

Devon County Council

CP1329-16

OJEU REF – 2017/S 042-076945

Performance Management Framework

CP1329–16 Supporting Independence.

(Appendix E)

What is the performance reporting framework and how will the information be used

- Providers are required to supply the information detailed in the table below twice a year. Please note that completion of some elements is **mandatory** and completion of some elements is '**desirable**', where completion is optional. During the implementation phase and before contract start, you will receive a link to a secure online survey, completion schedule and guidance notes to aid completion. Having a consistent format allows information to be collated and analysed effectively, however as providers, you can determine systems used for collecting the information and for monitoring outcomes and service user satisfaction. The table gives some examples of how you might evidence the questions. You must be prepared to share your supporting evidence and systems for collating the information with Commissioners if you are requested to do so.
- The reporting framework is based upon your 'self-assessment' of the service delivered and forms one element of information that will help to inform contract monitoring. It includes 'Key Performance Indicators' (KPIs) for the contract, which you will be monitored against. Some KPIs have percentage targets against which we want you to meet, for example: 'Full and timely completion of the performance reporting survey' has a target of 100%. Some do not have hard targets against but a range of acceptable performance.
- The majority of the information is management information and in an aggregated format this will help to inform a wider picture of the unregulated sector. For this reason, we urge you to complete as much of the desirable information as possible as well. It will be used to support strategic planning and help to inform more refined performance indicators for future contracts and inform the Market Position Statement. Arising trend information will be made available to all participating providers to support their business planning.
- In addition, some of the information provided will inform the sufficiency and risk profiling tool created to help the Local Authority to provide the right level of support to ensure the provision of the right types of services in the right places in order to meet Care Act duties.
- The online form will be quick to complete (assuming that you have gathered the different bits of information which will inform completion, in advance.) and will consist of a multiple choice approach. You will also have the opportunity to upload other supporting evidence such as case studies or testimonials and quotes from service users or other professionals, if you wish. Upon request, you must be prepared to share all the anonymised evidence that supports your self-assessment.
- The information provided will be securely held and only used for the purposes outlined. NB Provider information that does not change will be prepopulated on the survey to reduce inputting time.

Mandatory Requirements

Mandatory Reporting Framework	
Section 1: Management Information – Provider Details	
Provider Name	
Business Structure	<ul style="list-style-type: none"> ○ Private ○ Charity ○ Social Enterprise
Business Size	<ul style="list-style-type: none"> ○ Micro-enterprise, ○ Small – medium sized business ○ Regional ○ National
Type of Service	<ul style="list-style-type: none"> ○ Individualised Support ○ Group Based Support
Zones Covered	<ul style="list-style-type: none"> ○ 1, 2, 3, 4, 5, 6, 7, 8
(Please note that the above 5 items are unlikely to change and the information will be pre-populated on the online survey after it has been completed for the first time)	
Changes* *Please note, the Provider must inform the Commissioner of any possible change of ownership prior to that change taking place. The Commissioner will then consider if novation is possible, there is no guarantee that the contract will transfer to a new Provider after change of ownership. The Provider must inform the Commissioner of any Governance/Management Team	<ul style="list-style-type: none"> ○ Company ownership ○ Governance / Management Team ○ Service Delivery Model ○ Location

change, Service Delivery model change or Location change prior to that change taking place to enable the Commissioner to consider and update records accordingly.	
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Mandatory Reporting Framework	
Section 2: Management Information – Services Outputs (in reporting period)	
Evidence	
Number of compliments received	o Log of compliments available on request
Number of complaints received	o Log of complaints available on request
Number of accidents and serious incidents	o
Percentage of clients who are satisfied with the service	o 10%, 20%, 30%, 40%, 50%, 60%, 70%, 80%, 90%, 100% o A summary of service user satisfaction activity. (Methodology to be shared with Commissioner on request)
Percentage of clients who are dissatisfied with the service	o 10%, 20%, 30%, 40%, 50%, 60%, 70%, 80%, 90%, 100% o A summary of service user satisfaction activity. (Methodology to be shared with Commissioner on request)

Mandatory Reporting Framework		
Section 3: Management Information – Services Outputs (in reporting period) (NB All the Information in this Section are Key Performance Indicators and are set out below – you will only need to provide the information once in each reporting period)		
Key Performance Indicators		
Description of Key Performance Indicator	Target	Evidenced by
1. Performance reporting framework completed in full and on time	100%	Devon County Council receipt of completed online surveys within the deadline

2. Success in achieving shorter term outcomes for service users	The % of people at final review where: <ul style="list-style-type: none"> • 0-50% of goals were met • 51-80% of goals were met • 81-100% of goals were met 	Information provided in the performance reporting framework
3. Success in achieving longer term outcomes for service users	The % of people at final review where: <ul style="list-style-type: none"> • 0-50% of goals were met • 51-80% of goals were met • 81-100% of goals were met 	Information provided in the performance reporting framework
4. Number of care & support packages that the provider has 'handed back' because they are unable to meet the outcomes specified on the My Care and Support Plan	0% target*	Information provided in the performance reporting framework
5. Number of care & support packages that the Commissioner has 'taken back' because the provider is unable to meet the outcomes specified on the My Care and Support Plan	0% target*	Information provided in the performance reporting framework

Providers will be monitored against the key performance indicators (KPIs) above.

If a Provider fails to meet any of the targeted KPIs, in the first instance, in an Authorised Officer will liaise with the Provider to discuss an appropriate plan of action.

In reference to the KPIs (2-5) the Commissioner will apply the KPI reporting to assure itself that reasonable and informed judgements are being made by the Provider to only accept referrals for those Service Users that they have the skills to support, and refuse referrals for Service Users whose support needs fall outside of their area of expertise.

*In this respect the Provider is referred back to the Specifications for both Lots which explain that if a Provider accepts a package of care and support, it is required to ensure it has the necessary Core Competencies to deliver the Service User specific objectives described in the My Care and Support Plan.

Desirable Reporting Requirements

Desirable Reporting Requirements	
Section 1: Management Information – Provider Details (in the reporting period)	
Recruitment and Retention	<ul style="list-style-type: none"> ○ High staff turnover ○ High sickness rates ○ Failure to recruit at management grade ○ Failure to recruit at operation grade ○ High percentage of agency workers
Business Split	(Public Sector 'v' Private Clients) <ul style="list-style-type: none"> ○ 100:0 ○ 70:30 ○ 60:40 ○ 50:50 ○ 40:60 ○ 30:70 ○ 0:100

Desirable Reporting Requirements	
Section 2: Management Information – Service Outputs (in the reporting period)	
Evidence	
Total number of clients	Referral Records
Number of new clients	Referral records
Number of clients receiving a service for 12	Referral records

months or longer	
Number of clients successfully enabled to use open access services independently, without ongoing support from the provider	Referral records and a summary of outcomes achieved against care plans
Number of clients refused a service	Referral records
Reason for refusal Why refused a referral: <ul style="list-style-type: none"> o Unable to meet needs o No capacity o Group cohesion (GBS only) o Other (please specify) 	Referral Records

Desirable Reporting Requirements

Section 3: Management Information – Service Outcomes

Number of clients meeting the following outcome areas:	<ul style="list-style-type: none"> o I have maintained and developed my independence and control of my life o I am more confident and need less support than I did o I am able to do as much as possible for myself and make decisions about my life o I am safe and free from abuse o I feel stronger and healthier o I feel I need less help from those around me o As a Carer I am valued and listened to and supported to continue in my caring role.
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Desirable Reporting Requirements

Section 5: Management Information - Qualitative Information

Desirable & Optional Reporting Information

Please upload any supporting qualitative information which supports the information provided or that you would like to share with Commissioners, e.g. quotes or testimonials from services users, their family members or other professionals involved, case vignettes etc.