**Performance Monitoring schedule**

The performance measures outlined in the service specification will act as an indicator for the first year of operation, in that it will evidence the volume of foster carers and supported lodging carers and their children accessing the provision. The monitoring data will be collaboratively reviewed and refined during Year 1 and will provide a baseline for future performance and we will support the service provider through improvement where it is deemed necessary.

The provider is required to complete the quarterly template (Appendix 1) and include service user feedback and evidence performance measured against any performance indicators. This report this will form the basis of the contract monitoring meetings with the Authorised Officer from the Authority.

The provider is also required to produce and present an annual report summarising the monthly reports, give details of the outcomes (Appendix 2) and give the annual breakdown of expenditure.

The annual report meeting will review the service specification and management arrangements to identify and agree improvements to services offered and make any amendments to the service specification as required.

The Authority will undertake an annual survey with in-house foster carers and supported lodging carers to gain their experience of the service.

It is essential that good channels of communication and understanding are achieved between the Authority and the service provider to ensure the effective delivery of the Contract to the agreed Performance Indicators. The Authority requires a proactive approach to problem solving, ownership of problems and swift action to remedy any issues.

**Monitoring Schedule: example timetable**

|  |  |  |
| --- | --- | --- |
| **Monitoring period** | **Date completed template/ annual report due to be sent to ECC Service Managers** | **Date of contract monitoring meeting** |
| **Quarter 1:** Aug – Oct 2017 | **10th Nov 2017** |  |
| **Quarter 2:** Nov – Jan 2018 | **10th Feb 2018** |  |
| **Quarter 3:** Feb – April 2018 | **10th May 2018** |  |
| **Quarter 4:** May – July 2018 | **10th Aug 2018** |  |
|  |  |  |

**Appendix 1: Quadrant Quarterly Report**

**Provider:**

**FC – Foster Carer**

**SLC – Supported Lodging Carer**

**Reporting Period: Quarter**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Numbers of new calls to The provider in this period** | | | | |  | | **FC** | |  | **Current numbers of FC and SLP utilising the service (Cumulative)** | | | **FC** |  | | **Total number** | **FC** |  |
|  | | **SLC** | |  | **SLC** |  | | **SLC** |  |
| **Numbers of cases closed in this period** | | **FC** |  | |  | |  | | | | | | | | | | | |
| **SLC** |  | |  | |
|  | **For this period please list:**   * **Type of advice/support requested** * **Numbers of members accessing each service type during this period** * **Numbers of carers accessing service during this period** * **Average duration taken for advice/support** * **Subject of type of support** (e.g. type of advice requested, type of counselling, attendance at meetings and/or panel, mentoring) * **Most common access to the service** (e.g. phone, email, website, other) If phone most common please state time of call(s) (e.g. no. in morning, no. in afternoon, no. in evening) and average duration of call | | | | | | | **Type of support** | | **No.** | | **Average duration taken for advice/support given** | | | **Subject of type(s) of support** | | **Most common access to services** | |
|  | Support following allegation | | **FC** |  |  | | |  | |  | |
|  | **SLC** |  |  | | |  | |  | |
|  | Advice following allegation | | **FC** |  |  | | |  | |  | |
|  | **SLC** |  |  | | |  | |  | |
|  | General advice | | **FC** |  |  | | |  | |  | |
|  | **SLC** |  |  | | |  | |  | |
|  |
| **Number of phone calls received during this period** | | | |  | | **FC** | |  | | | | | | | | |  | |
|  | | **SLC** | |  | | | | | | | | |

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| **Overarching ECC Corporate Outcomes:**   * **People in Essex live in safe communities and are protected from harm** * **People in Essex enjoy good health and wellbeing** | | | | | | | |
| **Fostering and 16 Plus Service outcome:**  **All in-house foster carers and supported lodging carers are confident and able to provide a safe, stable, caring environment on behalf of ECC to meet the needs of the children and young people in care enabling them to realise their potential and enhance their life opportunities** | | | | | | | |
| **In-house foster carer and supported lodging carer outcome** | **Target** | **Achievement (Number and %)** | | | | | **Narrative** (including issues arising, good news stories, case studies) |
|  | **Q1** | **Q2** | **Q3** | **Q4** |  |
|  | 100% of in-house foster carers and supported lodging carers or members of their household subject of an allegation are able to access the provider support where requested | **FC** |  |  |  |  |  |
| **SLC** |  |  |  |  |  |
| 100% of in-house foster carers and supported lodging carers required to attend a police interview as a result of an allegation, accompanied by a qualified experienced solicitor  (where requested) | **FC** |  |  |  |  |  |
| **SLC** |  |  |  |  |  |
| 100% of users and their children receive timely appropriate advice/support (where requested):   * Legal, and Allegations within 24 hours * Personal finance, Insurance within 2 working days \* * Emergency stress counselling within 10 working days\* | **FC** |  |  |  |  |  |
| **SLC** |  |  |  |  |  |
| 80 % feedback users feel confident following the advice and support received from this service  (where requested) | **FC** |  |  |  |  |  |
| **SLC** |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Overarching ECC Corporate Outcomes:**   * **People in Essex live in safe communities and are protected from harm** * **People in Essex enjoy good health and wellbeing** | | | | | | | | | | | | | |
| **Fostering and supported lodging carers Service outcome:**  **All new foster carers and supported lodging carers and their children know about the services offered and how to access them through proactive promotion** | | | | | | | | | | | | | |
| **In-house foster carer and supported lodging carer outcome** | **Target** | **Achievement** | | | | | | | | | | **Narrative** (including issues arising, good news stories, case studies) | |
|  | | **Q1** | | **Q2** | | **Q3** | | **Q4** | |
| They know about the services offered and how to access them | 100% of in-house foster carers and supported lodging carers receive membership to this service according to data provided by Essex County Council | | FC | |  | |  | |  | |  | |  |
| SLC | |  | |  | |  | |  | |  |
| 100% of carers know about the availability of the service and how to access it. | | FC | |  | |  | |  | |  | |  |
| SLC | |  | |  | |  | |  | |  |
| 100% receive quarterly newsletters according to data provided by Essex County Council (either by email or by post) | | FC | |  | |  | |  | |  | |  |
| SLC | |  | |  | |  | |  | |  |
| 80% of those who accessed the service feedback expressing satisfaction with the service received | | FC | |  | |  | |  | |  | |  |
| SLC | |  | |  | |  | |  | |  |
| 80% of those who accessed the service feedback expressing they would use the service again | | FC | |  | |  | |  | |  | |  |
| SLC | |  | |  | |  | |  | |  |

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| **Overarching ECC Corporate Outcomes:**   * **People in Essex live in safe communities and are protected from harm** * **People in Essex enjoy good health and wellbeing** |
| **Fostering and supported lodging carers service outcome:**  **Foster carers and supported lodging carers for Essex County Council are aware of the provider of the service and able to quickly access it where required.** |

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| **Please give details of how you actively engaged service users to measure satisfaction and describe how feedback has influenced service development** |
|  |

**Appendix 2: Annual report**

In addition to the completion of the template below the annual report will provide a summary of the monthly reports and the annual breakdown of expenditure.

**Year:** *(E.g. 2017-2018 ongoing)*

|  |
| --- |
| **Overarching ECC Corporate Outcomes:**   * **People in Essex live in safe communities and are protected from harm** * **People in Essex enjoy good health and wellbeing** |
| **Foster carers and supported lodging carers service outcome:**  **New foster carers and supported lodging carers are recruited to Essex and retained as Essex Foster Carers and supported lodging providers** |

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| **Please give details of how you actively engaged service users to measure satisfaction and describe how feedback has influenced service development** |
|  |

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| **Please give details of locality partnership working and local community voluntary sector providers signposted to where necessary** |
|  |

**Performance Standards in addition to the targets set above**

|  |  |
| --- | --- |
| **Area of Activity** | **Minimum Standard expected** |

|  |  |  |
| --- | --- | --- |
| **Confirmation required** | **Yes/No** | **Narrative (any issues)** |
| Confirm 100% records maintained |  |  |
| Confirm 100% appropriate supervision for counsellors |  |  |
| Confirm 100% appropriate DBS checks in place |  |  |
| Confirm 100% staff are appropriately trained/qualified |  |  |

**Provider authorised signature: Date:**

**Position:**