



The ability of Ten Performance Manager to co-ordinate and process information from a diverse range of service areas, internal departments, external organisations and agencies has been critical to managing the performance improvement. Building on the successes of the previous three years, Worcestershire now has all its corporate performance management data together in one place using Ten Performance Manager and takes a consistent and practical approach to defining and focusing on goals, strategies and milestones.

"The contribution that Ten Performance Manager has made in driving up service improvement by better monitoring and reporting of information cannot be underestimated," says Wendy James. "We are now able to disseminate information faster and more efficiently. Decisions and approvals on performance issues from the regular Chief Officers' meetings are reflected in the published model on the council's website that same afternoon so that actions can be worked upon right away. The whole process of service improvement is speeded up significantly."

The added flexibility of the latest version of Ten Performance Manager (Version 3.0.0) has enabled the council to respond quickly to the structural and organisational changes it has undertaken. The performance management team is working on its fourth BVPI model and constructing additional models to monitor the priorities of a new corporate plan and to embed risk management into the existing frameworks.

The council now has a model to support the Crime and Disorder Partnership and the performance management team is working with individual service directorates to develop customised models that reflect their individual performance plans and priorities.

One of these projects involves constructing a new model for monitoring performance of the Race Equality Scheme 2005-2008.

In the near future the council also plans to incorporate key benchmarking information into its corporate models to measure performance against its family group. There are also plans to develop templates, which can be adopted for specific projects and initiatives for use across the council and with partner organisations. This should simplify the deployment of performance monitoring and management to support new policies and services.

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"Awareness and use of the performance management software has been rolled out successfully to Members and officers," says Wendy James. "We are embarking on the IDeA Modern Member Programme, aiming to tailor member development training to the organisation's needs. A part of this project will introduce new Members to our performance model which will assist them in their role to challenge and drive service improvement."

Worcestershire County Council is well aware that the drive for performance improvement will never end. The Audit Commission continues to raise the bar for the achievement of Excellence. To maintain its current Excellent status the council will need to be nimble and responsive to changing needs and continue to accelerate the pace of

improvement. It is confident that with continued strong leadership and staff focus, supported by Ten Performance Manager, it is on course to meet the challenge.



Rob Sykes - Chief Executive

"We have achieved a lot in the past few years but we are also inspired by the challenges ahead and intend to increase the pace of improvement and raise our profile even higher," says Chief Executive, Rob Sykes. "Staying the same will not be enough. We always said that CPA was a tool for delivering better services to our residents and this remains our goal. It's satisfying for our efforts to be recognised by central Government but what really matters is what the people of Worcestershire think of us."

**For information
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