| **KPI No.** | | **Description** | **Target Threshold** | **Consequence of Breach** | **Reporting Period** |
| --- | --- | --- | --- | --- | --- |
| **1. Complete Pathway Length** | | | |  |
| KPI | % of adults who receive their wheelchair within 14 weeks of referral | 75% |  | Monthly |
| KPI | % of children who receive their wheelchair within 14 weeks of referral | 80% |  | Monthly |
| KPI | % of adults who receive their wheelchair within 18 weeks of referral | 95% | Exception reporting  Subject to Clause GC9 (Contract Management | Monthly |
| KPI | % of children who receive their wheelchair within 18 weeks of referral where service user choice was not the cause (breach cause to be determined by commissioner on monthly basis) | 100% | Exception reporting  Subject to Clause GC9 (Contract Management | Monthly |
| KPI | % of adults who receive their wheelchair over 18 weeks of referral where service user choice was not the cause (breach cause to be determined by commissioner on monthly basis) | 100% | Exception reporting  Subject to Clause GC9 (Contract Management | Monthly |
| **2. Referrals** | | | |  |
| KPI | Urgent referrals triaged within 1 working days | 95% | Subject to Clause GC9 (Contract Management) | Monthly |
| KPI | Routine referrals triaged within 2 working days | 95% | Subject to Clause GC9 (Contract Management) | Monthly |
| KPI | | | |  |
| KPI | % of 24h fast track assessments undertaken within 1 working day of referral receipt. | 95% | Subject to Clause GC9 (Contract Management) | Monthly |
| KPI | % of 5-day fast track assessments undertaken within 5 working day of referral receipt. | 95% | Subject to Clause GC9 (Contract Management) | Monthly |
| KPI | % of urgent assessments **offered an appointment date** within 10 working days of referral receipt. | 95% | Subject to Clause GC9 (Contract Management) | Monthly |
| KPI | % of urgent assessments **where appointment occurred** within 10 working days of referral receipt. | 85% | Subject to Clause GC9 (Contract Management) | Monthly |
| KPI | % of non-urgent assessments **offered an appointment date** within 30 working days of referral receipt.   |  |  | | --- | --- | | Waiting times from referral to triage and referral to assessment - Routine | Referral triaged and appointment offered: 2 working days | | Assessment: 10 working days | | Low need | Assessment: 30 working days | | Medium need | Assessment: 30 working days | | High need | Assessment: 30 working days | | Specialist need | Assessment: 30 working days | | 95% | Subject to Clause GC9 (Contract Management) | Monthly |
| KPI | % of non-urgent assessments **where appointment occurred** within 30 working days of referral receipt. | 85% | Subject to Clause GC9 (Contract Management) | Monthly |
| **4. Outcome of assessment** | | | |  |
| KPI | Details of the outcome of the assessment (incl. appropriate clinical information) sent to the Users GP practice and to the referring professional within 4 days | 98% |  | Monthly |
| **5. Cancellations** | | | |  |
| KPI | Rate of appointments cancelled by the service and reasons for cancellation. | ≤5% |  | Monthly |
| KPI | Rate of did not attends appointment (DNAs). | ≤10% |  | Monthly |
| **6. Equipment delivery** | | | |  |
| KPI | % of locally held stock provided within 3 weeks of prescription | 90% | Subject to Clause GC9 (Contract Management) | Monthly |
| KPI | % of ordered stock provided within 6 weeks of prescription | 90% | Subject to Clause GC9 (Contract Management) | Monthly |
| KPI | % of bespoke stock provided within 12 weeks of prescription | 90% | Subject to Clause GC9 (Contract Management) | Monthly |
| **7. Repairs** | | | |  |
| LQR | All service users shall be **offered** a back-up chair where clinically appropriate. | 98% | Exception report | Monthly |
| KPI | % of Emergency repairs carried out within 24 hours. | 95% | Subject to Clause GC9 (Contract Management) | Monthly |
| KPI | % non-emergency repairs carried out within 5 working days | 95% | Subject to Clause GC9 (Contract Management) | Monthly |
| **8. PWBs and Service User Choice** | | | |  |
| LQR | New referrals and reassessments include a shared decision-making conversation in order to promote choice and control (incl. details of PWBs and alternative options available) | 95% |  | Monthly |
| LQR | All new referrals and reassessments benefit from a costed personalised care and support plan | 95% |  | Monthly |
| **9. Collections** | | | |  |
| KPI | Collection of powered and non-powered wheelchairs within 5 working days from user contact | 90% |  | Monthly |
| KPI | Returned/collected equipment inspected within 1 calendar month from collection | 100% |  | Monthly |
| KPI | Course of action based on inspection actioned within 1 calendar month following inspection | 100% |  | Monthly |
| KPI | New wheelchair stock to be made operational within 2 working days | 90% |  | Monthly |
| **10. Complaints and Serious Incidents** | | | |  |
| LQR | Complaints should be acknowledged within 3 working days of receipt in all cases | 100% |  | Quarterly |
| LQR | Complaint made directly to provider organisation should be responded to within 25 working days of receipt of complaint (or consent where this is required) | 95% |  | Quarterly |
| LQR | Serious Incidents reported with 72 hours of incident and investigation carried out in line with national SI framework | 95% |  | Per incident |
| **11. Training** | | | |  |
| LQR | All patients with a learning disability, autism or both are identified and flagged from the point of admission through to discharge and where relevant, have access to highly personalised care, via reasonable adjustments to care pathways | 100% |  | Quarterly |
| LQR | Safeguarding Adults - staff should be trained to relevant level in line with the relevant Adult Intercollegiate Document | 95% |  | Quarterly |
| LQR | Safeguarding Children - staff should be trained to relevant level in line with the relevant Children's Intercollegiate Document | 95% |  | Quarterly |
| LQR | Safeguarding Adults - Staff should be trained in the Mental Capacity Act, Deprivation of Liberty Safeguards, Prevent Awareness and Modern Slavery | 95% |  | Quarterly |
| LQR | Safeguarding Children - staff should be trained in Deprivation of Liberty Safeguards, Female Genital Mutilation, Contextual Safeguarding, Modern Slavery and Domestic Abuse | 95% |  | Quarterly |
| LQR | Registered Sick Children's Nurse or Safeguarding Lead trained to appropriate level, as per the Intercollegiate Document (Direct care of children - Lvl 4, Non-direct care - Lvl 3) | 100% |  | Quarterly |
| LQR | Staff trained in Infection Prevention and Control (IPC) | 95% |  |  |
| **12. Patient/Carer Survey** | | | |  |
| LQR | % of patient who report   * 1. They felt informed and involved in the process   2. They felt empowered to make personal choices   3. The wheelchair issued met their needs   4. Their /independence mobility has increased | 95% |  | Annually |
| LQR | % of carers who report   * 1. They felt information and involved in the process   2. They felt empowered to support the service user   3. The wheelchair issued supported them to meet the needs of the service user | 95% |  | Annually |