



Trust Board Integrated Performance Dashboard

Performance Action Plan Template

This template is to be completed for ALL balanced scorecard measures showing **RED** status of non-compliance against the specified target, or when two consecutive **AMBER** status codes are reported.

KPI Overview (See Scorecard)		
KPI Target Area:	Effective leadership, commitment to personal development, staff satisfaction	
Scorecard Measure No:	7 - 11	
Executive Lead:	Jo Davies	
Departmental Lead:	James Moore	
Target Area:	Well developed management skills Continual personal and professional development of all staff Staff are treated with dignity and respect	
Target Description:	All staff receive adequate management training All staff receiving an annual personal development review with line manager Reduced levels of bullying, harassment and grievances	
Healthcare Standard/s:	20	
UK National Target:	N/A	
WAST Target: (If Different)	100%, 100% and reduction by 10% respectively	

Current Situation: Detail what the performance is for this measure and reason/s for non-compliance.		
Performance This period :	Data has not been recorded in the format required to date but following an audit of the current position, reporting on the KPIs will commence from a February 2009 baseline.	+ / - Target :
Non-Compliance Reason/s:	As above.	

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>EMG recently agreed that an audit of the incidence of IDPR and completion of management development would take place to be reported at the February EMG. Further action will then be agreed at EMG to accelerate the uptake and completion of both will follow to conclude the actions agreed under the staff survey action plan.</p> <p>In respect of Grievances and bullying and harassment incidence, the data currently collected is not separated into the necessary classifications. Work is underway on the central database for this recording to be undertaken. The amended database will become effective from the end of February 2009 and will be updated by each regional HR department, co-ordinated by Wendy Welch.</p> <p>The HR teams are currently working with staffside colleagues to resolve all outstanding grievances, bullying and harassment cases. Further work on the development of an action plan to reduce the level of cases is underway under the auspices of the Equality and Human Rights Committee set up as a result of the work undertaken by the Centre for Equality and Human Rights. In addition, we are working in partnership to review the policy frameworks to support the efficient and timely management of cases when they do occur.</p>

How (will it be achieved) :	See above. Individual action plans are already in place to address the IDPR and management development targets. A separate programme of work will be developed by the Equality and Human Rights Group
Who (will be responsible) :	James Moore – HR lead Executive Director sponsorship required to ensure resources are released.
When (will results be realised) :	TBC at next Board meeting, following audit and action planning