


2025-2026 FOUNDATION PLAN IMPLEMENTATION  
PROJECT EXCEPTION REPORT

<b>Exec Sponsor:</b>	TBC	<b>Aim of Project:</b> To designate a provider for the Specialist Auditory Implant Device Service for South East Wales, South West Wales and South Powys. (LP SS8).	<b>Project Start:</b>	Jul-25	<b>Overall Status:</b> 			
<b>Senior Responsible Officer:</b>	Mel Wilkey		<b>Project End:</b>	IMTP				
<b>Project Manager:</b>	TBC		<b>Reporting period:</b>	Q3				
<b>1. Overall Status Summary</b>		<b>2. Achievements - What went well this period</b>			<b>3. Set backs - What didn't go so well this period</b>			
<b>Significant Slippage</b> 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.			
<b>4. Upcoming Key Milestones or Deliverables</b>		<b>Original stated milestone</b>	<b>Expected Delivery Date</b>	<b>Confidence Rating</b>	<b>The Path to Green - How you will get back on track / keep on track</b>	<b>5. What's ahead for the work stream over the next reporting period</b>		
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					
<b>6. Risk Management - Summary of Highest Rated Risks</b>				<b>7. Issue Management - Summary of the Highest Rated Issues</b>				
<b>Summary of Risk</b>	<b>Likelihood</b>	<b>Impact</b>	<b>RAG</b>	<b>Mitigating Actions</b>	<b>Issue Description</b>	<b>Priority</b>	<b>Mitigating actions</b>	<b>Escalation</b>
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					