

Rural Action East - Performance Management System Case Study

Rural Action East (RAE) is a company limited by guarantee in England and a registered charity whose members are the six county Rural Community Councils (RCCs) of the East of England. We are a member of the national ACRE network and we work for rural regeneration within the area through our three major objectives:

- **Strategic Influence** – To proactively influence strategies, policies and decision making on issues affecting the quality of life for rural communities.
- **Strengthening the Network** – To improve the delivery of services to rural communities through support to a vibrant Rural Community Council network working effectively together for mutual benefit
- **Programme Delivery** – To manage and deliver contracts and projects for the benefit of rural communities.

Our overall aim is to build strong communities where local action can transform the outlook for rural quality of life. More information can be found at our web site www.RuralActionEast.org.uk.

In 2009, RAE approached Suffolk ACRE for a demonstration of the Performance Management System (PMS) developed and managed by Suffolk ACRE. We placed an order for the main PMS with the addition of the Timesheet Module to improve time recording and management. We supplied a list of our specific requirements for the look up tables, and using these requirements, Suffolk ACRE were able to develop our bespoke Performance Management System.

The system once developed and tested, was installed on the RAE server. The team undertook classroom and work based training, in the use of PMS, Timesheets, and general administration of the system.

We have found that using the system is very easy and having the remote helpdesk support has been extremely helpful especially in the beginning. We also benefit from continued support if we need to refine the system to our changing requirements.

A recent comment from the client on his view of the help desk support provision is below followed by a quote from a user:

"What can I say but "excellent service!" Dr David Wood, Regional Manager, Rural Action East.

"The system is being used to record all project activity, outputs, outcomes and milestones in the work which we undertake. We are able to easily produce reports on each of the projects which are useful for board members and it is also helpful to be able to monitor the projects and the time assigned to each project all within the same system." Jasmine Joolia, Regional Policy Officer, Rural Action East.

If you would like to contact Rural Action East for a reference please email enquiries@RuralActionEast.org.uk

Suffolk County Council - Performance Management System Case Study

Suffolk County Council approached Suffolk ACRE when their current external funding tracking database had reached the end of its useful life, and having seen the reports produced by the Performance Management System, investigations into system development specifically to suit their needs were undertaken.

A number of system specifications meetings examined what Suffolk County Council required the system to be capable of, and a specification was submitted to the system developers for certain elements of the system to be redeveloped specifically for their unique requirements.

The redeveloped Suffolk County Council Performance Management System was developed, the external funding team were trained and the system commenced being used. The system has since had further updates to improve the suit of reports specifically for the County Council, to enable them to monitor and reports on the various funding streams they manage.

Mr Chris Dashper, Programmes Manager, Transformation and Performance department at Suffolk County Council, said of the system:

"It has proved extremely useful to the whole team be able to monitor the projects funded within each programme, and has provided a consistency of records across each funding stream. We also use the timesheet modules, which enables us to record staff time against the various funding streams, enabling an accurate record to be maintained."