

3.9 Operational Key Performance Indicators - Home Managers

Legislation and Guidance

England

Care Act 2014

Children's Homes Regulations 2015

Regulation 13: The Leadership and Management Standard

Wales

The Regulation and Inspection of Social Care Act 2016

The Regulated Services (Service Providers and Responsible individuals) (Wales) (Amended) Regulations 2019 and The Statutory Guidance Version 2 April 2019

Reg 21; Standards of Care and Support

Reg 66: Supervision of Management of the Service

Scope of this chapter

The purpose of this policy is to support the effective implementation of operational Key Performance Indicators (KPI's) within Bryn Melyn Care's residential care service (operational service).

Operational KPI's are in place to ensure that the quality of the operational service remains high, meets the needs of the organisation and contributes to its wider strategic objectives.

Operational KPI's will be used to monitor and evaluate the performance of employees and where necessary initiate capability and disciplinary procedures.

Operational KPI's will be used to identify where areas of support and development are required to help managers achieve the standards required in their role.

Procedure

In following this procedure the main focus of the line manager should be the provision of ongoing support to assist the employee with meeting the required standards in their role, including accessing training, allocating mentors and setting developmental tasks and so on.

The KPI's will be monitored and evaluated on a monthly basis relating to the set benchmarks. Regional Managers will complete each homes KPI report by the 20th of each month.

Where the benchmark is not met for a specific KPI for one month, this will be addressed informally either in or outside of supervision with the line manager as per the capability procedure Stage 1 - Informal Process (See capability procedure).

Where the benchmark for the same KPI is not met for a further month, this again will be addressed informally either in or outside of supervision with the line manager as per the Capability Procedure Stage 1 - Informal process.

Where the benchmark for the same KPI is not met for a third month in succession, this will be addressed formally as per the Capability Procedure Stage 2 - Formal Process

Where the benchmark for the same KPI is not met for a fourth month in succession, this will be addressed formally as per the Capability Procedure Stage 3 - Final Stage before Dismissal

At this stage, a review will take place as to whether the employee is capable of or willing to meet the standards and requirements expected of their job role. If there are mitigating circumstances, a further review period may be set. Where there are no mitigating circumstances alternatives to employment may be offered or the employee may be dismissed.

In total there are 9 overarching Key Performance Indicators by which to measure the quality of our Children's Homes. In order to be compliant each month 8 of the 9 must be met for the financial bonus scheme.

Revision History

Date last updated: September 2020

Date of next review: September 2021

Date of release: December 2018

End