

**CAPSULE CASE STUDY: Redbridge Primary Care Trust**



**Making sure plans are delivered**

**The Challenge**

- ⇒ The senior team required more control and certainty over the delivery of corporate objectives and business plans
- ⇒ Functional teams operated in isolation creating silos of information and knowledge
- ⇒ There was a need to improve the level of accountability in the organisation

**The Solution**

- ⇒ Captured corporate objectives on Performance Accelerator
- ⇒ Used Performance Accelerator’s linking hierarchy to cascaded plans, risks, performance and areas of compliance to corporate objectives.
- ⇒ Used Performance Accelerator to allocate and engage owners for all elements of corporate objectives, ALE, Annual Health Check, Fitness for purpose action plans and other plans.
- ⇒ Established a role for an individual that could work at every level of the organisation to support and guide staff with updates, reporting and training
- ⇒ Developed a Board Assurance Framework (BAF) on Performance Accelerator. The BAF is linked to performance indicators, standards, risk registers and compliance on the system.

“ Activity in the organisation is now aligned with what we want to do as a business. We have visibility of progress and risks. We can report with the level of detail required ”

**Conor Burke**

**Director of Organisational Development & Support Services**

**The Results**

- ⇒ A single risk sensitive view of the progress towards business objectives
- ⇒ Ownership and accountability across the organisation
- ⇒ Good project management is demonstrated in all activity. Performance Accelerator has made project disciplines accessible to everyone.
- ⇒ It is easier to scrutinise the quality of information and updates.
- ⇒ Embedded risk management
- ⇒ People in the organisation ‘think’ risk
- ⇒ Performance Accelerator has helped embed activity rather than create additional processes.
- ⇒ Intelligent, fast reporting on key areas of performance, progress and risk including the Board Assurance Framework, business objectives and individual directorate performance
- ⇒ A knowledge management resource that cuts through the complexity of the PCT business
- ⇒ Extremely positive response from Auditors
- ⇒ Provides the management with confidence
- ⇒ Investment in Performance Accelerator was cost neutral in year 1
- ⇒ Only PCT in London to achieve green on all elements of Fitness for Purpose



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