



The service

Managed by Sue John, the team:

- Co-ordinates business planning and wider performance management, including performance indicators and our contribution to the Council's Improvement Plan
- Supports key Departmental improvement initiatives, including service improvement and review
- Supports key change initiatives, including service integration

What we aim to do

- Implement successful partnership arrangements & deliver outcomes for children & young people

- Improve management of information, through effective planning, monitoring & evaluation systems
- Support change & improvement across the Department

How we did in 2008/09

- Supported the Departmental Improvement Team, and led a review of Data & Information
- Co-ordinated the Excellence Wales National Open Day for Our Children & Young People
- Guided and supported senior managers in the production of the Improvement Plan & Business Plans
- Commenced a roll out of the Performance & Improvement Monitoring System (PIMS)
- Commissioned a Leadership & Change Management programme for key managers in integrated services

Priorities for 2009/10

- Identify and implement further improvements to data and information management
- Guide & support senior managers in the production of the Improvement Plan & Business Plans
- Manage the Audit Commission School Survey
- Develop the X Factor performance management framework and communicate to staff
- Undertake a survey of front line staff on leadership and management