



Report Title	Performance Management Framework
Author (name and title)	Carol Weir, Director of Strategy, Planning and Performance
Accountable Director	Marc Thomas, Deputy Chief Executive
Previous committees/groups	Finance and Performance Committee
Recommended action(s) Approval, Assurance, Information	Approve the implementation of the Performance Management Framework (PMF).
Purpose of the paper	The purpose of this paper is to outline the YAS Performance Management Framework (PMF). The PMF establishes a structured and rigorous approach to monitoring and improving the quality of patient care, service delivery, and organisational performance. It ensures that performance expectations are clear, accountability is embedded at all levels, and continuous improvement is achieved through a data-driven and intelligence-led approach.
Recommendation(s)	The Board is asked to <b>approve</b> the Performance Management Framework and its implementation to support systematic performance monitoring, management, review and improvement across all levels of the organisation.

**Executive summary (overview of main points)**

The Performance Management Framework (PMF) provides a structured, standardised approach to setting expectations, monitoring performance, and ensuring accountability across Yorkshire Ambulance Service (YAS). It supports the Trust Strategy and NHS England planning guidance delivery, providing the Board assurance that key clinical, quality, financial, workforce, and operational targets are met.

The PMF enables consistent performance management across all directorates, ensuring a clear line of sight from frontline to Board. Key features include:

- Clear accountability at all levels of the Trust – ensuring transparency and ownership of performance outcomes.
- Integration of Quality Improvement (QI) methodologies and Programme Management Office (PMO) support – driving a culture of delivery and continuous improvement.
- Executive-led Performance Review and Improvement Meetings – providing a proactive and holistic approach to identifying challenges and implementing solutions.

By embedding data-driven decision-making, risk management, and standardised reporting, the PMF drives operational excellence supporting the delivery of safe, effective, efficient, and patient-centred care while ensuring financial sustainability.

<b>Trust Strategy Bold Ambitions</b> Select the most relevant points from the bold ambitions.	Our Patients	Deliver high-quality patient care and achieve the Ambulance Clinical Outcome measures. Deliver the national, regional and local performance targets for 999, NHS 111 and PTS. Achieve the highest possible rating of 'outstanding' by the health and social care regulator (CQC).
	Our People	Invest in developing our people (staff and volunteers), ensuring they have the skills, support and resources they need to deliver high-quality care and services, now and in the future.
	Our Partners	Listen and respond to patients, partners and our communities to develop and deliver high-quality care, which is continuously improving.
	Our Planet and Pounds	Use our resources wisely and ensure value for money. Ensure decisions are informed by evidence, research, data and intelligence.
<b>Link to Board Assurance Framework Risks</b> (board and level 2 committees only)		1. Deliver a timely response to patients. 2. Provide access to appropriate care. 3. Support patient flow across the urgent and emergency care system. 12. Secure sufficient revenue resources and use them wisely to ensure value for money.