


Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr



Using performance data to inform service improvement planning


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What is Performance Management?


Performance management is about taking action in response to actual performance to make outcomes better than they would otherwise be. (I&DeA)



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Performance Measurement Principles

- Focused on the organisation's aims and objectives
- Appropriate to, and useful for, the stakeholders that are likely to use it
- Balanced, giving a picture of what the organisation is doing, covering all significant areas of work
- Robust in order to withstand organisational changes or individuals leaving
- Integrated into the organisation, being part of the business planning and management process
- Cost effective, balancing the benefits of the information against the costs



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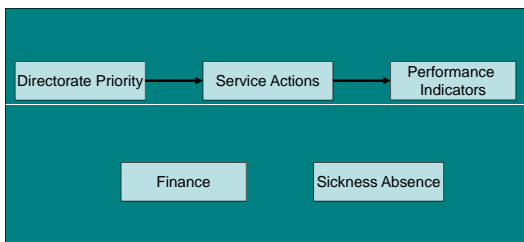
Performance Information

We need to ensure that performance information is:

- Relevant
- Well defined
- Timely
- Reliable
- Comparable
- Verifiable

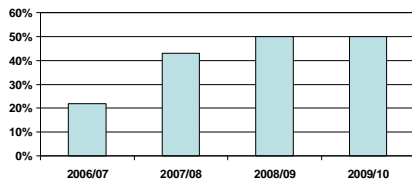


Quarterly Business Review



Performance Improvement in Bridgend

Performance Indicator Improvement



Based on a target of 20% improvement year on year we are currently achieving 50% improvement across all National Performance Measurement Framework Pls



Performance Management in Operation – Waste Management

- Monthly performance meetings
- A mixture of national and local PIs
- Integrated performance information to daily routine
- Regular feedback to operational staff
- Six monthly appraisals
- “no blame” culture
- **Better outcomes with less.....**

2006/2007	2009/2010
Ranked 16 th in Wales	Ranked 3 rd in Wales
LEAMS Score of 93.52%	LEAMS Score of 97.93%
Annual Budget £2,024,000	Annual Budget £1,841,930



Performance Management in Operation – Trading Standards

- Business and service delivery plans linked to corporate aims
- Staff engaged in service planning, delivery and performance monitoring
- Variety of information used to drive performance improvement
 - Regulatory Reports
 - Peer Review
 - Customer Feedback
 - Benchmarking data
 - Data related to high risks



Trading Standards continued...

- Consistent 100% achievement across statutory PPN PIs
- Positive inspection results from WAO and Food Standards Agency
- Annual spend decrease from £2,277,000 in 2007/08 to £1,576,000 in 2009/10



Achievements & Awards

Three Trading Standards Officers have accreditation from South Wales Police to issue Penalty Notices for Disorder as a quick and effective alternative to prosecution in cases where shop assistants or bar staff are caught selling alcohol to children



APSE Awards FINALIST: Most Improved Performer for Waste Collection



Achievements & Awards

Leading Wales Awards FINALIST: Business leadership in the community

3 Trading Standards Officers commended At National Trading Standards Conference



Launching "no cold calling" initiative



Lessons Learned and Development Opportunities

- Strong leadership
- Performance management culture
- Involve all staff in decision making and service development
- Ensure all measures focus outcomes
- Develop qualitative indicators to measure customer satisfaction
- Further peer review across the council to drive improvement



Discussion....

- Your examples of successfully using performance data to secure service improvement?
- What do you consider the three most important components needed for service improvement?
- Common barriers to service improvement and how you overcome them?