**Integrated Mediation and Disagreement Resolution**

**For Young People and Parents and Carers of Children**

**with Special Educational Needs and/or Disabilities**

**September 2025 - August 2028**

**Performance Monitoring and Quality Assurance**

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 PMF will be co-produced with the successful provider/s to ensure that measures work for both parties and are focused on measuring outcomes for children and young people.

2.1.3 The provider will report against the activity detailed in the Service Specification.

2.1.4 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 and safety questionnaire
* Feedback from Young people
* Commissioner performance monitoring conversations

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 half-yearly 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 children, young people, and other stakeholders. This should focus on the difference made to children and young people’s lives and not just provider performance feedback. Commissioners will ask Providers to submit regular impact stories which are case studies to evidence the outcomes and impact of the service on children and young People's 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 on the basis of existing evidence and the need to meet strategic objectives.

2.4.2 Quality monitoring visits may also take place in order 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)

**2.4.4** **Outcomes and Impact**

KPI 1 - 90% of service users completing the Satisfaction Survey during the reporting period agree or strongly agree they were satisfied with the service they received.

Voice of service users – How the provider has ensured the views of children and young people are captured and represented within the service.

Linked to the Flourish outcomes framework:

1. % of service users report feeling like they are listened to
2. % of service users report feeling understood
3. Case studies
4. Stakeholder, Parent and YP feedback
   * 1. **Inputs and Outputs**
5. KPI 2 – LA / ICB notified within 3 working days from parent/carer/YP decision to go to mediation: 100%
6. KPI 3 – Meeting confirmation circulated 5 working days before meeting: 100%
7. KPI 4 – Issuing certificates within 3 working days: 100%
8. KPI 5 – Proportion of mediation meetings taking place within 30 calendar days of the parent or young person advising they wish to pursue mediation (subject to certain exceptions such as school holidays, parent or young person unavailable): 100%
9. Referrals into the service (including number, source, type, need, time, outcomes)
10. Interface with other professionals & agencies
11. Demographic profile of service user (age, gender, ethnicity, disability, location)
12. Financial management
13. Value for money and added value
14. Workforce sufficiency

**2.4.6 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