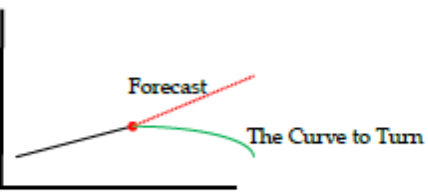


## PERFORMANCE ACCOUNTABILITY Turning the Curve Exercise Template

Turning the Curve Report (Performance Accountability)				
Programme				The programme, service system or project being performance managed
Customer				The customers: i.e. the people whose lives are affected (for better or worse) by the actions of the programme
Performance Measure				The priority PERFORMANCE MEASURE derived in particular from the “How well” and “Better Off” (right hand quadrant) questions*
Performance Measure Baseline				The PERFORMANCE MEASURE BASELINE made up of the historical data, the projected forecast (if nothing is done) and showing the curve we want to turn
Story behind the baseline...	What are the causes/forces at work? What accounts for the history? Reasoning behind the forecast	(List as many as needed)		The STORY BEHIND THE BASELINE: What we know about the factors driving the baseline. What are the causes/factors at work? What is our understanding of what’s driving our performance?
Data Development Agenda (1)	Are there any further data needs?			What are the gaps in our knowledge (our DATA DEVELOPMENT AGENDA)? What do we need to know to inform our action plan?
Key Partners	Who's involved? Who's missing?			Who are the KEY PARTNERS with a role to play in Turning the Curve? These could be internal departments, service users, suppliers etc.
Best Ideas - What Works	We could...			WHAT WOULD IT TAKE TO TURN THE CURVE? What’s our best thinking on this, our best hunches? What would work in our organisation? Always include at least one “No Cost/Low Cost” idea and an “Off The Wall” idea (to generate creative thinking)
Think SHARP EDGES! • Specific • Leverage • Values • Reach	Idea 1			
	Idea 2			
	No Cost/Low Cost Idea			
	Off the Wall Idea			

*\* For the purposes of the exercise, we use a single performance measure. As part of an action plan, we would use between three and five priority performance measures for each service.*