

Performance Management Action Plan December 2003 - March 2004

Indicator	Action	Who	Expected Outcomes	Progress	Link
Leadership	Improvement Plan -Design overview and review process	Head of P M and Performance Leads	Ensure that targets are corporately owned and delivered	<i>To 2004/5 action plan</i>	CPA
	Design performance framework for CXMT and Heads of Service	Head of P M and Performance Leads	Clarity of expectations of Senior Managers	<i>Complete</i>	PMF
	Communication of P M framework in Directorates/Departments	Head of P M Leads and Directors	Understanding of framework and confidence to implement	<i>Initial presentations to all Directorates/Departments Seminars for managers in place</i>	PMF
People	Devise system to monitor HR Strategy	Head of P M and Head of HR	Key HR processes are fully embedded	<i>To 2004/5 action plan</i>	CPA
Partnerships and Resources	Devise/coordinate performance monitoring re: partnerships	Head of P M and relevant managers	That services delivered by partners perform to required standard	<i>Partnership Performance Management meeting arranged</i>	New
Processes	Finalise Herefordshire Driver	Head of P M, Policy Team Performance Coordinators	Final framework for use to support service planning	<i>Complete</i>	PMF

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	Finalise and implement risk management strategy and devise training	Head of P M, Performance Leads and Treasurer	Understanding of strategy and confidence to implement	<i>Complete</i>	CPA
People Results	Framework for use of staff survey	Head of P M, Personnel Manager and Research Team	Consistent use of 2003 information in service plans	<i>Complete. Need to revise for 2004 survey</i>	CPA
Key Performance Results	Monitor/report progress on LPSA	Head of P M, Andrew Tanner, John Eades	Consistent and proactive approach to supporting progress to targets	<i>Ongoing</i>	LPSA
	Devise validation process for KPI's	Head of PM, Audit, Performance Coordinators	Reliable and accurate data	<i>Tony Ford leading internal audit of "high risk" indicators</i>	BVPP
	Ensure frequency of performance monitoring reports is on target	Head of P M and Performance Coordinators	Agreed framework is implemented	<i>Ongoing</i>	PMF
	Devise and monitor consistent performance reporting framework	Head of P M and Performance Coordinators	Consistent framework which meets information needs of all stakeholder users	<i>Draft approach completed To be in place for first 2004/5 reports</i>	PMF

Second draft

Indicator	Action	Who	Expected Outcomes	Progress	Link
Innovation and Learning	Membership of IDeA/Audit Commission Performance Management Group	Head of PM	Influence on and advance notice of CPA criteria/good practice	<i>Ongoing. Managers Forum in May to focus on Performance Management with speaker from this project</i>	New

Key: CPA - CPA Improvement Plan, PMF - PM Framework, LPSA - Public Service Agreement, BVPP - Best Value Performance Plan