

01 The Purpose of our Key Performance Indicators are to:

- Measure our effectiveness in delivering key components aligned to our strategic objectives
- Inform and improve the quality of our service.

Our Key Performance Indicators for Adult Support & Protection:

02

- Consideration of Advocacy Services
- Consult with line manager within one day of receiving a referral

Potential Developments:

- KPI's for related activities
- Procedures
- Legislative

03

Issues:

- Recording
- Consultation
- Prioritisation
- Performance
- Reputation



Focus Methods:

- Aide Memoire
- Procedures
- Briefing
- Self Evaluation

Recommendations:

- Focus
- Staff briefings
- Understanding
- Compliance checks

Audit Activities

- Daily ASP assessment
- Team Managers
- ASP Coordinator reports
- Service User Surveys
- Quarterly reports
- Scottish Government Data

05

04