

Open Appendix 5

6.4 Key Performance Indicators

6.4.1 The Provider shall be expected to meet all the criteria set through the Commissioner for Social Care Inspection or the Care Quality Commission.

6.4.2 In addition, the Provider will be expected to complete and submit qualitative and quantitative information every month to the Councils Contract Monitoring Officer achieve agreed satisfaction levels – which will vary during the course of the Contract – on the following Key Performance Indicators;

	Key Performance Indicator	Indicator	Target	Frequency
KPI 1	Responsiveness	The length of time taken for a Tenant to move into their flat from the point of the referral	100% of Tenants to be moved into their home within the agreed time frame as set by LBH, and be in receipt of a care and support plan	Monthly
KPI 2	Visits to Tenants are carried out on time and as planned	The percentage of visits which started outside 15 minutes of the stated time of arrival on the Care & Support Plan The percentage of homecare visits where the visit duration met the time stated on the care and support plan	95% of visits to be carried out on time	Monthly
KPI 3	Outcomes	Percentage of service users who have achieved their defined outcomes as recorded on their care and support plan	80%	Monthly
KPI 4	Service Failure	Percentage of homecare visits that were missed,	95% of visits to be carried	Monthly

		with care and support not being delivered as planned	out as planned	
KPI 5	All residents have an up to date care and support plan with appropriate risk assessments in place	The number of care and support plans that have been reviewed and meets the Tenants identified needs	100%	Monthly
KPI 6	Consistency of care	Tenants receive the same care workers Always / nearly always	90%	Monthly
KPI 7	Staff supervision	The Provider must evidence that they have effective systems in place to ensure the safety and protection of Tenants	100% of staff receive regular supervision	Monthly
KPI 8	Care workers are competent to undertake tasks	All mandatory staff training is up-to-date	The staff training matrix evidences that 100% of staff meet the agreed compliance rate	Monthly
KPI 9	Complaints shall be minimised and resolved within the agreed time frame	Number of complaints received The length of time taken to resolve the complaint	100% of complaints are resolved in line with the agreed time frames of the Providers or Council's Complaints Policy	Monthly
KPI 10	Reducing Social Isolation	The number of activities that the Provider has made available to Tenants The type of activities made available to	70% of Tenants have engaged with activities that have involved third parties	Monthly

		Tenants which involve external organisations and services or take place outside the scheme		
KPI 11	Community Engagement	Scheme events are facilitated or held collaboratively with organisations, services or groups that raise awareness and increase access to local opportunities	4 events to be held within each scheme	Annually
KPI 12	Care workers adhere to the respect and dignity of the Tenant	Tenants feel that they are being treated with dignity and respect from their care workers	100% positive response to satisfaction survey	Monthly
KPI 13	Care workers are responsive in emergencies	Satisfaction survey findings demonstrate that Tenants feel their emergencies are being responded to in a timely manner Unplanned care reporting data will evidence all emergencies and how they were managed	90% positive response to satisfaction survey	Monthly
KPI 14	Excellent care workers	Satisfaction survey findings demonstrate that Tenants are happy with their care workers	95% positive response to satisfaction survey	Monthly
KPI 15	Overall satisfaction of service provision	Satisfaction survey report findings demonstrate that Tenants are extremely satisfied with the overall service they receive from You	95% positive response to satisfaction survey	Annual

6.4.3 The key performance indicators will be subject to further adjustment by the Commissioning Officer or an Authorised Officer.

