

2025-2026 FOUNDATION PLAN IMPLEMENTATION
PROJECT EXCEPTION REPORT



Exec Sponsor:	TBC	Aim of Project: To designate a provider for the Specialist Auditory Implant Device Service for South East Wales, South West Wales and South Powys. (LP SS8).	Project Start:	Jul-25	Overall Status:			
Senior Responsible Officer:	Mel Wilkey		Project End:	IMTP				
Project Manager:	TBC		Reporting period:	Q3				
1. Overall Status Summary		2. Achievements - What went well this period			3. Set backs - What didn't go so well this period			
Significant Slippage Due to ongoing performance concerns, Commissioning team recommended escalation of South Wales service to Level 3. The service is now in Escalation Level 3 and as such the designated provider process is on hold.					Ongoing performance concerns has led to the recommendation by the Commissioning Team to the Director of Specialised Services that the S Wales service is put into Level 3 of the escalation framework. The service is now in Escalation Level 3 and as such the designated provider process is on hold.			
4. Upcoming Key Milestones or Deliverables		Original stated milestone	Expected Delivery Date	Confidence Rating	The Path to Green - How you will get back on track / keep on track	5. What's ahead for the work stream over the next reporting period		
Revised designated provider submission.		30/09/2025 (Q2)	IMTP		In August 2024, CVUHB requested a 6 month pause to the designation of provider process to conduct an internal review of all audiology pathways. A revised submission was not recieved. Ongoing performance concerns has led to the recommendation by the Commissioning Team to the Director of Specialised Services that the S Wales service is put into Level 3 of the escalation framework. As such the designated provider process is on hold. The service is now in Escalation Level 3. The JCC is holding monthly meetings with the provider to gain assurance via an action plan and revised trajectory.	Improvement action plan for de-escalation of service produced. Monthly meetings with the provider in place to gain assurance via the action plan and revised trajectory.		
Re-commence designated provider process.		31/03/2026 (Q4)	31/03/2026 (Q4)					
Designate provider.		IMTP	IMTP					
6. Risk Management - Summary of Highest Rated Risks				7. Issue Management - Summary of the Highest Rated Issues				
Summary of Risk	Likelihood	Impact	RAG	Mitigating Actions	Issue Description	Priority	Mitigating actions	Escalation
Unable to progress to designate a provider for South Wales within this financial year.	5	2	10	Application of the NWJCC Assurance Framework to address performance issues.	No issues to report at this time.	Low	N/A	N/A
			0					
			0					