

IJB11. Performance Monitoring Report

The Integration Joint Board considered a report by the Senior Service Manager which presented the Performance Monitoring Report March 2020 – March 2021 to support the Board to fulfil its ongoing responsibility to ensure effective monitoring and reporting of service delivery. The report provided a summary of key performance issues and drew on a basic balanced scorecard approach with a focus on exception reporting.

Decision

The Integration Joint Board noted that appropriate management actions continued to be taken to address the issues identified through the Performance Monitoring Report.