

Appendix 3h – Lot 1c Extra Care KPI's

1c Extra Care Services 1c Specification - Key Performance Indicators

CKPI's 1 & 2 are built into Core Specification

CKPI 2 is applicable to Extra Care but only for planned care activity.

| Ref | Title | Providing Organisation | Regularity | Client Group |
|------------|-----------------------------------|-------------------------------|-------------------|---------------------|
| 1CKPI 1 | Response to Community Alarm | Service Provider | 6 monthly | All |
| 1CKPI 2 | Workforce Development | Service Provider | 6 monthly | All |
| 1CKPI 3 | Provider Staffing | Service Provider | 6 monthly | All |
| 1CKPI 4 | Working with On-Site Partners | Service Provider | 6 monthly | All |
| 1CKPI 5 | Complaint Handling & Safeguarding | Service Provider | 6 monthly | All |

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

The Authority will monitor the KPI returns and analyse them for themes and trends, both for individual Service Providers over a number of returns and across all Service Providers returns.

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

| 1CKPI 1 Response to Community Alarm | | | | | |
|--|---|----------------------------|------------------|-------------------------------|--------------------------------------|
| Rationale | The vision for this KPI is that the Provider will respond to community alarms in Extra Schemes in a reasonable timescale | | | | |
| Definition | Percentage of calls Answered within 90 seconds | | | | |
| Numerator | A= Number of emergency response calls answered with 90 seconds during the reporting period | | | | |
| Denominator | B= Number of emergency response calls during the reporting period | | | | |
| Formula | A/Bx100 | | | | |
| Worked Example | <p>Suppose there were 100 emergency response calls within the reporting period (B)</p> <p>Suppose 98 of these calls were answered within 60 seconds (A)</p> <p>$98/100 \times 100 = 98(\%)$</p> | | | | |
| Good Performance | Good performance is typified by a higher percentage | Collection Interval | 6 Monthly | Data Source | In-house Alarm System records |
| Return Format | Numerator, Denominator and Percentage | Target | 100% | Reporting Organisation | Service Provider |
| Frequently Asked Questions | | | | | |
| <p>What this indicator does: This KPI highlights the providers capabilities and responsiveness in relation to community alarms in Extra Care Schemes</p> <p>What to exclude:</p> <ul style="list-style-type: none"> • None <p>Example of auditable evidence: To be discussed with Provider as will depend on specifics of the scheme</p> | | | | | |

| 1CKPI 2 Workforce Development | | | | | |
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| Rationale | <p>The vision for this KPI is to promote a skilled workforce, able to deliver high quality care within Lancashire. Service Providers will facilitate this by offering training that will provide staff with the skills to provide high quality and effective care. High quality training will foster a culture in Service Providers of high-quality person-focused care and support in Lancashire</p> <p>The Authority believes that a well-trained workforce will contribute towards strong safety measures for Individual's and also improve the quality of services provided.</p> <p>All staff must complete introductory training, which includes how to promote equality and people's rights, as well as first aid, food hygiene, giving medication, and moving and lifting people.</p> <p>Staff are encouraged and given time to improve their skills through courses in health care and social care.</p> | | | | |
| Definition | The percentage of new staff to social care who undertake and complete Care Certificates | | | | |
| Numerator | A = Number of care workers new to health and social care within the last reporting period (within staff team on reporting date) currently undertaking Care Certificate | | | | |
| Denominator | <p>B = Number of care workers new to health and social care within the last reporting period (within staff team on reporting date) completed all modules of Care Certificate</p> <p>C = Number of care workers new to health and social care in last reporting period</p> | | | | |
| Formula | $(A+B) \div C \times 100$ | | | | |
| Worked Example | <p>Number of Number of care workers new to health and social care within the last reporting period (within staff team on reporting date) currently undertaking Care Certificate is 5 (A)</p> <p>Number of care workers new to health and social care within the last reporting period (within staff team on reporting date) completed all modules of Care Certificate is 3 (B)</p> <p>Number of care workers new to health and social care in last reporting period is 10 (C)</p> <p>$(5+3) \div 10 \times 100 = 80 (\%)$</p> | | | | |
| Good Performance | Good performance is typified by a higher percentage | Collection Interval | 6 Monthly | Data Source | Service Provider's staff training records |

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|--|---------------------------------------|---------------|------|-------------------------------|------------------|
| Return Format | Numerator, Denominator and Percentage | Target | 100% | Reporting Organisation | Service Provider |
| Frequently Asked Questions | | | | | |
| <p>What this indicator does: Measures the development of the workforce within the Service Providers service. It analyses new starters to social care and whether they complete the Care Certificate, along with overall staff numbers who complete a Level 2 diploma (or equivalent).</p> <p>What to Exclude:</p> <p>All staff should be included except in the following circumstances:</p> <ul style="list-style-type: none"> • Staff within the Service Provider who do not deliver care services directly and/or do not line manage workers that do. • All staff working for the Service Provider whose work solely relates to none the Authorities commissioned care. • All staff on maternity leave for the full duration of the period being measured. | | | | | |

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| 1CKPI 3 Provider Staffing | | | | | |
| Rationale | Monitoring staff recruitment and retention within the Service Provider will evidence if Service Providers are improving the stability and reliability of the workforce. | | | | |
| Definition | Percentage of Care Workers who are leaving the Service Provider during the reporting period | | | | |
| Numerator | A = Number of staff who have left provider in reporting period (6 months) | | | | |
| Denominator | B = Number of staff employed at the start of reporting period C = Number of staff employed at the end of reporting period | | | | |
| Formula | $A \div (B+C) \times 2$ | | | | |
| Worked Example | Provider has 10 staff who have left in the reporting period (A) Provider at KPI commencement has 55 staff (B) At KPI reporting date provider has 50 staff (C) $10 \div (55+50) \times 2 = 19\%$ | | | | |
| Good Performance | Good performance is typified by a lower percentage | Collection Interval | 6 Monthly | Data Source | Provider staffing records |

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|--|---------------------------------------|---------------|-----------|-------------------------------|------------------|
| Return Format | Numerator, Denominator and Percentage | Target | Below 26% | Reporting Organisation | Service Provider |
| Frequently Asked Questions | | | | | |
| <p>What this indicator does: Measures staff retention, by capturing the number of Care Workers that have left the Service Provider during the reporting period, compared with the number of posts in the Service Provider structure.</p> <p>All care workers should be included with the exception of:</p> <ul style="list-style-type: none"> • All staff working for the Service Provider whose work solely relates to locations outside of Lancashire. • All staff leaving temporarily for maternity leave. • All staff who have reached retirement age and are retiring. <p>Definitions:</p> <ul style="list-style-type: none"> • Number of posts (vacant/ filled) - the number of posts determined within the Service Provider's organisational structure. <p>Example of auditable evidence:</p> <ul style="list-style-type: none"> • Staff Contracts • Payroll information • Organisational structure <p>Correlation with: All KPIs relating to the staffing situation for the Service Provider should give a rounded picture of the Service Provider's ability to retain staff, have low sickness rates, good training etc</p> | | | | | |

| 1CKPI 4 Working with On-Site Partners | |
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| Rationale | The vision for this KPI is to promote positive co-working with on-site partners, specifically the landlord. |
| Definition | The availability of provider to on-site partners, attendance at allocation meetings and other undertakings to promote positive working relations. |
| Numerator | A= Number of Meetings attended during the reporting period |
| Denominator | B= Total Number of potential Allocation Meetings (or other meetings with on-site partners) during reporting period |
| Formula | $(A \div B) \times 100$ |
| Worked Example | <p>Suppose the number of allocation meetings and other meetings with on-site partner attended, was 9 (A)</p> <p>And, the total number of meetings possible for the provider to attend was 10 (B)</p> |

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|--|---|----------------------------|-----------|-------------------------------|--------------------------------------|
| | The percentage of meetings with on-site partners attended during the reporting period is $(9 \div 10) \times 100$ | | | | |
| Good Performance | Good performance is typified by a higher percentage | Collection Interval | 6 Monthly | Data Source | Allocation Meeting Minutes & Records |
| Return Format | Numerator, Denominator and Percentage | Target | 95% | Reporting Organisation | Service Provider |
| Frequently Asked Questions | | | | | |
| <p>What this indicator does: Measures the joint work being undertaken with on-site providers, specifically the landlord.</p> <p>What it is measured against: Each Service Provider will be benchmarked against the target</p> <p>What to Exclude:</p> <p>All meetings should be included, except those that:</p> <ul style="list-style-type: none"> - Have been cancelled by LCC (allocation meetings) for any reason - Fall on a Public Holiday <p>Auditable Evidence:</p> <ul style="list-style-type: none"> • KPI submission • Allocation Meeting Minutes | | | | | |

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| 1CKPI 5 Complaint Handling & Safeguarding | |
| Rationale | <p>The Authority is seeking to commission a high quality service, which includes ensuring that any complaints are dealt with quickly, effectively and in a fair and honest way</p> <p>The council complaint handling arrangements are in line with 'The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009', and the associated guidance (Listening, Responding, Improving). The council are considered responsible, even when the service is commissioned through a 3rd party and therefore it is reasonable to require our commissioned providers to deal with complaints quickly and effectively.</p> |
| Definition | Percentage of complaints that have been received within the reporting period which have been responded to within the required period |

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|---|---|----------------------------|-----------|-------------------------------|--|
| Numerator | A - Number of complaints responded to within 28 days or an alternative timescale agreed with the complainant during the reporting period | | | | |
| Denominator | B – Number of complaints and concerns that have been received during the reporting period | | | | |
| Formula | $(A \div B) \times 100$ | | | | |
| Worked Example | <p>Suppose the number of complaints responded to within 28 days, or an alternative timescale agreed with the complainant, was 8 (A)</p> <p>Suppose the total number of complaints and concerns received during the reporting period was 10 (B).</p> <p>The percentage of complaints that have been responded to within the required period is $(8 \div 10) \times 100 = 80.00\%$</p> | | | | |
| Good Performance | Good performance is typified by a higher percentage | Collection Interval | 6 Monthly | Data Source | Service providers complaint records |
| Return Format | Numerator, Denominator and Percentage | Target | 100% | Reporting Organisation | Service Provider |
| Frequently Asked Questions | | | | | |
| <p>What this indicator does: Measures responsiveness in relation to the handling of complaints by the provider.</p> <p>What it is measured against:</p> <ul style="list-style-type: none"> • Each Service Provider will be benchmarked against the target <p>What to exclude:</p> <p>All formal written and verbal complaints and concerns should be included with the exception of.</p> <ul style="list-style-type: none"> • If the Service Provider delivers home care services to Individuals whose care is not commissioned by the Authority • If the complaints or concerns are received in a different reporting period <p>Example of auditable evidence:</p> <ul style="list-style-type: none"> • Complaints log | | | | | |