## Annex 10.3 – Provider Action Plan Template and Completion Guidance

1. This annex covers:

* [Introduction](bookmark://Introduction)
* [General principles for completion](bookmark://General)
* [Header Table completion](bookmark://Header)
* [Monthly Contract Update completion](bookmark://Monthly)
* [Specific Areas Requiring Action](bookmark://Specific)
* [Annexes to Action Plan](bookmark://Annexes)

1. This guidance has been produced to support the completion and application of the standard Provider Action Plan. You are encouraged to use of the standard Action Plan. An Action Plan should be in place unless you are notified otherwise.
2. General principles for completion.
3. The Action Plan should be succinct and SMART (Specific; Measurable; Achievable; Realistic; Time-bound) focusing on activities to improve performance, delivery and address key risk areas at CPA level. It should be focussed avoiding lengthy narratives.
4. Your Performance Manager (PM) will review your completed Action Plan to ensure that it addresses areas of concern, that the content is fit for purposes and focusses on appropriate actions to address and resolve identified performance deficiencies.
5. The Action Plan should be a living document which is reviewed monthly, with completed actions removed and new actions added as risks/issues arise. Actions should only be removed or added by mutual consent of the Provider Accountable Lead and DWP PM (usually at the Contract Performance Review (CPR)). The latest version should be forwarded by the Provider each month, and previous versions archived.
6. You should upload your updated monthly Action Plan to the Jaggaer system five working days prior to the CPR.

### Header Table completion

1. You should complete the header table with details specific to the contract: i.e., Date, Provider name, CPA, Provider Accountable Lead, PM & Senior Performance Manager (SPM).
2. The “date updated” box should initially show the date of first completion and then be amended to reflect the date of each subsequent monthly update.
3. The “Provider Accountable Lead” named on the Action Plan should have overall accountability regardless of who is undertaking each action on the plan within your organisation. This should normally be your contract operational lead who attends CPR meetings. They will have overall responsibility for delivering the plan and reporting progress against actions and milestones monthly.

### Monthly Contract Update completion

1. Each month you should complete a narrative giving an overview of current contract performance and activity, highlighting any changes since the previous month’s update and reasons why. This may include an explanation of any variance from the flightpath (if applicable), an account of what went well and not so well (and reasons for it) and an assessment of any emerging risks and opportunities identified. You should additionally highlight any action being taken to rectify issues and mitigate risks.

### Specific Areas Requiring Action

1. You should identify all areas of contract concern impacting performance and delivery. Where you are subject to an intervention regime higher than Level 1, Action Plan should include actions specifically to address the reasons you have been placed in the regime level.
2. The Action Plan template provides a tab for each area identified which should be numbered sequentially. You should add further tabs as required as new areas are identified. It should be clear what the area is to be addressed and what the outcome objective is, i.e. the specific performance uplift expected.
3. Every area identified should then have corrective action(s). It is suggested that the Action Plan should contain a maximum of 5 top priority areas for improvement/corrective actions, e.g. job starts, outcomes, staffing, caseload sizes (this list is not exhaustive).
4. Each action should be clear and SMART, showing how they are to be achieved. If someone other than the Provider Accountable Lead will be responsible for undertaking an action, the Provider may wish to provide a name, however, the Provider Accountable Lead shall have ultimate responsibility for delivering on the actions and providing progress updates.
5. Avoid lengthy documents being created by long, narrative filled columns, there is a column to the right of the actions for the provider to specify a target date for completion of each action.
6. Each month you should complete an update on progress made against the action(s). Once an Action is completed, this will be removed the following month.

### Annexes to Action Plan

1. Not all levels of intervention will require you to produce a Flightpath (FP), however, we will inform you where this is a requirement. Where this is the case, you should embed your completed FP template in the Flightpath Tab and update it each month.
2. You should complete a summary breakdown of current performance of all direct delivery sites and Supply Chain partners in a format to be agreed with your PM, updated each month. This can either be presented in a single tab or by inserting the appropriate performance information in a tab which corresponds with the ‘Area to be addressed and outcome objective’.
3. Additional Annexes should be kept to a minimum to avoid the Action Plan becoming a bulky document that is onerous to review and manage. Your PM will agree with you any other information to be supplied to support their scrutiny of a contract and help identify further actions to be included on the Action Plan.
4. **Please see Customer Service Standards table at the beginning of Chapter 10.**
5. Provider Action Plan (Template) is available at Annex 10.2