SCHEDULE 2

PERFORMANCE STANDARDS

1. Definitions

"Contract Standards"	means those standards set out in Appendix 1 of Schedule 2;
"Key Performance Indicators (KPIs)"	means performance level the provider must achieve which are set out in Appendix 2 of this Schedule 2;
"Performance Reports"	means reports submitted by the provider electronically in the agreed format used to verify the provider's performance against the KPIs;
"Performance Standards"	means the Contract Standards, the Key Performance Indicators and the Care Quality Essential Standards

2. Introduction

2.1 This Schedule 2 (*Performance Standards*) describes the quality and performance levels of the contract. It details how quality and performance will be assessed.

2.2 The Service Provider's quality and performance shall be monitored and measured in three ways:

(a) Contract Standards;

(b) Key Performance Indicators; and

(c) The Care Quality Essential Standards

Together forming the "Performance Standards"

2.3 The Performance Standards will be used to measure the Service Provider's performance.

3. Key Performance Indicators

3.1 The Service provider shall provide to the Council Performance Reports which will be used to monitor the Key Performance Indicators as detailed in Appendix 2 Home to Assess KPIs and Performance Measures.

3.2 Failure to achieve the required level of the Key Performance Indicators may lead to a suspension and/or termination of the Agreement or any Individual Support Plan as detailed in Clause 37 (*Suspension*) and Clause 38 (*Termination*).

4. Performance Report

4.1 The provider will complete an excel spreadsheet which will be provided by the Council in order that comprehensive details can be analysed in relation to care provided, timescales and volume of the Home to Assess Service

5. Review

5.1 As part of this Agreement and as an on going contract monitoring function the Council may periodically monitor the service delivery to ensure compliance with the terms of the Agreement and the Performance Standards to assess the quality and performance of the service delivered Service Users.

5.2 Either the Council or the Provider may call a Meeting, to discuss performance under the contract ("Performance Review Meeting"). Noting that the purpose of the meeting is to share good practice and to agree areas for improvement.

5.3 At any time during the Agreement Period the Council may request that the Service Provider return the following additional information to the Council within the timescales specified:

(a) Business Continuity Plan

(b) Accounts for the most recent completed financial year (audited if required by law)

(c) Insurance Schedules and Certificates

(d) Results of the Provider's Service User Satisfaction Survey

(e) Complaints Policy

(f) Data Protection Policy

5.4 If the Council requests that the Service Provider provide any additional information in accordance with paragraph 5.4 (*Review*), the Council shall:

(a) Review the Business Continuity Plan the risks associated with service disruption or discontinuance are minimised;

(b) Examine the audited accounts to ensure that the Provider remains financially viable;

(c) Examine schedules and certificates of insurance to ensure that the Service Provider has and maintains the Required Insurances;.

(d) Use the results from the Service User Satisfaction Survey to ascertain views on the quality and performance of the service.

(e) Review the complaints policy to ensure it meets required legislation

(f) Provide the Council with such information as the Council may reasonably require to satisfy itself that the Provider is complying with its obligations under the Data Protection Act.

5.5 Any identified failures in the contract performance will be regarded as a breach of contract which may result in Suspension or termination in accordance with Clause 37 (*Suspension*) and Clause 38 (*Termination*) of the Agreement.

5.6 The Service Provider's Authorised Representative shall be available for Performance Review Meetings. The times of the Performance Review meetings shall be agreed between the Council's Authorised Representative and the Service Provider's Authorised Representative.

5.7 The Performance Review meetings shall be an opportunity for the Service Provider to evidence its achievement of the Performance Standards.

5.8 A formal Meeting will be held if required to review the Performance Standards.

6. Quality Review

6.1 The Service Provider shall continually self review and self evaluate service delivery to maintain standards of quality, improve performance and provide credibility. The Service Provider shall ensure that Staff undertake peer reviews to evaluate the work undertaken by one or more members of Staff of similar competence. Such reviews shall form part of the Service Provider's quality assurance review process recognising self review, peer review and customer review as in integral part of continous quality improvement.

Appendix 1 –Performance Standards

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 1		**Involvement & Information**
Standard 1		**Respecting & Involving Service Users**
(CQC Outcome 1)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users understand the care and support choices available to them. They are encouraged to express their views and are always involved in making decisions about the way their care and support is delivered. Their privacy, dignity and independence are respected and their (or their carer's) views and experience are taken into account in the way in which the service is provided.*
	To achieve this the Service Provider will:	
1.1	Ensure that its Staff do not discriminate against people because of their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity, have policies that will incorporate respect for both their Staff and Service Users irrespective of race and gender and treat service users with respect, recognise their diversity, values and human rights.	
1.2	Have systems in place that uphold and maintain the Service User's privacy, dignity and independence.	
1.3	Encourage and support service users to always express their view, choices and preferences about the way their care and support is delivered.	
1.4	Put service users at the centre of their care by giving them adequate information to enable them to make informed decisions about the care and support they receive.	
1.5	Take account of service users' choices and preferences and discuss and explain their care and support options with them.	
1.6	Encourage and support service users to give them feedback about how they can improve their services and act on the feedback given.	
1.7	Ensure that service users are able to maintain relationships with family, friends and the community in which they live and will support service users to play an active role in their local communities as far as they are able and wish to do so.	
1.8	Provide appropriate support to service users so that they can enjoy a variety of activities and social opportunities based on their preferences and strengths as part of everyday life within the service.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to support equality and diversity and ensure that service user's remain at the centre of their care and that their views are always taken into account.	

	They have appropriate mechanisms in place to monitor compliance with the required standards of practice.

	EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 1	**Involvement & Information**
Standard 2	**Consent**
(CQC Outcome 2)	
	What outcomes can people who use your services expect?
Core criteria in bold	*Where they are able, service users give valid consent to the care and support they receive. They understand and know they can change any decision that has been previously agreed about their care and support. Their human rights continue to be respected and are taken into account.*
	To achieve this the Service Provider will:
2.1	Ensure staff know and understand when to obtain consent, when to take verbal or implied consent and how to document records of consent.
2.2	Assess their capacity as required to give informed consent and ensure this is reviewed regularly.
2.3	Provide service users with sufficient information relating to consent and ensure this is reviewed regularly.
2.4	Discuss and explain the risks, benefits and alternative options to the way services can be delivered.
2.5	Support service users to access advocacy services to help them make informed decisions.
2.6	Follow advanced decisions in line with the Mental Capacity Act 2005.
2.7	Take account of restrictions in line with the Deprivation of Liberty Safeguards when providing care and support.
	The Provider will ensure that:
	They have appropriate policies, training and arrangements in place to monitor practice around consent and capacity.
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 2		**Personalised Care & Support**
Standard 3		**Care & Welfare of Service Users**
(CQC Outcome 4)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users' experience appropriate, effective, care and support in an enabling way that safely meets their needs, protects their rights and maximises their independence, health and wellbeing.*
	To achieve this the Service Provider will:	
3.1	Ensure that Service Users are involved in their care and support planning.	
3.2	Ensure service users know who their careworker / key worker is and how they can contact you as the provider of their service.	
3.3	Assess service users in a way that reflects their strengths, abilities and interests and enables them to meet all of their needs and preferences through a written care plan.	
3.4	Assess the needs of the service user including risks to their health and wellbeing.	
3.5	Effectively plan the delivery of care and support so the service user remains safe; their needs are adequately met; and their welfare is protected.	
3.6	Regularly review the effectiveness of care and support plans and ensure that these are kept up to date to support the changing needs of the individual.	
3.7	Assess the risk of harm to the service user, including environmental risks, and ensure that this is effectively managed and reviewed regularly to keep the service user safe.	
3.8	Provide services in an effective and enabling way to help maximise the service user's independence and quality of life.	
3.9	Support service users in setting goals to help maximise their independence and improve the quality of their life.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to maintain the effective care and wellbeing of service users.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 2		**Personalised Care & Support**
Standard 4		**Meeting Nutritional needs**
(CQC Outcome 5)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users are enabled and supported to have a choice of nutritional and balanced food and drink to meet their diverse needs.*
	To achieve this the Service Provider will:	
4.1	Support service users to make healthy choices and lead healthy lifestyles and provide access to information about healthy and balanced diet.	
4.2	Ensure that service users have 24hr access to a choice of food and drink that takes into account their preferences, diverse needs and dietary requirements. Ensure there is accessible information about meals and meal times.	
4.3	Food and drink are provided in environments that promote service users dignity and they have a choice about whether to eat alone or with company.	
4.4	Use an appropriate malnutrition screening tool such as the Malnutrition Universal Screening Tool (MUST) to carry out a full nutritional assessment (where this is indicated).	
4.5	Support service users to access specialist services, guidance and advice where required.	
4.6	Ensure that staff who are involved with food preparation have up-to-date food and hygiene training.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to meet the nutritional needs of service users.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 2		**Personalised Care & Support**
Standard 5		**Co-operating with other providers**
(CQC Outcome 6)		
		What outcome can people who use your services expect?
		Service Users receive safe, coordinated care and support where more than one provider is involved, or where they are moved to another provider.
	To achieve this the Service Provider will:	
5.1	Co-operate and communicate with other providers of the individual's care and support when this responsibility is shared, or when the service user is transferred to one or more services. Ensure that there is a named individual to support any transition.	
5.2	Ensure that the care and support plan includes effective arrangements for when service users are transferred to another service ensuring that this includes everything the receiving service needs so the needs of the individual can continue to be met safely.	
5.3	Keep appropriate records and information and ensure that it is shared in a confidential manner in line with the Contract and the requirements of the Data Protection Act.	
5.4	Support service users to access other social care or health services as required.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to effectively co-operate with other providers.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 3		**Safeguarding & Safety**
Standard 6		**Safeguarding People who use the Service from abuse**
(CQC Outcome 7)		
		What outcome can people who use your services expect?
Core criteria in bold		*Service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.*
	To achieve this the Service Provider will:	
6.1	Take action to identify and prevent abuse from happening in the service and respond appropriately when it is suspected that abuse has occurred or is at risk of occurring.	
6.2	Be aware of, and follow, their responsibilities under the Local Authority's safeguarding and whistle-blowing policy and procedures.	
6.3	Ensure that appropriate guidance and training about safeguarding adults from abuse is accessible to staff, put into practice, implemented and monitored.	
6.4	Where possible, only use Deprivation of Liberty Safeguards when it is in the best interest of the service user and in accordance with the Mental Capacity Act 2005.	
6.5	Review and update the service user's care and support plan to ensure that individuals are properly supported following any (alleged) abuse.	
6.6	Give service user's and their Carer's adequate information about how to identify and report abuse, as well as sources of support outside the service, including the Local Authority, and actively support and encourage service users to raise issues and concerns when necessary.	
6.7	Support service users and their carer when they have to take part in any safeguarding processes.	
6.8	Ensure that service users' human rights are promoted and protected through the assessment and delivery of care.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to maintain the safety of service users.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 3		**Safeguarding & Safety**
Standard 7		**Cleanliness & Infection Control**
(CQC Outcome 8)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users experience care and support in a clean environment that protects them from, and reduces the risk of, infection.*
	To achieve this the Service Provider will:	
7.1	Have effective arrangements in place to maintain appropriate standards of cleanliness and hygiene for the prevention, management and control of infection as identified in The Health & Social Care Act 2008 Code of Practice for health and adult social care on the prevention and control of infections and related guidance.	
7.2	Provide sufficient information to service users, staff and visitors about infection prevention and control matters.	
7.3	Have appropriate arrangements in place for the management and disposal of waste.	
7.4	Provide staff with appropriate training relating to infection prevention and control and waste management.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to maintain a clean environment and effective infection control.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 3		**Safeguarding & Safety**
Standard 8		**Management of Medicines**
(CQC Outcome 9)		
		What outcome can people who use your services expect?
Core criteria in bold		*Service Users will have the medicines they are prescribed, at the times they need them, and in a safe way.*
	To achieve this the Service Provider will:	
8.1	Handle medicines safely, securely and appropriately.	
8.2	Ensure that medicines are stored and administered safely including any homely remedies and covert medication.	
8.3	Keep appropriate records around the (prescribing) administration, monitoring and review of medications.	
8.4	Involve people in their decisions regarding their medications.	
8.5	Ensure that staff handling medications undertake the required training and competency skills in line with the mandatory training requirements and are aware and follow any local requirements under the contract.	
8.6	Have effective and robust mechanisms in place to monitor the management of medications whether prescribed or not.	
	The Service Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to maintain safe and effective medication management.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 3		**Safeguarding & Safety**
Standard 9		**Safety & Suitability of Premises**
(CQC Outcome 10)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users, together with those who work in or visit the premises, are in safe and accessible surroundings that promotes and protect their wellbeing.*
	To achieve this the Service Provider will:	
9.1	Protect people, staff and others against the risks of unsafe or unsuitable premises.	
9.2	Ensure that premises take account of service users with specific needs and that effective risk management is in place to reduce identified risks.	
9.3	Have appropriate security arrangements in place to address the risk of unauthorised access to protect the people who use the premises.	
9.4	Carry out a risk assessment for the use of premises.	
9.5	Assess any risks to premises and facilities and act on any risks identified.	
9.6	Ensure that staff undertake fire safety training as well as risk assessment and risk management training.	
	The Service Provider will ensure that:	
	The premises remain suitable for the effective delivery of the care and support required by service users.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 3		**Safeguarding & Safety**
Standard 10		**Safety, Availability & Suitability of Equipment**
(CQC Outcome 11)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users, together with those who work in or visit the premises, are not at risk of harm from unsafe or unsuitable equipment (including furnishings or fittings). Service users benefit from equipment that is comfortable and meets their needs.*
	To achieve this the Service Provider will:	
10.1	Ensure that equipment is suitable for its purpose, available, properly tested and maintained, used correctly and safely, is comfortable and promotes independence and is stored safely	
10.2	Ensure that staff are appropriately trained on how to use equipment safely.	
10.3	Assess the risks associated with the use of equipment and develop plans to manage any risk identified.	
10.4	Provide people with an explanation and adequate information where equipment is used as part of their care, take account of their choices and preferences, and use it in a way that protects their privacy and dignity.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to ensure that equipment is properly used and maintained.	
	They have appropriate mechanisms in place to monitor and record compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 4		**Suitability of Staffing**
Standard 11		**Requirements relating to staff recruitment**
(CQC Outcome 12)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users are safe and their health and welfare needs are met by staff who have been appropriately recruited and who have the right qualifications, skills and experience.*
	To achieve this the Service Provider will:	
11.1	Have effective recruitment and selection procedures in place.	
11.2	Carry out all relevant employment checks when staff are employed, including (but not limited to) ensuring that all staff have a suitable DBS check before starting work, that the member of staff has the right to work in the UK and that they are registered with any relevant professional body and, where necessary, are allowed to work by that body.	
11.3	Ensure that when staff are provided by an external organisation that those staff, whether agency, bank or voluntary, have been subject to the same level of checks and similar selection criteria as employed staff.	
11.4	Ensure that other people who provide additional services are subject to any appropriate and necessary checks.	
11.5	Ensure that all staff, including temporary and agency staff, students and trainees, have a clear understanding of their role and responsibilities.	
11.6	Assess risks around working environment and conditions and make reasonable adjustments to enable staff to fulfil their role.	
11.7	Have robust and effective arrangements around the appropriate behaviour of staff, particularly in their relation to their code of professional conduct and the assessment of stress and other work-related hazards.	
	The Provider will ensure that:	
	They have appropriate policies, procedures and arrangements in place to ensure effective staff recruitment.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 4		**Suitability of Staffing**
Standard 12		**Staffing and Staff Deployment**
(CQC Outcome 13)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users and their health and welfare needs are met by sufficient numbers of appropriate staff with the right qualifications, knowledge, skills, approach and experience.*
	To achieve this the Service Provider will:	
12.1	Make sure that there are sufficient staff on duty with the right knowledge, experience, qualifications and skills to provide effective care and support.	
12.2	Have enough staff on duty that know and understand the specific needs of the service users receiving a service in order to deliver safe, effective and consistent care.	
12.3	Have robust mechanisms in place to manage both expected and unexpected changes in the service in order to maintain safe, effective and consistent care (for example to cover sickness, vacancies, absences and emergencies).	
12.4	Have effective mechanisms in place to identify and manage risks that result from inadequate staffing levels.	
12.5	Ensure that staff are aware of and trained in the organisation's Business Continuity Processes.	
12.6	Ensure that staff are able to communicate effectively and appropriately with Service Users who may have a variety of needs. Staff should have a basic understanding and appreciation of different cultures and be able to speak and understand English (or the language most appropriate to the service) to a good conversational standard.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to maintain and deploy a sufficient number of appropriately trained staff.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 4		**Suitability of Staffing**
Standard 13		**Supporting Staff**
(CQC Outcome 14)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users are safe and their health and welfare needs are met by staff who are appropriately trained, well supervised, and receive the development opportunities they need to carry out their role effectively whilst keeping their skills and training up to date.*
	To achieve this the Service Provider will:	
13.1	Ensure that all staff receive appropriate induction at the start of their employment in line with the Skills for Care common induction standards.	
13.2	Ensure that all staff receive appropriate supervision, that their performance is appraised and that they receive an annual review.	
13.3	Ensure that all staff undertake mandatory training and refresh this as required.	
13.4	Support staff to acquire further skills and qualifications that are relevant to their role, the work they undertake and the needs of the service.	
13.5	Ensure that any temporary staff have the appropriate training and skills to undertake their role.	
13.6	Keep training records (including evidence of attendance) for all staff.	
13.7	Assess risks that may impact on performance and make reasonable adjustments to enable staff to fulfil their role.	
13.8	Have appropriate policies and mechanisms in place to prevent and manage incidents of bullying, harassment and violence towards staff.	
13.9	Have robust and effective HR arrangements in place around managing Sickness and other absences Including the assessment of stress and other work-related hazards.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to maintain a sufficient number of appropriately inducted, supervised and trained staff.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 5		**Quality of Management**
Standard 14		**Assessing & Monitoring the Quality of Service Provision**
(CQC Outcome 16)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users benefit from safe, quality care due to effective decision making and management of risks to their health, welfare and safety because lessons are learned and the quality of services is effectively monitored.*
	To achieve this the Service Provider will:	
14.1	Continually gather and evaluate information about the quality of services delivered to ensure that people receive safe and effective care and support	
14.2	Have a clear decision-making framework in relation to care and support of service users.	
14.3	Have mechanisms in place to enable people, including staff, to raise concerns about risks to people and poor performance openly.	
14.4	Ensure that incidents are reported and investigated in accordance with the appropriate policies and procedures.	
14.5	Improve services by learning from, and acting on, any information including, but not limited to: comments and complaints, incidents, adverse events, errors or near misses, audits and local or national reviews.	
14.6	Identify, manage and monitor risks to service users, staff or visitors to the service.	
14.7	Provide information about the quality of the service to people who use the service.	
14.8	Ensure that service users are involved in all decisions about their care and support.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to assess and monitor the quality of services provided. They learn lessons and implement changes to improve the services delivered.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 5		**Quality of Management**
Standard 15		**Complaints**
(CQC Outcome 17)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users and / or their nominated representative can be sure that the provider listens to and acts on their complaints and comments. They know that they will not be discriminated against for making a complaint or raising an issue.*
	To achieve this the Service Provider will:	
15.1	Provide service users and / or their carers with adequate information, in an appropriate and suitable format, about the complaints process, including information on how to contact the Local Authority and the Local Government Ombudsmen.	
15.2	Support service users to raise a complaint or make comments about the service.	
15.3	Consider fully, respond appropriately and resolve, where possible, any comments and / or complaints.	
15.4	Support people throughout the complaints process keeping them informed of the progress and outcome of their complaint in a timely manner.	
15.5	Support service users to access advocacy services, if this is required to enable a service user to make a complaint or raise a comment about the service.	
15.6	Ensure that learning is taken and shared to improve the experience of service users who use the services.	
15.7	Keep adequate records about the complaint, including any relevant and factual information about the investigation, responses, outcome and actions taken.	
15.8	Share details of complaints and the outcomes with the Local Authority.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to effectively manage and learn from any complaints.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

		EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 5		**Quality of Management**
Standard 16		**Records**
(CQC Outcome 17)		
		What outcomes can people who use your services expect?
Core criteria in bold		*Service users are confident that the records kept by the provider about their care and support (including those that are required to protect their safety and wellbeing) are accurate, fit for purpose, held securely and remain confidential.*
	To achieve this the Service Provider will:	
16.1	Ensure that the personal records of service users receiving services are clear, accurate, factual, complete, personalised, fit for purpose, up-to-date, held securely and remain confidential.	
16.2	Use these records to plan the care and support of the service user to help ensure that the service user's rights and best interests remain protected and their needs are met.	
16.3	Only share information on a need to know basis, with the consent of the service user and / or in line with the contract.	
16.4	Only keep and store records in line with the Data Protection Act and in line with the Local Authorities requirements as set out in the contract.	
16.5	Support service users to access information about their care and support when they request it.	
16.6	Ensure that when information is inappropriately shared, transferred or lost, this is reported, investigated and acted on in accordance with the appropriate incident reporting procedures.	
16.7	Ensure that other records necessary for the operation and management of the service are stored in accordance with the provider's and Council's policies and procedures.	
16.8	Monitor the standards of practice through a programme of effective audits.	
	The Provider will ensure that:	
	They have appropriate policies, training and arrangements in place to maintain effective records in line with the Data Protection Act 1998 and the requirements of the Local Authority.	
	They have appropriate mechanisms in place to monitor compliance with required standards of practice.	

Appendix 2 Home to Assess KPIs and Performance Measures

OUTPUTS	MEASURES	OUTCOMES	KPIs	Frequency of data	Who reports
Provision of Home to Assess Service – the Service is designed to provide care for individuals in their own home to avoid a hospital admission or following a hospital stay for a period of up to six weeks.	Percentage uptake of packages within guaranteed hours	People have returned home safely with the relevant support and are enabled to live as independently as possible	100%	Weekly	Provider
	% of people satisfied with the service		80%	End of service	Provider
	% of people who are satisfied they achieved agreed outcomes		80%	End of service	Provider

Respond to referrals within 2 hours	The percentage of cases addressed within the stipulated timescales	Admission avoidance and reduced Hospital discharge delays	100 %	Weekly	Provider
Start packages of care within agreed timeframes			100%	Weekly	Provider
Transfer of care to alternative care provision, where required, within six weeks			90%	Weekly	Provider