

## Appendix 1 - Key Performance Indicators

Main KPI Targets Set	Target	Monitoring/Reporting
1. All referrals responded to within 24 hours of receipt	100%	Monthly
2. Percentage of contact visits to be held within timescales agreed at commissioning meeting	100%	Monthly
3. All staff delivering supervised contact receive: <ul style="list-style-type: none"> <li>· relevant training</li> <li>· supervision</li> <li>· corporate induction</li> </ul>	100%	Bi-Annually
4. All reports quality assured within 3 days	100%	Monthly
5. Satisfaction of managing Social Worker of overall service.	100%	Monthly
6. Satisfaction of Service Users.	100%	Monthly
7. Social Worker Satisfaction with the Quality of Contact Reports	100%	Monthly
8. Receipt of report within 5 working days of Contact visit	100%	Monthly
9. Percentage of Families assigned over Three contact workers for the duration of support provided	80%	Monthly