

Open Appendix 1:

Day & Evening Services - Key Performance Indicators

Outcome (based on ASCOF/ NHS/ Public Health)	Objective	Performance Target
People engage in activities that are meaningful to them & have as much social contact as they would like	People have a service that is personalised, sensitive and appropriate to their specific needs.	<ul style="list-style-type: none"> ● 100% service users with contract/Agreement or equivalent ● 100% service users have an up to date communication plan ● 100% service users have an up to date person centred activity plan ● 100% service users offered choice in activities
<p>Quality of life: People's quality of life is maximised for those who have long-term conditions.</p> <p>Independence: People are enabled to maintain and/or develop their independence.</p>	<p>Outcomes are in place for people attending service.</p> <p>People to lead meaningful, happy and healthy lives.</p>	<ul style="list-style-type: none"> ● 100% Service users working towards identified outcomes in support plan ● Outcomes measures (e.g. Five Ways to Wellbeing or equivalent) are completed/ reviewed with service users once per quarter 100% ● Report on the number of people who move on to employment.
Ensuring that people have a positive experience of care	Service users receive timely services	<ul style="list-style-type: none"> ● Referrals acknowledged by the provider within 3 days of receipt.
	Making best use of support and resources	<p>Percentage of sessions for Hackney residents attended on average for the whole service:</p> <ul style="list-style-type: none"> ● 95%+ whole service ● 90%+ each individual member ● 100% reported follow-up where person does not attend and no notice given
Individuals, their families/ unpaid carers are empowered to have choice and control.	Service users are happy with services provided.	<ul style="list-style-type: none"> ● Written records of compliments, complaints and comments are kept and a record kept of any action taken in response e.g. 'You Said, We Did' ● Complaints are responded to within 15 working days ● Average carer satisfaction scores on annual survey, >75% fairly or very satisfied