

APPENDIX 2: SUMMARY OF PERFORMANCE MEASURES FOR 2015/16

1. To provide assurance and build confidence through robust regulation and inspection of the quality of care	
QI-1	Improvements to quality of care
KPI-1	a) % of statutory inspections completed
	b) % first statutory inspections completed by last possible date of inspection
	c) % total scrutiny and improvement interventions as set out in approved inspection plan, that were undertaken
KPI-2	% of full inspections undertaken, that were not originally planned as full inspections
2. To contribute to building a rights-based, world class care system in Scotland	
QI-2	Partnership working
3. To support peoples' understanding of high quality, safe and compassionate care by promoting the standards and quality of services they should expect and make sure their voices are heard	
QI-3	Improvements in involving people
4. To build capacity within care services to make sure there is high quality development and improvement of rights based care across Scotland	
MM-1	Services maintaining or improving on good grades
	a) % services maintaining or improving on good grades
	b) % services with any grades of weak, unsatisfactory or adequate
MM-3	Referrals made by CI to SW Child/adult protection
5. To support and inform local and national policy development by providing high quality, evidence based advice and information on care	
QI-2	Partnership working (also under Strategic Objective 1 above)
6. To perform effectively and efficiently as an independent scrutiny and improvement body and work in partnership with others	
QI-4	Best value
KPI-4	% efficiency savings achieved
QI-5	Staff experience
QI-6	Leadership and direction
QI-7	Quality assurance and improvement of the Care Inspectorate
KPI-5	% complaints investigated about the CI that were completed within 20 days
KPI-6	a) complaint about services and the CI acknowledged within 3 working days
	b) % complaints closed before registration that were resolved at frontline resolution stage
	c) complaint about services completed within 40 working days
	d) registrations completed within 3 months for childminders and 6 months for other care services
MM-3	Numbers of variations completed, and nature of variations
MM-4	% complaints investigated by SPSO that required Care Inspectorate to make improvements.