

TORBAY COUNCIL

Appendix J

Key Performance Indicators and Contract Monitoring: Lot One Supported Lodgings

The Council will be using an Outcome Based Accountability approach to performance and contract management of the service: This covers the following areas:

Key Performance Indicators (KPI's)

The Service Provider shall compile and maintain such information as the Council may reasonably require in order to evaluate the Service using key Performance Indicators that will be developed and introduced following consultation with the Provider prior to contract start date. Such KPI's will include:

Utilisation of provision

Numbers engaged in Education, employment, training

Planned move-on

The Provider will report Quarterly and this will include reporting on:

Number of Referrals and reasons for any refusals

Young People profile

Waiting List

Length of stay

Number of Evictions and Abandonments

Planned and unplanned move-on destination

Young People referral and take-up of other support services (such as universal services and targeted services such as substance misuse, sexual health and mental health)

Safeguarding referrals

Missing episodes and Return Home Interviews

Staff and Host recruitment, leavers and vacancies

Any Staff disciplinary actions

Staff and Host training

Compliments and Complaints

Partnership Working – Successes and Challenges

Outcomes – The Impact of the Service for Young People

Young People Progress made towards their agreed Outcomes

Young People consultation and feedback results

Annually:

The Provider will undertake a Service Review to inform a Service Development and Improvement Plan

Service User, Hosts and wider stakeholder consultation should inform this plan

The Provider shall make available to the Council any monitoring information at intervals agreed with the Council and at other times as may reasonably be required.

The Provider shall co-operate with quality assurance and performance monitoring activities required by the Council, including site visits, interviews with staff and young people and developing service improvement plans