

# Performance Assurance Framework Administrator – Annual Review

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11 September 2018

# PAF Design and Approach - Specific Elements

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- PAF Risk Register
- Industry Events and Meetings
- Performance Assurance Report Register
- Education and Training
- Communication
  - Huddle

# Achievements

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- Formulated a mobilisation plan that married up with the PAF design and approach;
- Successfully implemented the Huddle communication platform;
- Created a PAF Risk Register and established a process for regular review;
- Engaged with the industry to produce PAF guidance and education on the PAF and PAF Risk Register which the industry is regularly reviewing since publication; and
- Designed industry performance reports and presenting data analysis against the PAF Risk Register which are published monthly.

# Annual Review – Three Pronged Approach

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- Contract obligations and achievements
- Questionnaire to key stakeholders
- Interview with key stakeholders

# Annual Review Questionnaire

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- PAF Risk Register
- PRIDe Model
- PARR (Performance Assurance Report Register) Reports
- Service Administration by the PAFA
- Scope of the PAFA

# Recommendations - PAFA Risk Register

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## You said .....

- The risk register should be based on up to date information
- The risk register can be considered to be very out of date and does not contain relevant and current risks
- Communications around the problems of data provision should have been clearer and more overt
- The process for getting new data to explore possible new risks is causing concern
- The risk register should include UIG and appropriate mitigations

## We recommend .....

- The CDSP provide the data necessary to refresh the risks and their assessments
- The PAFA complete a full and comprehensive review of the risk register
- The PAFA produce a stakeholder communication plan
- The PAFA consider new risks and the data needed to support any assessment
- UIG to be added to the risk register, scored and monitored along with other risks

# Recommendations – PRIDe Model

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## You said .....

- The adaptability of the PRIDe model needs to be demonstrated along with its ability to manage as yet unidentified risks
- The model must be able to evolve over time and with the Industry

## We recommend .....

- The PAFA providing workshops to explain the model in greater detail
- The PAFA responding and adapting the model according to feedback and views of other Industry experts

# Recommendations – Reports from the PARR

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## You said .....

- The issues around the delivery of the data for the reports should have been communicated to the wider stakeholder community
- There was a lack of clarity around why the reports were not available and a plan and target dates for their availability
- Perhaps the CDSP's performance could be monitored under the PAF

## We recommend .....

- The CDSP provide clear information on data delivery expectations
- The CDSP provide and deliver to agreed target dates
- The CDSP to provide clear information on issues and a plan and targets for their resolution
- The PAC consider the performance of the CDSP with a view to including it within performance monitoring



# Recommendations – PAFA Services

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## You said .....

- The PAFA does not have all the information or access to the information to provide the services needed to support the PAC
- The PAFA needs to be able to perform drill down analyses or ad-hoc work requested by the PAC
- There were a number of additional elements you might like the PAFA to perform in the next year

## We recommend .....

- The PAC to determine what analyses are required by the PAFA and ensure the timely provision of the data by the CDSP in support of this
- The PAC review the role of the PAFA and agree what they would like to be achieved in the next year and formalise the request where necessary

# Recommendations – PAFA Scope

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## You said .....

- The scope of the PAFA service should have been communicated better by the CDSP, PAC and PAFA from the procurement process onwards
- The current scope of services for the PAFA may not be sufficient to provide the support the PAC needs
- You would like to take the opportunity of an annual review to review the work of the PAC and the scope of the PAFA in supporting that work

## We recommend .....

- The PAFA provides a summary of its current scope to inform future discussion
- The PAC reviews the scope of the PAFA in the context of the work to be achieved. Determine and implement elements for change
- The PAC to determine a plan to ensure that the PAFA can evolve to meet current requirements

# Recommended Actions



Issue	Recommended Action
Data Provision from the CDSP	Define SLA's for the CDSP Include CDSP delivery performance within the PAF
CDSP Communication re access to data and reports	CDSP provide communication plan to manage stakeholder expectations. To include: Explicit clarity around non-delivery of reports Defined timescales for resolution of difficulties
PAFA Communication	PAFA to provide monthly status report on data and provision
Risk Register <ul style="list-style-type: none"><li>• Data on which based has aged</li><li>• UIG risks not included</li></ul>	PAFA to update the Risk Register based on post UKLink implementation data CDSP to provide the data PAFA to conduct full analysis of Industry Performance in respect of the revised risks
PAC limitations in monitoring performance and providing assurance	PAFA to continue developing the PRIDe model PAFA to identify enhancements to the PAF and draft a modification where necessary

# Recommended Actions continued



Issue	Recommended Action
Omissions in the Services provided by PAFA	PAC to work with PAFA to develop a work plan for analysis activities PAC to review the scope of the PAFA services PAFA embrace UIG in normal services (educate and support Industry)
Scope of the PAFA <ul style="list-style-type: none"><li data-bbox="163 644 805 686">• Lack of clarity to stakeholders</li><li data-bbox="163 696 805 796">• Inability to support PAC in the way the PAC expects</li></ul>	PAFA to provide detail of service scope PAC to review the scope of services provided by PAFA.

# Thank you for listening

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