



DECISION CLARITY

Performance Measures Framework

One agreed set of metrics for registered managers, regional leads and the board.

IDEAL FOR

Care homes

Home care

Supported living

Domiciliary care

THE CHALLENGE

Every site calculates occupancy, agency spend or visit compliance differently — so leadership meetings debate definitions instead of acting on drift. That delay costs money: unfilled shifts go unnoticed, margin erosion hides in averages, and regional directors cannot compare sites fairly.

TYPICAL DURATION

2–3 weeks

OPERATIONAL AREAS COVERED

Staffing

Rotas

Visits

Incidents

Compliance

Occupancy

Costs



Performance Measures Framework

WHAT YOU GET

- Performance measure catalogue with plain-English definitions
- Calculation logic and data source per metric
- RAG thresholds aligned to your operational targets
- Governance model (owners, review cadence)
- Board pack template structure

EXPECTED OUTCOMES

- One version of the truth for performance conversations
- Faster monthly and quarterly reporting cycles
- Foundation for ongoing visibility — including Power BI or existing system reports where appropriate

AT A GLANCE

Duration

2–3 weeks

Outcome area

Decision Clarity

Settings

Care homes · Home care · Supported living · Domiciliary care

Key operational areas

Staffing · Rotas · Visits · Incidents · Compliance · Occupancy

Fixed-scope delivery

Defined outputs, documented handover, no open-ended day rates.

Ready to make better operational decisions?

Book a free 30-minute discovery call — we will recommend the right fixed-scope engagement.

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