

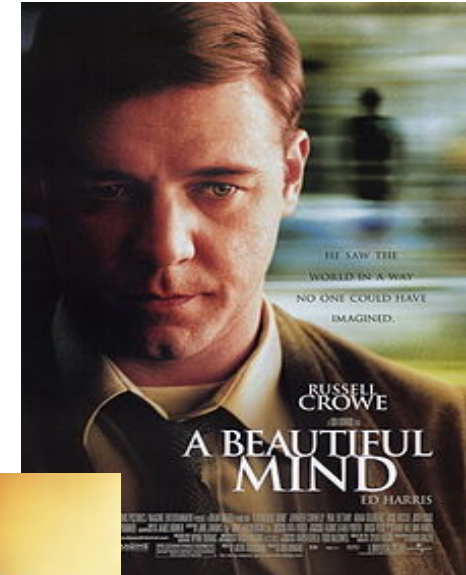
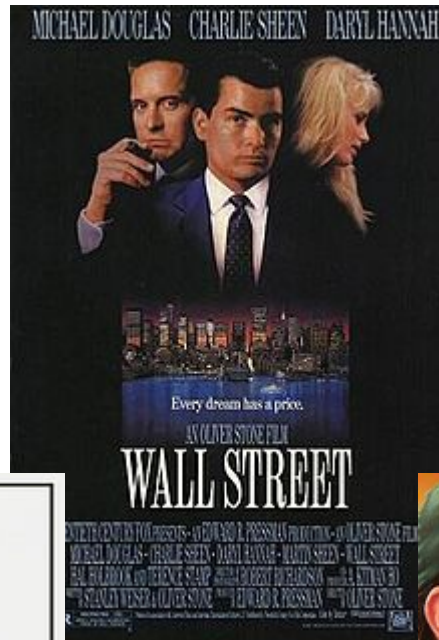


Performance Management: Art or Science?

Colin Everett
Chief Executive
Flintshire County Council



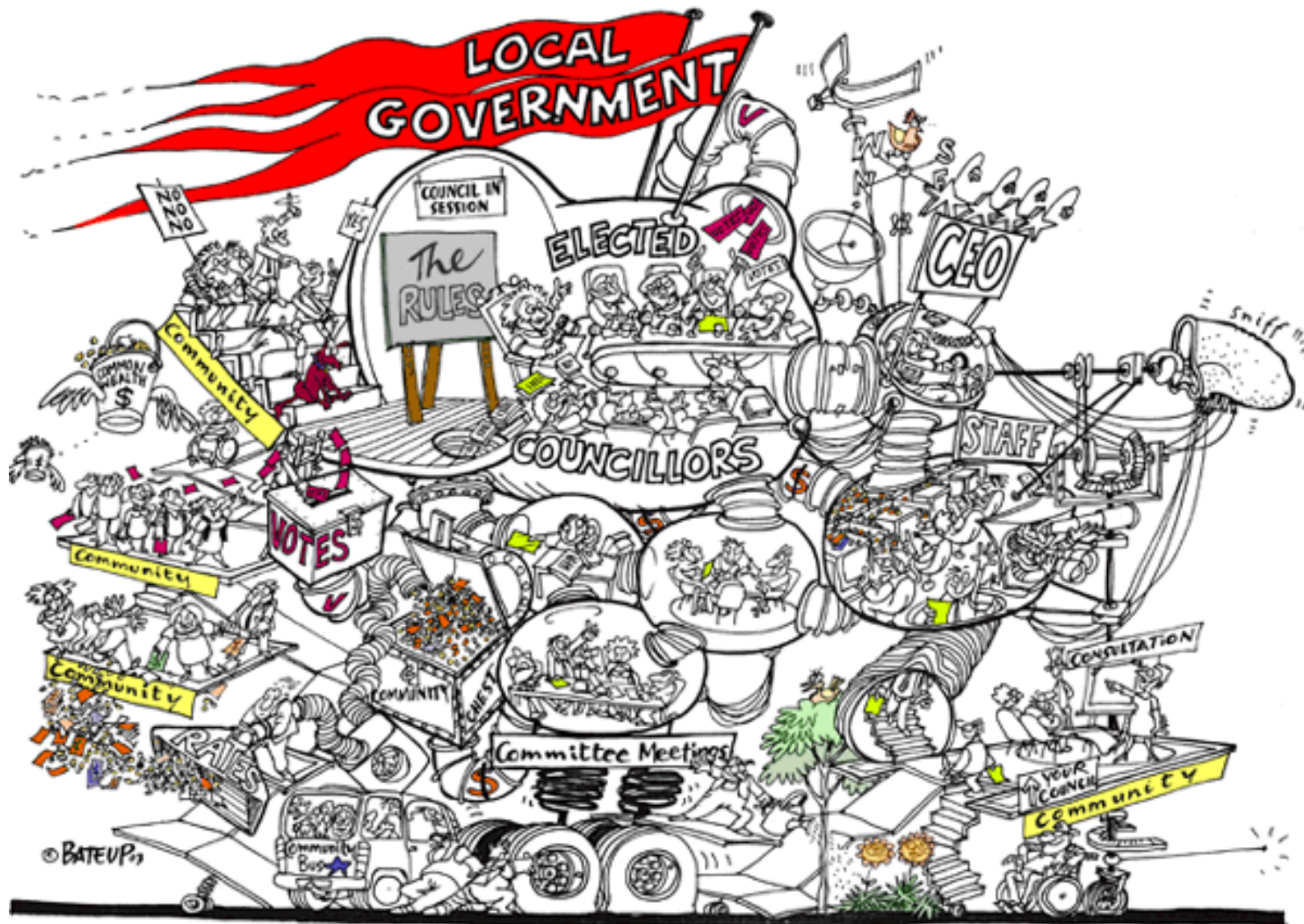
What drives performance?



Flintshire: Our Profile

- » **Welsh Unitary Authority**
- » **Large in Wales; modest in UK**
- » **Well governed, stable, performing**
- » **An economic hub**
- » **A dispersed county**
- » **Personality: traditionalist**
- » **Heart: socialist and unionist**
- » **Head: realist and pragmatic**
- » **Label: unlabelled**







Leadership of Change

- » **Combined professional and political confidence in a new operating model**
- » **Staying true to who you are to navigate through; making evidenced and values based decisions**
- » **Opening up to a public ‘Big Conversation’**
- » **Managing qualitative public opinion in response**
- » **Using comparative data to illustrate choices**
- » **Using comparative innovation for ‘proof of concept’ for new models**
- » **Having real time whole cost data on services**
- » **Critical role of accurate forecasting of demand**



People

- » **A renewed operating model around people**
- » **Collective leadership**
- » **Flatter structures**
- » **Collegiate team working**
- » **Experiential development**



Performance

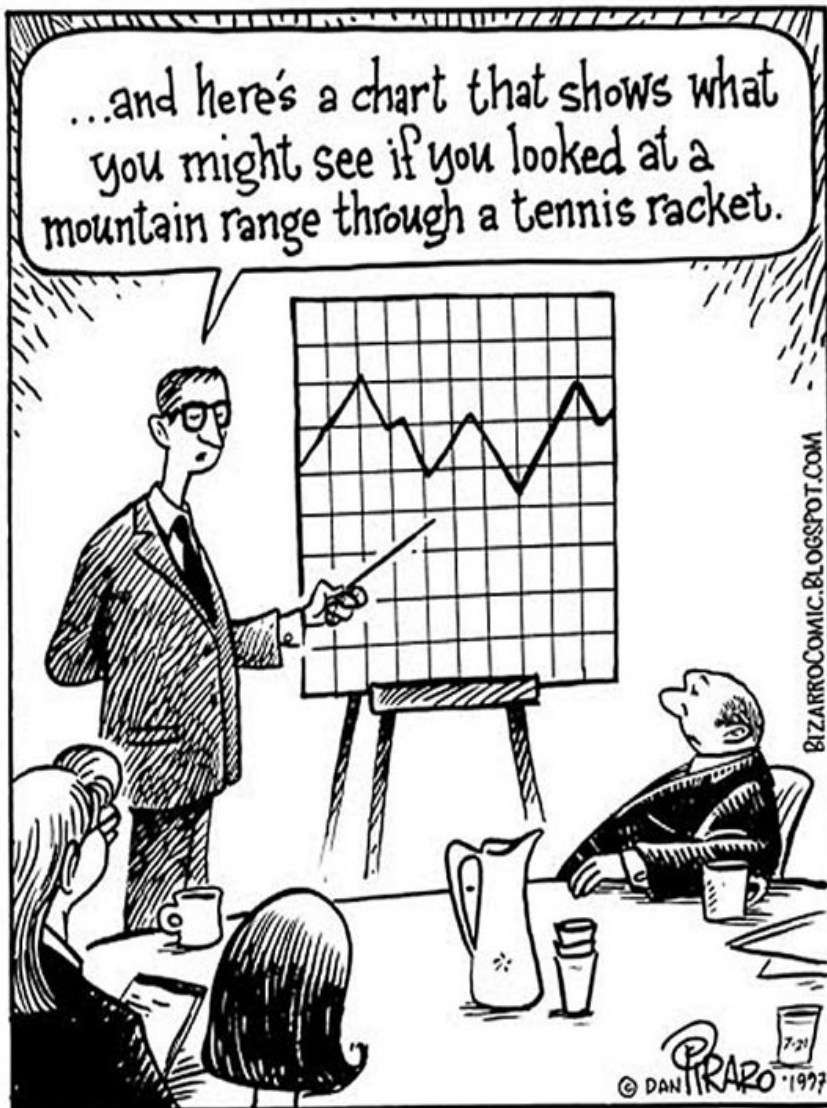
- » **Prioritisation of ambition**
- » **Concentrating energy and effort**
- » **Separating the ‘wheat from the chaff’**
- » **Comparison; inspiration and intrigue**
- » **People led; systems enabled**

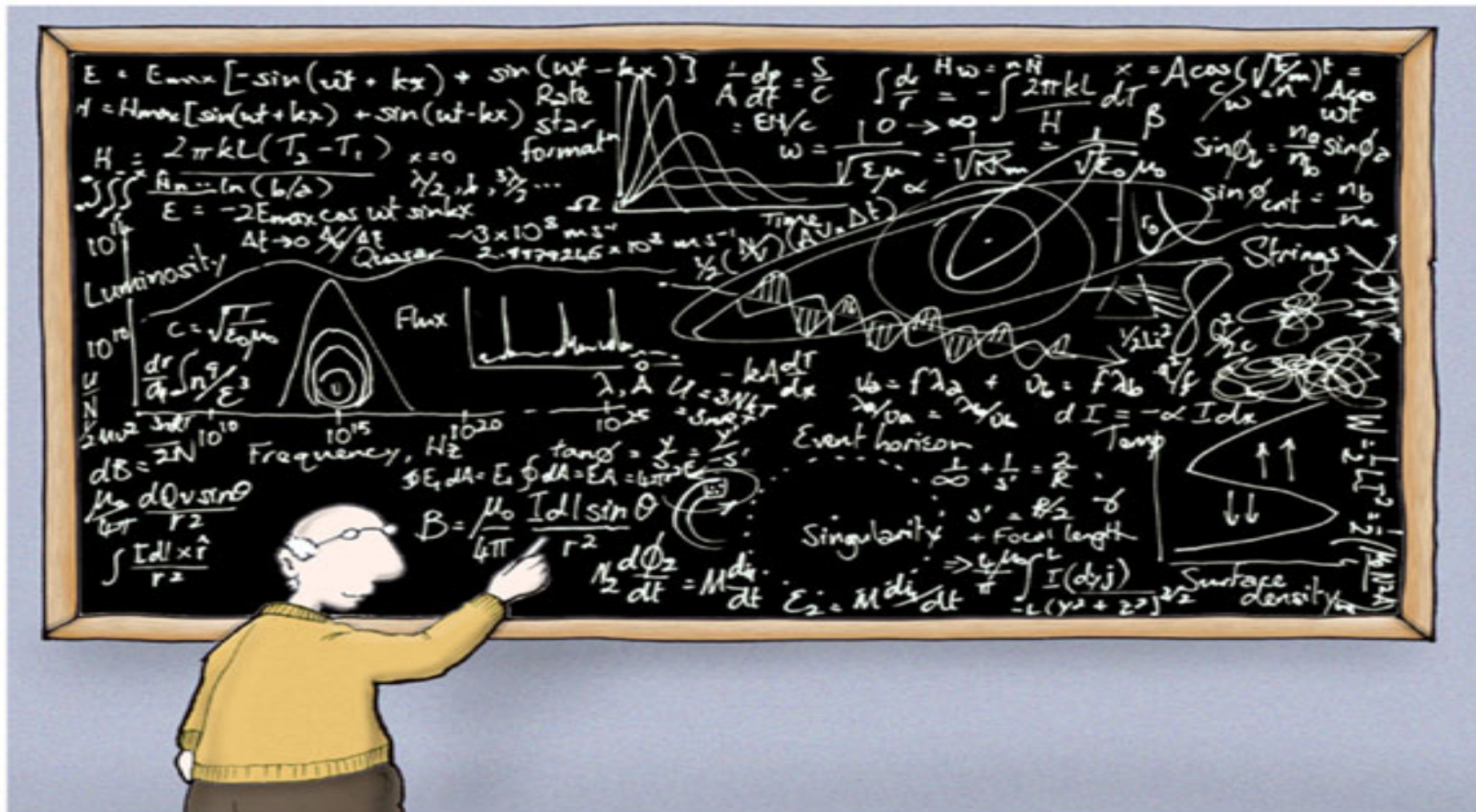


Innovation

- » **Operating model permeating the organisation**
- » **Fundamental 'owned' business plans**
- » **Alternative service delivery models**
- » **Inspiration from proven change**
- » **Community action**







Astrophysics made simple



Thank you for listening

Colin Everett, Chief Executive