Date of Meeting:	$ S U L O

Report Title:	$ F F R X Q W D E L O L W \ ) U D P H Z R U N

Resources - : H ZLOO PDNH EHVW XVH RI RXU UHVRXUFHV WR DFKLH
VXVWDLQDEOH¢ QDEOXUI XVQFXUZQ 0WK

CONTENTS

3 X U S R V H

PURPOSE

7KH SXUSRVH RI WKH $FFRXQWDELOLW\ )UDPHZRUN LV WR
7UXVWDW VXIILFLHQW PHFKDQLVPV LQ SODFH WR ¶PRQLWRU
VWUDWHJLF RQSOLFDQSHUUDWLQJ EH\RQG

7KH $FFRXQWDELOLW\ )UDPHZRUN SXOOV WRJHWKHU LQ
SHUIRUPDQFHJRYHUQDQFHOLY HU\ DJDLQVW UHTXLUHPHQWV
LQFOXGHV W ,PSURYHPHQW 3ODQV &,3 DQG 4XDOLW\ ,QC
3UHYHQWLRQ DQG0RQLWRULQJ IRU 4XDOL&W8,DQGFKHQRHYD

7KH $FFRXQWDELOLW\ )UDPHZRUN VHWV RXW WKH H[SHFW
LQGLYLGXDO SHUIRUPDQFH DQG KRZ WKH 7UXVW ZLOO PR
LWV RZQ SHUIRUPDQFH ,Q RUGHU WR DFKLHYH

7KH $FFRXQWDEL@E0

PERFORMANCE FRAMEWORK

7KH SHUIRUPDQFH IXQFWLRQ ZLOO RYHUVHH WKH GHOLYH
WKURXJKRXW WKH \HDU LQFOXGLQJ VHUYLFH SHUIRUPDQ
RI WKH 7UXVW¶V 7UDQVIRUPDWLRQDO EHKDYLRXUV DQG
SODQ FDQ EH DVVHVVHG LQ LVRODWLRQ

7KH 3HUIRUPDQFH)UDPHZRUN VHWV RXW WKH DSSURDFK
DFFRXQWDEOH DJDLQVW WKHVH PHWULFV SHUIRUPDQFH
LQGLYLGXDO GLUHFWRUDWH SODQV DQG ZLOO LQFRUSRUDWH

Theme	Information used	Triggers

	066$ EDFWHUDHPLDV	6DIH	0RQWKO PRQWK UROOLQJ	3+(
	(&ROL EDFWHUDHPLDV	6DIH	0RQWKO PRQWK UROOLQJ	3+(
	7RWDO QXPEHU RI GHDWKV QXPEHU RI DGPLVVLRQV	6DIH WRWDO	0RQWKO PRQWK UROOLQJ	/RFDO

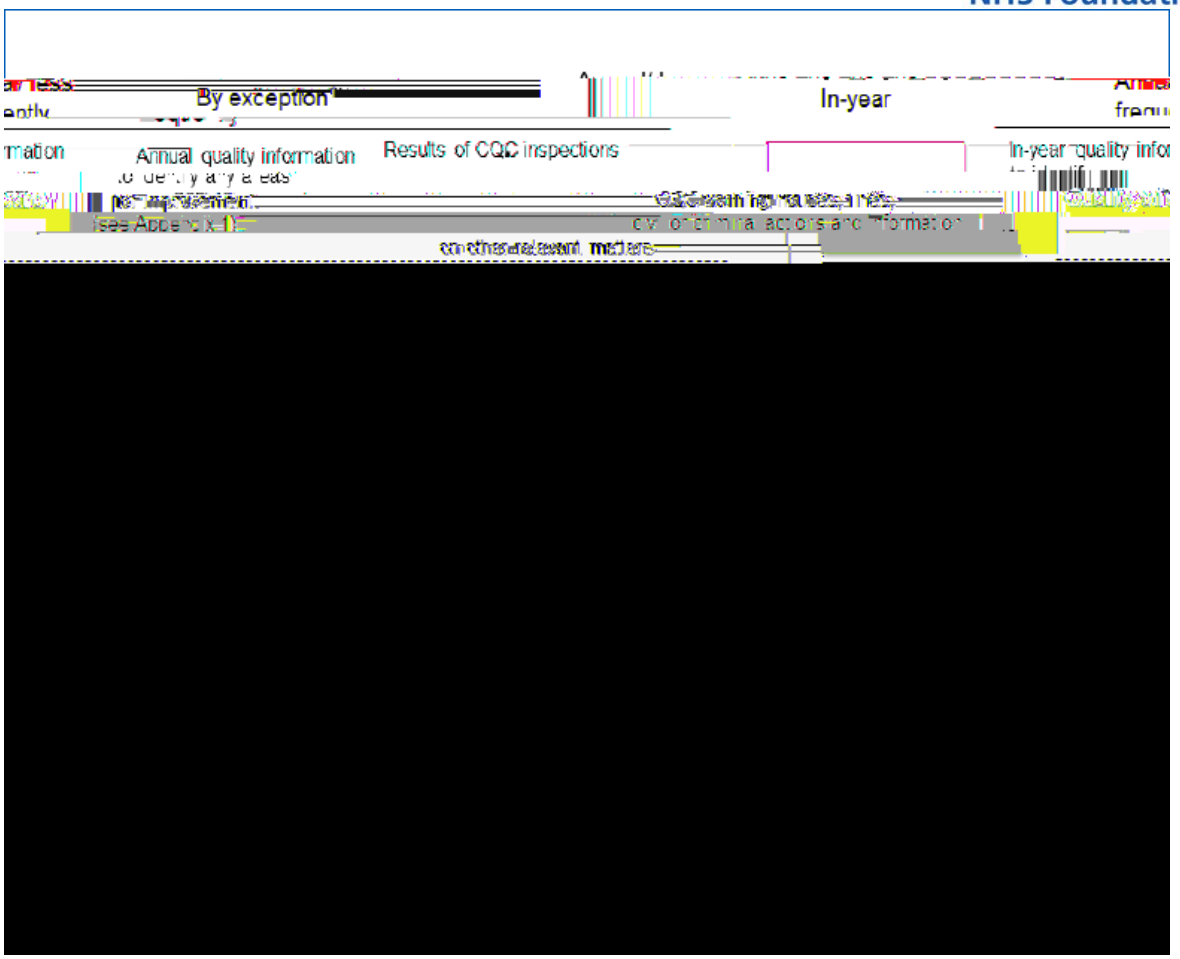
7KH 4XDOLW\ RI &DUH LV XQGHUSLQQHG E\ WKH SURGXFWL ([HFXWLYH 'LUHFWRUV YLD ([HFXWLYH 3HUIRUPDQFH 5HY ZLWK D FOHDU OLQH RI VLJKW RQ FXUUHQW SHUIRUPDQFH DPHQGHG DQQXDOO\ WR HQVXUH LW FDSWXUHV DOO UHTX

:HOO /HG SHUIRUPDQFH LQGLFDWRUV

Workforce Metrics (organisational health indicators)

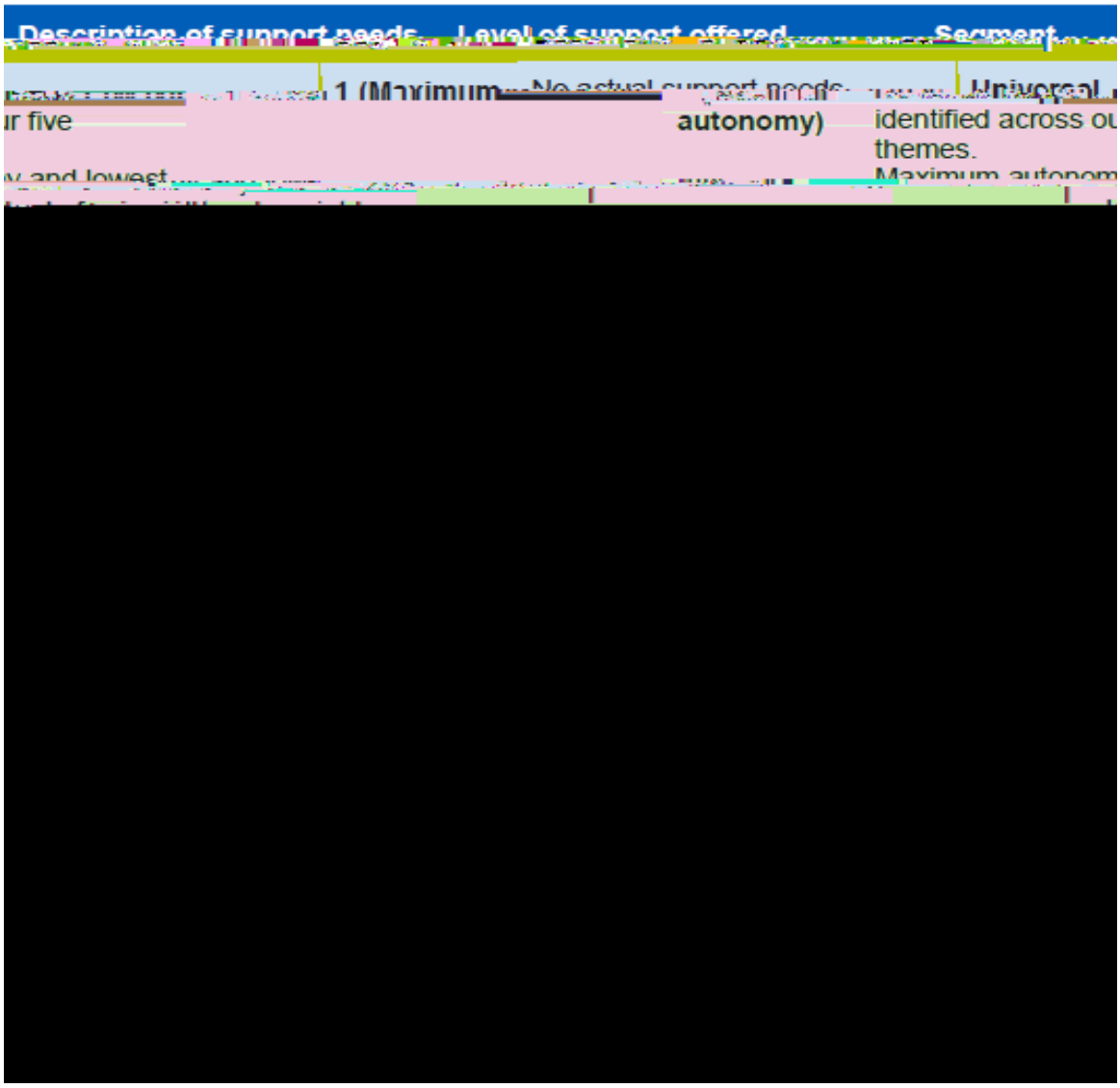
Measure	Type	Frequency	Source
6WDII VLFNQHVV	2UJDQLVDWLRQDO + HDOWK	0RQWKO\	4XDUWHUO\

Use of resources area	Key lines of enquiry (KLOEs)	Initial metrics
&OLQLFDO VHUYLFHV RSHUDWH DV SURGXFWLYH EH SRVVLEOH DQG WKHUHE\ PDQDJH SDWLHQW EHQHILW"	+RZ ZHOO LV WKH WUX UHVRXUFHV WR SURYLG	- 3UHSURFHGXUHV H FOLQLFDO XUJHQF\ DQG SDWLHQW
3HRSOH	+RZ HIIHFWLYHO\ LV WK ZRUNIRUFH WR PD[LPLVH DQG SURYLGH KLJK TXDOLW\ FDUH"	• 6WDII UHWHQWLRQ UDWH • 6LFNQHVV DEVHQFH UDWH • 3DUWLFLSDWLRQ LQ WUDLQLQJ DQG • RFFXSDWLRQDO FRVWV SHU :$8 • 1XUVHV FRVW SHU :$8 • $OOLHG KHDOWK SURIHVVLRQ FRPPXQLW\ DGMXVWHG
&OLQLFDO VXS VHUYLFHV	+RZ HIIHFWLYHO\ LV W FOLQLFDO VXSSRUW VHUY KLJK TXDOLW\ VXSSRUW DQ SDWLHQWV"	• 7RS PHGLFDO FRQWDJH • 1RQ3D\ FRVW SHU :&HPHF
&RUSRUDWH VHUYLFHV SURFXUHPHQW DQG IDFLOLWLHV	+RZ HIIHFWLYHO\ LV WKH WUXVW PDQDJLQJ SURFXUHPHQW DQG IDFLOLWLHV WR PD[LPLVH SURGXFWLYLW\ WR WKH EHQHILW RI SDWLHQWV"	


By exception
In-year
Annual quality information
Results of CQC inspections

Support needs and segment descriptions

7KH VXSSRUW RIIHUHG E\ 1+6 ,PSURYHPHQW WRROOLW GHVFULEHV



LOCAL ASSESSMENT CRITERIA

'LUHFWRUDWH DVVLJQ6H$*UDQWRQJHEDWHRURQDQFH DJDLQV
GRPDLQV RI TXDOLW\QDQSHUIDQWDRQGZRUNIRUFH SHUIRUPD
WKH GLUHFWRUDWH¶V RSHUDWLRQDO SODQ

Overall Performance Ratings and Oversight Model

,QGLYLGXDOQ UDWLQJV ZLOO WKHQ EHYEUJDOHJDWHGWRIRU
GLUHFWRUSWRRSVRVTHGHFULWHULD VRUHWKHRZQHUVKLS
SHUIRUPDQFH UDWLQJV DQG RYHUDOOWHDPRUGDOIRUQDSVJHJ
5$*UDWLQJ LV QRW OLPLWHGGGWVRFWKWLURHQDVURQGVHFLQVJLVRQV
PD\ EH PDGH LQ DWUKHHPXQWYEW3HUYLHZQJRXOG WKH
WKDW HLWKHU LQFUHDVHG RU OHVVHU VFUXWLQ\ ZRXOG

5$*UDWLQJV ZLOO EH UXQWLXQHWOVDHSRHUPHQGWRV&RQWKHU
DSSURSULDWH VFUXWLQ\ LV JLYHQ WR WKH PRVW VLJQLI

7KH2YHUDOO 3HUIRUPDQFH 5DWLQJEORRWVV2YHUWKJRZWWKHG
%RDUG)LQDQFH DQG 3HUIRUPDQFH &RPPLWWHHWKHP LWW
([HFXW3LYHRP5HYLHZHWLQJKVRZGOGLUWRFRDXHQW IRU GH
FRQVLVWHQW DQG WKUHDWRVSHDUHLQKWZDUUDQJHPHQWV DUH
3HUIRUPDQFH)UDPHZRUN DV RXWOLQHG DERYH

7KH RYHUDOOUGLWLQFJWZRLUDWGHWHUPLQH WKH UHJXODULW
DQG RWKHU HVFDODWL'RQHFHVVRWUDQVP7KHVHSHYLHZ PHHW
SODFH UROXWLQHO\ KRZHYHUDWRHUGWUHRVHRUGDUPHFWRWKDWV
LQWHUYHQWLRQ RI VXSSRUW LQFUHDVHG RYHUVLJKW ZL

3UHSDUDWRU\ ZRUN IRU HDFK RI WKHVH ,QHHRWLFLQWDLRZQLOOOO
ZRUN WR VWDQGDUGLVH WKH GRFXP7KQLWDZLOOQHDWXRXHKF
LQ WKH ZD\ LQ ZKLFK SHUIRUPDQFH LV UHYLHZHG DFURV
UHTXLUHPHQWV DFURVV7RXOZLOOHPEHWKHJRWKHLDH WDN
GLUHFWDRUVDHWVWLQJIRXWDVLQHJ HIIRUWV RQ HQVXULQJ VXII
DGGUHVV DUHDVWURRXQGHU

Overall Performance Ratings and Oversight Model :

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D U H D R I S H U I R U P
(P H U J H Q F \
0 R U H V H U L

Version control

Document Title	$ F F R X Q W D E L O L W \ ) U D P H Z R U N

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