

## **Performance and Improvement team profile**

### **Who is in the Performance and Improvement Team?**

In the Performance and Improvement Team there are:

- Team manager
- Information Resource Officers
- Business information Officers
- Information analysts
- Records manager
- Systems & Information coordinator

### **What does your team do?**

In the Performance Improvement Team we:

- support teams to ensure accurate and timely entering of correct data ensuring data quality and supporting teams who do not have access to Mosaic
- manage the record management process which includes archiving and confirming records can be destroyed
- preparing and submitting the statutory returns to NHS Digital, (Department of Health and Social Care)
- analysing and collating data to inform performance and reporting this includes the local account, Joint Strategic Needs Assessment and equality impact assessment
- monitor data through good record management practises.
- give relevant and timely information to our stakeholders, providing them with valuable insights into historical and future activity, enabling efficient and effective service planning including performance management.
- provide monthly, quarterly, regular performance monitoring information for the Delivery Unit and Corporate Team's
- report on strategic, operational and statutory performance measures.

### **Who do you work with regularly?**

We work with most teams across the Delivery Unit.

We also work closely with Corporate Performance Team, Commissioning and Health.

### **Where do you fit into the customer journey?**

We provide an ability to track the customer journey which allows the DU to what is going on, so we can inform decisions that are being made so the right decisions can be made for the customer.

We also work closely with Social Workers by either directly inputting data onto Mosaic for Mental Health and for services such as equipment and telecare or by providing one to one support to assist with queries that they may have around the use of Mosaic.

### **Anything else you would like your colleagues to know about your team?**

We are a diverse team, we can be directly inputting into Mosaic to assisting social workers, to reporting, to working with social workers to fix any issues.

Our collective team age is circa 337 years – that's 87 years older than the oldest known surviving Tortoise....

### **The Oldest Tortoise**



Tortoises are known for their longevity, but a tortoise living in India's Alipore Zoo set a record that won't soon be broken – surviving for 250 years. (To put things in perspective, that's older than the government of the United States of America!)

Adwaita's life began in the 1700s, when he was captured in the Seychelles Islands before being given to British general Robert Clive of the East India Company. Clive kept Adwaita as a pet before the tortoise was donated to the zoo in 1875. For more than 125 years, it lived in the same zoo enclosure until it passed away in 2006. Adwaita's shell was then carbon dated to confirm his age.