Performance Schedule

There are two types of outcomes

1. Hard Outcomes – Usually quantitative data, objective measurement e.g. statistical data;
2. Soft Outcomes – Usually qualitative data, some element of subjectivity e.g. peoples opinion.

Hard outcomes will be measured via the contract and be returned by the provider on a quarterly basis. Soft outcomes will also be measured via the contract and a narrative report covering the soft outcomes should be produced and returned by the provider on a 6 monthly basis. We reserve the right to audit this data on at least an annual basis.

In addition, the Provider is expected to produce an action plan on an annual basis which details what actions will be taken throughout the year to meet the performance requirements attached to the contract. This plan will also address any areas requiring improvement issues identified through the Carers Survey.

Please note – performance measures on the emergency scheme and self-assessments will be agreed in conjunction with the provider upon the implementation of these service attributes.

1. Hard Outcomes and their Measurement

No	Outcome	Indicator	How Measured	Frequency	Target	By Whom	Method
1	Referrals Received/Accepted	Breakdown of referrals received and accepted	a) Total number of contacts received in the quarter b) Number of contacts (from a) above) signposted c) Number of contacts (from a) above) refused/inappropriate d) Number of contacts (from a) above) that were DNA's e) Number of contacts (from a) above) accepted by the service (new carers). This is the sum of a – (b+d)	Quarterly	N/A	Provider	Excel Workbook
2	Total Supported	Breakdown of	a) Number of contacts/cases	Quarterly	N/A	Provider	Excel

		total carers supported	carried over from previous quarter b) Total number of carers supported in the quarter (sum of 1e + 2a) c) Number of contacts/cases closed in the quarter d) Number of contacts/cases to be carried over to the next quarter				Workbook
3	Breakdown of Accepted Referrals	Breakdown of accepted contacts	Breakdown of accepted new contacts in the quarter (from 1e) above) into the following categories: a) New carers unknown to the Council b) New carers previously known to the Council c) Returning carers with new issues d) Returning carers	Quarterly	a + b = 100 per quarter	Provider	Excel Workbook
		Breakdown of referral source	Breakdown of accepted new contacts in the quarter (from 1e above) by referral source.	Quarterly	N/A	Provider	Excel Workbook
		Breakdown of how contact was made	Breakdown of accepted new contacts in the quarter (from 1e above) into the following categories: a) Telephone b) Email c) Letter d) In Person e) Website f) Unknown	Quarterly	N/A	Provider	Excel Workbook
4	Profile of Carers	Profile of accepted/new carers	Number of accepted new contacts in the quarter (from 1e above) into the following categories: • Gender • Ethnicity • Age	Quarterly	N/A	Provider	Electronic Workbook

			• Location/Area of Residence • Employment Status • Primary reason for referral • Number of carers who consider themselves to have disability • Number of parent carers				
5	Profile of Cared-For Person	Breakdown of the primary condition of the cared-for person	Number of accepted new contacts in the quarter (from 1e above) into the following primary conditions of the cared-for person: • Dementia • Problems connected with ageing • Physical Disability • Learning Disability or Difficulty • Sight or Hearing Impairment • Long-Standing Illness • Mental Ill-Health • Terminal Illness • Alcohol or Drug Dependency • Other • Unknown	Quarterly	N/A	Provider	Excel Workbook
6	Key Activities Undertaken	Breakdown of key activities undertaken in the quarter	Number of carers helped with the following key activities, broken down by new and existing carers (please note this list is not exhaustive): • Counselling • Support Groups (peer support) • Sitting/Befriending service offered through volunteers • Referral to Social Care • Added to Mailing List • Signposted to Other Organisations	Quarterly	N/A	Provider	Excel Workbook

			- Education/Training Support - Employment Support - Volunteering Support - Peer Support - Information & Advice - Medical Resources/Information - Information on Direct Payments - Carers Benefits/Welfare Forms - Lasting Power of Attorney - Access to social activities - Other - Unknown				
7	Support Groups	Number of peer support groups in operation	Number of peer support groups in operation in the quarter	Quarterly	N/A	Provider	Excel Workbook
8	Peer Support	Number of carers offering peer support	Number of carers offering peer support in the quarter (i.e. trained to carry out support groups)	Quarterly	N/A	Provider	Excel Workbook
9	Volunteer Support	Number of carers offering volunteer support	Number of carers offering volunteer support in the quarter (i.e. befriending, sitting service)	Quarterly	N/A	Provider	Excel Workbook
		Number of sits carried out	Total number of sits carried out in the quarter from volunteer support	Quarterly	Upward Trajectory	Provider	Excel Workbook
10	Work Based Activity	% of carers in work preparation activities	Number of carers who had support in work preparation activities, as a proportion of the number of carers who required support with work based activities in the quarter	Quarterly	N/A	Provider	Excel Workbook
		% of carers in volunteering	Number of carers who had support to participate in volunteering, as a proportion of the number of carers who required support with work based activities in the quarter	Quarterly	N/A	Provider	Excel Workbook
		% of carers in training/education	Number of carers who had support to participate in training/education, as a	Quarterly	N/A	Provider	Excel Workbook

			proportion of the number of carers who required support with work based activities in the quarter				
		% of carers in full time employment	Number of carers who had support to participate in full time employment, as a proportion of the number of carers who required support with work based activities in the quarter	Quarterly	N/A	Provider	Excel Workbook
		% of carers in part time employment	Number of carers who had support to participate in part time employment, as a proportion of the number of carers who required support with work based activities in the quarter	Quarterly	N/A	Provider	Excel Workbook
11	Young Carers in Transition	Number of young carers supported through transition	Number of young carers supported through transition in the quarter	Quarterly	N/A	Provider	Excel Workbook
12	Mailing List	Number of carers on the mailing list	Number of carers on the mailing list as at the end of the quarter	Quarterly	N/A	Provider	Excel Workbook
13	Promotional Events	Number of promotional events	Number of promotional events the service has undertaken and/or attended in the quarter	Quarterly	N/A	Provider	Excel Workbook
14	Complaints	Number of complaints received	Number of complaints received in the quarter	Quarterly	N/A	Provider	Excel Workbook
15		Outcome of complaints	Number of complaints received (from 14 above) broken down into the following categories: • Upheld/Partially Upheld • Not Upheld • Ongoing	Quarterly	N/A	Provider	Excel Workbook
16	Compliments	Number of formal compliments received	Number of compliments received in the quarter	Quarterly	N/A	Provider	Excel Workbook

2. Soft Outcomes and their measurement

No	Outcome	Measurement	Evaluation	Frequency	By Whom
1	Consultation with Carers	• Details of what schemes have been established • Evidence/case studies of how changes have been made as a result of carer input	• Results of consultations showing carers (including carers from BME groups) views of how well they have been consulted in the design and running of their services	6 monthly	Provider
2	Access to Service	• Details of what information is available, where located, and in what formats • Details of what range of services and advice are being provided • Details of support, information and advice provided in adapted formats to reach a specific target audience	• Carers report that they are able to get the information they require, in the format they prefer, at the time it is needed	6 monthly	Provider
3	Support Groups	• Details of support groups available (to evidence range available)	• Carers report that there are a sufficient number of support groups that are relevant to them and that make a positive difference to their caring role as well as their life outside of caring	6 monthly	Provider
4	Employment, Education & Training	• Case studies to show how carers have been supported in this outcome • Details of what types of support have been provided in the quarter, e.g. CV writing, interview skills etc	• Carers report that they have been supported to access work, education and training	6 monthly	Provider
5	Carers Promotion	• Details of events/training sessions held in the period to increase awareness of carers in Thurrock • Copy of newsletter provided to carers evidence that they are being kept informed • Details of the activities undertaken as part of the Carers Forum, including number of attendees, frequency of meetings.	• Results or feedback from event/training attendees • Professionals and the public report that they have a greater understanding of carers issues	6 monthly	Provider

6	Young People's Transition	• Number and details of any inter-generational activities undertaken in the quarter, levels of attendance and breakdown of numbers of young and adult carers attending • Details of feedback from the attendees • Details of any joint working initiatives carried out in the period • Evidence of what improvements have been made in carer outcomes, particularly with regard to transition of young carers into adult carer services	• Carers report that there are closely aligned services that the transition between children's and adult services is improved	6 monthly	Provider
7	Personalisation	• Targeted efforts to improve the identification and support of under-represented carer groups leads to improvements in this area • Culturally sensitive ways of working which encourage people to access services are adopted • Details of activities undertaken in the period to identify and target support to under-represented carer groups	• Carers report that services are personalised and relevant to them	6 monthly	Provider
8	Continuous Improvement	• Details of any innovative work undertaken to support carers • Evidence of any improvements made to service delivery or reviews of the quality of the service • Unmet need is reported to highlight areas which need to be targeted/improved. This includes examples of carers that the service has been unable to signpost or engage with and the reasons why • Details of positive outcomes that arise as a result of changes made to the service following a compliment or complaint	• Innovative and effective ways to support carers are continuously explored and services are regularly tested to determine what works and what must be improved • Evidence of any improvements made to service delivery or reviews of the quality of the service • Carers report that they are consulted about the quantity, location and content of support, information and advice	6 monthly	Provider

9	Joint-Working	• Details of joint-working undertaken and how this has led to better carer outcomes	• Carers report that there is improved communication and joint-working between services	6 monthly	Provider