



## **Neighbourhood Networks Key Performance Indicators**

### **Individual KPI's**

- A. The individual member feels safe both within their home and within their local community**
- Helping to improve an individuals personal sense of safety
  - Practical support to assist in improving safety
- B. The individual member has the opportunity to have a fulfilling life through activities and interests**
- Supporting appropriate members to progress towards employment or learning
  - Supporting members to gain additional life skills
  - Facilitating members to have the opportunities to use their skills to benefit others
  - Helping members to be more active in the community
  - Facilitating and supporting members to become involved in activities beyond the network
- C. The individual member has a variety of people in their life, both paid and unpaid and this is actively promoted within the network**
- Helping members to have improved friendships or relationships within the network
  - Helping members to have improved friendships or relationships outside the network
- D. The individual member's health needs are considered and responded to appropriately and with respect**
- Helping members to improve their personal physical health and well being
  - Helping members to improve their personal mental health and well being
  - Helping members to have increased confidence and self pride
- E. The individual member has the right to chose where they live and how they live their own life**
- Helping members to manage their own tenancy more effectively
  - Supporting members to take more of their own decisions

**F. The individual member is able to take financial decisions and manage their own finances**

- Supporting and encouraging members to take better control over their own finances
- Supporting members to take better financial decisions
- Helping members to move out of debt

**G. The individual member is able to deal with stigma or discrimination by other individuals, agencies or society in general**

- Helping members to recognise and deal with discriminatory activities and actions
- Helping and supporting members to challenge behaviour which is discriminatory

<b>Network KPI's</b>
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**A. The network listens to the opinions of all its members and makes decisions based on this**

- Ensuring that members have effective ways to give feedback
- Ensuring that this information is fed back into any appropriate decisions making processes

**B. The network facilitates the building of relationships within and outwith the group**

- Supporting and encouraging members to have improved friendships or relationships within the network
- Supporting and encouraging members to have improved friendships or relationships outside the network
- Supporting members to take part in activities outside the network

**C. The network promotes and facilitates members to support each other both in day to day tasks and network activities**

- Helping members to have the opportunities to use their skills to benefit others
- Supporting members to be more active in the community
- Ensuring that all members have the opportunity to contribute their opinions and skills

**D. The network is proactive in recognising crisis or conflict within the group or between individuals**

- Helping members to recognise conflict and develop appropriate skills to deal with it

**E. *The network feels safe and supported in the activities that they do***

- Helping to ensure that the network can function effectively within the local community context
- Helping the network to be at the heart of the community
- Helping the network to be an integral part of Neighbourhood Networks wider activities
- The networks activities and successes are recognised within NN and the wider community

**F. *The network improves confidence, skills and esteem for members***

- Helping network members to support each other more effectively
- Ensuring that all members have the opportunity to contribute their opinions and skills within the network

**G. *The network reduces the level of paid support required by members***

- Reducing our members dependence on the network
- Reducing the need for interventions by others

<b><i>Organisational KPI's</i></b>
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**A. *Neighbourhood Networks supports and facilitates self advocacy for its members***

**B. *Neighbourhood Networks recognises the individual needs of members as well as the group needs of each network***

**C. *Neighbourhood Networks supports and facilitates members and networks to be involved in their wider community***

**D. *Neighbourhood Networks ensures that its members play an active and genuine part in the governance, development and direction of the organisation***

**E. *Neighbourhood Networks ensures that its policies, procedures and practices promote the independence, dignity and respect of its members at all times***

- Ensuring that every member has an up to date support plan reviewed on an annual basis (at minimum)
- Ensuring that every member who requires one has had a risk assessment carried out
- Ensuring that our policies, procedures and practices are regularly reviewed

**F. *Neighbourhood Networks fosters the gifts and skill, of all its members***

**G. *Neighbourhood Networks fosters the gifts and skills of its staff***

- Ensuring that staff are well managed and effectively supervised

- Ensuring that the staff feel empowered and supported
- Ensuring that all staff members have a full induction
- Ensuring that all staff have access to and understand all required policies and codes of practice
- Ensuring that all staff have access to support and development and a development plan to which they have contributed
- Ensuring that appraisals are effectively managed and followed up
- Ensuring that staff have the opportunity to be involved in service planning and review
- Ensuring that staff are encouraged to use their skills to support other staff and organisational activities
- Staff successes and activities are recognised and celebrated

***H. Neighbourhood Networks provides value for money for its funders***

- Helping to ensure that our costs are kept within budgets
- Regularly reviewing costs and budgets

***I. Neighbourhood Networks ensures that partners and potential partners are aware of our activities and are able to be involved in service planning***

- Managing relationships with partners
- Communicating our services to potential partners
- Developing approaches to gathering partners views for service planning and review

***J. Neighbourhood Networks ensures that networks are well used and will develop new networks where need is identified***

- Helping to identify other possible users for our networks
- Researching and establishing new networks