

## Sample Quality and Performance Schedule

Outcome	Quality and Performance Indicator
<p><b>3. People live fulfilling lives because of the service to include independence</b></p>	<p><b>3.1 Advice and self help</b> The provider should be able to demonstrate the different ways that an individual can be assisted to present their opinions and views. The opportunities for self care, self management are maximised.</p> <p><b>3.2 Sign-posting</b> The provider must be able to provide information about opportunities and services available to the individual including services not run by the Provider. The provider will need to build relationships with private and voluntary Providers who supply services.</p> <p><b>3.3 Safeguarding</b> The provider must be able to show that they can identify people who are at risk of abuse or harm, that they support people with relevant advice and they know how to refer concerns to the relevant statutory authority.</p> <p><b>3.4 Person-centred services</b> The provider should be able to demonstrate that they focus on the individual and what is important for them and to them.</p>
<p><b>5. Individuals in Bournemouth will know about the service and how to access it.</b></p>	<p><b>5.1 Service Promotion to the Public</b> The provider will promote the service effectively so that individuals can say that they know how they can find it, know what it does and how to access it. The provider should be able to demonstrate how they will promote the service to the public.</p> <p><b>5.2 Service Promotion to Professionals</b> In addition to the public the provider should promote the service to staff working in the local authority, private, voluntary and independent sector, religious, social and community groups; via training.</p> <p><b>5.3 Community Engagement</b> How will the provider know they are supporting the people who need the service and are reaching all sections of the community.</p>