

Appendix 1 Key Performance Indicators

Outcome	Measure	Timescale	Evidence
All young people are appropriately supported in their placement	All young people have a placement planning meeting with the provider, social Worker and parents (if appropriate)	Within 5 days of the start of placement	- Young people's files - Provider self -assessment
	Placement plans are reviewed with the Social Worker and young person at regular intervals	A minimum of every 3 months and more often if support needs change	- Young people's files - Provider self -assessment
	Placement plans are achievable and realistic and link to the young person's needs and wishes	Throughout placement	- Young people's files - Provider self –assessment - Young person's interviews
	All young people are actively encouraged and supported to engage with support from other agencies such as health checks, drug and alcohol sessions, Social Care and YOS appointments.		- Young people's files - Young person's interviews
Young people's support	Risk management plans on each young person are to be	Within 5 days of the start of	- Young people's files

needs and risky behaviours are appropriately managed by the provider	completed by the provider and Social Worker at the start of placement.	placement	- Provider self -assessment
	Risk assessments to be reviewed at regular intervals	A minimum of every 3 months and more often if risks change	- Young people's files - Provider self -assessment
	Risk management plans are robust and practical and conducted by a worker who is well trained	On-going	- Young people's files - Provider self -assessment - Staff files
	The provider makes appropriate referrals and allocations decisions for new and existing placements with regard to matching with existing residents risks and need, staff skills and expertise, location of the accommodation and level of support offered.	On-going	- Referrals and allocation policy - Young people's files - Referrals and allocation files
	All Staff (paid and unpaid) receive training in assessing and managing young people's risks	During induction and reviewed a minimum of every 3 years	- Staff files - Staff training plans - Staff interviews

<p>All staff (paid and volunteers) have the appropriate skills, competencies and are well supported for working with vulnerable young people in semi-independent accommodation</p>	<p>All staff have participated in a thorough induction programme with the provider prior to working alone with young people. This should include, but not be limited to, the providers policies and processes, introduction to local agencies, health and safety, fire safety, food hygiene, risk management, safeguarding, alcohol and drug mis-use, Mental health issues and CSE.</p>	<p>At start of employment</p>	<ul style="list-style-type: none"> - Staff files - Interviews with staff - Whole service training programme
	<p>Staff receive timely training on specific support issues as required –e.g. self-harming if they are working with a young person with these issues</p>	<p>As required</p>	<ul style="list-style-type: none"> - Staff files - Interviews with staff - Whole service training programme - Young people’s files
	<p>All staff have received Safeguarding Children training as part of their induction and have received regular refresher training.</p>	<p>During induction and reviewed a minimum of every 3 years</p>	<ul style="list-style-type: none"> - Staff files - Interviews with staff - Whole service training programme
	<p>All staff have received a satisfactory DBS check prior to working unsupervised with young people (further checks should be made through the consulate for EU nationals and staff from other countries)</p>	<p>During recruitment process and every 3 years</p>	<ul style="list-style-type: none"> - Staff files - Interviews with staff

	Robust processes are in place for recruiting and interviewing staff including, and not limited to, safeguarding and competencies interviews, written references and verbal checks, double checking employment history and qualifications.	During recruitment process	<ul style="list-style-type: none"> - Staff files - Recruitment policy - Providers self-assessment
	All staff receive regular supervision and guidance from a consistent member of the management team.	Once a month minimum and more often if required e.g. during induction period	<ul style="list-style-type: none"> - Staffing and Supervision Policy - Staff files - Staff interviews
The accommodation is maintained to an excellent standard	The provider has and regularly reviews the health and safety policy.	Annual reviews	<ul style="list-style-type: none"> - Health and Safety and Fire safety policy
	The provider has a system in place and conducts regular checks for health and safety and fire safety	Frequency to be determined by checks required	<ul style="list-style-type: none"> - Health and Safety and Fire safety policy - H&S and fire safety records of routine checks
	The décor and furnishings are maintained to a high standard and repairs and maintenance are carried out in a timely manner		<ul style="list-style-type: none"> - Young people's interviews - Complaints - Maintenance log

			- Inspection of home
Young people develop the skills to live independently whilst in placement	Each young person has an assessment of their life-skills.	1 st month of placement	- Young people's files - Interviews with young people and Social Worker
	Each young person has an individualised plan to develop their life-skills focussed on achieving outcomes. It will correlate with the results of the life-skills assessment and placement plans. Regular reviews should take place to monitor effectiveness	At the end of first month with regular reviews until end of placement as agreed with the Social Worker and Commissioning team.	- Young people's files - Independence skills framework -Interviews with young people and Social Worker
	Key working sessions should focus on achieving the outcomes in the placement and life skills plans.	Frequency agreed with the Social Worker, young person and Commissioning Team	- Young people's files - Interviews with young people and Social Worker - Funding Authorisations
The young person's voice is heard in service delivery	Young people are consulted and encouraged to participate in planning of service delivery including house rules, sanctions and the decoration / running of the house.	Regular intervals throughout the placement	- House meeting minutes - Young people's interviews

			- Provider's records
	Young people are involved in their support planning and decision making processes.	Throughout the placement	- Young people's files - Young people's interviews
All young people are supported to access and maintain appropriate education, training and employment.	There is a strong culture and high expectations that young people attend and positively engage in ETE. This should have strong links to placement planning, key working sessions and the life-skills plan	Throughout the placement	- Young people's files - Interviews with young people and Social Worker- - Placement plan - Key work records
	Staff help to facilitate young people's access to and maintenance of ETE placements through partnership working with Connexions, the Social Worker and other training and employment providers	Throughout the placement	- Young people's files - Interviews with young people and Social Worker- - partnership working agreements

<p>A culture of Safeguarding children and Young people is embedded in the organisation</p>	<p>All staff have received Safeguarding Children training as part of their induction and have received regular refresher training at a minimum of 3 yearly intervals.</p>	<p>During induction and reviewed a minimum of every 3 years</p>	<ul style="list-style-type: none"> - Staff files - Interviews with staff - Whole service training programme
	<p>The provider has a safeguarding policy and procedure that is compliant with the local safeguarding children board procedures</p>	<p>Reviewed annually</p>	<ul style="list-style-type: none"> - Policies file
	<p>Staff can demonstrate an understanding of Safeguarding policies and procedures and professional boundaries when working with young people</p>	<p>At all times</p>	<ul style="list-style-type: none"> - Staff files - young People s files - Interviews with staff - Incident reports
	<p>A log is maintained of Safeguarding incidents and evidences that appropriate action was taken in line with the Council's Safeguarding policies.</p>	<p>At all times</p>	<ul style="list-style-type: none"> - Safeguarding log - Incident reports
	<p>Young people are aware of the system for raising safeguarding concerns.</p>	<p>Throughout placement</p>	<ul style="list-style-type: none"> - Young people's interviews

			- Young people's file
Incidences of young people going missing are well managed	The provider has a robust policy and procedures in place for managing incidences of 'missing' which is appropriate to the style of accommodation and support provided.	Annual reviews	- Missing Policy - Safeguarding policy
	There is evidence of good practice around incidences where young people have gone missing. This should include effective joint working with, and timely notification to, the Police and Social Care and individualised plans are agreed with the Social Worker dependant on the young person's risks and needs.	At all times	- Serious incidences log - Young people's files
There is a positive ethos in place for managing young people's behaviour within the home	Licence conditions / house rules are appropriate to the age of the young people and style of accommodation.	Reviewed annually and more frequently if required	- House rules - Licence conditions - Young people's feedback in house meetings etc.
	There is a transparent framework in place for rewarding positive behaviour and dealing with infringement of the house rules that is fair and understood by the young	Reviewed annually and more frequently if required	- Young people's interviews and feedback - Behaviour management policy

	people.		
Significant Incidents and concerns and complaints are dealt with effectively	There is a robust policy in place for reporting and dealing with serious incidents.	Reviewed annually	- Policies file
	There is evidence that effective action has been taken during and following each serious incident and the outcome has been shared with the Social Worker and Commissioning Team within 24 hours.	When required	- Serious incidents log - Young Peoples files - Staff files
	There is a policy in place for dealing with concerns, compliments and complaints	Reviewed annually	- Policies file
	The provider takes timely and robust action to investigate complaints thoroughly and to put things right if required. The provider keeps the Social Worker and the Commissioning Team well informed.	When required	- Complaints and concerns log - Young people's files - Staff files
Young people are well supported through	The provider will work jointly with the Social Worker/ Personal Adviser and young person to ensure that the	Throughout the placement	- Young people's files

<p>transition into Adult services and alternative accommodation at 18 years</p>	<p>young person is well informed and supported to find alternative accommodation post 18 years. This could include helping the young person to find suitable accommodation during key work sessions.</p>		<ul style="list-style-type: none"> - Placement plan - Interviews with young people
	<p>The provider will work with the Social Worker/ Personal Adviser to ensure that young people moving into Adult Social Care services at 18 years have a smooth transition and feel well supported</p>	<p>Throughout the placement and at 18 years</p>	<ul style="list-style-type: none"> - Young people's files - Placement plan - Interviews with young people