**One Point Service**

**Locality Performance Outcomes**

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| Name | Team Manager |
| Locality  | Locality Name |
| This briefing should be completed and forwarded to your Operations Manager and Strategic Manager prior to performance clinic. Where relevant please refer to any actions from previous performance discussions. This briefing will be used to shape performance discussions in your next performance clinic with your Strategic Manager or Operations Manager and you will be asked to respond to these issues. |

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| **Data Exceptions****Pre-populated with some key points about team level performance; at managers discretion to add others. Focus should be on inequality of outcome for children i.e. highlighting any areas of significant poor or excellent performance. *Those agreed for monthly/quarterly consideration for OPS are below:-**** *Team and practitioner caseloads*
* *Assessment timescales*
* *Supervision-dip sample My View*
* *Contact with family within 10 working days of referral.*
* *No case notes over 32 days*
* *No TAF where case open for more than 42 days*
* *Escalations to Statutory teams*
* *De-escalations from Statutory teams*
* *Feedback from children young people and families – compliance rates*
* *Family Centre – registrations and contact data*
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| **What’s Working Well? /What are you most proud about?*** Briefly summarise what you think is effective practice in your team?
* What improvements have you made recently?
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| **What are you worried about?** * Briefly summarise what you are worried about e.g. about absence rates within the team/specific practice issues etc
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| **What are your management priorities?*** Briefly summarise current priorities for your teams
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| **What are collaborative audits showing?*** Pre-populated with locality results from the quarterly report
* Team specific analysis if required

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| **How well do you know the practice within your team?*** Pre-populated with number of stage 1 and 2 complaints (what are the emerging themes) and compliments for locality (from Gill Horsfield)
* Service User Feedback
* Soft outcomes data
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| **How do you know how practitioners are feeling and what is your response as a manager?*** Staff morale, supervision
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Revised August 2019