

Social Care & Partnerships - London Region

Assistive Technology Balanced Scorecard – Score 48 Needed

<u>Strategy and Vision incl. Financial/Budget</u>		<u>Business Processes</u>	
	Score		Score
• Council/CEO Support	<input type="checkbox"/>	• Eligibility Criteria	<input type="checkbox"/>
• Strategy	<input type="checkbox"/>	• Charging Policy	<input type="checkbox"/>
• Business Case/Plan linked to Corporate Objectives	<input type="checkbox"/>	• Assessments and Referrals	<input type="checkbox"/>
• Engagement from NHS	<input type="checkbox"/>	• Installation < 7 days	<input type="checkbox"/>
• Committed Budget	<input type="checkbox"/>	• Evaluations and Reviews	<input type="checkbox"/>
• Governance Structure	<input type="checkbox"/>	• Performance & Targets	<input type="checkbox"/>
<u>Internal Process - Infrastructure</u>		<u>PR / Communications & Development</u>	
• Monitoring & Response Team	<input type="checkbox"/>	• Customer Feedback – PR	<input type="checkbox"/>
• Robust Supplier Relationship via Contract Management	<input type="checkbox"/>	• Communications/ Marketing Plan	<input type="checkbox"/>
• Consistent Staffing	<input type="checkbox"/>	• Data Collection and Reporting to Stakeholders	<input type="checkbox"/>
• Knowledge Management Plan incl Benefits Tracking	<input type="checkbox"/>	• Training Needs Analysis/ Framework	<input type="checkbox"/>
• Demonstration Capability	<input type="checkbox"/>	• Cultural & Behavioural Change	<input type="checkbox"/>
• Risks and Issues Log	<input type="checkbox"/>	• Technology/Product Awareness	<input type="checkbox"/>

Score: 2 = Full Evidence, 1 = Partial Evidence, 0 = No Evidence