

# APPENDIX C

## Explanation of RAG Rating

<b>RED</b>	<p>Close monitoring or significant action required. This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> <li>• Performance is currently not meeting the target or set to miss the target by a significant amount.</li> <li>• Actions in place are not believed to be enough to bring performance fully back on track before the end of the target or reporting period.</li> <li>• The issue requires further attention or action</li> </ul>
<b>AMBER</b>	<p>Light touch monitoring required. This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> <li>• Performance is currently not meeting the target or set to miss the target by a narrow margin.</li> <li>• There are a set of actions in place that is expected to result in performance coming closer to meeting the target by the end of the target or reporting period.</li> <li>• May flag associated issues, risks and actions to be addressed to ensure performance progresses.</li> </ul>
<b>GREEN</b>	<p>No action required. This would normally be triggered when performance is currently meeting the target or on track to meet the target, no significant issues are being flagged up and actions to progress performance are in place.</p>

The degree to which performance is missing a target is open to debate. A common way of overcoming this is to use a precise percentage threshold between current performance and the target. However, a blanket approach (such as plus or minus 10%) is not appropriate due to the varying ways that metrics are reported. E.g. small numbers, rates per capita, percentages.

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