



Comprehensive Support for Performance Management and Self- Assessment

EXCELSIOR CONNEXIONS is a comprehensive software framework to support Connexions Partnerships at all levels. It supports strategic analysis, performance management, self-assessment, the maintenance of all relevant quality standards and PA performance management.

It is a tool that is designed to involve and support all who are, or should be, involved in these processes – Board members, senior executives, key partners, operational staff and young people. It supports all types of partnership - direct delivery or sub-contracted.

Supporting Management of Change

Within **EXCELSIOR CONNEXIONS** there is a feature to support SWOT analysis (strengths, weaknesses, opportunities and threats).

This feature removes the need for flip charts and provides an instant, prioritised report at the end of a team session. An action plan with responsibilities for change can be prepared and monitored.

Supporting Performance Management

A major feature within **EXCELSIOR CONNEXIONS** is the Balanced Scorecard feature which has 6 perspectives to accommodate the outcomes of Every Child Matters.

This feature sets out targets and performance in 'traffic light' format with informative reports for team members and senior management.

It links to a Partnership's management information system.

The Balanced Scorecard feature is also designed so that key objectives can be cascaded down to team or PA level so that individual performance, with hard copy reports, can be managed in line with Partnership objectives.

Within the Balanced Scorecard feature it is possible to compare the performance of teams or individuals

Supporting Self-Assessment and Continuous Improvement

At the heart of **EXCELSIOR CONNEXIONS** are 135 quality statements. The text of these statements is drawn, primarily, from the SCYP self-assessment document and the Ofsted Every Child Matters Joint Area Review framework. Careful wording enables cross referencing to the criteria of:

- ◆ Ofsted Youth Services
- ◆ EFQM Excellence Model
- ◆ Investors in People
- ◆ Charter Mark
- ◆ Hear by Right;
- ◆ Matrix;
- ◆ ISO 9001:2000;
- ◆ ISO 14001:2004.

Each quality statement has guidance from the NACP Quality and Performance Management sub committee and there is an 'adult' terminology option which reflects, and cross references to, the Common Inspection Framework.

The features of **EXCELSIOR CONNEXIONS** that support self-assessment are:

- ◆ notepads for each of the 135 quality statements to record strengths, areas for improvement and evidence;
- ◆ the ability to merge notepad information;
- ◆ automated self-assessment reports to extract notepad information for relevant quality statements against the criteria of Every Child Matters and all the quality standards in the software;
- ◆ hard copy workbooks for all the quality frameworks to facilitate the securing of notepad information from self-assessment groups
- ◆ an improvement action management framework that organises action points and their progress from the 135 quality statements into a range of action plan outputs

Access to EXCELSIOR CONNEXIONS

28 of the 47 Connexions Partnerships have joined the **EXCELSIOR CONNEXIONS** User Group which has progressively met, over 2 years, to exchange experience and develop the features in the software. Andy Hately, Connexions Tees Valley is Chair of the User Group – 01642-662641, andy.hately@cxtv.co.uk

Anthony Darbyshire of ADA Assessment Solutions Ltd, who has progressively developed **EXCELSIOR CONNEXIONS**, can be contacted to demonstrate and discuss local use – 01777-711141, ad@improver.co.uk