WIRRAL

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	% of completed scheduled monitoring visits to residential homes
Strategic Director Lead	Clare Fish
Departmental Lead	Jacqui Evans
Target	25% (100% Full Year)

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	21.1%	+ / - Target : 4.6%
Non-compliance reason	A total of 109 care homes should receive a scheduled monitoring visit during any 12 month period. During the first quarter of 2013-14 a total of 23 homes have received a review against an expected total of 27 (Assuming that reviews are completed proportionally over 12 months) From May 2012 to June 2013 100% of contracted residential / nursing providers were proactively monitored (109 providers) against a quality assurance framework. A RAG criteria was then developed and each of these services judged against a set of criteria. The frequency of visits to homes will now be in accordance with their RAG rating: Green Homes – Annual visit Amber Homes – Quarterly visit Red Homes – Monthly visit	

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)	Over the last 12 month period all homes have received a monitoring visit so there are no immediate concerns regarding this measure. Although initial performance during 2013-14 does raise doubts around the on-going capacity to deliver 100% against this measure.
How (will it be achieved)	Active monitoring of completed scheduled monitoring visits to ensure adequate throughput to achieve this target. Having a clear schedule of dates for planned visits with a mechanism to highlight any overdue visits.
Who (will be responsible)	Quality Assurance Team Manager
When (will results be realised)	Monthly progress against this measure to be monitored to ensure on track. Overall target of 100% outturn will be achieved.