

3 May 2017

FAO The Finance/Accounts department

Monthly and Quarterly Performance Report Timetables 2017/18

Dear Devon Cares provider,

This alert is to notify you of the deadlines for submitting monthly and quarterly performance reports for 2017/18. The new monthly and quarterly report timetables are attached and can also be found on the Devon Cares website

<http://devoncares.co.uk/resources-for-providers/performance-and-quality/>

We would like to take this opportunity to remind you of the following:

Monthly Quality Performance Reports - what we need you to do:

1. Validate data:

(a) KPI Number 1 – Referrals refused by sub-contracting partners with reasons.

Devon Cares will pre-populate the data for this KPI with data from Care4IT. You need to check and return with confirmation that the data is correct, or with amendments.

This information is required per zone. If you operate in multiple zones we will supply the data for all the zones in which you deliver care. Each zone has its own individual 'worksheet' (see tabs at the bottom of the spreadsheet). It is important that you check all of the worksheets.

(b) KPI Numbers 5 & 7 – Planned visits delivery

We require you to supply this data. Please can you put your data into the [Monthly Return form](#). This information is required per zone. If you operate in multiple zones you must supply the data for all the zones in which you deliver care. Each zone has its own individual 'worksheet' (see tabs at the bottom of the spreadsheet). It is important that you insert your data into all of the worksheets.

Quarterly Quality Performance Reports - what we need you to do:

2. Validate data

(c) KPI Number 3 – Number of referrals accepted within 4 hours and within 2 days

Devon Cares will pre-populate this KPI data in the [Quarterly Return form](#). You need to check and confirm that you agree with the data we have supplied.

This information is required per zone. If you operate in multiple zones we have supplied the data for all the zones in which you deliver care. Each zone has its own individual 'worksheet' (see tabs at the bottom of the spreadsheet). It is important that you check all of the worksheets.

3. Supply Data

We will ask you to provide data for KPIs listed below:

- (d) KPI Number 4 – Number of clients with service in place at planned date
- (e) KPI Number 10 – Number of staff completed induction training within 12 weeks
- (f) KPI Number 11 – Number of staff with appropriate qualification
- (g) KPI Number 11a – Number of Registered Managers trained to Level 4 or above
- (h) KPI Number 12 – Staff Turnover
- (i) KPI Number 15 – The number of people referred to Voluntary Sector for support
- (j) KPI Number 20 – Percentage of workforce on zero hours contract

Please note: This information is required per zone. If you operate in multiple zones you will need to supply the data for all the zones in which you deliver care.

If you require any additional information please contact Lorraine Furse
lorrainefurse@nhs.net

Best regards

Lorraine Furse

Devon Cares Support Officer