

**Flipchart notes from the Member Performance Management Framework
Session - 24 June 2008**

- Use of qualitative information
- Feedback from officers important
- More opportunities to discuss issues with officers?
- Members' feedback or performance from residents / surgeries etc.
- Consistent use of language in setting reports and targets
 - More bullet points in reports
 - Shorter and sharper is better (use of language)
- Must focus on outcomes
- Process of priority setting
- Messages to the public
 - Improve perceptions about council (District Matters?)
 - Communications (importance of)
 - Public perception
 - Crystal Mark
- Perception targets in the LAA
- What are the real priorities?
- Training / induction re complaints, use of system
- Is Performance Management in danger of becoming an industry – is it a good use of resources?
- Are we sure that the level of resources put into partnerships is delivering positive outcomes?