**Carers Service - Performance and Outcome Measures**

As outlined in the specification the provider will be required to work with commissioners and people who use the service to develop an approach to monitoring outcomes for individuals.

Some outcomes within the specification are outlined below with some examples of the activity required to meet the outcomes.

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| **Outcome** | **Outcome Statements** | **Measure/evidence** |
| Identification of Carers – Priority (Must be achieved) | * Develop strategies for carer identification * Promote the caring role to identify new and hidden carers across professions and with a broad range of stakeholders * Carer identification through Primary Care, secondary care, front line professionals, schools, educational establishments housing providers to increase care identification and support | * Identify strategies used for carer identification linking in with partners and stakeholders in the borough * Evidence of raising awareness of carer identification * Increased number of carers registered per quarter |
| Health, wellbeing  Right Service at the right time and home life -Priority (Must be achieved) | * Explore ways to reduce the hours of care that carers currently provide * Provide information, advice and signposting for wider community support for carers * Provide support for carers to gain information about the condition of the person they care for through partner, health or specialist organisations * Provide access and advice for respite and other support. * Carers are enabled to spend time doing things they value and enjoy or getting time to themselves * Carers are able to maintain relationships with others and balance other social responsibilities such as family commitments with their caring role * Carers feel they have a better physical and / or mental health and well-being * Develop a plan for emergency situations * Develop strategies for people to be able to cope with their caring responsibilities * Find people they can talk to and discuss their feelings honestly * Explore ways to keep the house and garden clean and tidy * Provide advice for carers on staying safe and warm in their home * Find suitable equipment / adaptations to help carers carry out their caring role safely * Carers feel recognised, acknowledged and valued. * Carers feel empowered to balance their own life with their caring role. | * A single point of access to service and helpline is provided *(monitoring numbers of carers accessing the service and how they are supported)* * Develop respite, day and night sit in services or activities to meet demand * Carers are able to stay connected to friends, families and communities, with evidence of access to service/activities provided throughout the borough of Rochdale * Evidence of activities that help carers access support /activities by having activities that can support both the carer and cared * Actively sign posting to specialist organisations and arranging events with guest speakers to support carer awareness of conditions i.e. heart related illnesses support from the British Heart Foundation * Evidence of specific focus to engage with protected characteristics and communities * Evidence of partnership working with integrated neighbourhood teams, health colleagues and GP practices. * GP referral pathway in place and evidence of support provided to carers * Partnership work with local organisations to promote opportunities for carers * To create carer peer programmes / groups providing further support networks or activities to help with caring role. * Evidence of providing advice and Information on Assistive Technology and smart house technologies. * Carers feel in control and are empowered to pursue their goals (supported when required) through personalised care planning * Carer satisfaction with the service, evidenced through annual survey and contract monitoring. (Also evidenced through case studies, compliments and complaints). * Active emergency card scheme (or similar) * Evidence and reporting of signposting carers to relevant services to support the cared for e.g. use of Assistive Technology, community groups and assets, aids and adaptations |
| Employment, Education and Finance – Priority (Must be achieved) | * Carers know where to find information and support on employment, education, training or volunteering * Carers are enabled to balance current employment, education, training or volunteering with caring * Carers know where to find information and support on benefits, cost of living crisis, debt advice or help to manage finances | * People know what choices are available to them locally, what they are entitled to, and who to contact when they need help (Monitoring progress re: development of the social marketing and communication programme). * Enable carers to effectively manage and maximise their finances; * Enable service users and their carers to access benefits and support; * Use of the working Carers Toolkit * Linking in with employment opportunities for working carers * Linking up with advice and information around local employment opportunities. * Evidence of services provided out of hours if required * Carers report improved knowledge of where to get information and advice on issues pertinent to them |
| Carers as expert partners - Priority (Must be achieved) | * Carers feel able to participate or get involved in improving services * Carers feel valued in being able to help shape, direct or feedback on carers services | * Evidence of carer engagement/consultation to inform service delivery * Evidence of shared decision making in the design and delivery of services. * Evidence of carers involved in the co-production design and delivery of services * Carers involved in planning and participating in carers week and carers rights day * Carer involvement evidenced through annual survey feedback * Evidence of partnership working with job centre plus * Evidence that cares are supported to set up their own carers groups if and when required. * Evidence that carer’s feedback on the carers services has help to shape or direct services. |

**Key Performance Indicators**

Initial KPI’s are outlined below however these may be amended during the course of the contract to reflect changes in service delivery. Pay by results (PBR) stretch targets have been applied with £12,500 per stretch target (total £50,000 PBR additional funding available annually) if the stretch targets are met.

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| **KPI Description** | **Method of calculating service delivery/ measurement period**  Please detail progress and achievements to date including case studies or any other evidence relevant to the specific monitoring period. | **Target KPI** |
| The provider must meet the requirements outlined in the contract specification  Section 15 Performance Management: | Must include total number of Carers on database at the time of report, information should include the number of carers who have received active services in the month and those removed from the database and those who receive regular information  – all the relevant monthly monitoring data must be received by the commissioner on the 10th of the following month e.g. data for April 2023 to be received by 10 May 2023.  – all the relevant quarterly monitoring data must be received by the commissioner prior to the contract meetings | 100% |
| Increase Carer Identification | Increase the number of newly identified carers including the type of support / intervention by the service min of 648 per year on average 162 per quarter.  **PBR stretch targets.**  10% increase is 178 per quarter in Year 1  15% increase is 186 per quarter in Year 2  20% increase is 194 per quarter in Year 3  Positive outcomes – a carer achieving a positive outcome that was identified on their initial assessment and where the carer feels supported which has helped them to continue with their caring role.  Quarterly reviews completed with every carer to include feedback into the service on themes and identify gaps and trends that will continue to develop and improve the service. This feedback will feed into commissioning to support development of services within the borough.  Reporting on  Total number of carers engaging and supported by the Service  Number of new referrals  Number of re-referrals  Number of carers signposted to other services and no longer engaged after the initial contact  Type of service / advice and information signposted to  Number of carers supported ongoing by the service  Total number of formal complaints with outcomes  Total number of compliments with recorded details  Number of carers referred for a Care and Support Needs Assessment for the carer  Number of carers participating in carer activities:  Number of carers engaged in face to face activities  Number of carers engaged in online activities.  Details on the activities carers engaged with.  Database cleansing  Wellbeing calls to be made every 6 months to all carers on the database that are not engaging to determine if they are still a carer, ensure they are still supported in their caring role, and the correct information is held. | 100% + stretch targets  70% |
| Number of working carers referred and number of carers helped to maintain employment/access employment | Number of adult carers helped to maintain/supported into employment 20 per quarter    Reporting  Number of carers maintaining employment  The number of carers supported to gain employment | 20 per quarter |
| Recruitment of volunteers | Developing and delivering volunteering opportunities.  The service will deliver over 2000 hours of volunteering locally. | 2000hrs annually |
| Carers are involved in the co-production of services | Reporting  Number of carers engaged to inform service delivery  Number of carers involved in the co-production design and delivery of services  Evidence and examples of engagement which proactively identifies and supports carers who are often underrepresented whose voices therefore go unheard and needs unmet.  Carer breaks/respite requests made to help demonstrate the need against actual provision. | 100% |
| There is a range of quantitative data which contributes to some of the outcomes e.g.   * newsletters * emergency cards * Pharmacies/GP referrals * Attendance at huddles | Reporting  Engage with community, voluntary sector and faith sector, residents and tenants associations  Increase the number of outreach sessions to raise carer awareness /self-identification amongst hard to reach groups.  Additional income secured in quarter  Case studies/good news stories  Quarterly newsletters | 2 per quarter |
| **Number of activities Breaks/group activities/training/digital support/awareness sessions.** | Baseline current existing activities following which initial target set and agree incremental increases over a period of time to be reviewed as part of contract monitoring.  **Drop in sessions**  At least 2 in person drop in sessions in each township per month. Equates to 10 per month, **30 per quarter**  **Stretch Target drop in sessions**  Year 1 -16 carer drop in sessions  Year 2- 17 carer drop in sessions  Year 3-18 carer drop in sessions  Drop in sessions should be a mixture of 1-1 support, peer support sessions, guest speakers etc. providing an opportunity to receive advise, information, support and learning. Shaped by feedback from local carers.  **Carer breaks**  To provide a carer break group event in each of the 5 neighbourhoods per month for carers e.g. carers breakfast, relaxation and pamper sessions, massage sessions, gentle walk, stroll and leisure, coaching and wellbeing including opportunities where the carer can bring the cared for with them- **15 per quarter (this is separate to the respite, sit in day services and night services.)**  **Stretch Target Carer Break Events**  Year 1 -16 Carer break events per quarter  Year 2- 17 Carer break events per quarter  Year 3-18 Carer break events per quarter  Carer break events should be developed through carer feedback and needs.  **Training opportunities**  Training courses for carers in each township **5 per quarter.**  **Stretch Target Training**  Year 1 -16 training per quarter  Year 2- 17 training per quarter  Year 3-18 training events per quarter  **50 face to face events per quarter**  3 online activities per week – equates to **36 per quarter**  **Develop a carers peer support programme**  To provide a safe space to share experiences, feel understood and an opportunity to provide and receive peer support.  Reporting  Number of carer breaks and respite in month  Number of partnerships that you engage with that provide respite and carer breaks | 30 sessions per quarter  15 sessions per quarter  5 sessions per quarter  36 sessions per quarter |