

**Remedial Action where a KPI is not met**

The Council and the Provider will communicate, and this communication may be via a formal meeting to discuss concerns, seek assurances and arrangements to monitor progress will be recorded if any of the KPI's fail to meet their target under the following circumstances

Quarterly KPIs	KPI is not met by	RAG Rating
1		Amber – Underperforming
2		Amber – Underperforming
3		Amber – Underperforming
4		Amber – Underperforming

A meeting between the Council and the Provider will be convened to develop a remedial action plan which will be available to Public Health within 2 weeks of the date of the meeting, if any of the KPI's fail to meet their target under the following circumstances

Quarterly KPIs	KPI is not met by	RAG Rating
1		Red - Target not met
2		Red - Target not met
3		Red - Target not met
4		Red - Target not met

Breach of contract proceedings may start if a KPI fails to reach any part of its target under the following circumstances

Quarterly KPIs	KPI is not met by	RAG Rating
1		Red - Target not met
2		Red - Target not met
3		Red - Target not met
4		Red - Target not met

The Council and the Provider will communicate, and this communication may be via a formal meeting to discuss concerns, seek assurances and arrangements to monitor progress will be recorded if any of the KPI's fail to meet their target under the following circumstances

Monthly KPIs	KPI is not met by	RAG Rating
1		Amber – Underperforming
2		Amber – Underperforming

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