**Young 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.

|  |  |  |
| --- | --- | --- |
| **Outcome** | **Outcome Statements** | **Measure/evidence** |
| Identification of Carers | 1. Develop strategies for carer identification 2. Promote the caring role to identify new and hidden carers across professions and with a broad range of stakeholders 3. Carer identification through front line professionals, schools, educational establishments housing providers to increase care identification and support | 1. Identify strategies used for young carer identification linking in with partners and stakeholders in the borough 2. Evidence of raising awareness of carer identification 3. Increased number of carers registered per quarter |
| Health, wellbeing  Right Service at the right time and home life | 1. Young Carers are supported to thrive and develop   * Give us a carer service * Reduce our isolation * Improve our mental health * Enable us to live without money worries   2. Young carers are supported to fulfil educations and employment opportunities   * Support us to get involved in groups outside of school * Make sure schools support is consistent so we can focus on doing well   3. Raise awareness and understanding of the role of young carers   * Reduce our worries about being taken into care * Raise awareness of the conditional care we for * Raise awareness of our issues with our peers  1. Young Cares to have choice and control over their lives and to be protected for excessive or inappropriate care  * Give us the skills to care | 1. Single point of contact for young carers and provision of tailored information and advice to young carers and support to access a range of support and services to meet identified needs 2. Development of a voice group in partnership in conjunctions with the Youth Service. 3. Evidence of a number of community based activities (age appropriate) activities that ensures a range of services are available to reduce the negative impact of caring on young carers and that promotes health and wellbeing including evidence of signposting young carers to community based activities 4. Evidence of liaison with Children’s Services to support access to existing support for young people within the community and completion of the early help assessment form 5. Evidence of working in partnership with organisations to develop links with a broad range of referral agencies 6. Evidence of targeted promotional material for young carers and identifying and engaging young carers currently unknown to services 7. Evidence of a whole family approach including support to access advice e.g. debt, income and benefits etc 8. Evidence of raising the profile of young carers in Rochdale including events for young carers 9. Carers report increased knowledge and information about the condition of the person they care for 10. Media plan in place to use technology/social media to provide advice, support and networks for young carers 11. Neighbourhood based peer support groups in place providing social activities for you carers including during the school holiday periods, maximising the use of volunteers and community assets 12. Evidence of awareness raising within education establishments of a referral pathway from education settings to the single point of access |

**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.

|  |  |  |
| --- | --- | --- |
| **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 280 per year on average 70 per quarter.  PBR stretch targets.  10% increase is 77 per quarter in Year 1  15% increase is 81 per quarter in Year 2  20% increase is 85 per quarter in Year 3  Positive outcomes – a young 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 young 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 young carers participating in carer activities:  Number of young carers engaged in face to face activities  Number of young carers engaged in online activities.  Details on the activities young carers engaged with. | 100% + stretch targets  70% |
| Carers are involved in the co-production of services | Reporting  Number of young carers engaged to inform service delivery  Number of young carers involved in the co-production design and delivery of services  Evidence and examples of engagement which proactively identifies and supports young carers who are often underrepresented whose voices therefore go unheard and needs unmet. | 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 education settings  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 5 in person sessions per quarter.  Stretch Target drop in sessions  Year 1 -10 carer drop in sessions  Year 2- 15 carer drop in sessions  Year 3- 20 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 young carers. | 5 sessions per quarter |