

No	Descriptor	Objective	#	Measure	17/18	Data Source	Reporting Frequency	Q3 17/18
1	Quality	Provide outstanding care	1a	Care Quality Standards ⁱ	Good	Formal assessment	Annual	Not due yet
			1b	Governance Risk Rating ⁱⁱ		NHSI Report	Monthly	NHS Improvement eradicated this measure in 2016/17.
			1c	Patients/carers satisfied with care provided ⁱⁱⁱ	98%	FFT	Monthly ^{iv}	Q3 97.2% (Q2 96.36%, Q1 95.6%)
			1d	Staff recommend the Trust as a place to work or receive treatment	Pass	NHS Annual Staff Survey	Annual	Pass
			1e	Contracted performance KPIs achieved	87%	Contract reporting	Monthly ^v	91% (Q2 91%, Q1 85%)
2	Quality	Collaborate with other organisations	2	To achieve at least one New Model of Care ^{vi} in both C&P and Luton CCG systems	PCH: Luton	Contracts	5 Years ^{vii}	Joint team with CPFT to deliver Emotional Health and Wellbeing Service Staff engagement sessions have begun to help inform the clinical redesign of the joint model for the provision of mental and physical health services in Cambridgeshire. Contract models are being developed with commissioners and provides regarding a potential Alliance approach for the provision of primary / community services in Luton
3	People	Be an excellent employer	3a	Staff recommend the Trust as a good place to work	Pass	NHS Annual Staff Survey	Annual	Pass
			3b	Staff engagement rating	Pass	NHS Annual Staff Survey	Annual	Pass
			3c	Available staff have had an appraisal in the last 12 months	91%	ESR	Monthly	Q3 = 87.92% (92.16%, 87.97%)
			3d	New staff are retained for >12 months	86.5%	ESR	Monthly	Q3 = 84.36 (87.54%, 86.04%)
4	Sustainability	Be a sustainable organisation	4a	Sustain a 'Finance and use of resources' score of 1 ^{viii}	1	NHSI Finance Return	Monthly	1 (Q2 = 1, Q1 = 1)
			4b	To secure that share of contract revenue that is directly linked to the performance of KPIs	Pass	Contract Report	Quarterly	Revenue linked KPI's are currently being met but are at risk in the Norfolk HCP
			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	Finance Report	Annual	£3m (6%) capital programme for 17/18
			4d	To reduce our carbon footprint by 34% from the 2007 baseline by Mar 2020	Pass	Annual Sustainability Report	Annual	Information not collected