

APPENDIX 1 - KEY PERFORMANCE INDICATORS

No	Description	Method	Target	Frequency
1	Carers felt that they were informed about services appropriate for them.	Satisfaction survey	90% positive responses	Annual
2	Carers felt that the information/support that was given enabled them to continue with their caring role.	Satisfaction survey	90% positive responses	Annual
3	Carers felt that the service and support was delivered in an accessible way.	Satisfaction survey	90% positive responses	Annual
4	Carers felt safe and secure while receiving this service.	Satisfaction survey	90% positive responses	Annual
5	Carers felt they were given the opportunity to provide their views on the service	Satisfaction survey	90% positive responses	Annual
6	Staff have attended safeguarding training during their induction, this must happen before commencing any information, advice and guidance activity.	Staff records seen during quality assurance visit	100% training undertaken	Annual
7	Staff, trustees and volunteers have had safeguarding refresher training within a 2 year period from their first training.	Staff records seen during quality assurance visit	100% refresher training undertaken	Annual
8	Staff have a training and development plan (including Care Act 2014 training).	Staff records seen during quality assurance visit	100% of staff have a written plan	Annual
9	Number of Referrals Via New / Known to Service.	Quality monitoring submission	1% increase from Year 2 onwards compared to the estimated population of carers	Annual