



Setting Key Performance Indicators

Achieving Recognised for Excellence Bronze Award

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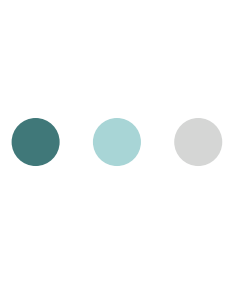
Statutory performance Indicators

- Set by the Accounts Commission
- Local Gov't Act 1992
- Aspects of performance that are most important to service users e.g.
 - The number of people age 65+ receiving homecare
 - The number of homecare hours per 1,000 population age 65+



Statutory Outcome Agreement

- Preference is for locally set indicators
- 15 Key National Outcomes
- Single Outcome Agreement that sets:
 - the local strategic direction of each Council
 - the performance indicators that are most suited to the local plans



Community Care Outcomes Framework

- User & carer experiences
- Shifting the balance of care
- Faster access to services
- Carer support
- Quality assessment & care planning
- Pro-active work with people at risk of admission to hospital



Best Value Legislation

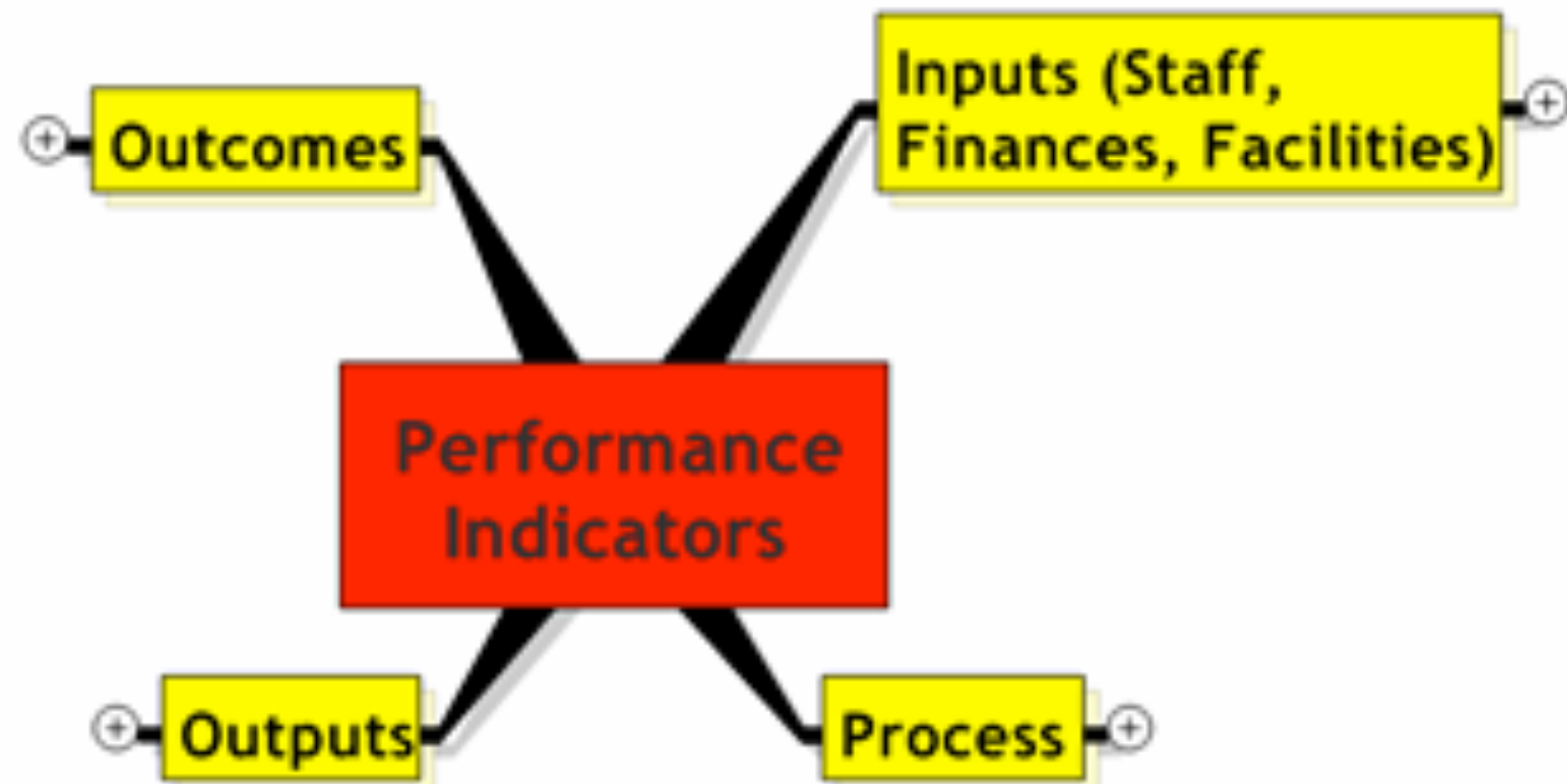
- Duty to demonstrate that the Local Authority is securing the best use of public resources and achieving a proper balance between costs and quality.



A Mixture of Indicators

- Inputs Indicators
- Process Indicators
- Output Indicators
- Outcome Indicators

Performance Indicators



Inputs (Staff, Finances, Facilities)

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% of staff qualified to SVQ level 4

average no. of days per employee invested in learning & development

% of staff who believe they are sufficiently involved

Staff Absence rates

Staff turnover rates

% of staff who receive regular supervision

cost per person receiving home care

No of emergency bed days in acute specialities for people 65+ per 100,000 pop (CCOF)

cost per residential placement for accommodated children

No of foster carers

Energy costs in SW facilities

Process

Process

% of user assessments completed to national standard (CCOF)

% of carers; assessment completed to national standard (CCOF)

% of referrals allocated within required timescale

% of complaints that were dealt with within timescale

% of social enquiry reports completed on time

% of children's hearing reports submitted within timescale

average no. of cases per worker

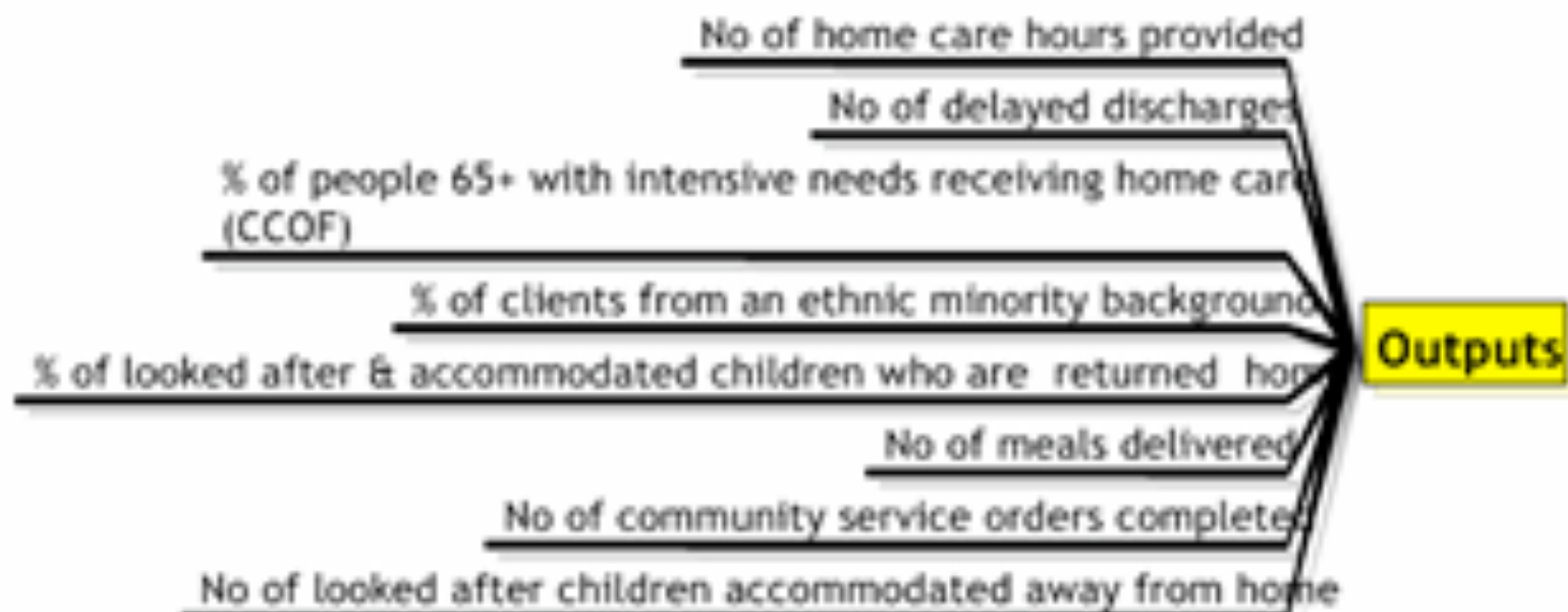
% of home carers' time that is spent in face to face contact with service users

% of people 65+ admitted twice or more as an emergency who have not had an assessment (CCOF)

% of care plans reviewed within agreed timescales (CCOF)

Time from referral to assessment

Outputs



Outcomes

% of carers who feel supported and capable to continue in their role as a carer (CCOF)

% of community care service users feeling safe (CCOF)

% of service users who are satisfied with the no of hours care they receive

% of users and carers satisfied with their involvement in the design of care packages (CCOF)

No of complaints received

% of users satisfied with opportunities for social interaction (CCOF)

Outcomes



Reporting of PIs

- Quarterly Datasets to Management Teams & Directorate
- Reports to Best Value Sub-Committee
- Corporate Database of PIs
- Report in context of:
 - Time
 - Others (benchmarking)
 - Targets



Achieving Bronze

- EFQM – 10 years: 3 Case Studies
- Self evaluation
- R4E – 45 page submission
- Time to produce the report
- Feedback



Going for Gold?

- EFQM European Assessors Award
 - Approach
 - Deployment
 - Assessment & Review
 - Results