

CORE STANDARDS MONITORING
North West - April 2004
(Balanced Scorecard)

OBJECTIVES		MEASURES	Teams	SCT Surrey Hth/Woking Frimley Pk Hosp.	CST/ PLD
Customers			Targets %	%	%
To be responsive to Users and Carers.	C1	Contact is made within 24 hrs of the referral	95%	91	
	C2	Assessments begin within 48hrs of the first contact	80%	90	
	C3	Assessments are completed within 4 weeks of first contact	80%	81	
	C4	After assessment, services are provided within 4 weeks	70%	89	
	C5	Carers are offered an assessment of their needs	95%	100	33
	C7	Care Plans for users in receipt of service are reviewed annually	85%	78	86
People (staff and Members)				%	%
To promote a supportive environment with a shared purpose.	P1	Proportion of staff who actually had supervision out of those who should have had it during the month	80%	87	100
	P2	Proportion of staff who have gone more than 12 months without an appraisal out of the total number of staff in a team.	10%	47	46

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OBJECTIVES		MEASURES	Teams	SCT Surrey Hth/Woking Frimley Pk Hosp.	CST
<i>Operations</i>			Targets	%	%
To establish efficient Systems and Processes that support service objectives.	O1	Referrers and Users receive confirmation of eligibility decisions	85%	100	
	O2	Referrers and Users receive confirmation of proposed actions (Care Plan)	90%	87	
	O4	The record shows Users receive a copy of their assessment(s) and reviews	90%	73	60
	O5	Staff systematically record the ethnicity of users	100%	100	100
	O6	The new 'model file' format is maintained	80%	95	100
	O7	All records are dated and signed by the originator	70%	95	100
<i>Resources</i>				%	%
To optimise the use of human and financial resources for the benefit of users.	R1a	The record shows Care Managers have 'signed off' Contact (initial) assessments	90%	90	100
	R1b	The record shows Managers have 'signed off' a summary assessment and CPA	90%	94	50
	R1c	The record shows Care Managers have 'signed off' reviews	90%	86	0
	R2	The Care Plan states the intended outcome for each service provision	60%	86	
	R3	Evidence within care planning that Direct Payments have been considered with the user	70%	60	0
	R4	Cost benefit awareness is demonstrated in care planning	60%	86	
	R5	The proportion of staff for whom a workload management system is applied out of all staff	50%	0	100

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DAY CARE & RESIDENTIAL

OBJECTIVES		MEASURES	Teams	St. Peters	Pine-hurst	Cran-stock	Hillside
Customers			Targets	%	%	%	%
To be responsive to Users and Carers	C7	Care Plans for users in receipt of service are reviewed annually	85%				
People (staff and Members)			Targets	%	%	%	%
To promote a supportive environment with a shared purpose.	P1	Proportion of staff who actually had supervision out of those who should have had it during the month	80%				
	P2	Proportion of staff who have gone more than 12 months without an appraisal out of the total number of staff in a team.	10%				
Operations			Targets	%	%	%	%
To establish efficient Systems and Processes that support service objectives.	04	The record shows Users receive a copy of their assessment(s) and reviews	90%				
	07	All records are dated and signed by the originator	70%				
OBJECTIVES		MEASURES	Teams	St. Peters	Pine-hurst	Cran-stock	Hillside
Resources			Targets	%	%	%	%
	R1a	Records show C/Mgrs. Have signed off Contact assmts.	90%				
To optimise the use of human and financial resources for the benefit of users	R2	The Care Plan states the intended outcome for each service provision	60%				