**SCHEDULE 3**

**PERFORMANCE MONITORING AND KEY PERFORMANCE INDICATORS**

We expect that all our commissioned services will be supported by a proportionate level of monitoring, evaluation, and reporting. This approach allows us to gather, analyse and report performance management information for commissioned services, leading to an evidence base of what works for children, young people, and families.

2.1 **Performance Monitoring Framework**

2.1.1 Norfolk County Council (NCC) will monitor the performance of the Service through a Performance Management Framework (PMF) based on the FLOURISH Outcomes (Schedule 1 Annex 2) set out in the Flourishing in Norfolk: A Children and Young People Partnership Strategy 2021-2025 (Schedule 1 Annex 3).

2.1.2 The providers will report against the activity detailed in the Service Specification.

2.1.3 The provider will be expected to manage, monitor, and report on performance including:

* **Outcomes and Impact**: The impact of delivery / difference that the service makes
* **Inputs and Outputs**: The quantity of delivery
* **Quality**: The effectiveness of professional practice, policies, procedures, and standards

2.2 **Quality Assurance**

2.2.1 Quality assurance will be secured through:

* The provider’s internal quality assurance processes
* Assessment of submitted contract monitoring paperwork and reporting.
* Annual Health & Safety Questionnaire.
* Adopted adult, adopter and birth parent feedback
* and may include quality assurance visits by NCC or independent organisations designated by NCC.

2.3 **Annual and Quarterly Reporting**

2.3.1 Information and reports will be required from the provider in liaison with Children’s Services commissioners. These can include:

* Annual and/or quarterly performance reports on the provider’s delivery against the specification and their progress on agreed targets and actions. The frequency of performance reports will be proportionate to the service as set out in the PMF.
* Performance monitoring meetings and regular conversations, including Guided Formal Conversations, to facilitate evidence-based discussion focused on qualitative intelligence gathering based upon the PMF.

2.3.2 The Provider will have a performance management system in place that will give timely data to manage performance against agreed individual outcomes and support service delivery.

2.3.3 The Provider will act on any requests for further information, research and audits as required by NCC or sponsored institutions.

2.3.4 The Provider should collect regular feedback from adopted adults, adopters, birth parents and other stakeholders. Commissioners will ask Providers to submit regular impact stories which are case studies to evidence the outcomes and impact of the service on the service users’ lives.

2.3.5 Other documents that may be required by NCC include, but are not limited to:

* Business continuity plan.
* Accounts for the most recently completed financial year (audited if required by law).
* Other information which shows the current financial standing of the organisation.
* Insurance schedules and certificates.

**2.4** **Quality Monitoring and Performance Targets**

2.4.1 Performance targets will be set by the Authority within the first year and then reviewed on an annual basis. Targets will be established based on existing evidence and the need to meet strategic objectives.

2.4.2 Quality monitoring visits may also take place to monitor the Provider’s performance as a whole and against any Performance Targets.

2.4.3 Each PMF reflects the three dimensions of delivery, setting out the information to be collected from the Provider, which is likely to include (not an exhaustive list):

**2.5**  **Outcomes and Impact**

The provider can demonstrate the impact the service has on adoptive parents, birth parents and adopted adults for example from the information collected through service user feedback. This must include service users reporting:

1. At least 75% of Norfolk adoptive parents using the service feel it provides them with the necessary support and advice needed to improve their lives.
2. At least 75% of Norfolk birth parents using the service feel it provides them with the necessary support and advice needed to improve their lives.
3. At least 75% of Norfolk adopted adults using the service feel it provides them with the necessary support and advice needed to improve their lives.

2.5.1 **Inputs and Outputs**

1. Number of referrals received, assessed, supported and exited.
2. Types of activity, length, frequency, waiting times.
3. Profile of service user (adopted adult, adopter, birth parent)
4. Financial management.
5. Value for money and added value.
6. Workforce sufficiency.

2.5.2 **Quality**

1. Accreditation and rating (e.g. quality marks)
2. Compliments and complaints
3. Health and Safety
4. Safeguarding
5. Workforce development and support
6. Policies and procedures
7. Practice
8. Continuous improvement
9. Stakeholder feedback