dashboard, the RAG definitions relate where possible to KPIs or appropriate public sector data. Where this is not possible, specific internal definitions have been proposed by the senior management team.
- 3.1.5 This information is available monthly for senior management team meetings and could be provided monthly to the Board with the Board Bulletin should they wish to receive it between Board meetings.

3.2 Wider management information reporting

- 3.2.1 The dashboard is the first step in a wider review of management information bearing in mind the need to support the Board in its strategic role, while taking into account the Board's continued commitment to transparency and in support of its scrutiny function.
- 3.2.2 This wider review is therefore looking at how best to ensure regular reporting on a wide range of areas. These include delivery of our objectives against the business plan; improved reporting on finance; risk management of authorities; and corporate risks. The Board's views are sought on how best this could be done to meet their requirements.
- 3.2.3 As part of the wider review, we are also looking at the timetable for the collection of data. This should ensure the Board receives the most up to date information, while allowing sufficient time for trends to be analysed and issues to be flagged and RAG rated.

4. Risk and financial considerations

- 4.1.1 It is important that the Board is able to make strategic decisions based on accurate and up to date information and that the detail of the information is properly linked to the Board's strategic objectives. Failure to do so would run the risk of the Board not making appropriate and informed decisions. This may affect both how the framework is operating and the reputation of the Board as a strategic regulator.

5. Appendices and attachments

- 5.1.1 Appendix A: Performance Dashboard, 1 January 2010
- 5.1.2 Appendix B: Performance Dashboard: Explanations and definition of red/amber/green ratings