

Performance Key Questions

Why is performance at the current level?

- Are we meeting our target?
- Why has the variance occurred?

What difference does it make?

- What are the implications of not meeting this target?
- Do resource levels need to be looked at?
- What impact will this have on service users, local people and partner agencies?
- How will this affect our corporate priorities?
- Have repeat complaint issues been addressed and lessons learned?
- Is there an impact on equalities, sustainability or efficiency?

How can we make sure that things get better?

- What performance is predicted for the next period?
- How can performance be improved (are additional resources or training required)?
- When will performance be back on track?
- Could other people be brought in to assist (internally or externally)?

What about missing data/the reliability of data submitted?

- What are the reasons for non-submission?
- What action is being taken to ensure that data is provided going forward?
- How has the data been collected and how reliable is this?

What do we do next?

- What decisions need to be taken?
- What are the risks involved?
- What can we learn from this for the future?