

No	Descriptor	Objective	#	Measure	19/20	20/21 Target	Data Source	Reporting Frequency	Q1 19/20
1	Quality	Provide outstanding care	1a	Care Quality Standards <sup>i</sup>	Outstanding	Outstanding	Formal assessment	Annual	Not yet due
			1b	Patients/carers satisfied with care provided <sup>ii</sup>	90%	TBA	FFT	Monthly <sup>iii</sup>	93%
			1c	Staff recommend the Trust as a place to work or receive treatment	Above national average	Above national average	NHS Annual Staff Survey	Annual	Not yet due
			1d	Contracted performance KPIs achieved	90%	90%	Contract reporting	Monthly <sup>iv</sup>	83%
2	Quality	Collaborate with other organisations	2	To achieve at least one New Model of Care <sup>v</sup> in both C&P and Luton CCG systems	Pass	Pass	Contracts	5 Years <sup>vi</sup>	Modelling of clinical
3	People	Be an excellent employer	3a	Staff recommend the Trust as a good place to work	Above national average	Above national average	NHS Annual Staff Survey	Annual	Not yet due
			3b	Staff engagement rating	Above national average	Above national average	NHS Annual Staff Survey	Annual	Not yet due
			3c	Available staff have had an appraisal in the last 12 months	93%	95%	ESR	Monthly	93%
			3d	New staff are retained for >12 months	85%	85%	ESR	Monthly	88%
4	Sustainability	Be a sustainable organisation	4a	Sustain a 'Finance and use of resources' score of 1 <sup>vii</sup>	1	1	NHSI Finance Return	Monthly	1
			4b	To secure that share of contract revenue that is directly linked to the performance	Pass	Pass	Contract Report	Quarterly	KPI performance not impacting revenue
			4c	To deliver a rolling 12 month programme of capital investment at a minimum average of 6% of the capital base value per annum	Pass	Pass	Finance Report	Annual	£4m capital plan, progress is monitored in the finance report
			4d	Sustainable Development Assessment Tool	Above national average	Above national average	Annual Self Assessment	Annual	Not yet due
			4e	Revenue remains above a minimum threshold	>£75m pa	>£75m pa	Finance Report	Annual	Currently £130m

