

“KEY PERFORMANCE INDICATORS”

The Provider/s shall be obliged to report on a number of Key Performance Indicators (KPI). These will be agreed pre-contracts award but indicatively will include those shown below:

1) Peer Support and the Personal Assistant Support Service Peer Support and the Personal Assistant Support Service:

- Number of individuals accessing the peer support service, reported by adult social care and children & families.
- Referrals to the PA support service, reported by adult social care and children & families.
- Number of people on the PA register at any one time (we would expect to see growth)
- Number of people matched, reported by adult social care and children & families.
- End user satisfied with the service for both people seeking a PA and the PA
- Response times to enquiries
- Turnaround from referral to PA employment
- Training courses delivered & number of attendees (People seeking a PA and PA's)
- Identification of exceptional support provided to individuals to help manage their PAs

In broad terms, we have an aspiration that individuals are able to become self-managing and not reliant on regular ongoing support.

2) One Off Direct Payments for Carers Support Service:

- Carers receiving a one off direct payment including carers of adults, parent carers of disabled children and young adult carers
- Young carers aged 16 or 17
- Responsible adults supporting young carers under 16 years of age to use a payment
- Children's Social Work Teams (in relation to young carers)
- Staff of approved voluntary organisations for young carers and young adult carer payments
- General Practitioners and support staff

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