

Paediatric Therapies Services – Key Performance Indicators (KPIs)

Paediatrics Speech and Language Therapy Service; Paediatric Speech and Language Therapy - Named Children Service; and Paediatric Enhanced Occupational Therapy Service

- 100% of Referrals will be acknowledged within 5 working days.
- 100% of pupils who have been assessed will have a therapy care plan, following assessment, with clear targets.
- Work towards 80% of pupils having provision in place within six weeks of the Statement of special educational need being received by Speech and Language Therapy.
- Annual Parent/carer, pupil satisfaction survey.
- Annual record keeping audit.
- Maximum of 5% Did Not Attend (DNA) rate termly.
- Annual Audit of Two (2) active care plans and one (1) care plan where the child has been discharged.
- 100% Input to or attendance at annual reviews

Special School Nursing Service

- 98% of children in each school with identified health needs will have an up to date personalised care plan.
- 98% of children in each school with identified health needs will have a completed risk assessment.
- A parent/ pupil satisfaction survey will be completed annually.
- A record keeping audit will be completed annually.
- A hand hygiene audit will be conducted three times per year.

Performance Reviews

Strategic Review Annual

- To review annual performance
- To review achievement of Key Performance Indicators and Outcomes.
- To review what has worked well and areas for improvement and action plan.
- To agree future requirements for provision.

Executive Review Quarterly

- To monitor progress against KPIs and outcomes
- To monitor provision is compliant with contract terms and conditions
- To review quality of provision
- To agree future needs
- To discuss partnership working

Area Operational Review x 4 Quarterly or more frequently if monthly report highlights any concerns

- To monitor provision for individual pupils in mainstream, resource units and special school settings at an area level

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