

PERFORMANCE ACTION PLAN TEMPLATE

This template is to be completed for ALL measures showing **RED** status of non-compliance against the specified target reported.

INDICATOR OVERVIEW	
Indicator Title	Social care assessments completed within 28 days
Strategic Director Lead	Clare Fish
Departmental Lead	Chris Beyga
Target	100%

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	85.4%	+ / - Target : 14.6%
Non-compliance reason	A total of 40 reviews have been recorded as being outside of the 28 day target.	

ACTIONS: This describes what's necessary or how to achieve a 'green' score. This way everyone is clear on what is required and when; knows the expected outcome and how to achieve it .	
What (is required)	<p>Further analysis of the 40 cases to be undertaken to ascertain whether there is:</p> <ul style="list-style-type: none"> a) an underlying performance issue b) data quality issues
How (will it be achieved)	Review of source data to be undertaken enabling data to be shared with locality based administration teams accordingly. Locality administration teams will need to review each case outside of the target time to provide an explanation as to why the assessment has taken longer than 28 days to enable remedial action to be taken.
Who (will be responsible)	<ul style="list-style-type: none"> • Research & Intelligence Team • Locality Administration Coordinators
When (will results be realised)	<ul style="list-style-type: none"> • 21st June – Information to be collated and circulated to localities • 28th June – Information to be returned to Research & Intelligence Team with any data errors having been corrected. Briefing note can be circulated to ensure future data errors are avoided. • 8th July – If there is an underlying performance issue this will be briefed at Service Delivery Branch Leadership Team for further action.

	<ul style="list-style-type: none">• Dependent on the cause a 'green' score can be achieved by:<ul style="list-style-type: none">○ End of Quarter 1 if data related○ End of Quarter 2 if performance related
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