

Derby City Council is a unitary authority, providing a full range of council services to a population of some 233,000 citizens. The Council is also one of the leading players in the Derby City Partnership (DCP), an alliance of more than 150 public, private, voluntary and community based organizations and individuals, working together to deliver Derby's 2020 Vision.

Derby City Council utilizes QPR ScoreCard to Help Improve Community Services

The 2020 Vision is a Community Strategy that defines the priorities for partners in Derby and sets the context for Derby's Local Area Agreement (LAA).

Both the Community Strategy and Local Area Agreement aim to deliver improved outcomes for local people in Derby. Managing performance and exploiting information technology is the primary way of managing this delivery.



CUSTOMER CASE:



The web based performance management system was procured in 2003 from QPR's local Partner CACI and utilizes technology from QPR Software. Known in Derby as Performance Eye™, the system was first piloted in the Council's Social Services Department after which it was implemented at a corporate level to collect, analyze report and publish a range of performance information. The system went live in July 2004.

Effective performance measurement enabled with QPR ScoreCard

Since 2003 Derby City Council has worked with QPR's UK partner CACI on the development of a strategic performance management framework. This framework is underpinned by a web-based performance management system (utilizing the QPR ScoreCard technology) that was designed to help improve community services through more effective performance measurement.

Accessed by staff and departmental managers, Chief Officers, Council Cabinet and the Overview and Scrutiny Committees, this system has enabled Derby City Council to not only progress from a Good to an Excellent CPA rated authority but it has also resulted in

recognition from PriceWaterhouseCoopers for the contribution it has made towards the Council's performance management strategy.

Well on track to achieving its long-term vision, the next step was to exploit this technology as a means of supporting multi-agency working and collaboration across the DCP. This would need to be delivered through a new LAA performance framework to help deliver evidenced improvement of services to the citizens of Derby.

More than 150 organizations monitoring shared priorities

Derby City Council's LAA performance framework, operating at a multi-agency level, is accessible, transparent, robust, flexible and tailored to the needs of all partners within the Derby City Partnership.

Underpinning this framework is Performance Eye, the web based performance management system from CACI and QPR Software, now accessed by more than 150 organizations and 3,000 users across Derby. Users can easily collate, analyze and report on a wide range of LAA measures and targets, which underpin the agreed shared services.

"The system is a critical component in helping us to respond to the challenges presented by partnership working in the delivery of shared national and local priorities. Partners will be able to go beyond existing working arrangements and develop truly integrated plans on shared priorities."

John Cornall, Assistant Director of Performance and Planning, Derby City Council

The benefits delivered...

Improved services to local people, more effective partnership working, greater transparency and empowerment at all levels, reduced bureaucracy and significant procurement savings are just some of the benefits.

Improving local services has been particularly important and the contribution Performance Eye has made to the LAA has been significant. Simply by making improvements to the quality and timeliness of data, and the flexibility in reporting, the Derby City Partnership can now focus on delivering and measuring community outcomes more effectively.

This has directly led to improvements in core areas such as crime, education and economic development.

"The solution has been essential to creating an LAA performance framework, which is accessible, transparent, robust, flexible and tailored to the wide-ranging needs of partners.

This has meant that partners have been able to build upon existing working arrangements, focus on shared priorities and make the LAA more than simply a paper agreement."
Ray Cowlshaw, Chief Executive, Derby City Council

Next steps...

The LAA performance framework is part of a wider initiative intended to drive continual performance improvement at a multi-agency level.

The ambitious Performance Eye roadmap sets out clear and measurable milestones to embed performance management at partnership level, going beyond the achievements made to date with the Derby City Partnership.

"Performance Eye has been instrumental in raising the profile of performance management within the Council and wider Partnership. Going forward, Performance Eye will play a key role in supporting our work at neighborhood level, demonstrating the improved outcomes delivered for local people." Counselor Dave Roberts, Deputy Leader of Derby City Council.

Commenting on the relationship with CACI and the overall project's continued development, John Cornall said,

"The open and supportive relationship in place between Derby City Partnership, CACI and QPR Software has provided the basis for the innovation and creativity required to support the development of a tailored system."

Within the UK Local Authority sector QPR solutions have been successfully utilized to deliver Performance Management and have been used in the improvement of public sector efficiency.

The QPR solution links seamlessly performance measurement and process mapping, giving the UK local authorities a one stop shop to deliver BVPIs and Gershon to their communities.

