

Kent County Council - Kent & Medway Networks
Contract Performance Management - Action Plan following Annual Review - Update April 2010

RAG Ratings: **Red = Not met**; **Amber = Partially met**; **Green = Fully met**

9. Actions arising from 360° annual review

Note that all actions will be reported on verbally at the Performance Review pre-meeting on 20 April 2010.

<i>Action</i>	<i>Reqd ref</i>	<i>Output and timescale</i>	<i>RAG Rating</i>	<i>Action required & timescale</i>
<p>1. KMN Workload / Capacity</p> <p>a) Undertake a review of the distribution of work across KMN</p> <p>b) Clarify individual staff roles and responsibilities</p> <p>c) Support Governors to undertake individual specific roles and collectively provide leadership for the LINK</p> <p>d) Support the Governors Group to identify any new lead roles (eg Information Lead, Lead for Health, Lead for Social Care)</p> <p>e) Support the Priorities Panel to enable the group to make decisions on behalf of the LINK in accordance with the LINK's governance arrangements</p> <p>f) Seek agreement from the Governors Group to confirm funding of the Project Worker and Finance Administrator to March 2011</p>	360°	<p>31 March 2010</p> <p>1. Report of internal review</p> <p>2. Action plan to implement any required changes</p> <p>3. Statement of all roles within KMN</p> <p>4. Employment contracts</p> <p>Ongoing</p> <p>5. Minutes of Governors Group meetings</p> <p>6. Minutes of Priorities Panel meetings</p> <p>7. Quarterly Performance Reviews</p> <p>8. Press releases</p> <p>9. Press briefings</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Amber</p> <p>Amber</p> <p>Amber</p>	<p>April 2010: KMN review, including staff development day held on 08/3/10 and action plan drawn up.</p> <p>5. April 2010: Discussed on 17/2/10 with Chairman of Governors their preferred way forward.</p> <p>6. April 2010: A record of all scores / decisions and actions kept in hard copy. KMN working with the Priorities Panel to ensure either it works within the existing LINK procedure and / or the Panel makes recommendations for any changes.</p> <p>7. N/A</p> <p>8. Part of PR overview by LINK Governors</p> <p>9. Part of PR overview by LINK Governors</p>

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g) Support Lead Governor on Communications, PR and Media to publicise the LINK's achievements			Green	April 2010: Action taken – Lead Governor: Kath Pavely
2. External relationships 1. Clarify KMN structure and individual roles for stakeholders	360°	31 March 2010 1. Statement of all roles within KMN	Amber	April 2010: Meetings held with NHS West Kent and projects underway with NHS Eastern and Coastal Kent – keep all under review. KMN to produce a KMN organisation chart for external organisations.
3. Bureaucracy a) Provide support to the LINK to enable meetings to run effectively (eg rationalise agendas and minutes of Governors Group / Priorities Panel meetings)	360°	28 February 2010 1. Agenda and minutes of Governor Group meetings 2. Agenda and minutes of Priorities Panel meetings	Green Green	April 2010: Meetings held with relevant Governors and Priorities Panel members and changes made (agenda and minute templates introduced). Need to keep under review with key LINK Groups
4. Engaging more “Hard to Reach” a) Provide support to the Lead Governors for Community Engagement and Equality and Diversity to undertake a review of the relevant policies /	360°	31 March 2010 1. Proposal to Governors Group	Amber	April 2010: Lead Governors looking at LINK's Equality & Diversity policy and two workshops arranged and KMN supporting Governors in their discussion on a focus for the LINK

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strategies and actions already taken, with the aim of making a proposal to the Governors Group				
5. Outcomes a) Support the Governors in focussing on clear objectives for the LINK for the next year	360°	31 March 2010 1. LINK annual work programme (to be presented to LINK Annual Meeting) 2. Minutes of Governors group meetings	Amber Amber	April 2010: KMN supporting sub group of Governors - recommendations went to Governors Group on 21/4/10 and to go to LINK Annual Meeting on 26/5/10.
6. Academia a) Support the LINK in forming new relationships, developing partnerships to build the capacity of the LINK	360°	31 March 2011 1. Proposal to Governors Group	Amber	April 2010: KMN supporting work underway with Greenwich and Christchurch Universities.
7. Governors a) Support the Chairman of the Governors to undertake exit interviews for any Governor resigning their role	360°	Ad hoc 1. Letter to resigning Governor from Chairman of Governors	Currently N/A	

Brenda O'Neill, KMN Contract Manager
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21 April 2010