

Appendix B: Monthly reporting cycle 2013-14

1. Introduction

This paper outlines the monthly process that is required to create the Quality & Performance report for Board. It should be read in conjunction with Appendix C (Timelines 2013-14) which provides, for each of the relevant Committees, the key dates in the month within each monthly cycle. *This initially is limited to the next six months, but will be extended for the whole of 2013-14 shortly.*

The steps required to deliver the Board report are detailed in section 2, and a number of issues that have been identified in creating this process that are included in section 3 and require further discussion. Both issues will need to be addressed if this monthly process is to operate effectively.

2. Steps required each month

Step one: 'cut' of IQ taken (scorecard) and published

- Due date: 4th working day of the month

Step two: scorecard reviewed at relevant Committee (see table 1 below for which Committee covers which indicator) to identify issues and agree actions to address. This should include reviewing actions agreed at previous meetings, 'closing the loop' where actions have addressed the issue, or detailing progress where issues persist.

Step three: detailed narrative to be written to feed into the overarching Quality & Performance report which will go to Board on a monthly basis providing assurance / narrative across all seven quality domains covered in IQ. This narrative needs to include:

- Current position against each indicator
- Update on new issues identified in the current month's scorecard
- Update on issues identified in previous month's scorecard (either confirming that an issue is resolved, or updating on progress where an issue continues)

- Due date: One or two working days before Board papers are due for submission (the exact dates are included in appendix one)

Step four: Quality & Performance report 'topped and tailed', pulling together narratives from all three Committee meetings. *A draft version of this report is included at appendix two, which was discussed at the Board Seminar on the 8th May and agreed as the style in which this report would be presented from now on.*

- Due date: Board paper deadline (7 days before Board)

3. Issues identified

3.1 As can be seen in appendix c, the Employee Strategy and Engagement Committee does not meet monthly, which means steps two and three above cannot be undertaken in the months when the Committee does not convene.

3.2 For the Quality & Safety Committee, in five out of the next six months, the meeting happens before the current month's scorecard data is published. This means that they will have to review the previous month's information, creating a 'lag' in the system that results in the Board having sight of information that has not yet been reviewed by the Committee (see appendix c for details of the months in which this is an issue).

Table 1: Committees & indicators

Committee	Indicator
Quality & Safety	Friends and Family
	CQC Compliance
	Records Management
Finance & Planning	Contract / Monitor
	Finance
Employee Strategy & Engagement	Supervision & Appraisal
	Sickness