



**The Greater Peterborough Partnership (GPP) is committed to delivering customer focused services, driven by customer and not organisational needs. They are using the new local performance framework and particularly the new Local Area Agreement to transform the way public services are delivered in Peterborough. The City Council is investing considerable resource in developing its LSP, building on a successful model established within the council. The Police, NHS Peterborough and other delivery partners who have each taken lead roles within the framework also support this initiative.**

#### **The Ambition**

GPP's ambition is that in 2011 they will:

- Be seen as a best in class Local Strategic Partnership
  - Be coordinating a range of high quality, value for money services to local residents
  - Have secured efficiencies across partner organisations through implementation of its enhanced performance framework
  - Have met or exceeded its LAA targets
  - Have improved 'Pride in Peterborough'
- Provide clear accountability for priorities, outcomes and targets
  - Develop integrated performance management through a co-located GPP Performance Hub
  - Implement robust risk analysis and challenge
  - Deliver applied business intelligence to drive decision making including customer segmentation and demand management
  - Develop a new Solution Centre for partnership delivery/cross cutting outcomes

#### **Role of Improvement East**

Improvement East is supporting a programme of work which is being taken forward to deliver the Ambition and build an enhanced performance framework. Key objectives of the programme are:

- Provide clarity of roles for GPP Boards (including thematic partnerships)

#### **The Method**

##### **Performance Management framework**

An enhanced performance framework will ensure that the GPP, its Executive and all partners are able to direct, monitor and manage performance to ensure that they can meet the targets agreed in the LAA and take action to re-prioritise as necessary.

Good progress is being made with implementation and emerging learning, models and tools will continue to be shared across the region and nationally

### LAA delivery planning and contracting

Using locally developed methodology Peterborough have challenged partners to develop a suite of delivery plans, including nearly two hundred "deliverables" for the period of the LAA which are supported by over a thousand individual activities.

Through support and challenge the Partnership have tested the deliverability of emerging plans – will they close the performance gap?

They are now finalising this work and will develop a suite of delivery contracts, signed by senior partners, providing assurance about deliverability.

### GPP Performance Hub

This brings together performance specialists and analytical capacity across partners to provide collective analysis of performance data and wider delivery intelligence provided by delivery partners.

The Hub is providing the LSP with a robust picture of performance using a tiered reporting framework and risk dashboard. More recently the Hub has established a series of challenge sessions and will look at each priority area, testing progress on delivery.

### GPP Solution Centre

An innovative partnership resource, dedicated to undertaking detailed cause and effect analysis of challenging and at risk areas of delivery in order to develop solutions. The Centre is a staffed physical place where partners come together and follow a 12-week intensive programme.

Initial trialing on teenage conceptions has proved successful and identified solutions are about to be piloted in at risk areas across the city. A programme looking at car crime is now underway and future programmes are being agreed, linked to at risk delivery areas. The Solutions Centre is about developing bold and innovative solutions for customer focused services.

### GPP Development

Following a review of governance last year GPP partnership structures have

been revised to provide a stronger delivery focus, clarifying the roles of the GPP Board and the Executive and aligning GPP strategic partnerships to Peterborough's overarching priority areas.

As a further stage the GPP is looking to develop the capacity and skills of its partners to deliver effective cross cutting solutions and work in partnership.

They are also planning some specific development work to support partnership boards, lead directors and lead officers and ensure the Local Area Agreement is mainstreamed within partner organisations.

This will promote a learning culture amongst the organisations with the City to ensure that good practice is identified and shared.

### Benefits

The key end benefits to be delivered by the enhanced performance management framework can be broken into four main areas:

#### Improved Outcomes

- High quality services delivered in new ways across the City
- Improved access to information and more informed decision making
- Greater awareness and better management of risk

#### A New Culture

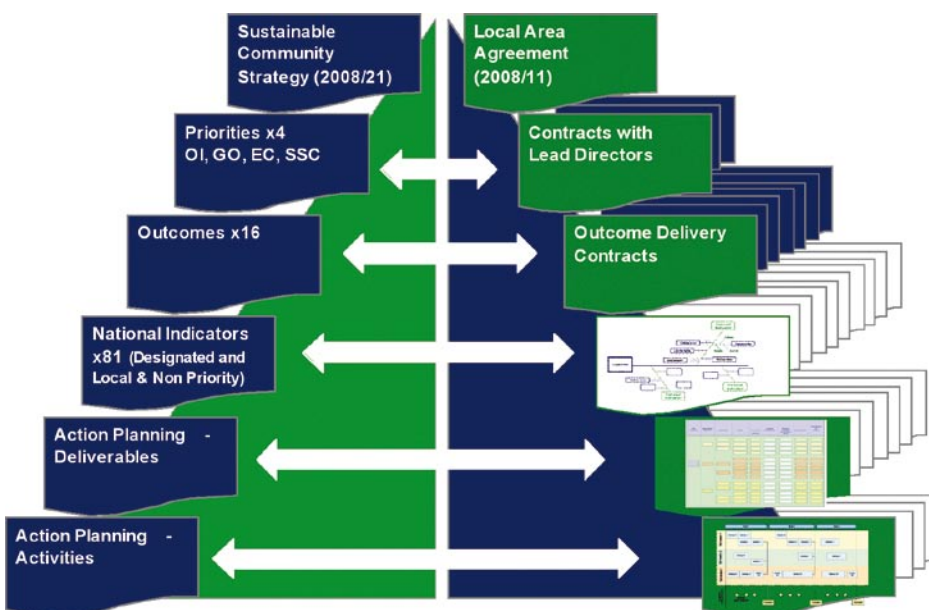
- Breaking down of traditional organisational silos
- A focus on innovation
- Improved Pride in Peterborough

#### Capacity to deliver

- Improved workforce skills
- Replicable tools
- Shared learning across partners, the region and nationally

#### Value for Money

- Greater pooling of resources
- More effective targeting of resources
- Lower cost solutions



### Contact

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