

Case study: “Support in bridging the gap”

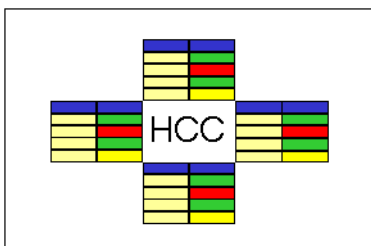


europartnership
working alongside
Hertfordshire County
Council with their
balanced scorecard
implementation

Hertfordshire County Council (HCC) provide an ‘excellent’ service to all of its customers. As part of their aim to continuously improve service delivery, they began to consider using the balanced scorecard as a vehicle to assist their monitoring and management of performance.

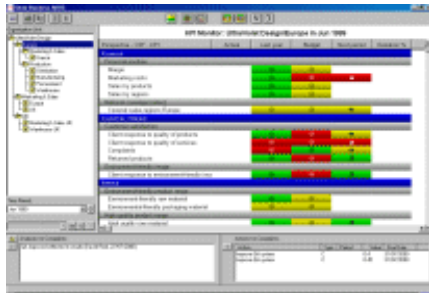
HCC had an understanding behind the concept of the balanced scorecard, although practical implementation experience was limited to the Fire & Rescue Service.

The HCC Strategy & Consultancy Unit, had been working with europartnership since 2002. Together, HCC and europartnership have worked on implementation plans, organisational “buy-in”, staff development, IT infrastructure requirements and deployment approaches to support scorecarding within the organisation.



At present, HCC are looking to establish a Strategic Management Board Balanced Scorecard and are developing scorecards at service level. This balanced scorecard will ensure that HCC's strategic and corporate planning is clear and transparent to all of its staff..

In the longer term, the balanced scorecard will be automated to provide a clear picture to senior management.



europartnership have supported HCC with high level consultancy, development and experience in performance management and the balanced scorecard. We have played the role of an external 'critical friend'. All work that has been undertaken has been viewed as a good investment for the authority.

Geoff Brown, HCC's Head of Performance: "Working with europartnership and its consultants has shown how challenging, professional and experienced they are."

He also said, "europartnership have been highly valuable to our balanced scorecard thinking and project. They have worked with us as a critical friend, gaining an understanding of our challenges and facilitating successful solutions. They share our values in ensuring clients are supported throughout the life of a project. "

HCC have been able to benefit from europartnership's Worldwide experience to reduce the risks and costs of trial and error when selecting an approach to this increasingly important underpinning aspect of Corporate Governance.

To find out how you can apply europartnership's methodologies and experience to your authority, contact:

For more information contact Neil Shuttleworth at Europartnership on 01323 479 588 or visit our website at: <http://www.europartnership.com>