



Case study: “Support in bridging the gap”

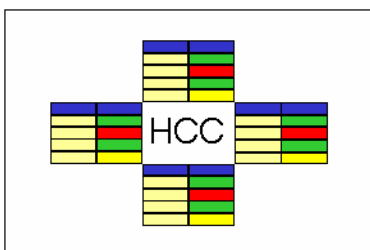


europartnership working alongside Hertfordshire County Council with continuous improvement and the balanced scorecard implementation

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

In HCC, there was a good understanding behind the concept of the balanced scorecard, although, practical implementation experience was limited to the Fire & Rescue Service.

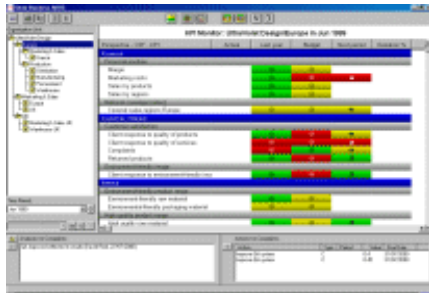
Since February 2003, the HCC Strategy & Consultancy Unit, have had the support of europartnership. Between them, europartnership and HCC have worked on implementation plans, cultural “buy-in”, staff development and training, IT infrastructures and deployment to support the balanced scorecard within the organisation.



HCC have established a Strategic Management Board who are developing scorecards at service level. The balanced scorecard will ensure that HCC's strategic and corporate planning is illustrated and clear to all of its staff.



In the coming months, the balanced scorecard will be automated by an IT platform. This will provide HCC with a more robust system of reporting and give a clear picture to senior management.



europartnership have provided HCC with high level consultancy, transfer of skills, training and development, and experience in performance management and the balanced scorecard as an external partner and critical friend. All work that has been undertaken has been viewed as a good investment for the authority.

Geoff Brown, Head of Performance Improvement has said, "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. "

europartnership and HCC are continuing to work together on continuous improvement, and intend to do so well into the future...

To find out how you can apply europartnership's methodologies and experience to your authority, then do not hesitate to contact us:

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