



## Performance Management Toolkit for Children's Centres

**Sequena provide public sector organisations with tools & services to identify, design, prove and sustain substantive change in service delivery cost and performance.**

Our Lean Approach to Service Evaluation and Re-design programme - **LASER™** - has been specifically tailored for use in Children's Centres throughout the UK.

We can review the key processes such as registration, referral and assessment. We can also provide a Performance Management Toolkit for use by the Children's Centre Co-Ordinators or Managers.

Our **LASER™** key process reviews bring multi-agency staff together in a workshop environment using a visual approach to make collaboration happen. Ideas, opportunities and issues will be surfaced:

- Challenging where steps take place at the moment, removing the organisational boundaries.
- Do they need to happen in that location? By that member of staff?
- Are steps happening sequentially? Do they need to be?
- What service developments could there be to really help families?

We provide a Performance Management Toolkit for use in the implementation of a partial or full performance management framework based on the Together for Children Guidance (2007). The elements of the toolkit include:

- parental involvement
- economic evaluation
- targeting services for vulnerable families
- change management with multi-agency teams
- carbon footprint reduction
- constructing information for the Self-Evaluation Form (SEF)

The toolkit is designed to be used by Children's Centre Co-Ordinators and Managers. It is very visual and practical. The toolkit is available as a paper-based or software version.

### **LASER™ reviews**

- Children's Centre service and process priority review capability
- Rapid implementation
- Roadmap of activities to achieve substantial improvement in specified area e.g. registration process, needs assessment, referral

### **LASER™ approach**

People-based workshop approach ensures buy-in from staff:

- Highly visual
- Activity-based (ABC)
- Co-creation of change
- Explores vision and creative thinking
- Multi-agency integration

### **LASER™ toolset**

- A visualisation tool to capture and evaluate service activities
- A Performance Management tool
- Visual Management approach

### **Performance Management Toolkit**

- Paper-based or software-based
- For Children's Centre Co-ordinators and Managers
- Evidence-based approach
- Provides input for use to complete the Self-Evaluation Form (SEF)