

CAPSULE CASE STUDY: Ceredigion County Council



Cyngor Sir CEREDIGION

CEREDIGION County Council

Driving service delivery

The Challenge

- ⇒ Moving from monitoring past performance to managing future performance
- ⇒ Improving the quality of performance reporting at every level
- ⇒ Linking performance indicators to organisational objectives and risks
- ⇒ out-dated and costly method of managing performance data in spreadsheets and integrate the reporting of corporate objectives

The Solution

- ⇒ With support from the Welsh Local Government Association Performance Accelerator was selected
- ⇒ Dynamic Change ensured that all existing data was uploaded into Performance Accelerator; which made it not only a low risk decision but one that would start delivering benefits almost straight away, without a distracting lengthy implementation process and having to rely on internal technological support
- ⇒ Placed the Corporate Strategy and Business Plans at the heart of Performance Accelerator
- ⇒ The business plans, performance indicators, and ad hoc action plans were all captured and owned by accountable officers on the system
- ⇒ Over 40 people trained and able to contribute to updating the system; including identifying risks to achievement, providing status and key messages on progress

“ Performance Accelerator
Has streamlined our
quarterly review process from two
full days to
just 2.5 hours ”

**R Owen Watkin OBE, Chief Executive,
Ceredigion County Council**

“ Cabinet Members are very pleased
with the way Performance
Accelerator is providing clear up-to-
date reporting, highlighting issues
and problem areas to address, yet
at the same time allowing Officers
to show the high quality services
and good work they are achieving ”

**Councillor Keith Evans, Leader,
Ceredigion County Council**

The Results

- ⇒ Exception reporting with confidence
- ⇒ Improved ownership and accountability
- ⇒ Better clarity & transparency across the organisation
- ⇒ Early warning of issues and the ability to highlight successes
- ⇒ Improvement in the quality of information and reports
- ⇒ More effective meetings; quality information means everyone's better informed
- ⇒ Cabinet & Corporate Management Team positive about reports
- ⇒ Saves over two days of administration each month
- ⇒ Aligning what people do day-to-day with the Corporate objectives of the Council
- ⇒ Broke down the functional and departmental barriers that prohibit high quality service delivery
- ⇒ Easily linking performance and risk to the business objectives of the council
- ⇒ Performance Accelerator provides the basis as a collaborative tool to work with our partners across boundaries on shared outcomes
- ⇒ Project recognised as 'best practice' by The Welsh Audit Office



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