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Group:

Scorecard:

Stakeholders

Develop and maintain constructive stakeholder relationships and partnerships

Agree Rolling National Work Plan with WAG	<i>Target: work plan agreed</i>		
Obtain high levels of stakeholder satisfaction	<i>Target: >60% of survey respondents indicating 'satisfied' or 'very satisfied' with performance</i>		
Approve and implement the external elements of NPHS Corporate Communications Action Plan	<i>Target: Plan approved. Progress in line with plan</i>		
Respond to all complaints in a timely manner	<i>Target: 100% complaints responded within 20 days</i>		

Develop an effective local NPHS presence

Agree Rolling Local Work Plan with each LHB	<i>Target: 100% of LHBs with agreed work plan</i>		
Local Public Health Director assigned to each LHB (or alternative arrangements made to the satisfaction of the LHB)	<i>Target: 100% of LHBs with appropriate arrangements in place</i>		
Agree Microbiology SLA with each new Trust	<i>Target: 100% of Trusts with agreed SLA</i>		

Implement the Public Health Service Delivery Module Project	Target: Implementation in line with plan	7:7		
Openness, opportunity & empowerment				
Approve and implement an Equality & Diversity Action Plan 08/09	Plan approved. progress in line with Plan			
Achieve low staff turnover and sickness rates				
Achieve low sickness rates	Target: <4.2%			
Achieve low staff turnover rates	Target: <11.8%			
Service delivery to stakeholders				
Delivery of National Work Plan	Target: Delivery in line with plan			
• Economic and Physical Environment				
• Influencing Behaviours				
• Communities and Families				
• Vulnerable Groups				
• Microbiology - General				
• Health Service Quality				
• Microbiology - Specialist and Reference Services				
• Health Protection Team				
• Communicable Disease Surveillance Centre				
• Emergency Preparedness				
• Antibiotic Resistance Programme				

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- Blood Borne Virus Programme
- Healthcare Associated Infections Programme
- Sexually Transmitted Infections Programme
- Vaccine Preventable Infections Programme
- Respiratory Infections Programme
- Health Service Quality and Commissioning Support
- Pharmaceutical Public Health Team
- Health Information and Analysis Team
- Library and Knowledge Management Service
- Primary Care Quality and Information Team
- Primary Medical Care Advisory Team
- Dental Public Health Team
- Child Protection Service

Delivery of Specific SLAs and Annexes

*Target:
Delivery in
line with
plan*

- Microbiology - Cardiff and Vale
- Microbiology - Carmarthenshire
- Microbiology - Ceredigion
- Microbiology - Conwy and Denbighshire
- Microbiology - Swansea/Bridgend



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• Microbiology - North West Wales



• All Wales Smoking Cessation Service



• Workplace Health



• Primary Care Support Services



Delivery of Local Work Plans

*Target:
Delivery in
line with
plan*



• Anglesey



• Blaenau Gwent



• Bridgend



• Caerphilly



• Cardiff



• Carmarthenshire



• Ceredigion



• Conwy



• Denbighshire



• Flintshire



• Gwynedd



• Merthyr Tydfil



• Monmouthshire

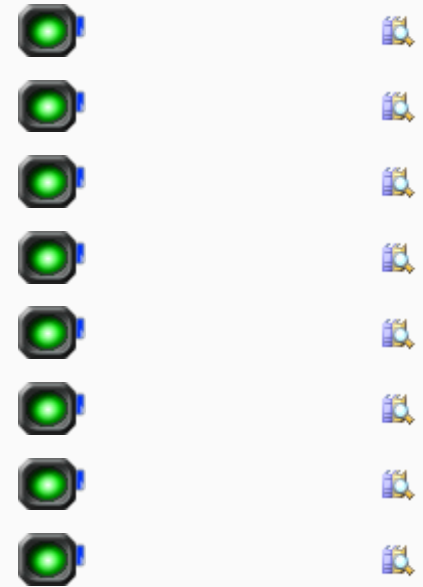


• Neath Port Talbot



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- Newport
- Pembrokeshire
- Powys
- Rhondda Cynon Taff
- Swansea
- Torfaen
- Vale of Glamorgan
- Wrexham



Resource Utilisation

Adherence to core financial duties

Remain within financial target (forecast outturn)	<i>Target: Forecast expenditure in line with budget</i>		
Achievement of accurate forecasting (NPHS)			

Develop an effective NPHS specialist resource

Implement the Public Health Services Delivery Model Project	<i>Implementation in line with plan</i>		
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Workforce development and modernisation

Review career pathways for public health practitioners working within the NPHS	<i>Target: Review completed on schedule Plan approved.</i>		
Approve and implement an NPHS Training and Development Action Plan 08/09	<i>progress in line with plan</i>		
Work in partnership with Wales Centre for Health to develop a Wales Public Health Observatory.	<i>Implementation in line with plan</i>		

Management Processes

Develop and maintain effective leadership and management

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Approve and Implement an NPHS risk management strategy and action plan 08/09

Plan approved. progress in line with plan.



Approve and Implement an NPHS Informatic Action Plan 08/09

Plan approved. Progress in line with plan



Approve and implement an NPHS Information Governance Action Plan 08/09

Plan approved. progress in line with plan



Complete the NPHS Records Management Project

Target: Progress in line with plan



Target: 95% of staff have had a formal appraisal and PDP agreed within past 12 months

Ensure appraisal arrangements are fully implemented

Target: 95% of staff have had a formal appraisal and PDP agreed within past 12 months



Develop and maintain effective and efficient linkages between NPHS components

Approve and implement the internal elements of an NPHS Corporate Communication Action Plan 08/09

Plan approved. progress in line with plan



Learning & Innovation

Be an innovative learning organisation

Develop and implement an NPHS Research & Development Strategy & Action Plan 08/09

Strategy and plan developed. progress in line with plan.



Ensure attendance of Statutory and Mandatory Training

Target: >95% of required attendances

