

EXAMPLE PERFORMANCE FRAMEWORK

Performance area (Action)	KPI	Breakdown	Performance (16/17)	Performance (15/16)	Performance (14/15)	Movement since last	Target (2016/17)	Comments
1.1 Maximise the effective use of the service	1.1 a) No. of orders completed for service areas, expressed as a % of the total no of orders.	Breakdown on basis of individual partners:				0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	N/A	
	1.1 b) No. of Special orders placed by service area staff, expressed as % of the total service area orders per partner:	as above				0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%		Partners aim is to minimise spend on special orders to encourage use of standardised Core stock, and deliver service efficiencies
1.2 Improve the Store service	1.2 a) No. of pieces of equipment recycled, expressed as % of pieces of equip returned :	ADL, mobility, etc Beds,M&H,matresses				0.00% 0.00%		
	1.2 b) No. of staff feedback expressed as a % of total Services orders:	Breakdown on basis of individual partners:				0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%		
	1.2 c) No. of orders signed off as 'No access' expressed as % of total no. of orders:	Across all Partners				0.00%		Figures include uplifts + orders.
	1.2 d) % of service staff who have undergone IT Training:	Breakdown on basis of individual partners:				0.00% 0.00% 0.00%	N/A	

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						0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%		
1.3 Improve the assessment process	1.3 a) % of service area staff who have undergone equipment training	Breakdown on basis of individual partners:				0.00% 0.00% 0.00%	N/A	
1.4 Provide a more effective and efficient service for service users	1.4 a) No. of total service requests within target timescales expressed as a % of all service requests e.g. : - Standard requests - Emergency orders (4 HR)	All Partners Standard Emergency				0.00% 0.00%	98% 97%	Standard orders = staff select appropriate date suitable to service user.
	1.4 c) Completion of bi - annual Service user survey. This surveys staff and managers who use the system and Store service as well as service users who have received equipment	Across partnership	Survey completed	N/A	Survey completed	N/A		
2.1 Improve local service access pathways	2.1 a) Implementation & monitoring of Joint Protocol arrangements.	Across partnership	Ongoing monitoring and review	Ongoing monitoring and review	Ongoing monitoring and review	N/A	N/A	Revise every 3 years
3.1 Improve Joint Management arrangements	3.1 a) Implementation & monitoring of SLA:	Across partnership	Ongoing monitoring and review	Ongoing monitoring and review	Ongoing monitoring and review	N/A	N/A	Revise every 3 years
	3.1 b) Implementation & monitoring of Partnership Agreement :	Across partnership	Ongoing monitoring and review	Ongoing monitoring and review	Ongoing monitoring and review	N/A	N/A	Revise every 3 years
3.2 Improve financial arrangements	3.2 a) Cost of orders placed by service area staff, expressed as a % of the total budget spend (This is the total of equipment ordered by service area against total budget inclu delivery/delivery fit charges and repairs).	Breakdown on basis of individual partners:				0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	N/A	

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						0.00% 0.00% 0.00%		
	3.2 b) Cost of Special orders placed by service area staff, expressed as % of the total budget spend for each service area.	Breakdown on basis of individual partners:				0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%		
	3.2 c) The value of the running cost expressed as a % of the total annual expenditure by all Partners	Partnership wide				0.00%		<i>* note that recycling benefits are not factored in to this calculation.</i>
	3.2 d) Value of recycled stock ordered by each partner, expressed as % of total equipment spend for each Partner.	Breakdown on basis of individual partners:				0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	N/A	
	3.2 e) % of equipment condemned against total no. of pieces uplifted	ADL, mobility,etc Beds,M&H,mattresses				0.00% 0.00%		