

# Centre of Excellence on Performance Management & Accountability

OITC, 250 Yonge Street, 35<sup>th</sup> floor, Toronto

Tuesday November 29, 2011

8:00 a.m. Registration and breakfast

8:30 a.m. Welcome: **Robert P. Taylor, Chief Executive Officer, IPAC**

**Wendy Feldman, Director of Research, IPAC**

Overview: *CEPMA work to date: themes, presentations, resources and PM research, Accountability study team's new book.*

8:45 a.m. **Bill Reid, Director of Advisory Services, Grant Thornton, Victoria**

***“Lifting the Level of Practice and Use of Performance Measures”***

Bill Reid will discuss the challenges of reconciling public accountability with executive and management decision needs. These include greater integration, linkages with periodic reviews and evaluations, reporting and use of information based on performance measures (indicators). What are the perceptions and cultural influences affecting the successful use of performance measures (indicators) in the public sector? How are they affected by formal processes? Bill's presentation will frame key questions of the day.

9:45 a.m. Break

10:00 a.m. **Martha McGuire, President, Canada Evaluation Society**

***“The Value of Evaluation”***

Martha McGuire will discuss the uses of evaluation in the changing government environments. Increasingly, evaluation is being used not only as an accountability mechanism, but also as a means to improve programs, initiatives and systems. This presentation will explore the benefits of evaluation and making evaluations useful.

11:00 a.m. **Michael Boyd, Former Chief of Police, Edmonton Police Services,  
former Deputy Chief, Toronto Police Services**

***"High Performance Policing: Setting the Bar and Getting What You Measure"***

Building a high performing organization requires leadership that provides vision, focused inspiration and meaningful purpose to one's work. It also requires achievable goal setting which excites and stretches a team's capacity. High performance is about constant measuring, relentless follow-up and well-deserved recognition. Chief Boyd will discuss the current challenges of high performing organizations, including the EPS, in the face of budget cuts, increased transparency as well as citizen and community engagement.

12:00 pm Networking Lunch

1:00 p.m. **Rob Chambers, Director, Evaluation Monitoring and Portfolio Liaison  
Centre of Excellence on Evaluation (CEE), Treasury Board Secretariat**

***"Canadian Federal Evaluation Policy: Drivers, Features for Supporting Quality and Use of Evaluation, and Lessons Learned"***

The Federal government's Policy on Evaluation creates a comprehensive base of evaluation evidence to support policy and program improvement, expenditure management, Cabinet decision making, and public reporting. Rob Chambers from the Treasury Board of Canada Secretariat's Centre of Excellence for Evaluation will discuss an overview of the drivers of the renewed policy, and emerging trends in evaluation quality as seen through the annual review of evaluation functions in the federal government and 'lessons learned'.

2:00 p.m. **Wrap-up: conclusions, feedback for next meeting, next steps**

Next Meeting – January 2012 in Ottawa.

Updated November 14, 2011