

## Case study: “A clear view of achievement”



### europartnership working alongside Lancashire County Council with two of their Public Service Agreements

Lancashire County Council and the Government have agreed a Local Public Service Agreement (LPSA) with the intention of further improving a number of outcomes for the public of Lancashire. The Agreement covers the period April 2003 to March 2006.

The PSA Agreement comprises some 12 targets, a summary of which is attached at Appendix One. The focus of this particular piece of work is the achievement of PSA targets 4 and 8 which relate to the reduction of youth re-offending and prevention of youth offending.

These two PSA targets were chosen as the pilot to explore and to use the Performance Driven Management (PDM) programme within the authority. One key reason for using PDM was because it is a facilitated process where the 'team' provide the in-depth knowledge into their specialised areas and europartnership provide the framework, skills transfer and methodology to ensure the project is planned and mapped out successfully.

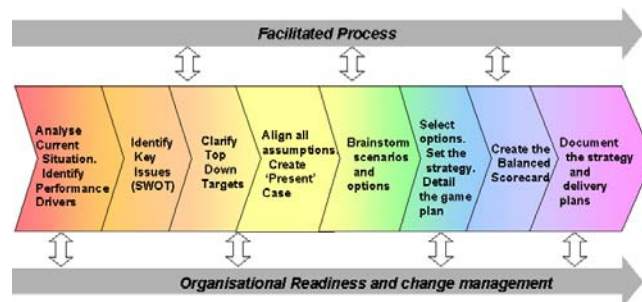
There was a large number of organisations and partners involved with the success of the PSA. Due to the size, the group was split into two. There was a core team individuals who worked on the strategic objectives. Then the remaining group participated in the PDM programme working how the strategic objectives could, should and would be met.

The PDM programme was scheduled over the typical timetable period of three months. Within the PDM timetable there was three two-day workshops at six week intervals.

The first day of workshops allowed the core group to meet, discuss and plan the initial stages of the PSA target objectives. Following this day two allowed the main group to meet, and begin to plan how PDM would roadmap their strategy to achieving these stretching targets.

Once the concept of PDM and the current situation regarding the PSA targets had been introduced, the teams followed the eight steps within PDM to visualise how they would reach their goals.

These eight steps are based on the continuous improvements techniques and the plan-do-check-act cycle, and are linked to form the PDM approach:



Judith Moore, Corporate Best Value Manager, told the Policy Network: “By the end of the PDM programme the teams had reached clear vision as to what and more importantly, how, the PSA targets were to be achieved.” All of the work throughout the PDM programme was documented by the team, and then communicated to other relevant partners and organisations.

europartnership have provided LCC with high level training, development and experience in a number of areas of performance management. All the participants were certified through the process and will be able to apply the skills and techniques with PDM to their day to day planning.

europartnership and LCC will continue to work together into the future with the continual improvement to services to Lancashire’s population and partners.

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

