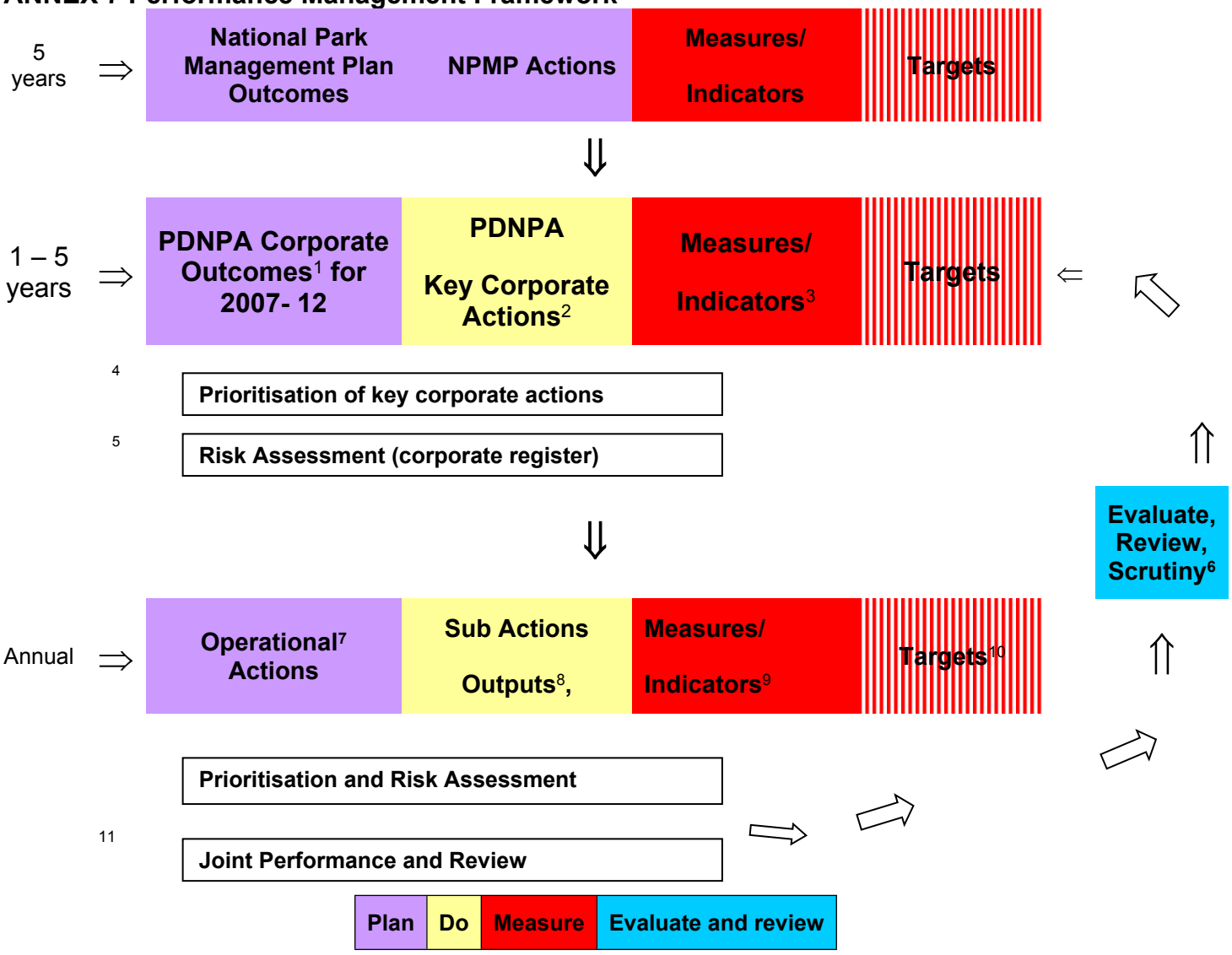
ANNEX 7 Performance Management Framework



An OUTCOME (also sometimes labelled as 'objective') is what you want to achieve, the result or impact of actions. Ask the question – 'What do we want to achieve?' Then keep asking 'Why?' and when you can't go any further you've reached the Outcome.

[2] KEY CORPORATE ACTIONS have been identified as the way the Authority will achieve the outcomes and provides a focus for activities at the service and project level

[3] CORPORATE MEASURES/INDICATORS measure how successfully we are achieving the key corporate actions.

[4] PRIORITISATION AND RESOURCE PLANNING – this is the Member and managers' steer and represents where the greatest drive, energy and attention needs to be directed to guide allocation of resources.

[5] RISK ASSESSMENT – identifying risks which may have an impact on the achievement of outcomes

[6] REVIEW and SCRUTINY process by managers and members

[7] OPERATIONAL ACTIONS can include service based and cross cutting actions forming the basis of SERVICE PLANS and PROJECT PLANS. Service Plans must include actions to achieve key corporate actions and outcomes. Actions need to be specific, achievable and time bound. Project managers need to include cross cutting projects under his/her area of responsibility.

[8] SUB ACTIONS and OUTPUTS – Sub Actions contribute to achieving Operational Actions. Actions to mitigate risks should also be included. Outputs are a product of activity.

[9] MEASURE/INDICATOR – How you determine success. Can be for management use only, or reporting through the BVPP, LDF or State of the Park Report as a Performance Indicator. Measures need to relate to operational actions.

[0] TARGET – What level of performance do you want to achieve? Consider baseline performance, best practice and national standards in setting a realistic, stretching and time bound target.

[1] JOINT PERFORMANCE AND REVIEW- these also contain actions, targets and measures at an individual level, contributing to the delivery of both service and project plans in addition to Personal Development Plans to develop individual capability