

# Making a Difference Hall of Fame

## Performance matching practice

**The Performance Manual for Quality Standards is supporting colleagues in Specialised and Secure Services to make sure their hard work is accurately reported**



### The Challenge

The AWP Performance Scorecard describes a range of measures that show how well the Trust is working to provide high quality care and meeting the needs of services users and carers.

Despite the hard work and commitment of staff, the scorecard frequently shows lapses in performance not due to a lack of activity, but due to incorrect or incomplete record keeping.

Isaac Barnett, Business and Performance Coordinator for Specialised and Secure services, often takes queries about reporting processes, breaches, exception reports and RiO functions from managers and other staff and guides them in how to interpret and meet defined standards but also how to record them correctly.

### What we did

In response to numerous, similar queries Isaac decided that a troubleshooting manual with 'How To' guides for each standard would be helpful; therefore, Isaac developed the **Performance Manual: for Quality Standards**.

The manual is a comprehensive document showing tables of SBU and team specific indicators, details of penalties, who is requesting the data and setting standards and how to use Report Zone.

It includes many screen shots and annotations of the pages staff should see in Report Zone, with systematic illustrations to understand it all. The manual shows the performance scorecard and a guide to each indicator: the origin of the target, how to reach the standard and how to record it correctly and efficiently. There are colourful flow charts showing the

### Key learning

- Good communication! Clear and well-illustrated information helps staff members navigate the maze of performance reporting.
- Collaboration! Isaac worked with the information team to provide detailed descriptions of all indicators.
- Bite-size chunks! Breaking the work down in to 'bite size chunks' helped keep a large document like this one manageable.

Isaac reflected on his experience

*"I am really pleased to have been able to produce something that is helping to improve performance and reporting efficiency within Specialised and Secure Services, I am delighted that this is now being rolled out across the Trust".*

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decision-making steps in recording events and reporting timelines.

Appendices provide additional information about completing core assessments, reporting calendars and timelines.

Developing the manual took Isaac about a month to complete but is under constant review as staff identify updates and further information to be included.

It has been checked for readability and Isaac has kept things simple, as there are so many abbreviations and complex terms.

The manual is available for download on Ourspace through the performance pages of S&SS SBU.

## Who was involved

Isaac Barnett	Business and Performance Coordinator
Carol Bowes	Acting Service Director
Jayne Hayes	Clinical Director
Information Team	

## What difference did it make

The manual gives clear information about what information is and is not required, which indicators are relevant and helps reduce the chance of data entry mistakes.

Everybody uses the manual, from

managers to ward based staff and administrators - anybody in need of guidance to keep performance information up to date and correct. Feedback has been very positive and the website hit counter is evidence that this is a very popular document!

Isaac's manager, Carol Bowes, praised his initiative "*Isaac recognised that clear information about how to use Rio would help his colleagues within Specialised and Secure Services. Isaac came up with the idea and took responsibility for making it happen. This is a great piece of work!*"

News of this innovation has spread fast and other SBUs are keen to develop the manual to meet their information needs. Isaac has been invited to work with other staff across the Trust to develop this practical manual as a Trust-

wide resource, and is playing a key role in training colleagues in the use of the manual to support performance monitoring.

Improvements against performance standards have already been seen, and this innovative development is well on its way to making a significant contribution to the way the Trust evidences the work it does and provides value for money.

## Contact

For more information please contact

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