

Performance Inspection Model (PIM)

What key outcomes have we achieved?

1. Key Outcomes

Outcomes for adults, carers, children and families who use services

Performance against national and local targets

What impact have we had on people who use our services and other stakeholders?

2. Impact on people who use our services

Experience of adults, carers, children and families who use services

3. Impact on staff

Motivation and satisfaction

Staff ownership of vision policy, and strategy

4. Impact on the community

Community perception, understanding and involvement

Impact on other stakeholders

Community capacity

How good is our delivery of key processes?

Delivery of key processes

Access to services

Day to day planning and resource allocation

Assessment and case management

Risk management and accountability

Partnership with people who use our services and their carers

Inclusion, equality and fairness in service delivery

Multi-disciplinary working

How good is our management?

6. Policy and service development, planning and performance management

Policy review and development

Operational and partnership planning

Involvement of stakeholders in planning and service development

Developing integrated services

Range and quality of services

Quality assurance and continuous improvement

7. Management and support of staff

Recruitment and retention

Staff deployment and teamwork

Development of staff

8. Resources and capacity building

Financial management

Resource management

Management information systems

Partnership arrangements

Commissioning arrangements

How good is our leadership?

What is our capacity for improvement?

9. Leadership and direction

Vision, values and aims

Leadership of people

Leadership of change and improvement 10. Capacity for improvement

Evaluation based on the evidence of the 9 other areas for evaluation, especially outcomes, impact, leadership and direction

Key

6 key questions



10 areas for evaluation



Quality indicators

Version: 1.1