

## APPENDIX 2

### SERVICE KEY PERFORMANCE INDICATORS

	KPI	Target	Monitoring Method
1	Every referral will be accepted by the Provider, as per the terms of the contract.	100% mandatory	Quarterly Contract monitoring report
2	Every referral to be assessed by the Provider within 5 working days.	100% mandatory	Quarterly Contract monitoring report
3	The provider is to commence development of a person-centred strength based & outcome focussed support plan within 5 working days of moving in.	100% mandatory	Contract compliance visit
4	% of Service Users with an up-to-date Service User centred support plan reflective of current needs and reviewed at least quarterly or following a serious incident	100% mandatory	Quarterly Contract monitoring report / Contract Compliance Visit (snapshot)
5	Service User is supported to attend and complete an Annual Health Check with GP	100%	Quarterly Contract monitoring report
6	Service User is registered with all mainstream health services (Dentist, Optometrist etc.)	100%	Contract compliance visit
7	% of staff team to be permanent	80%	Quarterly Contract monitoring report
8	That KPI scores in the QAF achieve at least Level B or above	100%	Contract compliance visit
9	% of agency staff by hours per quarter	No more than 10% of establishment hours	Quarterly Contract monitoring report
10	% staff vacancies expressed as hours	<16%	Quarterly Contract monitoring report
11	% of staff receiving mandatory refresher training	95%	Contract compliance visit
12	% of appropriately trained and assessed as competent staff available to meet the health and medication needs of the Service Users, 24/7	100% of time	Contract compliance visit
13	Ensure that all safeguarding and serious incidents are reported in accordance with national and local guidance.	100% mandatory	Quarterly Contract monitoring report
14	Ensure that all safeguarding and serious incidents are reported within 24 hours to the Contract Monitoring Team	100% mandatory	Quarterly Contract monitoring report
15	Level of Service User and/or their representatives satisfaction with the service as reflected in the Annual Survey.	>90% satisfied	Contract monitoring report – annual survey
16	Communication passport in place and reviewed	100%	Quarterly Contract monitoring report / Contract Compliance Visit (snapshot)
17	Hospital passport in place and reviewed	100%	Quarterly Contract monitoring report / Contract Compliance Visit (snapshot)
18	Number of complaints resolved to the satisfaction of the complainant	95%	Quarterly Contract monitoring report

19	Compliance with Deprivation of Liberty guidance & Procedures/ Liberty Protection Safeguards (LPS)	100%	Contract compliance visit
20	% of Service Users who have had a medication review under STOMP*	100%	Contract compliance visit

\*STOMP stands for stopping over medication of people with a learning disability, autism, or both with psychotropic medicines. It is a national project involving many different organisations which are helping to stop the overuse of these medicines. STOMP is about helping people to stay well and have a good quality of life.

## APPENDIX 2

### SERVICE OUTCOMES

#### Domain 1: Autonomy, Voice & Control

	Outcome	Provider Evidence	Evidence
1.1	The individual feels that they are treated with dignity and respect within the service	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Positive feedback from individuals.</li> <li>➤ Positive feedback from family and friends.</li> <li>➤ Surveys with individuals which demonstrate a high level of satisfaction</li> <li>➤ Number and details of compliments received.</li> <li>➤ Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>
1.2	Individual feels able to make a complaint or comment without fear of retribution	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Accessible information, Use of advocates.</li> <li>➤ Number and details of compliments received.</li> <li>➤ Number and details of complaints received.</li> <li>➤ Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>

#### Domain 2: The Right Support at the Right Time

	Outcome	Provider Evidence	Evidence
2.1	Service User is enabled to meet the outcomes and aspirations within their support plan	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Positive feedback from individuals.</li> <li>➤ Positive feedback from family and friends.</li> <li>➤ Surveys with individuals which demonstrate a high level of satisfaction.</li> <li>➤ Contract monitoring reports.</li> </ul>

			<ul style="list-style-type: none"> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>
2.2	That the Service users life pathway aspirations are driven and informed by their choice and control	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Positive feedback from individuals.</li> <li>➤ Positive feedback from family and friends.</li> <li>➤ Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>
2.3	That the Service User is happy with the staff team that support them and they are engaged in the recruitment process.	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Positive feedback from individuals.</li> <li>➤ Positive feedback from family and friends.</li> <li>➤ Surveys with individuals which demonstrate a high level of satisfaction.</li> <li>➤ Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>

### Domain 3: Education, Training and Employment

	Outcome	Provider Evidence	Evidence
3.1	Individuals feel fulfilled and have contact and socialise with friends and family	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Positive feedback from individuals.</li> <li>➤ Positive feedback from family and friends.</li> <li>➤ Surveys with individuals which demonstrate a high level of satisfaction.</li> <li>➤ Number and details of compliments received.</li> <li>➤ Number and details of complaints received.</li> </ul>
3.2	Individuals feel that they have choice and control over their lives	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Service User centred support plans.</li> <li>➤ Service User involvement in support planning process.</li> <li>➤ Provider shows methods of engaging Service User choice. Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>
3.3	Individuals access learning and leisure and participate as equal members of their local community	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Service User feedback systems demonstrate high levels of satisfaction.</li> <li>➤ Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>

## Domain 4: Being Active and Well

	Outcome	Provider Evidence	Evidence
4.1	Providers have developed good inter agency working	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Service users accessing other services (e.g. OT, SALT, Psychology)</li> <li>Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>
4.2	Individuals maintain a healthy lifestyle and are not disadvantaged due to their needs	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Annual Health Check,</li> <li>➤ Health Action Plans up to date.</li> <li>➤ DNR notices reviewed.</li> <li>Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>

## Domain 5: Relationships and Connections

	Outcome	Provider Evidence	Evidence
5.1	Individuals are able to access a wider circle of support rather than rely on the provider	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Person centred plans.</li> <li>➤ Strength based approach</li> <li>➤ Family/friend involvement.</li> <li>➤ Accessing community resources.</li> <li>➤ Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>
5.2	Individuals feel that they can take positive risks in their life	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Person centred plans.</li> <li>➤ Strength based approach</li> <li>➤ Use of advocates.</li> <li>➤ Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>

## Domain 6: A Safe and Secure Home

	Outcome	Provider Evidence	Evidence
6.1	Service users are protected from the negative effects of any behaviour by people who use the services	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Positive feedback from individuals.</li> <li>➤ Positive feedback from family and friends.</li> <li>Surveys with individuals which demonstrate a high level of satisfaction.</li> </ul>

			<ul style="list-style-type: none"> <li>➤ Number and details of compliments received.</li> <li>➤ Number and details of complaints received.</li> <li>➤ Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits</li> </ul>
6.2	Service users maintain their tenancy and ensure their rights are upheld	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Accessible information. Repairs.</li> <li>➤ Complaints.</li> <li>➤ Length of tenancy.</li> <li>➤ Contract monitoring reports.</li> <li>➤ CLDT reviews,</li> <li>➤ Monitoring visits</li> </ul>
6.3	Service users have positive interactions with other service users within the service	Post contract award, the Provider will be expected to submit evidence to support these outcomes	<ul style="list-style-type: none"> <li>➤ Positive feedback from individuals.</li> <li>➤ Positive feedback from family and friends.</li> <li>➤ Surveys with individuals which demonstrate a high level of satisfaction.</li> <li>➤ Number and details of compliments received.</li> <li>➤ Number and details of complaints received.</li> <li>➤ Contract monitoring reports.</li> <li>➤ CLDT reviews.</li> <li>➤ Monitoring visits.</li> </ul>