

STAFFORDSHIRE LINK **PERFORMANCE MEASURES AND ACCOUNTABILITY**

1. PERFORMANCE MEASURES

The overriding measure of performance is how the LINK is seen by all parties as contributing to the improvement of health and social care in its area

The following indicators are likely to contribute to this measure.

- (a) The number and diversity of individuals, organizations, and groups actively involved in the LINK.
- (b) The number and diversity of individuals, organizations, and groups not actively involved whom the LINK has involved by other outreach activities.
- (c) The extent that issues of concern are sought from the public and influence the LINK activities.
- (d) The extent to which submissions to commissioners and providers are seen to effectively represent the concerns of service users
- (e) The extent to which submissions to commissioners and providers are seen to bring about improvement to services
- (f) The evidence of quality of submissions as fed back from regulators.

2. ACCOUNTABILITY

Accountability to the public will be demonstrated by:

- (a) Making available minutes of meetings and reports on the LINK website and in public places
- (b) Facilities at Board, Committee meetings and on other occasions to make their individual views known.
- (c) Acknowledging and responding as quickly as possible to individual communications from the public.