

“Making it Real”

A Toolkit to assist Public Sector Organisations deliver continuous service improvement

SSSRG 2005

How is it used?

Via a structured workshop that can be delivered in two ways:

- Awareness-raising
- focus on specific aspects of a services' performance.

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Background & Origins

ADSS performance Networks

- Enable Social Services to understand & improve performance management and measurement
- “Learn by Looking” (benchmarking)
- Started 1998
- 4 regional groups (WM, GLADSS, SE, East)
- Project-based work programmes
- MIR developed in W. Mids.

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What does it consist of?

A series of group-work activities comprising:-

- Warm-up exercise.
- Identification performance requiring improvement.
- Exploration of issues
- Identification of areas for improvement.
- Action planning.
- Evaluation.

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What is “Making it Real”??

- A structured framework for involving operational staff in the service improvement process;
- A vehicle for integrating top-down and bottom-up approaches to performance management and measurement in an organisation.
- A staff development tool that enables front line managers and their staff to make the links between their day-to-day practice and performance indicators.

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What are the benefits?

- To Service Users
- To Staff
- To the Organisation

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Chapters 1-3

- **Ch. 1 - Overview**
 - Definitions
 - Links between practice & performance information
- **Ch. 2 - Preparation**
 - Focus on own service
 - Know your own information
- **Ch. 3 - Delivery**
 - Involve relevant personnel
 - It's a workshop, not a lecture

Chap 5 - How do we rate ourselves?

- Look at a service or function-specific activity within the team / unit setting.
- Involve team members in developing and recording perceptions of how well they and the team are working.

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Chap 4 – Session 1 Warm-up exercise

- Concept of variation
- Exercise – Journey to work
- Charting performance (behaviour)

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Chap 6 - What do we do well?

- Focus on the positive aspects of performance
- What changes have resulted in improved practice and/or user outcomes?

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Chap 4 - Warm-up exercise

- Concept of variation
- Exercise – Journey to work
- Charting performance (behaviour)
- Using the information to change performance (behaviour)

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Chap 7 - What do we do less well?

- Finding and talking about areas for improvement
- Team must be able to discuss freely.
- Recording and mapping

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Chap 8 - What could we do to improve?

- *Ideas-generation session*
- *Focuses on tangible solutions*
- *Continues prioritisation of tasks and ideas*
- *Links in to business planning process*

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Chap 9 - Preparing an Action Plan

- *Consolidates previous discussion*
- *Integrates it in to a coherent plan*
- *Links in to performance indicators*

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Chap 10 - Workshop Evaluation

- *Closes the workshop*
- *Provides feedback*
- *Learning for continuous improvement*

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