



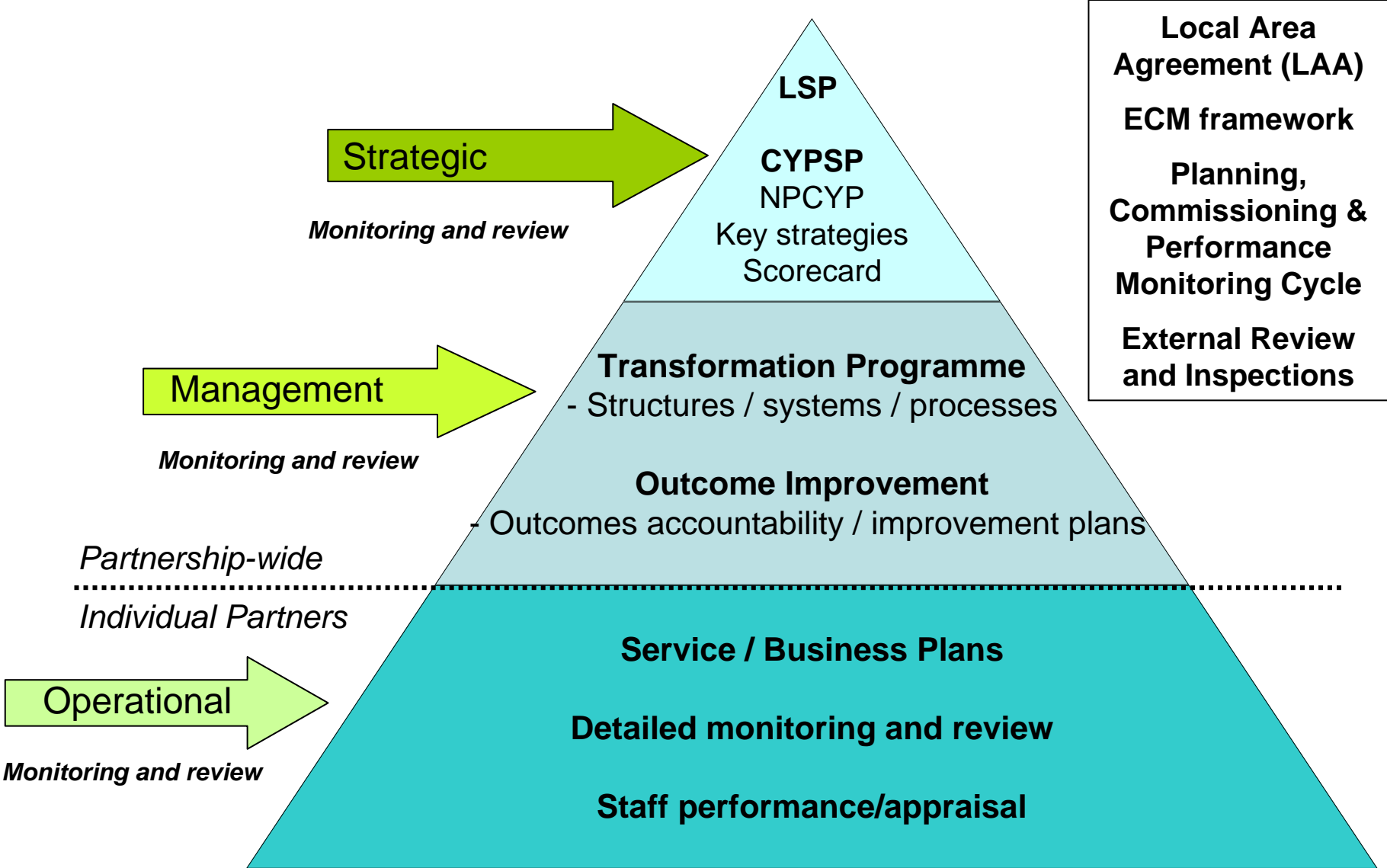
April 2006 – April 2009

The Newcastle Plan for Children and Young People

Planning and Performance
Management Framework –
Improving outcomes and
Improving Services

Deb Tyler & Lorraine
Griffin, February 2007

Children's Services – Performance Management context



Planning & PM Framework

- Newcastle Plan for Children and Young People, 2006-09
 - Plus links to other key strategies
 - Regeneration strategy
 - Strategies under NPCYP, e.g. Early Intervention, LAC, Safeguarding
 - Directorate plan (NCC requirements)
 - **Improving outcome plans** – partnership plans for priorities – outcome focus
 - **Service/team plans** – service plans - performance focus – links to above



NPCYP Monitoring and developments

- Strategic framework to simplify planning and reporting arrangements, as follows:
 - Be Healthy
 - Stay Safe
 - Enjoy and Achieve
 - Make a Positive Contribution
 - Achieve Economic Well Being
 - Strategic management and transformation
- Form basis of formal review of NPCYP/self-assessment and align with APA
 - Review progress to date
 - Review priorities, including incorporating outcomes of JAR/other inspections, priorities conversation, additional analyses of need



Improving Outcomes plans



- Plans to deliver priorities - partnership-owned and reported
- Indicators linked to outcomes
 - e.g. “children are physically healthy” - % children aged 11 who are obese
 - Indicators monitored through scorecard target setting and reporting
- Self assessment of current performance
- Focus on specific groups/localities, e.g. LAC, BME
- Engagement of CYP, parents and carers
- Activity plan – identifies priorities for key partners that will link to service/team action plans

Improving Services – key elements

- Self assessment of current performance
- Engagement of CYP, parents and carers
- Workforce planning/development
- Explicit commentary on equalities and diversity
- Action plan that relates to objectives in staff appraisals
- All key issues facing service in 2007/8
- **Explicit mapping to NPCYP outcomes, Transformation and corporate strategies**

Current Performance

- What are our current indicators/performance measures
 - how much are we doing?
 - how well are we doing it?
 - is anyone better off?
- What new performance measures do we need?
- How are we performing? What is the past trend and where is it headed?
- Are there different trends for different groups of CYP or localities?
- Consider all available internal/external data
- What is our overall assessment of performance?





Self Assessment

- What is the story behind our current performance? Causes/issues?
- What are we doing now that we know works? What **evidence** do we have?
- What are our ideas for improvement?
 - What works elsewhere?
 - What do we need to explore?
 - Any low cost/no cost ideas?
- Which key partners' help do we need?

Engagement of CYP, Parents and Carers



- How are CYP, parents/carers engaged in developing, prioritising and reviewing our strategies/services/action plans?
- What impact has their participation and engagement had? What have we done differently?
- How have we fed back to participants about the changes we've made?
- How have we taken account of different needs, e.g. LAC, CLDD, BME, gender?

Workforce planning/development

- Who are our workforce?
- What are our issues in terms of our workforce profile?
- Consider diversity, recruitment, retention, age profile, turnover, sickness levels
- What are our workforce development priorities in the next 12 months? E.g., in relation to CAF, Information sharing, Safeguarding?
- How are frontline services going to improve customer service?
- Summarise staff development by Job Family/role



Service Improvement Action Plan



- Include all relevant actions from NPCYP, Outcome plans, inspections, improvements identified through self assessment, etc
- Who is responsible; When will the action be completed?
- How will performance be measured? How much, How well, Is anyone better off?
- What are the risks (opportunities/threats) likely to affect successful completion of each action?
- How will the action be resourced?
- **Explicitly map each action back to NPCYP outcomes, Transformation and corporate strategies**
- Service plan actions should feed into staff appraisals.

Then What?

- Formal monitoring of progress during year
- Reports to Senior Management in Children's Services
- Actions that relate to inspections, strategies and outcomes extracted and reported
- Significant risks escalated to Directorate Risk Registers



Help?!



- Staff intranet “**Children’s Services**”
 - for service planning template, guidance notes and reference material
- Deb Tyler –
debbie.tyler@newcastle.gov.uk ext 25362
- Lorraine Griffin –
lorraine.griffin@newcastle.gov.uk ext 25307
- **Any questions?**