

Appendix 3g – Lot 1b Homecare KPI's

Homecare Specification - Key Performance Indicators

Ref	Title	Providing Organisation	Regularity	Client Group
1BKPI 1	Length of Visits	Service Provider	Quarterly	All
1BKPI 2	Response to care package requests	Service Provider	Quarterly	All

Comments boxes will be available to add additional information where necessary to provide more contextual information regarding the individual KPI returns.

Lancashire County Council will monitor the KPI returns and analyse them for themes and trends, within a Service Provider over a number of returns and across Service Providers.

All KPIs will be reviewed, and targets amended in line with market responses and quality standards. This will be undertaken periodically.

1BKPI 1 Length of Visits					
Rationale	Service Users should expect to receive care in accordance with their Care and Support needs				
Definition	The percentage of planned visits that were not less than 50% of the commissioned time in length.				
Numerator	A= The number of visits delivered (during the reporting period) with a duration of 50% or more of the commissioned time				
Denominator	B = Total number of visits delivered (during the reporting period)				
Formula	$A \div B \times 100 = \% \text{ delivered}$				
Worked Example	<p>The number of delivered visits = 5100 and the number of visits less than 50% of the commissioned time in duration = 100. The total number of visits delivered in the reporting period = 5000.</p> <p>The percentage of delivered visits that were not less than 50% of the commissioned time in duration:</p> <p>$5000 \div 5100 \times 100 = 98\%$</p>				
Good Performance	Good performance is typified by a higher percentage	Collection Interval	Quarterly	Data Source	ETMS
Return Format	Numerator, Denominator and Percentage	Target	80%	Reporting Organisation	Service Provider
Frequently Asked Questions					
<p>What this indicator does: Measures the reliability of provision, by capturing all visits that have occurred within the reporting period and identifying those visits that not delivered in accordance with the amount of time commissioned.</p> <p>What to exclude: All visits should be included with the exception of:</p> <ul style="list-style-type: none"> Care services not commissioned by Lancashire County Council. <p>Definitions:</p> <ul style="list-style-type: none"> Visit – an appointment at a Service User's home to provide care or support which has taken place. For visits in which more than one Care Worker attends, this should be counted as 1 visit only and not 2 Visit delivered within the commissioned time - is when the Care Worker delivers the required care and support and the time taken to do this is 50% or more of the time that has been commissioned 					

1BKPI 2 Response to care package requests					
Rationale	The Authority needs to understand the reasons where Service Providers are not able to accept a care package request in order to further develop the PDPS.				
Definition	The percentage of responses received to care package requests				
Numerator	A= The number of responses received (during the reporting period)				
Denominator	B = The number of care packages requests (during the reporting period)				
Formula	$A \div B \times 100 = \% \text{ of responses received}$				
Worked Example	<p>The number of package of care requests = 150 and the number of responses received = 144. The total number of responses received = 144.</p> <p>The percentage of responses received:</p> $144 \div 150 \times 100 = 96\%$				
Good Performance	Good performance is typified by a higher percentage	Collection Interval	Quarterly	Data Source	Oracle sourcing system
Return Format	Numerator, Denominator and Percentage	Target	95%	Reporting Organisation	Lancashire County Council
Frequently Asked Questions					
<p>What this indicator does: Measures the response rate to all package of care requests to ensure that the Authority is able to collate useful intelligence to further develop the Homecare service</p> <p>Definitions:</p> <ul style="list-style-type: none"> • Response – A response to confirm whether a package of care request that has been offered to that provider can be accepted or not. And where the package cannot be accepted a reason is provided as to why the package cannot be accepted. 					