

PERFORMANCE STANDARDS

Category	Paragraph in Specification	Performance Standard	Evidence
Management/ Supervision	7.1	Staff levels and ratio of staff to supervisor to remain at least commensurate with levels proposed in Table 4, Appendix 1, Schedule C.	Monthly report to Trust
Staff Numbers	7.1	At least commensurate with levels proposed in Table 4, Appendix 1, Schedule C.	Monthly report to Trust
Staff Training	7.5	All staff to receive comprehensive training in accordance with Schedule A	Training records to be made available to the Trust at any time for inspection.
	7.6 7.7	All staff to receive annual refresher and mandatory training	Training records to be made available to the Trust at any time for inspection.
Vehicles	8.1	At least commensurate with numbers, age and specification proposed in Appendix 3, Schedule C.	Inspection certificates to be provided annually
	8.13	Equipment to comply with specified levels	Equipment to be checked daily and reported weekly to the Trust.
Safety	10.2 10.3	100% compliance with Trust Health & Safety Policy	Independent quarterly audit to be carried out and reported to Trust.
	10.2. 10.3	100% compliance with Trust Infection Control Policy	Quarterly audit to be carried out and reported to Trust.
	9.2 10.2	Safety training to be given to all staff	Training records to be made available to the Trust at anytime for inspection.
	9.4 9.6	Risk assessments to be carried out at least annually.	A copy to be given to the Trust annually and every time there is any amendment.
	9.4 9.6	COSHH assessments to be carried out at least annually	Results to be reported to the Trust and records to be made available to the Trust at any time for inspection.

Category	Paragraph in Specification (Schedule A)	Performance Standard	Evidence
Booking Requests	6.1.1	100% of booking requests to be accepted only from authorised personnel as specified in Clause 6.1.1 of Schedule A.	Records to be maintained of all booking requests, together with requester details, and audited at least quarterly. Results to be reported to the Trust quarterly.
Service Levels	6.1.5	100% of booking requests to be satisfied.	Records to be maintained of all bookings and discharges requested and responses and reported to the Trust monthly.
	6.1.5	100% of "same day" discharge requests to be satisfied	Records to be maintained of all "same day" discharge requests and responses and reported to the Trust monthly
	6.1.5	100% of call-out requests to be satisfied.	Records to be maintained of all call-outs requests and responses and reported to the Trust monthly
Timeliness	6.2.3	100% of Local patients to complete their journey in less than one hour.	Records to be maintained of journey duration per patient and reported to the Trust monthly
	6.2.3	Journeys outside Local journeys must be completed within a reasonable time in relation to the distance of the journey.	Records to be maintained of journey duration per patient and reported to the Trust monthly
	6.2.5	100% of patients to arrive between 15 and 40 minutes before or their appointment	Records to be maintained of arrival and appointment times per patient and reported to the Trust monthly
	6.2.5	100% of "same day" discharges to be collected within 2 hours minutes of receiving a request.	Records to be maintained of "same day" discharge requests and action times per patient and reported to the Trust monthly
	6.2.5	100% of out of hours A & E calls to be collected to within 2 hours of booking.	Records to be maintained of out of hours A & E requests and response times and reported to the Trust monthly
	6.2.6	100% of patients to commence their return journey within 90 minutes of notification by the Trust.	Records to be maintained of notification and departure times per patient and reported to the Trust monthly

Category	Paragraph in Specification	Performance Standard	Evidence
Satisfaction levels	11.5	Level of complaints to be kept to a minimum	Complaints to be logged and reported to the Trust monthly Quarterly audit to be carried out and reported to Trust.
	11.5	100% compliance with agreed complaints procedure	Annual satisfaction survey to be carried out and results reported to the Trust
	11.6	Levels of satisfaction to be improved year on year.	
Policies	10.4	100% compliance with all policies, including any specified Trust policies	Audit to be carried out at least annually and results reported to Trust.
Legislation	10.5	100% compliance with all relevant legislation	Audit to be carried out at least annually and results reported to Trust.

Note: Whilst the Contractor is responsible for arranging its own monitoring in accordance with the above, the Trust reserves the right to carry out its own monitoring systems, audits and inspections at any time periodically throughout the contract. The Contractor will therefore make all records available to the Trust whenever required.

In accordance with paragraph 11.3 of Schedule A, the Trust will require additional information relating to activity as follows:

- a. **patient category** (as defined in paragraph 2.1 of Schedule A)
- b. **journey category** (as defined in paragraph 2.2 of Schedule A)
- c. **patient mobility** (as defined in paragraph 2.4 of Schedule A)
- d. **geographical division** (as defined in paragraph 3 of Schedule A)
- e. **postcode**
- f. **time of day of journey**

and this is to be provided by the Contractor on a monthly basis as required by the Trust