

# **MANAGEMENT SCRUTINY COMMITTEE**

## **PERFORMANCE MANAGEMENT FOR MEMBERS SEMINAR FEEDBACK – 19 NOVEMBER 2009**

**REPORT OF THE CHIEF EXECUTIVE**

**20 NOVEMBER 2009**

### **1. Purpose of Report**

- 1.1 To provide the Committee with verbal feedback from the North East Regional Employers Organisation's Performance Management Seminar held on 19 November 2009 attended by the Chair and Vice Chair of this Committee.

### **2. Background**

- 2.1 The Council's Overview and Scrutiny Handbook contains a protocol for use of the Scrutiny Committees budget by Members to attend training and conferences (Protocol 5 refers). This allows Members to gain specialist knowledge and expertise within a particular area of scrutiny and is in addition to the list of standing conferences and corporate development programme.
- 2.2 The delegation to NEREO's Performance Management for Members Seminar held on Thursday 19 November 2009 at Durham County Cricket Club, Chester-le-Street included the Chair and Vice-Chair of the Management Scrutiny Committee who will provide verbal feedback at this meeting.

### **3. Seminar Programme and Facilitator**

- 3.1 The programme for the one day seminar included:
- (a) Key principles of performance management;
  - (b) Links between performance management, business planning, LAAs and CAA;
  - (c) Defining goals using data –identifying a balanced set of performance indicators;
  - (d) Using performance management to deliver Members' goals;
  - (e) Principles of benchmarking and target setting;
  - (f) Details on the performance management framework;
  - (g) Dealing with barriers and developing a performance focused culture;
  - (h) Using performance information to improve services and quality; and

(i) The role of exception reporting as a performance management tool.

3.2 At the end of the workshop, it was envisaged that delegates would:-

- (a) Understand the essential principles of effective Performance Management;
- (b) Understand the links between performance management, planning, LAAs and CAA;
- (c) Be able to identify an appropriate and balanced set of performance indicators and set stretching but achievable targets;
- (d) Be better placed to assess the robustness of their Council's performance systems; and
- (e) Know how to use performance.

3.3 The seminar was facilitated by Chris Geyton from Excellence in Business – a provider of high quality management consultancy and training services. A specialist in procurement and supplier and contract management, as well as developing partnership arrangements.

#### **4. Recommendation**

4.1 The Committee is asked to receive verbal feedback from the conference delegates.

#### **5. Background Papers**

Seminar Programme

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