

PERFORMANCE MANAGEMENT & MONITORING FRAMEWORK

Ref No.	Key Performance Indicators (KPIs):	Target:	KPI Methodology:	Reported by / frequency:
CDS 1	Customer Schools moderated for key stage 1	25%	The number of Customer Schools moderated for key stage 1 as a percentage of the total number of Customer Schools delivering key stage 1	<p>Reported as part of the Curriculum Development & Support monthly performance report</p> <p>KPI to be reported on within July report</p> <p>Additional appendix to, or reported within, the monthly report for July:</p> <ul style="list-style-type: none"> - A list of schools that have been moderated / monitored with RAG ratings including the reasons for individual school RAG ratings. - Schools RAG rated as red to be discussed at the August governance meeting - Spreadsheet indicating the frequency of the moderation of Customer Schools over a 4 year period
CDS 2	Customer Schools moderated for Key Stage 1 receive a report from the JVCo	100%	The number of Customer Schools that have been moderated for key stage 1 and have received a report, as a percentage of the total number of	Reported as part of the Curriculum Development & Support monthly performance report

			Customer Schools that have been moderated for key stage 1	KPI to be reported on monthly (<i>where relevant</i>) (<i>moderation takes place in May & June</i>)
CDS 3	Customer Schools moderated for key stage 2 writing	25%	The number of Customer Schools moderated for key stage 2 writing as a percentage of the total number of Customer Schools delivering key stage 2	<p>Reported as part of the Curriculum Development & Support monthly performance report</p> <p>KPI to be reported within the July report</p> <p>Additional appendix to, or reported within, the monthly report for July:</p> <ul style="list-style-type: none"> - A list of schools that have been moderated / monitored with RAG ratings including the reasons for individual school RAG ratings. - Schools RAG rated as red to be discussed at the August governance meeting - Spreadsheet indicating the frequency of the moderation of Customer Schools over a 4-year period
CDS 4	Customer Schools moderated for key stage 2 writing receive a report from the JVCo	100%	The number of Customer Schools moderated for key stage 2 writing and receive a report from the JVCo as a percentage of the total number of	Reported as part of the Curriculum Development & Support monthly performance report

			Customer Schools moderated for key stage 2 writing.	KPI to be reported on monthly (<i>where relevant</i>) (<i>moderation takes place in May & June</i>)
CDS 5	KS2 security – Customer Schools receive a monitoring visit before, during or after test periods	10%	The number of Customer Schools that have received a monitoring visit before, during or after test periods, as a percentage of the total number of Customer Schools delivering key stage 2	Reported as part of the Curriculum Development & Support monthly performance report KPI to be reported on monthly (<i>where relevant</i>) Additional appendix to, or reported within, the monthly report/s for May / June: - A list of schools that have received the monitoring visit
CDS 6	Customer Schools monitored for year 1 & 2 phonics	10%	The number of Customer Schools that have received a monitoring visit before, during or after test periods, as a percentage of the total number of Customer Schools delivering key stage 1	Reported as part of the Curriculum Development & Support monthly performance report KPI to be reported on monthly (<i>where relevant</i>) Additional appendix to, or reported within, the monthly report/s for May / June: - A list of schools that have received the monitoring visit
CDS 7	KS2 security – breaches notified to	100%	The number of security breaches	Reported as part of the Curriculum

	the Customer once known.		notified to the Customer as soon as known, as a percentage of the total number of security breaches that should have been reported to the Customer as soon as known	Development & Support monthly performance report KPI to be reported on monthly (<i>where relevant</i>) Additional appendix to, or reported within, the monthly report/s for May / June: - Number / details of breaches
CDS 8	Health and safety science – dangerous incidents reported to the Customer’s health & safety team within 24 hours	100%	The number of dangerous incidents reported to the Customer’s health & safety team within 24 hours, as a percentage of the total number of dangerous incidents that should have been reported to the Customer’s health & safety team within 24 hours	Reported as part of the Curriculum Development & Support monthly performance report KPI to be reported on monthly (<i>where relevant</i>) Additional appendix to or included within the monthly report (where relevant): - Information of any dangerous incidents that have been reported to the Customer’s health & safety team (including dates etc.)
CDS 9	Customer Schools receive *CLEAPSS update from the JVCo <i>*(this is dependant on the Customer maintaining subscription for Consortium of Local</i>	100%	The number of Customer Schools that have received CLEAPSS updates from the JVCo, as a percentage of the total number of Customer Schools	Reported as part of the Curriculum Development & Support monthly performance report

	<i>Education Authorities for the Provision of Science Services)</i>			<p>KPI to be reported on monthly (where relevant)</p> <p>Additional appendix to, or reported within, the monthly report (where relevant):</p> <ul style="list-style-type: none"> - Information regarding CLEAPPS updates to Customer Schools from the JVCo
CDS 10	<p>*Customer Schools receive annual SACRE (Standing Advisory Council for Religious Education) report from the JVCo</p> <p>(*excluding church aided schools)</p>	100%	<p>The total number of Customer Schools that have received the annual SACRE report from the JVCo, as a percentage of all Customer Schools</p>	<p>Reported as part of the Curriculum Development & Support monthly performance report</p> <p>KPI to be reported on an annual basis.</p> <p>Additional appendices to the monthly report:</p> <ul style="list-style-type: none"> - A copy of the draft report being approved by the SACRE committee prior to being disseminated to Customer Schools (November / December) - A copy of the final annual SACRE report (January)
<p>Details regarding any targets not met – including reasons and proposed resolutions – to be detailed within the mitigations table within the monthly narrative report.</p>				
<p>Miscellaneous:</p>				

Description:	Reported by / frequency:
Provide a written update of all formal complaints received outlining the numbers of complaints (cumulative from 1st April to the 31st March), the reason for the complaints and the actions taken to resolve them.	Reported within the monthly Curriculum Development & Support service monthly performance report (<i>where relevant</i>)
Provide each Contract Year a spreadsheet indicating the Staffordshire community & voluntary controlled deemed secondary schools monitored by the JVCos radiation protection officer (RPO) during the Contract Year and the frequency of the JVCos radiation protection officer (RPO) monitoring of Staffordshire community & voluntary controlled deemed secondary schools over a 3-year period	Reported within the March Curriculum Development & Support service performance report