**Procurement Journey**

**Additional KPI Guidance for Care and Support Services Contracts**

Service specifications (which form part of the contract) should incorporate key performance indicators and describe the mechanism for measuring performance. In order to evaluate performance, public bodies should consider all potential sources of information on the delivery and quality of the service, including:

* + - views expressed by people who use services and also their carers in questionnaires, meetings and focus groups and through peer inspection (views of diverse groups of users should be heard, where possible, to ensure that the service is meeting diverse needs);
    - reports submitted by a service provider;
    - self-assessment by a service provider;
    - meetings with service providers;
    - planned and unannounced visits;
    - feedback from their frontline staff;
    - the records of those who use services;
    - review of compliments, complaints and serious incidents; and
    - information from the regulatory bodies, including inspection reports, complaints and enforcement.