

Care Inspectorate 2022-2025

Summary of Key Performance Indicators (KPIs) and Key Outcome Indicators (KOIs)

Strategic Outcome 1: High quality care for all

Ref	Measure	Target (KPIs only*)	Purpose	Implementation timescale
KPI-1	% of people telling us that our scrutiny will improve care	90%	Demonstrates the perceived impact of our work, and an indication of the level of assurance it gives people most affected by it.	Immediate
KPI-2	% scrutiny hours spent in high and medium risk services	50%	To ensure that we remain focussed on those services we are most concerned about.	Immediate
KPI-3	% of complaints about care that were resolved within the relevant timescales (includes all methods of resolution)	80%	Complaints are resolved quickly, as close to the service as possible. This measure covers the end-to-end time it takes to resolve a complaint using all methods of resolution. Timescale is within 40 working days.	Immediate
KOI-1	% services with good or better grades (across all KQs)	n/a	To monitor the availability of good quality care across Scotland over time.	Immediate
KOI-2	% of services with good or better grades at first inspection following registration	n/a	Our registration process is designed to increase the likelihood that that newly registered services are of good quality.	Immediate
KOI-3	Average time a service continues to have a grade of less than adequate	n/a	Where services fall below adequate standards, we act quickly along with services and other partners to ensure the best outcomes as quickly as possible for the people experiencing that care.	Immediate
KOI-4	% services with expected grades or better	n/a	We are confident our intelligence helps us identify higher risk services.	Immediate

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Strategic Outcome 2: Improving outcomes for all

Ref	Measure	Target (KPIs only)	Purpose	Implementation timescale
KPI-4	% of people telling us that our quality improvement support will improve care	baseline year	Stakeholders have confidence that our quality improvement support inputs will help them make positive change.	From Q2 22/23
KOI-5	% of services with >90% of people telling us they are happy with the quality of care and support they receive	n/a	To ensure we listen to the views of people experiencing care about the quality of care they experience.	Immediate

Strategic Outcome 3: Everyone's rights are respected and realised

Ref	Measure	Target (KPIs only)	Purpose	Implementation timescale
KOI-6	% services good or better for Key Question 1	n/a	People who experience care have their rights respected and realised through care that supports their individual needs and promotes their wellbeing. KQ1 (KQ7 for CYP services) covers how well we support people's wellbeing, care, play and learning.	Immediate
KOI-7	% of services with >90% of people telling us they make decisions about their own care	n/a	People feel encouraged and enabled to make choices about their care, and the care of their relatives. This indicator shows the extent to which services are delivering person-led care.	Immediate

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Strategic Outcome 4: Our people are skilled, confident and well supported to carry out their roles

Ref	Measure	Target (KPIs only)	Purpose	Implementation timescale
KPI-5	% staff completing core learning	85%	Our staff's core essential learning requirements are being met.	Commence Q3 22/23.
KPI-6	% staff absence	3.6% (Range of 2.4-5.7%)	We aim to provide a healthy workplace with low staff absence, in turn ensuring staff have the capacity to deliver on our outcomes. This measure relates especially to our capacity to deliver our key processes and underpins delivery of all our strategic outcomes.	Immediate
KPI-7	% staff turnover	<10% by 31March 2023	We will attract, develop and retain the right people and expertise to deliver our strategic priorities.	Immediate
KPI-8	Days per quarter that inspection volunteers and care experienced people are involved in our work	benchmark 90 days	We involve people with experience of care in our work in many different ways, ensuring that we remain focussed on what matters to people experiencing care.	immediate