Strategic Partnership Board

Quarterly

Partnership Summary Scorecard (A4)
Overall Partnership Score & Monthly Summary Score for each Performance Pack

Partnership Summary Report

- Overview of overall partnership performance
- Summary of performance in each area (one paragraph each by performance pack)
- Summary to highlight good performance, areas for improvement where action already taken and, areas for improvement requiring decision by SPB

Appendices

- Service Summary Scorecard
- Performance Packs

Operational Commissioning Board

Monthly

Service (or Outcome) Performance Pack Scorecard
Service (or Outcome) Performance Pack Scorecard for all activities/groups

DPT Summary Report

- Overview of each service area performance Service (or Outcome) Performance Pack Scorecard
- Summary of performance by Service (or Outcome) scorecard
- Summary to highlight good performance, areas for improvement where action already taken and, areas for improvement requiring decision by OCB

Appendices

- Performance Packs

Delivery Project Teams

Monthly

Activity Scorecard
Service Performance Pack Scorecards and Activity Scorecards for areas of activity covered by DPT

Outcome Groups

Varying

Outcome Scorecard
Outcome Performance Pack Scorecards and Outcome Scorecards for areas of activity covered by Outcome Group

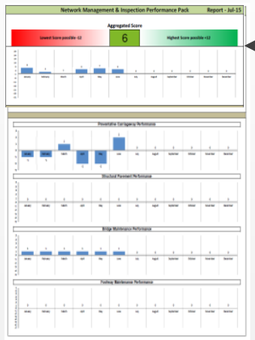
Performance Pack

A Performance Pack consists of a number of service activities grouped together covering a particular service activity or, group of service activities

Performance Packs developed include
Asset Management
Network Management and Inspections
Reactive Maintenance
Staffing – Government
Staffing – Consulting
Health and Safety

Other packs under development/to be developed
Quality
Environment
Social Value
Customer
Financial
Winter Service

Service (or Outcome) Performance Pack Scorecard



Service (or Outcome) Balanced Scorecard Score

Activity Score

Activity (or Outcome) Scorecard

Each Performance Pack contains a number of Activity Scorecards containing varying numbers of Operational Performance Indicators (OPI)

These OPI's are combined to create an Activity Score

Activity Scores are combined to create a Service (or Outcome) Performance Pack and Score. Performance Packs are generally aligned to a Delivery Project Team or Outcome Group