Appendix H: Performance and Monitoring Framework

1. Purpose

The Provider shall maintain robust performance management arrangements to ensure the Lancashire Carers Service delivers high-quality, accessible and outcome-focused support for unpaid carers across Lancashire.

The Provider shall provide accurate, complete and timely performance information to Lancashire County Council and participate in contract monitoring, quality assurance and performance review processes throughout the Contract Period.

Performance management arrangements shall be used to:

- Monitor activity levels and service demand.
- Demonstrate achievement of contractual requirements.
- Assess the quality and effectiveness of service delivery.
- Measure outcomes for carers.
- Monitor access, equity and inclusion.
- Support continuous improvement and service development.
- Inform commissioning, market shaping and strategic planning activity.

The Council reserves the right to review and amend performance requirements during the Contract Period.

2. Key Performance Indicators (KPIs)

KPI	Measure	Target	Reporting Frequency
KPI 1	Initial contact made within 7 working days of referral	≥95%	Quarterly
KPI 2	Assessments completed within 10 working days (2 weeks) of referral	≥95%	Quarterly
KPI 3	Initial reviews completed within 6 weeks	≥95%	Quarterly
KPI 4	Annual reviews completed when due	≥95%	Quarterly
KPI 5	Assessments, reviews and significant interventions recorded on LAS within 5 working days	100%	Quarterly
KPI 6	Carers offered emergency and contingency planning.	100%	Quarterly
KPI 7	Percentage of carers who responded positively to the statement: "My needs as a carer have been met through the support I received from Lancashire Carers Service."	≥85%	Quarterly

3. Monitoring Data Requirements

The Authority recognises the importance of proportionate and meaningful performance monitoring that supports service improvement, demonstrates impact and reflects the evolving needs of carers and the wider system.

The detailed monitoring framework, reporting methodology, definitions and data collection requirements will be developed collaboratively during the mobilisation period and agreed between the Authority and the Provider prior to service commencement. The Authority intends to adopt a co-designed approach to performance monitoring to ensure reporting requirements are relevant, proportionate, outcome-focused and aligned to service delivery.

As a minimum, the monitoring framework will include measures relating to the following areas:

- Service activity and demand
- Access, referrals and waiting times
- Information, advice and guidance
- Identification and engagement of carers
- Carers' Assessments, support planning and reviews
- Carer Payments
- Carer outcomes and wellbeing
- Service user feedback and satisfaction
- Community-based support and preventative interventions
- Training, awareness raising and community engagement activities
- Volunteer involvement
- Partnership working and referral pathways
- Workforce performance and development
- Equality, diversity and inclusion
- Complaints, compliments and learning
- Safeguarding
- Social value and wider community impact
- Contract performance and key performance indicators (KPIs)

The Authority reserves the right to amend, add to or refine monitoring requirements during the term of the Contract, following consultation with the Provider, to reflect changes in legislation, policy, service priorities, commissioning requirements or emerging needs of carers across Lancashire.

4. Carer Outcomes Framework

The Provider shall collect and report information demonstrating the impact of the Service on carers.

The Provider shall seek feedback against the following outcome statements:

Access and Information

- I was able to access support when I needed it.
- I know where to go for information, advice and support.
- I know where to access support if my caring circumstances change.

Choice and Control

- I was involved in decisions about my support.
- I was treated with dignity and respect.
- I received support that reflected my individual circumstances.

Wellbeing and Resilience

- The support I received improved my wellbeing.
- I feel less isolated.
- I feel more confident in my caring role.
- I am better able to manage my caring responsibilities.

Caring Sustainability

- The support I received has helped me continue in my caring role.
- I know what would happen in an emergency.
- I feel more prepared for future challenges.

Overall Experience

- I am satisfied with the support I received.
- I would recommend the Service to another carer.
- My needs as a carer have been met through the support I received from the Lancashire Carers Service.

5. Quality Assurance and Service Improvement

The Provider shall report quarterly on:

- Complaints received.
- Complaints resolved.
- Compliments received.
- Safeguarding concerns raised.
- Significant incidents.
- Audit activity undertaken.
- Outcomes of quality assurance reviews.
- Lessons learned.
- Improvement actions implemented.

The Provider shall demonstrate how performance information, feedback, complaints, compliments, co-production activity and quality assurance processes have informed continuous improvement and service development.

6. Performance Review Arrangements

Performance will be reviewed through regular contract monitoring arrangements with Lancashire County Council. Contract reviews will be conducted every 6 months. Performance and KPI monitoring information shall be shared with Lancashire County Council on a quarterly basis.

Performance discussions will include:

- KPI achievement.
- Service demand and activity.
- Outcome measures.
- Quality assurance findings.
- Equality and accessibility.
- Community capacity and VCFSE development activity.
- Risks and challenges.
- Improvement actions.
- Innovation and service development opportunities.

The Provider shall work collaboratively with Lancashire County Council to identify emerging themes, address performance concerns and support the continuous improvement of services and outcomes for unpaid carers across Lancashire.