

MILTON KEYNES CITY COUNCIL CONTRACT

DPS HOMECARE CONTRACT MANAGEMENT

1.0 Service Quality & Performance Monitoring

1.1 The Provider will comply with the The Council Contract Monitoring Framework and provide performance and management information in order to demonstrate the effectiveness of the Service and delivery against the Contract. This includes, but not limited to:

- Monitoring Information Workbooks.
- Contract Monitoring meetings.
- Outcomes Monitoring.
- Quality Assessment.

2.0 Service Performance

2.1 Performance Indicators

2.1.1 The Provider will submit performance information via the quarterly monitoring information workbook in relation to:

- Service Capacity
- Staffing
- Quality & Effectiveness
- Fair Access, Diversity & Inclusion

2.1.2 The Provider will ensure that monthly monitoring information workbooks are submitted by the specified date.

2.1.3 Performance targets will be communicated to the Provider annually.

2.1.4 The KPI's will be included within the workbook for regular submission. KPI's will be agreed within three months of the award of contract. These indicators may be reviewed at regular periods with mutual agreement from the Provider and Council.

2.2 Outcomes monitoring

Service Outcomes

Outcome
Improved health and wellbeing
Enhanced quality of life
Promoting independence

Positive experience of support
Personal dignity
Choice and control

2.2.1 Please refer to section 4 of the specification for further information relating to the expected outcomes

2.2.2 The provider will use a recognised outcomes tool, in agreement with the Commissioner, to record individual and service outcomes. Guidance notes will be provided to the Contract Monitoring team and outcomes submitted annually.

2.3 Contract Monitoring Meetings

2.3.1 During the lifetime of this contract the Provider will be required to attend monitoring meetings on a regular basis. The frequency will be subject to review between Council and Provider.

2.3.2 The meetings will allow for both the Commissioners/Contracts Team and Providers to highlight good practice and any issues concerning the service.

2.3.3 The Provider will submit quality reports to Commissioners and Contract Review Officers prior to contract monitoring meetings and may include:

- Exception reporting against targets / KPIs
- Challenges and successes
- Staff recruitment & retention and training details
- Safeguarding alerts and investigations
- Feedback from Service Users and Stakeholders and resulting action taken.
- Compliments and complaints

2.3.4 All of the information we receive in relation to a service will be incorporated onto a risk register. The elements we will use to assess risk, flag early concerns, triggers and we will use for prioritising our quality visits and frequency/intensity of monitoring.

3.0 Quality Assessment

3.1 The Provider may be required to submit a self-assessment of service quality based on the following areas:

- Information and Involvement
- Person-centred service
- Safeguarding
- Quality and Management
- Staffing and Training

4.0 Monitoring Visits

- 4.1 The Council will conduct monitoring visits throughout the duration of the contract to ensure contract compliance and service quality.
- 4.2 Nominated officers will carry out announced/unannounced visits at regular intervals to the Provider's premises.
- 4.3 The Provider will ensure that information requested is made available in relation to these visits.
- 4.4 The results from the quality visits will be communicated to the provider and an action plan put in place where necessary.

5.0 Service User and Stakeholder Consultation

- 5.1 The Provider will carry out regular service user surveys to monitor service quality and service user satisfaction. The results of the survey will be used to improve service delivery.

KEY PERFORMANCE INDICATORS - to be reported Quarterly.

Service Quality and Outcomes Key Performance Indicators

KPI 1	Service Users received care in accordance with their Care and Support needs	Target	Q1	Q2	Q3	Q4
1.1	The percentage of planned visits that were not less than 50% of the commissioned time in length.	80%				
<p>Worked Example: The number of delivered visits = 5100 and the number of visits less than 50% of the commissioned time in duration = 200. The total number of visits delivered in the reporting period = 4900. The percentage of delivered visits that were not less than 50% of the commissioned time in duration: $4900 \div 5100 \times 100 = 96\%$</p> <p>What this indicator does: Measures the reliability of provision, by capturing all visits that have occurred within the reporting period and identifying those visits that not delivered in accordance with the amount of time commissioned.</p> <p>What to exclude: All visits should be included with the exception of:</p> <ul style="list-style-type: none"> Care services not commissioned by Milton Keynes City Council. <p>Definitions:</p> <ul style="list-style-type: none"> Visit – an appointment at a Service User's home to provide care or support which has taken place. For visits in which more than one Care Worker attends, this should be counted as 1 visit only and not 2. Visit delivered within the commissioned time - is when the Care Worker delivers the required care and support and the time taken to do this is 50% or more of the time that has been commissioned. 						
KPI 2	Workforce Requirements	Target	Q1	Q2	Q3	Q4
2.1	Staff trained on core mandatory training and who meet the care certificate standards.	100%				
2.2	Number of Home Care Workers delivering support (Consistency and Continuity) <i>Aspiration is for turnover and vacancy rate to be consistently and comparatively low overtime.</i>	80%				

KPI 3	Reviews	Target	Q1	Q2	Q3	Q4
3.1	Percentage of people you support whose care plan and risk assessments have been fully reviewed at least once within the last 12 months.	100%				
KPI 4	Service User Satisfaction	Target	Q1	Q2	Q3	Q4
4.1	Percentage of people currently receiving support who are satisfied or very satisfied with the service they receive.	80%				
4.2	Percentage number of service users who feel that their quality of life has improved.	70%				

Quantitative Key Performance Indicators

KPI 5	MKC Funded Only	Q1	Q2	Q3	Q4
5.1	Total No. of service users at the end of the quarter				
5.2	Total No. of NEW service users during the quarter				
5.3	Total No. of care hours delivered during the quarter.				
5.4	Number of MKCC Funded provision ended in the quarter				
KPI 6	Reason for Care Provision Ending	Q1	Q2	Q3	Q4
6.1	Moved to independent (with/without support)				
6.2	Moved to other care provider				
6.3	Moved to nursing home				
6.4	Moved to residential home				
6.5	Died				
6.6	Other - please describe				

KPI 7	Service Quality	Q1	Q2	Q3	Q4
7.1	No. of compliments received				
7.2	No. of formal complaints received				
7.3	No. of complaints resolved				
7.4	No. of complaints under investigation				
7.5	No. of accidents and incidents recorded				
7.6	No. of safeguarding alerts raised				
7.7	No. of safeguarding cases closed				
KPI 8	Staff Levels	Q1	Q2	Q3	Q4
8.1	Total number of Staff				
8.2	No. of uncovered absence days				

Also ask for information on ethnicity, age and gender of staff and service users quarterly.

Included in the quarterly contract monitoring workbook.