

Performance Management Strategy Implementation Action Plan – Progress update February 2010 **Appendix 2**
Key – on target, underway but will be late, not underway or significantly late, completed

No	Action	How	Who	When	Priority
1	Performance Culture Inspired by Strong Leadership				
1.1	Excellence statements	Joint Chief Executive Service Business Cases.	HoS	End July 2009	H
1.2	Benefits statements /clear statement of service expectations	Joint Chief Executive Service Business Cases.	HoS	End July 2009 End Mar 2010	H
<p>August 09 - 1.1 and 1.2 are suspended pending developments on shared services. Project Management methodology amended to re-state benefits Sept 09.</p> <p>October 09 – 1.1 awaiting change model for shared services. 1.2 will be through Business Plans for 2010-11</p> <p>February 10 – visits to Excellent Councils and reports identifying attributes of excellence produced & actions agreed</p>					
3	Regular and robust performance information				
3.2	Improved performance information on council website	Develop user friendly web pages and procedures to maintain them	John Outhwaite	July 2009	M
<p>August 09 –existing pages updated, additional ‘top 5’ PI performance to be added</p> <p>October 09 – top 5 performance info still outstanding</p> <p>February 10 – still outstanding as a result of vacancies in teams</p>					
3.3	Evaluate “Ten” or similar system for performance management, linked to County LAA system	Undertake evaluation as per project methodology	John Outhwaite	Need to wait and see what impact CAA has	M
<p>August 09 - ‘Ten’ has been evaluated, but it has been decided to put decision about going forward on hold for 12 months pending development of a shared service with RBC</p> <p>October 09 – no change to above</p> <p>February 10 – no change to above</p>					
3.6	Improved Value for Money information	CCPP Team and Financial Services to construct VFM “dashboard”	Hugh Bennett Jayne Pickering	Mar 09	M
October 09 – will be undertaken in 2010					

Performance Management Strategy Implementation Action Plan – Progress update February 2010 **Appendix 2**
Key – on target, underway but will be late, not underway or significantly late, completed

No	Action	How	Who	When	Priority
3.9	Customer team clinics	Joint work with HR&OD bringing together customer information for clinic with each team in training setting.	Jo Pitman Hugh Bennett Deb Poole	September 2009	H
August 09 – will be achieved via Customer First Part 3, on track October 09 – ongoing February 10 – ongoing					
4	Active management of performance				
4.1	Lean systems pilot	Identify and undertake two pilot studies and implement	Improvement Manager to facilitate	July 2009	M
October 09 – underway, pilots are Payroll and DFG's February 10 – pilots underway or completed					
4.3	Incentivisation (20011/2012)	Discuss with HR&OD nearer the time	HROD	2011/2012	M
August 09 – long term aspiration, no plans for action at present					
5	Support and training				
5.2	Closer collaboration on performance management and improvement with partners and other local authorities	Heads of Policy and Improvement Group	Hugh Bennett	On-going	M
October 09 – ongoing February 10 - ongoing					
5.3	Performance clinics to raise performance and share learning	Clinics with relevant officers and ACE.	Hugh Bennett John Outhwaite	As and When	M
October 09 – clinic recently held for sickness. Ongoing February 10 – clinic proposed for NI 179 – cashable efficiency gains					
5.6	Customer Team Clinics	Day out with each team with CCPP , facilitated by trainer	Hugh Bennett Helen Parkinson	July 2009	M

Performance Management Strategy Implementation Action Plan – Progress update February 2010 Appendix 2

Key – on target, underway but will be late, not underway or significantly late, completed

No	Action	How	Who	When	Priority
October 09 – ongoing					