

Appendix 2: Monitoring information

For the start of the contract, the information below will be submitted by the Provider on a weekly basis unless otherwise indicated. Frequency of reporting may change over the course of the contract.

<p>Planning Measures (Demand) <i>How many do we get? Demand – volume in</i></p>	<ol style="list-style-type: none"> 1. Number of new packages started by Lot and number of packages ended 2. Number of new care plan hours started by Lot, and number of hours relating to closed packages 3. Number of packages where care plan hours were increased or decreased by (a) the provider by Lot or (b) social worker (c) net impact in hours 4. Number of packages due to be reviewed by Lot
<p>Planning Measures (Capacity) <i>How many do we do? Capacity – volume</i></p>	<ol style="list-style-type: none"> 5. Number of people being supported 6. Total number of care hours involving care outside of the home 7. Number of people not supported due to a hospital stay 8. Number of care hours ‘free’ (not delivered) due to people being in hospital 9. Time between referral and the care commencing (per case, measured in days) 10. Number of total care plan hours (at any time – capability chart) 11. Number of Lot 1 packages reviewed within timescale
<p>Leading Measures <i>How well do we do them?</i></p>	<ol style="list-style-type: none"> 12. Number of people who feel they have made progress towards their personal wellbeing outcomes since they were last assessed or reviewed (measured for each person at each review, on the outcomes monitoring tool (reporting three times per year) 13. Case studies (presented in any suitable format e.g. as a pen picture or video diary). At least 2 per 3-month period, randomly selected and formulated jointly by the person receiving care / family, Integrated Neighbourhood Team members and the carers
<p>Lagging Measures <i>What is the impact on performance in this system?</i></p>	<ol style="list-style-type: none"> 14. Number of staff hours spent travelling shown overall, and as minutes per hour of direct care provided (4 weekly) 15. Proportion of overall provider spend on direct and indirect staffing costs (4 weekly) 16. Staff sickness absence – number of days, also shown as % of total working days (4 weekly) 17. Staff turnover (4 weekly) 18. Level of job satisfaction and morale (measured by means of half-yearly staff survey)

	<p>19. Training received by each member of staff (recorded continuously, reported upon annually)</p> <p>20. % of people receiving home care, and their family, who feel that what matters to them has been truly understood, and that they have been effectively supported by the carers (measured by means of annual survey, inclusive of section for narrative comments to understand what could be done better)</p> <p>21. Number of people who received an adjusted level of home care due to support given to become less reliant on the service (e.g. through rehabilitation, enablement or community network engagement) (quarterly)</p> <p>22. Number of complaints (quarterly)</p> <p>23. Number of reportable incidents (quarterly)</p> <p>24. Value of refunds / credits (quarterly)</p>
<p>Lagging Measures <i>What is the impact on performance in the wider system?</i></p>	<p>25. Examples of collaboration that have led to community developments and greater level of community resilience – case studies / quarterly</p> <p>26. Number of unpaid carers, in relation to people receiving home care, who report that they feel well supported by the paid carers in their role (measured by means of annual survey and also conversations held during service user reviews)</p> <p>27. Examples where home carer support assisted in avoiding a hospital admission (quarterly)</p> <p>28. Examples where home carer support alleviated pressure on other services (such as avoided ambulance call out, GP visit, DN visit etc) (quarterly)</p> <p>29. Examples of services, community support or other solutions that were not available, leading to inappropriate reliance on home care – case studies / quarterly</p>

Key Performance Indicators

	Measure	Limitations	Minimum Target
1	Number of referrals converting to service starts All Providers combined	None	95%
2	Number of referrals with start date agreed within one working day of brokerage referral By Lot / Provider	Standard packages – no authorised delay	80%
3	Number of referrals starting services within 72 hours By Lot / Provider	Standard packages – no authorised delay	80%
4	Number of priority referrals starting services within 48 hours	None	98%

	By Lot / Provider		
5	% People with up to date with their provider-led review reviews By Lot / Provider	None	95%
6	% People with up-to-date outcomes monitoring completed Lot 1 by Provider	Excluding people who have opted out of outcomes monitoring	75%
7	% Scheduled visits completed By Lot / Provider	Excluding person led cancellation / not at home	98%