

Performance Framework

Council of Governors

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Plan for the next 15 minutes...

What is the performance framework?

How do we monitor performance?

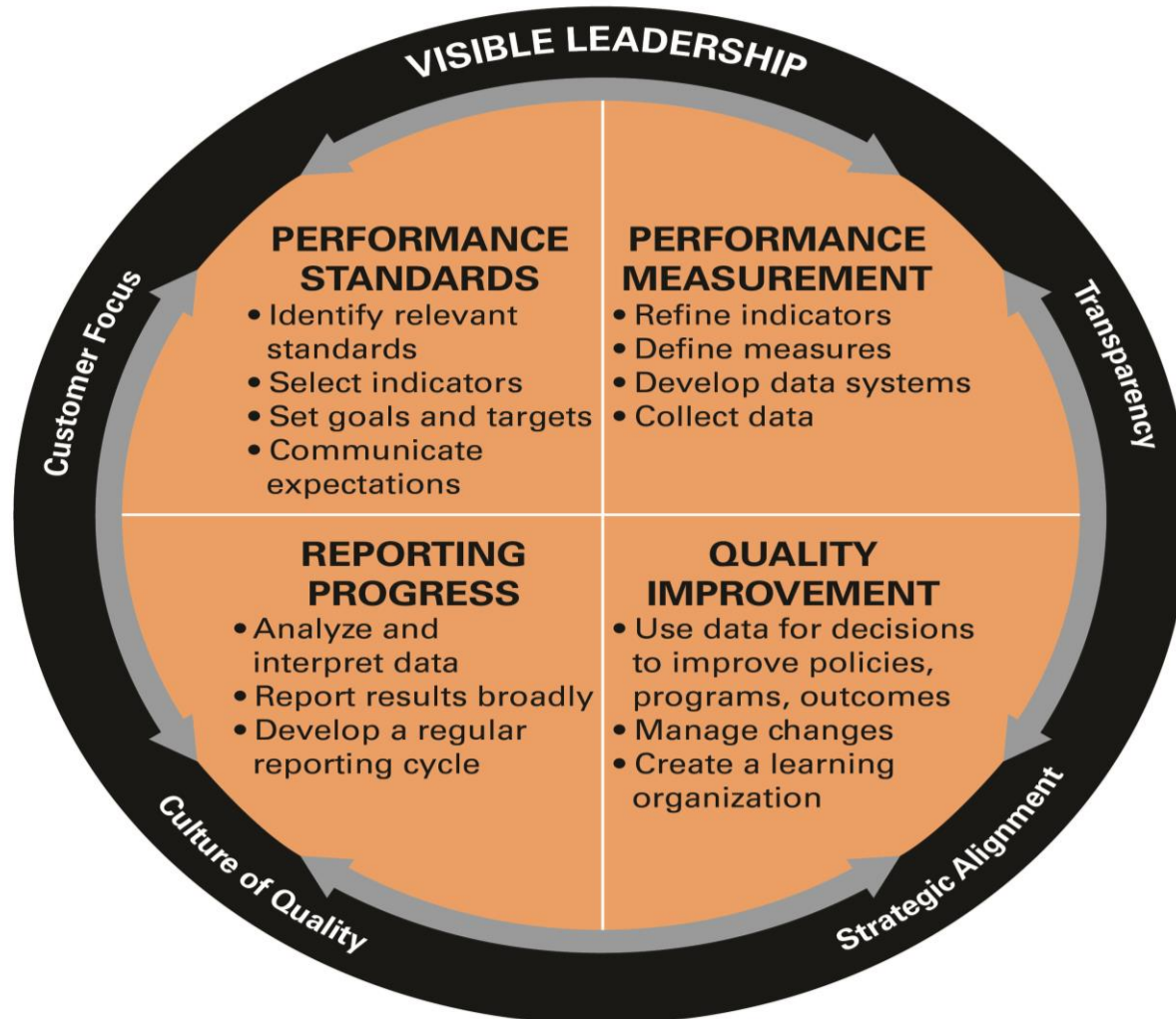
What do we measure?

How do we manage performance?



Performance Framework

A framework for measuring what matters to us



What is the Performance Framework?

Measurement

Outline the external and internal metrics that need to be achieved to deliver the objectives of the organisation.

Monitoring

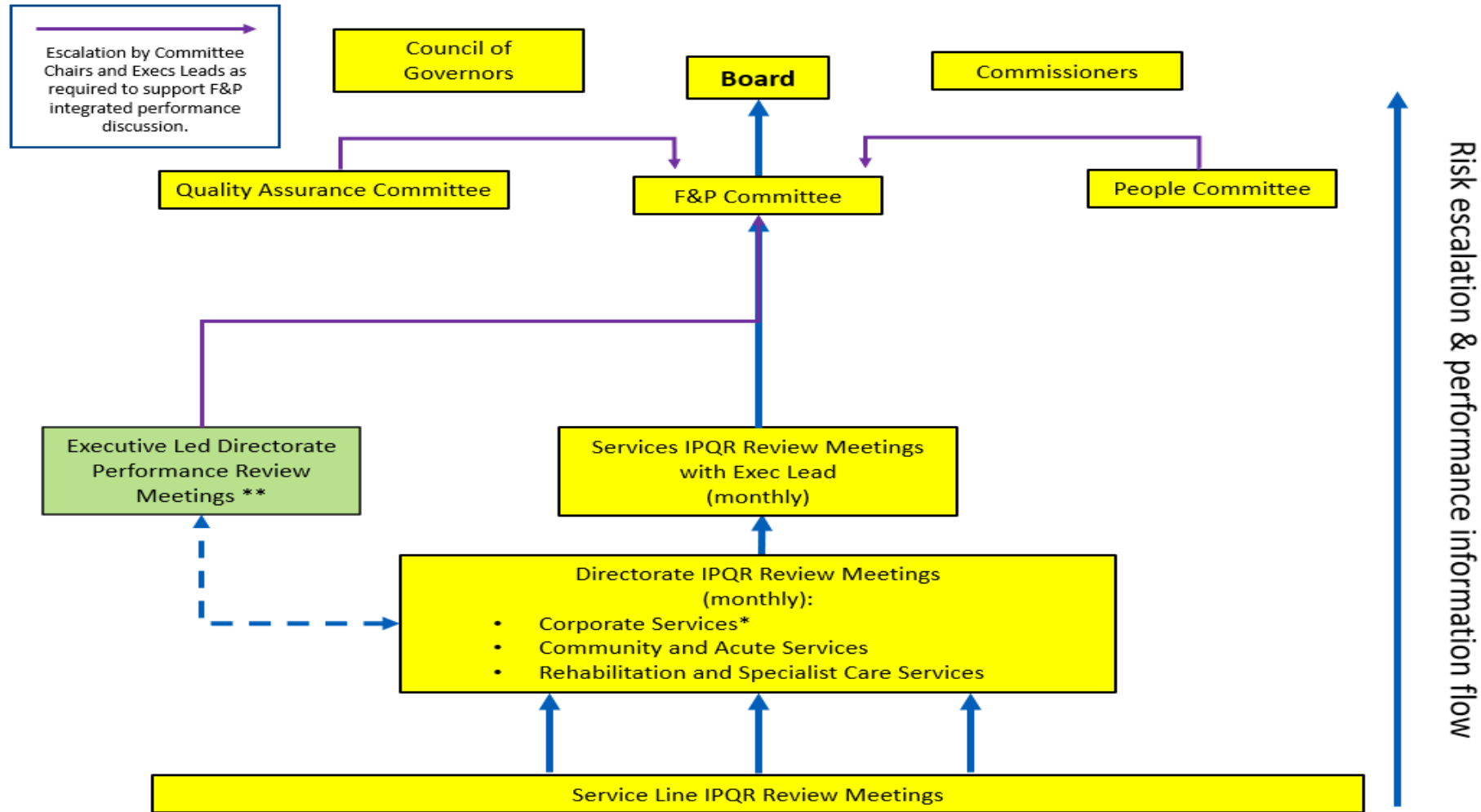
Process explains the mechanisms by which operational services, senior management, the Trust Board and its committees all receive information on metrics.

Management

Approach adopted is spilt into two elements. Monthly performance meetings and Executive Led Performance Reviews



How do we monitor performance?



* Less frequently

** Look back at key challenges, achievements, issues, current picture, looking forward so broader than performance review, e.g. strategy, transformation, system integration, showcase achievements and best practice

What do we measure?

The set of key performance indicators (KPIs) which comprise our Performance Framework will be reviewed and set each year considering any changes in local, national, contractual and regulatory requirements. These will be presented to the Board Committees for approval. The list of indicators can be varied in-year as required with the approval of the Committees.

Do we do this well?

Do we set targets for all KPI?

Should we prioritise KPIs and adjust targets?

Managing performance

Wherever possible we will present the information using Statistical Process Control (SPC) methodology.

The application of SPC methodology and analysis will provide specific outputs which allow the Trust to:

- *Identify performance that may be deteriorating*
- *Identify performance that is improving*
- *Assess the likelihood of delivering a standard or target*
- *Assess whether a process that we depend on is reliable and in control.*

SPC icons will enable the reader to analyse performance at a glance.



Managing performance

SPC icons enable the reader to analyse performance at a glance

The recovery plan process

Performance management meetings



