

VFM Self Assessment Form

Team Name:- Insert Name, complete matrix and repeat as necessary.

	Statement	Evidence	Score (0 to 3)
Service Performance	More than 75% of PIs are within top quartile – 3		
	More than 50% of PIs are within BDC target – 2		
	More than 50% are below BDC target -1		
	More than 75% are below BDC target – 0		

	Statement	Evidence	Score (0 to 3)
Customer Satisfaction	Customer satisfaction results show 60% are satisfied – 3		
	Customer satisfaction results show 50% are satisfied – 2		
	Customer satisfaction results show 40% are satisfied – 1		
	Customer satisfaction results show below 40% are satisfied – 1		

	Statement	Evidence	Score (0 to 3)
Quality Measures	The service has achieved a quality mark -3		
	The service is working towards a quality mark -2		
	The service has no aim for recognition by quality charter over next 3 years – 1		

	Statement	Evidence	Score (0 to 3)
Cost Performance and Comparisons	The service demonstrates comparable service and cost to other organisations – 3		
	The service has identified key unit costs for performance and cost comparison - 2		
	The service has no unit costs for comparison of delivery of service - 1		

	Statement	Evidence	Score (0 to 3)
Budgetary Control	The service is within 2% of the approved budget (underspend) -3		
	The service is within 10% of the approved budget (underspend) -2		
	The service is more than 10% overspent to budget - 1		
	The service is more than 20% overspent to budget – 0		

	Statement	Evidence	Score (0 to 3)
External Inspection	The service is rated 3* or 4 out of 4 on a CPA KLOE – 3		
	The service is rated 2* or 3 out of 4 on a CPA KLOE – 2		
	The service is rated 1* or 2 out of 4 on a CPA KLOE – 1		
	The service is rated 0* or 1 out of 4 on a CPA KLOE – 0		

	Statement	Evidence	Score (0 to 3)
Procurement	The service has been market tested in the last two years – 3		
	The service has been market tested in the last two to four years – 2		
	The service is planning to market test -1		
	The service has not been market tested and there are no plans to do so – 0		