

**APPENDIX 2 – CABINET REPORT, BIRMINGHAM CARERS HUB:
COMMISSIONING PLANS AND PROCUREMENT STRATEGY FOR ADULT CARER
SERVICES**



BIRMINGHAM CARERS HUB PERFORMANCE AND OUTCOME FRAMEWORK

2nd March 2022

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Introduction

This document is intended to provide a guide for performance management of Birmingham Carers Hub (Hub).

It will run through the information/data we need to gather.

The data/information will be gathered for all carers accessing the Hub services as follows:

- Payment by outcomes – annually
- KPIs – annually
- Difference made to individual and Individual outcomes – each quarter
- Contractual – each quarter
- Demographics/profile – each quarter.

Proposed measures

Payment by outcomes

The payment by outcomes measure will demonstrate and evidence performance on delivering statutory assessments, working across the carers pathway and working in partnership.

There are three elements which will be monitored by evidence and appropriate payment made. Payment by outcomes represents 10% of the overall contract and each individual element is weighted. To achieve full payment of 10% of the contract all measures need to be achieved.

The three payment by outcomes are:

1. 85% of carer assessments completed in timescale of 28 days (20%).
2. Working across the carers pathway (30%).
3. Working in partnership (50%)

Key Performance Indicators (KPIs)

There are two KPIs as follows:

1. Increase in wellbeing scores from assessment to review.
2. Percentage of carers whose need/requirement is met with reasons if they are not.

Difference made to individuals

As part of our performance monitoring, we want to demonstrate the difference made to individuals and it is expected that this will be included in your annual payment by outcomes report in the form of case studies and success stories. It will also be illustrated each quarter by the following outcomes.

Outcomes

1. Carers are engaged in decision making.
2. Carers voices are heard.
3. Carers are engaged with support including activities and community networks.
4. Carers can feel confident at times of crisis.
5. Carers can continue to work or participate in education and training.
6. Carers are better able to manage their own health and wellbeing.
7. Carers are able to eat a balanced healthy diet and provide for themselves and the person they care for.
8. Carers are able to manage their own finances and access relevant financial support.
9. Carers can take time out from their caring commitments.
10. Carers can participate and engage with other caring and family commitments.
11. Carers can commit to and develop relationships with others.
12. Carers can maintain their home including domestic and financial responsibilities.
13. Carers feel safe in their home, the home of the person they care for and their local environment.

Contractual delivery

To enable the contract to be monitored the following contractual information will be required:

- Number of carer assessments started and completed in each quarter.
- % carer assessments completed in 28 days each quarter.
- Number of carers registered with Hub each quarter showing breakdown of; parent, young and dementia carers.
- Number of active carers across:
 - Activity status.
 - Casework sessions.
 - 1 to 1 sessions.
 - Number groups delivered.
- Number of wellbeing payments and how spent.
- Number wellbeing assessments.
- % wellbeing assessments completed in 28 days.
- Number carers registered with Carers Emergency Services (CERS):
 - Number reviews.
 - Number responses.

- Number planned sittings.
- Number dementia friendly plans.
- Health liaison project:
 - Number events.
 - Number social prescribers based at GP practices.
 - Breakdown number referrals from health professionals.
- Partners in community and partners in care cards – numbers issued.

As part of the data and information the following demographics will be required:

- Carer:
 - Age
 - Gender
 - Ethnicity
 - Health issues
 - Family status
 - Employment status.
- Cared for:
 - Age
 - Gender
 - Ethnicity
 - Condition cared for.