

Exhibit 4

Task - Joint Review
PHASE 1
Confirm review team
Examine current performance evaluation and existing information
Review planning meeting
Notification letter
Advance information template and leaflets sent to the local authority
Meeting of lead reviewer/ information officer with the local authority liaison officer/performance management officer - request information for surveys
Set-up meeting
Receive information for surveys
Issue user/carer/staff/partner surveys
Complete advance information template
Draw up plan for case file samples
Provide local authority with case samples
Receive and analyse user/carer/staff/partner surveys
Phase 1 fieldwork (complete case file reading and meet user/carer/stakeholder groups)
Analyse results from case file samples
Interim assessment / decide focal areas for review
Customise methodology to reflect focus
Plan Phase 2 fieldwork
Introductory meetings in the local authority and finalise fieldwork programme
PHASE 2
Fieldwork (case studies users and service providers)
Fieldwork (assessment/care management teams)
Fieldwork (management and partners)
Analysis and feedback planning
Feedback meetings
PHASE 3
Draft report
Moderation
Send report to the local authority
Agree report with the local authority
Receive and comment on the action plan
Ministerial briefing and press release
Publish and present the report
Handover
Follow up

Milestone
PHASE 1 - BROAD REVIEW
Notification
Data meeting
Set-up meeting
Surveys
Phase 1 fieldwork
Introductory meetings
PHASE 2 - DETAILED REVIEW
Fieldwork (case studies users and service providers)
Fieldwork (assessment/care management teams)
Fieldwork (management and partners)
Feedback meetings
PHASE 3 - FOLLOWING THROUGH
Draft report
Action plan
Report publication and presentation
Handover
Follow up

Task - Local Authority
PHASE 1
Appoint link officer
Briefings and publicity
Meeting of lead reviewer/ information officer with the local authority liaison officer/performance management officer - request information for surveys
Set-up meeting
Complete advance information template and other information for Phase 1
Issue user/carer/staff/partner surveys
Prepare for file reading and Phase 1 fieldwork
Phase 1 fieldwork (complete case file reading and meet user/carer/stakeholder groups)
Introductory meetings in the local authority and finalise fieldwork programme
Organise fieldwork programme
PHASE 2
Fieldwork (case studies users and service providers)
Fieldwork (assessment/care management teams)
Fieldwork (management and partners)
Organise feedback meetings
Feedback meetings
PHASE 3
Respond to draft report
Prepare action plan
Prepare for presentation of report
Report publication and presentation
Prepare progress report
Handover
Follow up