

# Flip Charts

## PPRN Meeting 20/01/06

### INTRODUCTION

The PPRN Group split into three sub groups for this 'flip chart/brainstorming' exercise. These groups reviewed notes from the previous meeting 'Performance Management – Developing a Collaborative Approach' with the aim of identifying key areas for action.

Three areas were reviewed:

- Performance Management
- Target Setting
- Service Planning.

These sub groups initially focused on one area each but then subsequently reviewed the other two areas adding extra comments as necessary.

These sub groups then reformed into the whole PPRN Group which then prioritised the actions by identifying the 'top three' from each of the three areas that were reviewed.

### FLIP CHART RECORDING

The flip charts are recorded in this document as follows:

- Black font – denotes the comments made by the original group
- Red and green font – denotes the comments made by the subsequent groups
- Lilac font – records comments from the whole of the PPRN Group when prioritisation of all actions was undertaken.

# Performance Management

## IMPROVEMENT AREA **PRIORITY 1**

- MEMBER ENGAGEMENT

### IMPROVEMENT ACTION

- PPRN MEETING ON MEMBER **AWARENESS** TRAINING AND CONFERENCE FACILITATED EXTERNALLY. PLUS COLLATE SUMMARY OF ISSUES

### OUTCOME

- COUNCILLOR INVOLVEMENT AND CONFIDENCE IN PERFORMANCE MANAGEMENT – JUDGED VIA BEFORE AND AFTER SURVEYS

**Q: Is this the best course of action? Option – look at ways of involving members directly in the PM Process.**

## IMPROVEMENT AREA **PRIORITY 2**

- SHARING BEST PRACTICE OF INVOLVING STAFF

### IMPROVEMENT ACTION

- ANALYSIS OF EXISTING MECHANISMS SO BEST PRACTICE CAN BE SHARED

### OUTCOME

- IMPROVED UNDERSTANDING OF PM AT ALL LEVELS WITHIN THE AUTHORITY

### TIMESCALE

- IMMEDIATE

## IMPROVEMENT AREA

- PEER CHALLENGE – ON PM **PRIORITY 3**

### IMPROVEMENT ACTION

- REVIEW PERFORMANCE MANAGEMENT FRAMEWORKS
  - Through adhoc meetings/sub sets of PPRN
  - Action learning set approach

### OUTCOME

- MORE EFFECTIVE PM

★ **TRAINING AND TECHNIQUES**  
★ **FRAMEWORKS TO FOLLOW**

# Service Planning



## 3.1 GOLDEN THREAD **PRIORITY 1**

- INTRODUCING MEDIUM TERM ELEMENT (Reality and Political) – (TV NFDC)
- CORP PLAN DRIVING RESOURCES
  - Priorities
  - Diverting resources
  - **LINK TO TARGET SETTING**
- LINK TO COMMUNITY STRATEGY
- **LOOK AT BEST PRACTICE AND SHOWCASES**

## 3.2 USER FOCUS **PRIORITY 3**

- EQ & DIVERSITY (Tap into Hants Group) – **COVERED BY PREVIOUS NFDC PRESENTATION TO PPRN**
- HOW CONSULTATION IS BEING USED TO INFLUENCE AND GIVING FEEDBACK

## 3.2 RESOURCES AND FINANCIAL PLANNING

- CO-ORDINATION OF SERVICE PLANS - **LINK TO PM FLIPCHART**
  - INTERNALLY – IT, EQUAL OPPS ETC
  - INTER-AUTHORITY – EH  (PARTNERSHIPS)
- LINKED PLANNED IMPR.  RESOURCING
  - BP EG: EAST HANTS SCORING ACTION BY PRIORITY

## 3.3 MEMBER ROLE – **SEE PM FLIPCHART**

- GETTING THE RIGHT LEVEL OF INVOLVEMENT
  - PORTFOLIO LEVEL – CHAMPIONING – ACCOUNTABILITY
  - SCRUTINY LEVEL – CHALLENGING

## 3.4 PLAN-DO-REVIEW-REVISE **PRIORITY 2**

- PERFORMANCE MONITORING OF PLANS
  - WHAT'S HAPPENING  \* CONSIDER ROLE OF A 'PERF BOARD'??

## 3.5 STAFF INVOLVEMENT

- EGS OF REAL STAFF INVOLVEMENT
- \* LINK IMPROVEMENT PLANS TO PERSONAL DEVELOPMENT - – **SEE PM FLIPCHART**

# Target Setting

(ASSUME : REFLECTS PRIORITIES AND VISION)

(2.1)

## PRIORITY 1

- FOCUS ON PRIORITIES
- DEVELOP A MODEL TO IDENTIFY WHAT IS OR ISN'T A PRIORITY & ANY WEIGHTING
- IMPROVED FOCUS ON WHAT IS IMPORTANT BASED ON A ROBUST PROCESS IE 'CLOSING THE LOOP'.
- SUB GROUP OF PPRN
- ? TARGET TO ACHIEVE TOP QUARTILE V. TO ACHIEVE REALISTIC BUT LOWER TARGET – STRETCHING/ACCEPTABLE?
- CORPORATE PRIORITIES V. STATUTORY DUTIES
- STAFF UNDERSTANDING 'BUY IN' TO TARGETS

Note – wait for PMMI Guidance then a sub group can work on this and provide a paper for the PPRN Group.

(2.2) PRIORITY 2

- RESOURCES MUST FOLLOW PRIORITIES
- LINK BUDGET SETTING WITH SERVICE PLANNING AND VISA VERSA
- PRIORITIES AND IMPROVMENTS ARE ALL RESOURCED
- INVITE 'EXPERT' TO PRESENT AT PPRN
  - EXTERNAL OR PEER GROUP?
- APRIL 06
- \* BALANCED SCORE CARD OF TARGETS
  - COST/QUANTITY/QUALITY
- MAINTAINING STANDARDS IN 'NON PRIORITY' SERVICES (STATUTORY DUTIES ETC)
- CONFLICTING TARGETS?? PRIORITIES/STRATEGIES