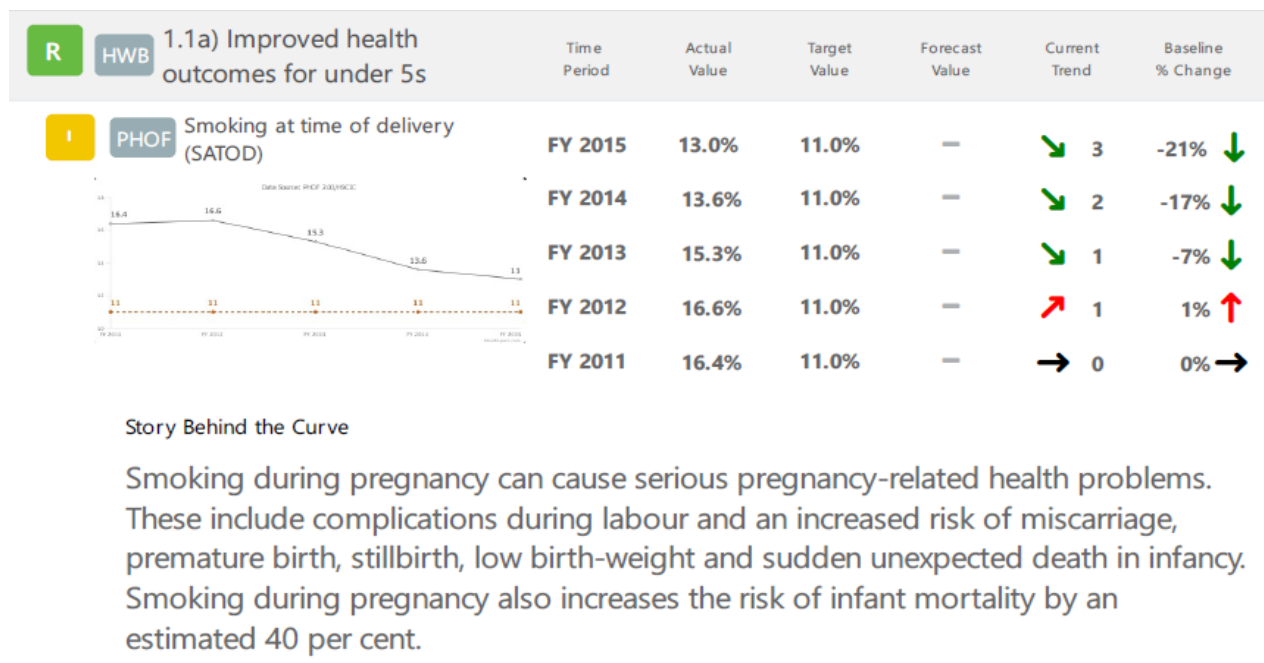


APPENDIX 2

Guidance on Clear Impact Performance Reports

'Clear Impact' is the name of the software being used to capture corporate performance reporting. Below is a screenshot of the system in practice and below this is guidance as to what the different elements of the page represent.



The top level of each scorecard is an outcome, a condition of wellbeing looking to be achieved.

R	In Bury terms this is 'Outcome' but the system uses R for Result
I	Indicator – these are used to quantify the conditions that reflect the progress against achieving the outcome.
P	Programme – this would usually be a department, team or programme of work, eg Neighbourhood Working, but for the sake of a corporate report has been brought together to allow a consideration of multiple measures against each outcome.
PM	Performance Measure – used to quantify how well a programme is performing
HWB	These grey boxes are simply tags that we are using to help where we are using data in multiple scorecards.

For each indicator and performance measure there is a series of information available, as outlined below.

Time period

Data could be monthly, quarterly, half yearly or annually. Examples of time period types are in the table below.

Jul 2016	Monthly
Q1 2016	Quarter, calendar year
FYQ1 2017	Quarter 1 of financial year ending 2017, so 2016/17 Q1 which is 1 st April 2016-30 th June 2016
2016	Calendar year
HY2016	Half yearly
FY2016	Financial year ending in the year specified, so 2015/16
3YC 2016	Rolling 3-year average

Actual value

This is the latest data available for the given indicator/measure. Some of this information has been 'RAG' rated against the 'target values' where such values have been agreed. At present any actual that is above 'target' will show as green, those within 10% of the target will show amber, with red used for those further away from the target value.

Target value

Where statutory targets have been set, e.g. by Government, this has been included. Where there is no formal target, a comparator has been included where available – these vary per indicator/measure dependent on what is the most meaningful source, e.g. statistical neighbour, North West average or England average. If a comparator is being used as target it will be specified in the 'Story Behind the Curve' tab (see below).

Forecast value

At present this only shows for data where there is a rolling three year average measure.

Current trend

- Arrow colour - shows polarity, whether high/low is good. Some of the arrows are black where the polarity is either ambiguous or could be interpreted both ways.
- Figure - represents the number of data entries this trend has continued for, so if the number is 4 on a quarterly measure it means the number has increased or decreased three quarters in a row. Similarly, if the number is 2 for an annual measure it means performance has continued that trend for 2 years in a row.

Baseline % change

- Arrow colour – as 'Current Trend' above.

- Figure – shows % change from whichever data entry has been identified as baseline, which is usually the earliest data source in the system for the indicator/measure. Please note that some percentage changes will look particularly high given the relatively small 'actual value' figure and so any slight variation is a relatively big change in percentage terms.

Story Behind the Curve

This box can be used for contextual narrative as to current (and previous) performance, detailing why the current trend is as it is. This information and the data to which it relates should be used to stimulate debate on activity to improve the indicator/measure, and so to how the curve can be 'turned'. It is not intended to be used to defend an existing action or level of performance.

Other tabs which can be included as commentary tabs are:

What Works

An opportunity to highlight either best practice for this particular measure or to include reference to what you/partners are aware of which has worked elsewhere that could possibly be applied in Bury.

Partners

Particularly of relevance for indicators which are looking at the whole population. This box prompts discussion on who is involved in the indicator/measure, what contribution they are making, whether any other partners should be involved and ensures the accountability is attributed fairly.

Action Plan

This tab allows for details to be provided as to particular activities that are going to take place to improve performance. Consideration should be made as to the previous tabs as to who needs to be involved, what good practice could be drawn upon, and how success of any activity can be captured.

It is possible to attach supplementary documents to this, such as a risk log, project plan, communication plan or board documentation.