

Appendix Three Key Performance Indicators

1) Clients receiving care from a 'trusted team,'	Stretch Target	Good	Requires Improvement	Inadequate
Single handed Calls, Percentage of clients with 4 care workers or less	over 90%	70-90%	50-70%	less than 50%
Double handed calls, Percentage of clients with 8 care workers or less	over 90%	70-90%	50-70%	less than 50%
2) Percentage of visits which were missed or cancelled by the provider				
	Stretch Target	Good	Requires Improvement	Inadequate
Total visits missed	Less than 2%	3-5%	5-8%	more than 8%
Total visits cancelled	Less than 2%	3-5%	5-8%	more than 8%
3) Percentage of Visits that were Greater or Less than 45 mins Before or After Identified Time				
	Stretch Target	Good	Requires Improvement	Inadequate
No of 'early' visits - % of Early visits	Less than 2%	3-5%	5-8%	more than 8%
No of 'Late' visits - % of Late Visits	Less than 2%	3-5%	5-8%	more than 8%
4) Packages of Care response to purchasing				
	Stretch Target	Good	Requires Improvement	Inadequate
Number of packages offered				
Number of packages responded to within 2 hours	over 90%	70-90%	50-70%	less than 50%
Number of packages refused	Less than 2%	3-5%	5-8%	more than 8%
Number of packages - no response	Less than 2%	3-5%	5-8%	more than 8%
Number of packages accepted (placed and not placed)	over 90%	70-90%	50-70%	less than 50%
5) New Clients responded to within 24 hours				
	Stretch Target	Good	Requires Improvement	Inadequate
No of new clients this month				
No of new clients assessed within 24 hours of package accepted.	over 90%	70-90%	50-70%	less than 50%
6) Compliments and complaints				
	Stretch Target	Good	Requires Improvement	Inadequate
Number of compliments received				
Number of complaints received				
Number of complaints / no of clients %	Less than 2%	3-5%	5-8%	more than 8%
Number of complaints or issues responded to within 24 hrs	over 90%	70-90%	50-70%	less than 50%
Number of complaints or issues resolved within 1 week	over 90%	70-90%	50-70%	less than 50%

7) Staff Management Information	Stretch Target	Good	Requires Improvement	Inadequate
No' of Staff in this branch				
No of staff vacancies	Less than 2%	3-5%	5-8%	more than 8%
No of staff appointed to vacancies	over 90%	70-90%	50-70%	less than 50%
No of promotions within staff				
No of staff on zero hours contracts				
No of staff with ESTHER training	According to specification – broken down by year			
No of staff NVQ 4 or equivalent				
No of staff NVQ 2 or higher	over 90%	70-90%	50-70%	less than 50%
No of staff working towards NVQ 2 (balanced against though attained higher)	Balance	90% of balance	70-89% of balance	less than 70% of balance
No of staff receiving supervision meetings this month	over 90%	70-90%	50-70%	less than 50%
No of staff undergoing any disciplinary processes	Less than 2%	3-5%	5-8%	more than 8%
No of Apprentices				