



Nottinghamshire  
County Council

# Performance Management Framework Summary

“...taking action in response to actual performance to make outcomes for users and the public better than they would otherwise be”.

A Manager's Guide to  
Performance Management  
2nd Ed. IDeA,  
Audit Commission, 2006.

This framework:

- Gives managers the tools to improve their service
- Explains the principles and practices we operate to manage performance
- Defines responsibilities and accountabilities
- Demonstrates how our policies and priorities can be turned into action and improvement
- Shows the links between strategic plans, business plans and service provision
- Helps managers and councillors to prepare for external assessment
- Promotes a culture of performance.

## What is Performance Management?

**Performance management is not just a set of procedures and practices; it is also part of the culture of an effective organisation.**

The framework is based on the **plan-do-review-revise** cycle that can take place at service, department, corporate and partnership level within different time periods (day, month, quarter and year). The framework details the specific impacts and processes for each phase of the cycle.



## Why is performance management important?

Performance management is essential to allow us to judge the impact of our actions on the services we deliver.

Through the availability of accurate performance information, guidance, developing skills and knowledge and making better use of resources we can deliver better outcomes for the people of Nottinghamshire.

### Performance Management in Partnership

Performance management is not only essential to the success of a well run organisation, it is now a key element in achieving effective partnership working. The focus of the Council's work has developed from just the effective delivery of its own services to a broader responsibility with partners for the well being of everyone in the County. Performance management is an important tool in turning this responsibility into effective action.

### External Assessment

While the primary purpose of performance management is to assist the Council to effectively meet local needs, it also helps the Council to respond to the demands of external assessment. The framework takes account of each of the new assessment arrangements under the umbrella of Comprehensive Area Assessment (CAA).

### What's new?

This new framework:

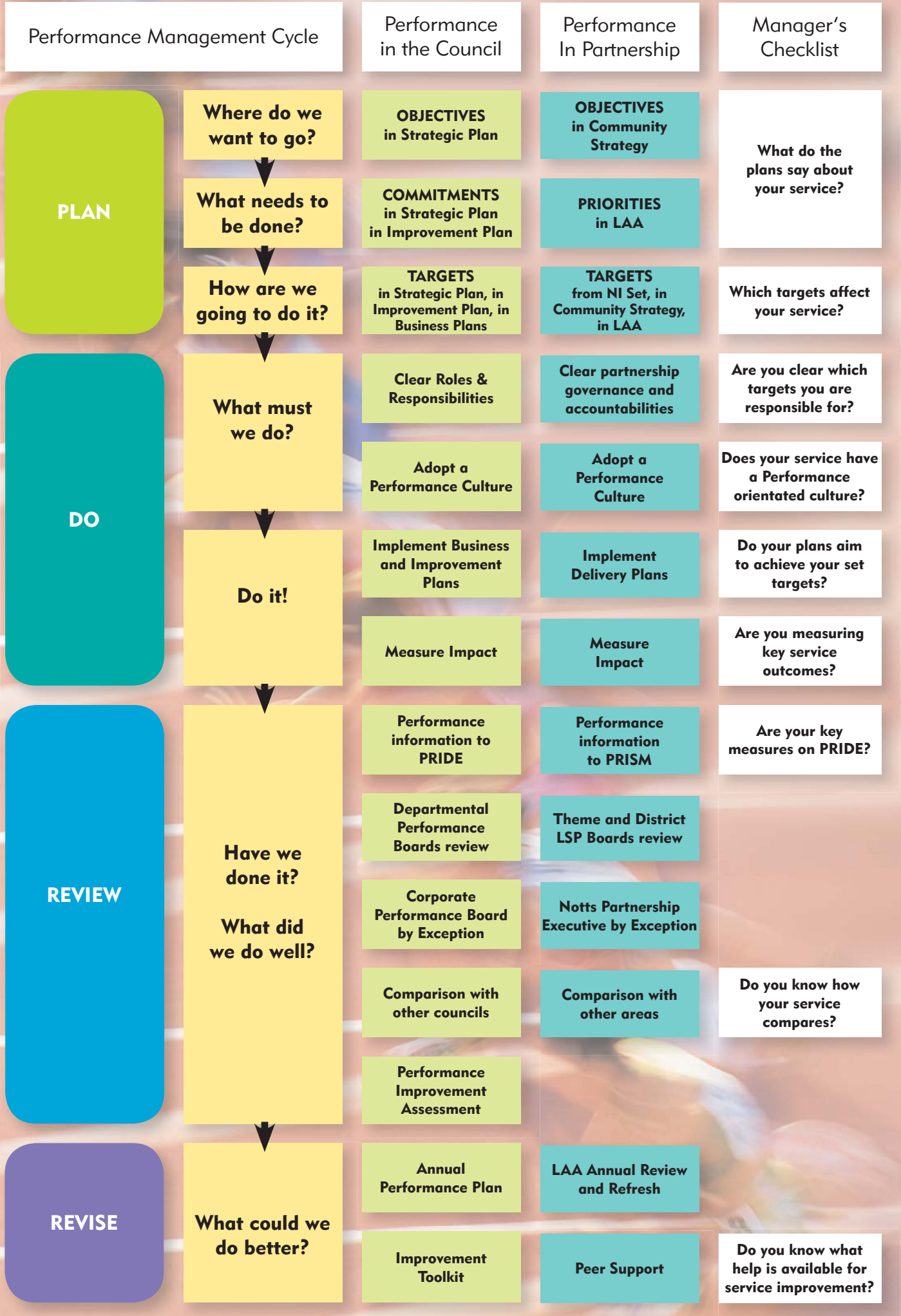
- Defines the role for the new Departmental Performance Boards
- Initiates the development of grouping performance measures into scorecards for priority areas
- Clearly states accountabilities and provides effective oversight of performance
- Takes account of partnership performance management
- Prepares the Council for Comprehensive Area Assessment.

#### Use the framework to:

- link your service priorities to council and partnership strategy
- check you have the right measures for your service
- make sure your targets are SMART
- make best use of PRIDE and PRISM
- prepare for external assessment
- promote service improvement.

**This framework will help further embed a culture of performance management, using information and communication technologies and improved arrangements for data quality, to make sure performance underpins everything that we do.**

**The full framework document is available to download from the intranet.**



## EXTERNAL ASSESSMENT



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