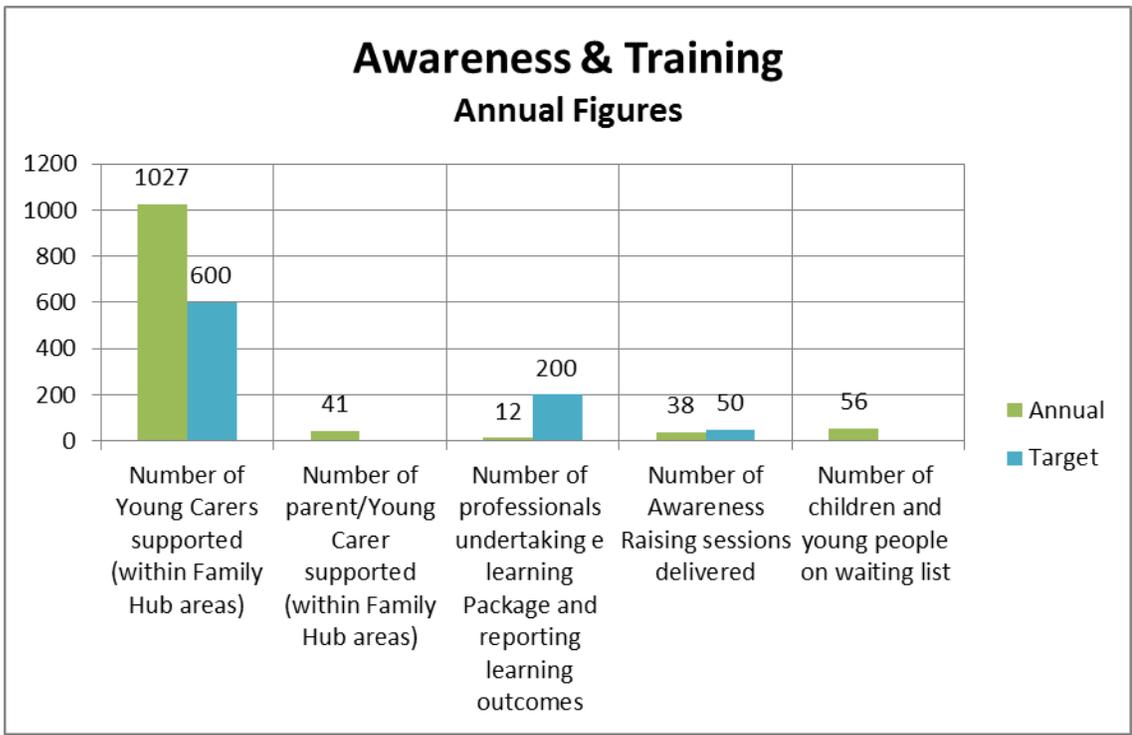


PROVIDER QUARTERLY MONITORING REPORT

Provider Name:	The Carers Resource This document details some graphical representations from Annex 1 that the Carers Resource complete for commissioning April 2019 – March 2020
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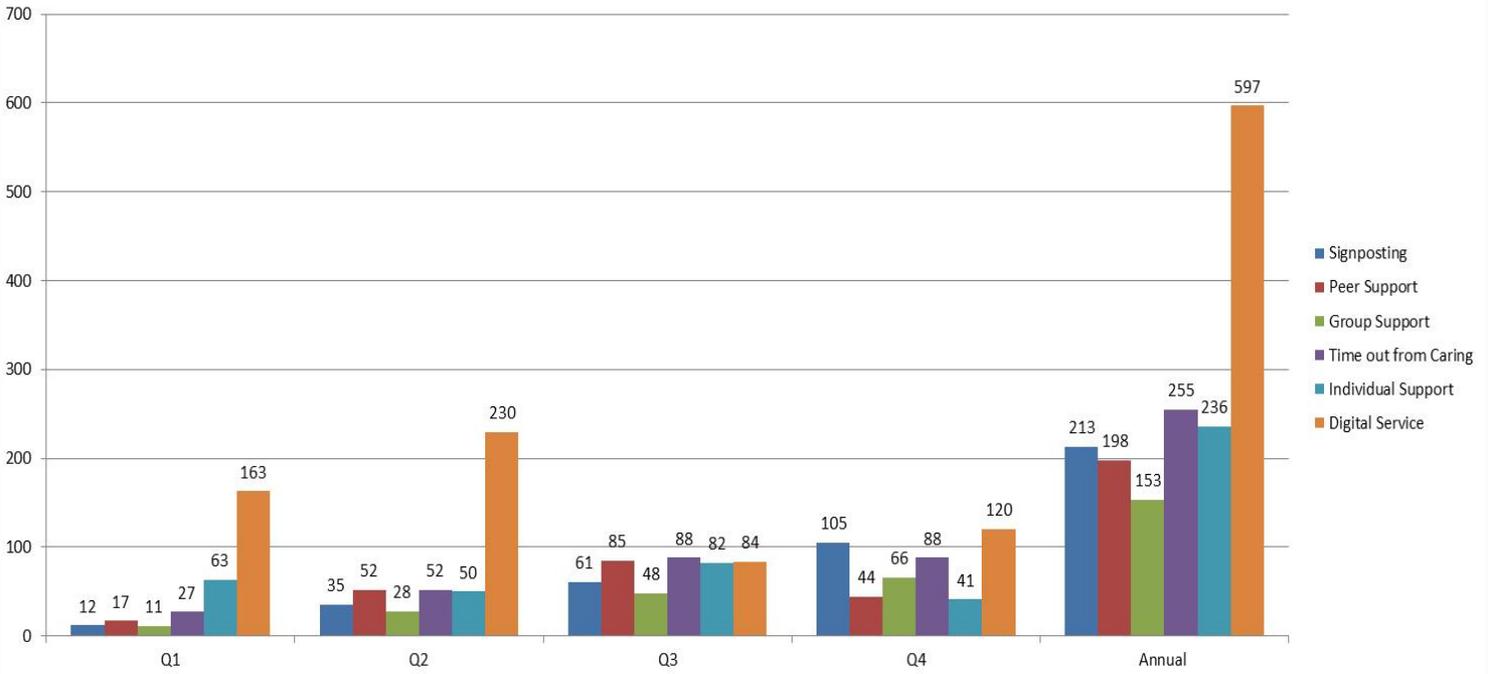
1) Key Contractual Outputs / KPI's

a) Performance data - Data is either produced by CBMDC or Provider to complete and return in Annex 1

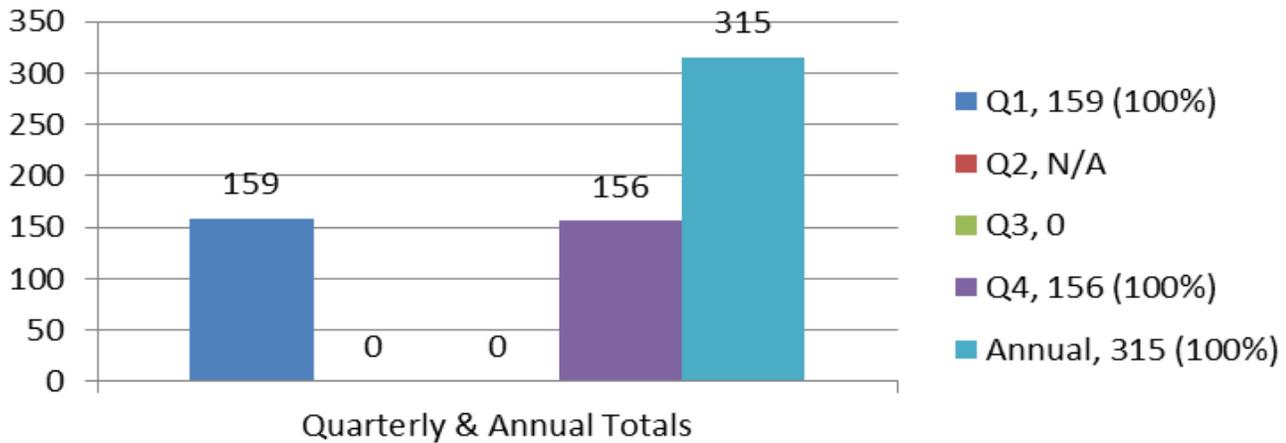


PROVIDER QUARTERLY MONITORING REPORT

Number of Young Carers completing the following interventions

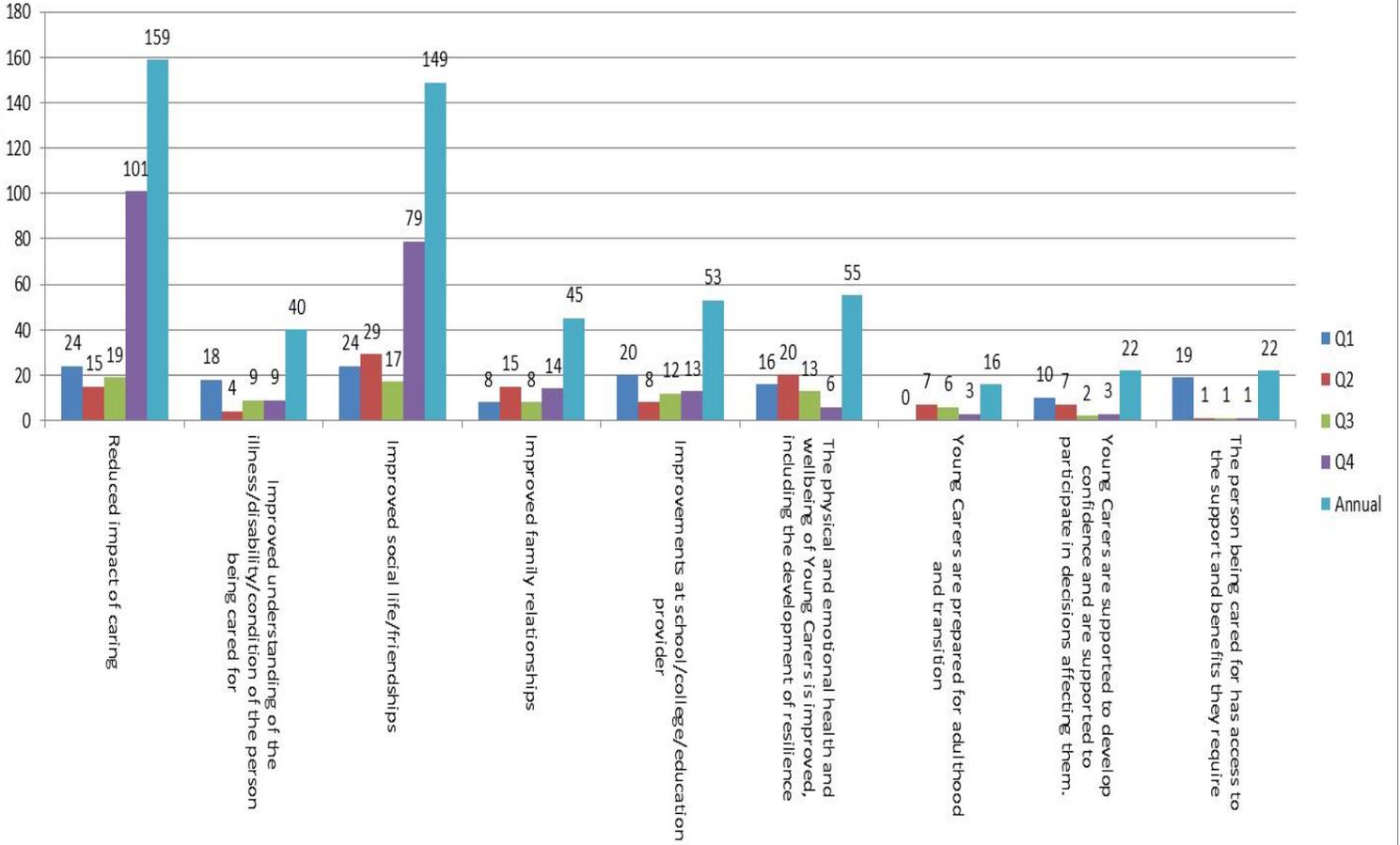


**Worked with 95% of Primary Schools
in the district to develop and maintain
Young Carers Champions**



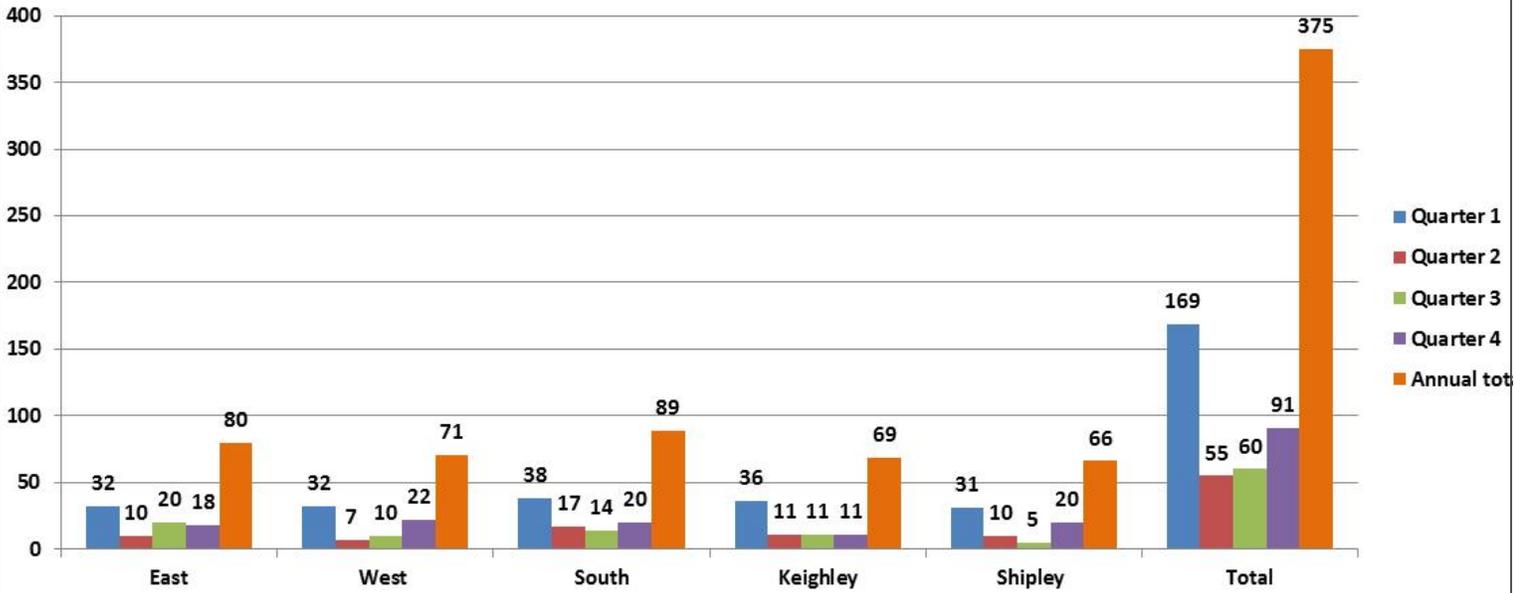
PROVIDER QUARTERLY MONITORING REPORT

Number of Children & Young People Reporting the following:

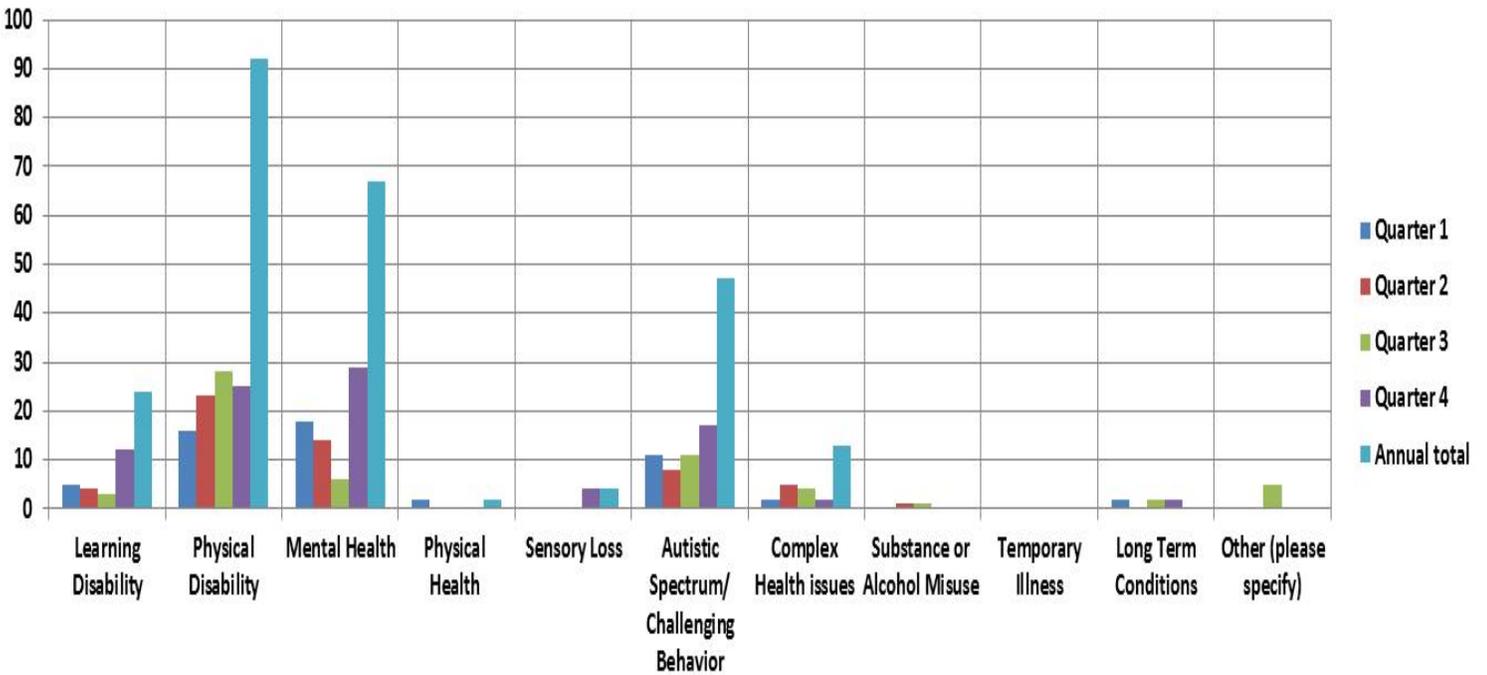


PROVIDER QUARTERLY MONITORING REPORT

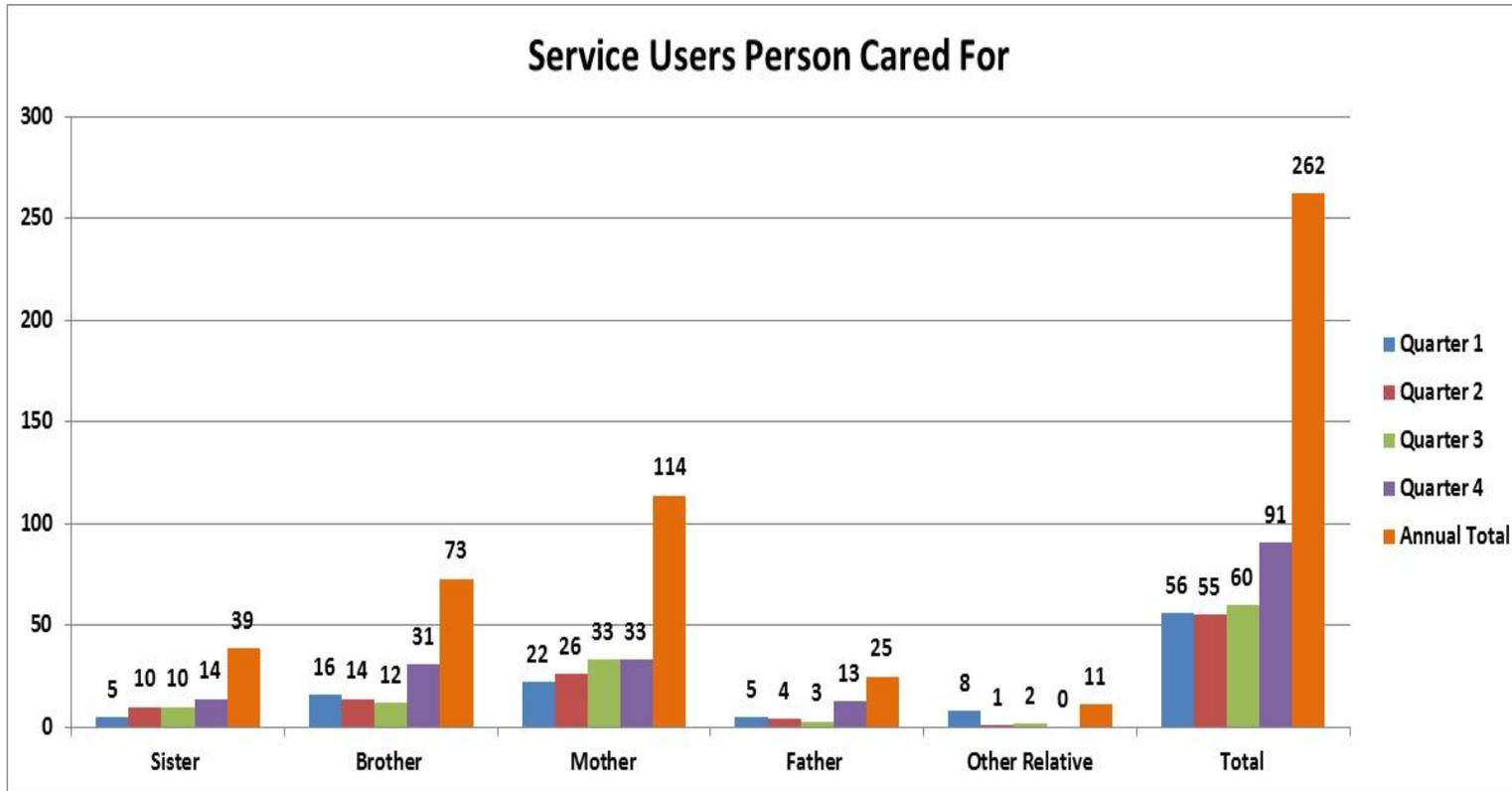
Service Users by Constituency



Service Users by Illness/Impairment



PROVIDER QUARTERLY MONITORING REPORT



b) Please complete the key outputs /KPIs below:

- KPI 1 – Numbers of Young Carers and families supported (within Family Hub areas)
373
- KPI 2 –80% of referrals to be allocated within 5 days
97%
- KPI 3 –80% of assessments to be completed within 15 working days of the case being allocated.
47%
- KPI 4 – Number of Young Carers completing interventions
This is broken down in Part 4 of Annex 1 detailed in graphs above

PROVIDER QUARTERLY MONITORING REPORT

- KPI 5 – There is an improvement in Outcomes (outlined in Sectioned 2.2.4) for Young Carers
Yes broken down in Part 3 of Annex 1 detailed in graphs above
- KPI 6 – 90% of Service Users report overall satisfaction with the service
96.4%
- KPI 7 – Number of professionals undertaking e learning Package and reporting learning outcomes
3
- KPI 8 – Number of Awareness Raising sessions delivered
14
- KPI 9 – Worked with 95% of Primary and Secondary Schools in the district to develop and maintain Young Carers Champions
100%

c) Please address the following to highlight any key issues and to demonstrate progression towards achieving each of the KPI's (listed above):

- **KPI 1: Numbers of Young Carers and families supported (within Family Hub areas)**
373

What has the service undertaken to support this outcome

The service has continued to support young carers who are already known to us, offering youth clubs, activities and 1-2-1 work. We have continued to advertise the service keeping the referral procedure as simple as possible so that we grow the number of young carers in the service. We have had more referrals in this quarter than any other.

a) What is working well?

- *Referrals are still coming in steadily*
- *Young Carer Awareness day falls in Q4 so we applied for some extra funding from Carers Trust and distributed posters and leaflets to all schools in the area as well as spending part of the day in Broadway shopping centre with some young carers and information about the service*
- *The top search term on our website in Q4 has again been 'bradford young carers'. The Bradford Young Carers page has now had 1145 views.*
- *We have two new volunteer drivers to help with transport*

b) Any Key issues?

- *We are still having some problems with professionals being very used to referring to the Barnardo's service. These professionals assume that a very high burden of care is necessary before they refer a young carer to us (as was previously the case)*
- *Transport remains a big issue for a lot of the families, with a number of young carers who would be unable to access our support without having transport provided. This has cost and time implications for staff trying to engage as many young carers as possible, especially the most vulnerable.*
- *Some referrals are young people who are struggling with their emotional health but, although there is a family member with an illness/disability/addiction, the assessment shows that the reason for the poor emotional health is not to do with impact from being a young carer. We can often offer some level of service but signpost to other partners for 1-2-1 but families and schools can find this difficult to understand*

c) What needs to happen next?

- *We need to continue to raise awareness of our service and the support we provide in the form of youth*

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clubs and activities not just 1-2-1 intense work

- *We need to recruit more volunteer drivers so we can respond to the need for transport.*
- *The young carer workers need to continue to network within their family hub areas and become known to other service providers there, including developing working relationships with champions in schools.*
- *We need to be very clear about what service we offer and when there are different, more appropriate services to help a young person*

- KPI 2 –80% of referrals to be allocated within 5 days
97%

What has the service undertaken to support this outcome

A new referral pathway has been embedded and all family hub areas now have specific workers to whom the referred young carers will be allocated.

a) What is working well?

- *Professionals are using the simplified referral form available to download from the website and families are also self referring, so the process seems to be accessible for them.*
- *The team is now fully staffed including an extra 7 hours admin post*

b) Any Key issues?

c) What needs to happen next?

- *We believe we have now got everything in place to meet this KPI*
- *We will need to keep monitoring this and make sure we can cope with increased demand as the service becomes better known in the family hub areas.*

- KPI 3 –80% of assessments to be completed within 15 working days of the case being allocated.
47%

What has the service undertaken to support this outcome

All staff are confident to carry out assessments. Workers are liaising with schools to try to make the process of booking assessment appointments more efficient.

Members of the wider Carers' Resource staff have been helping overcome language barriers

a) What is working well?

- *Workers find the assessment process effective as it entails speaking with the young carer, a parent/guardian and the school. This gives us a good all round picture of what challenges and protective factors exist for the young carers.*

b) Any Key issues?

- *Although schools have been allowing us to come in and carry out the assessments there, delays are often introduced when we leave messages with the named contact in a school but don't hear back and we have to chase up several times before we can book a time to come in and see the young carer. Schools all have different processes – often if we have 3 siblings in different year groups we have to contact 3 different staff members to sort out assessments which is very time consuming. Young carer champions do not seem to have the remit of arranging these in most schools.*
- *As best practice, we have been trying to speak to parents in person to introduce ourselves and explain that we are going in to school to carry out an assessment. Increasingly people do not answer their phone to numbers that are not known to them. Again, often we leave messages and don't hear back and have to spend time recontacting. Also, language barriers can cause delays in some cases when we need to organise assistance.*

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c) What needs to happen next?

- *We need to identify the schools which are especially difficult to book appointments with and work with the named young carer champion to see how we can do things differently.*
- *We will need to agree procedures for multi agency working for those young carers who request an in depth Young Carer Needs Assessment or Transition Assessment under the terms of the Children and Families Act 2014 which will require input from agencies such as Adult Social Care*

- KPI 4 – Number of Young Carers completing interventions

This is broken down in Part 4 of Annex 1 as detailed in the graphs above

What has the service undertaken to support this outcome

Continued one-to-one work with those young carers who need that intervention, including multi-agency work as required, especially for those young carers who were receiving support as part of a plan (such as a Child Protection plan).

Continue to run 8 youth clubs – 2 in each of the Family Hub areas (one for primary age children and one for high school age)

Continued working with the young carers committee.

a) What is working well?

- *The youth club attendance numbers have grown. Feedback is good from those who come*
- *The website is well used with 2060 hits on the site. There have been 239 visits specifically to the Bradford Young Carers page and in reporting figures we have assumed half of those were young carers from the district accessing the digital support offered.*
- *Young carer committee work continues with the members being involved in staff recruitment and the radio show as well as continuing to help steer the project.*
- *The initial face to face assessment with the young carer is now routinely being used to signpost to other services they might find useful, such as Kooth*
- *Once they have met through committee or at youth club, young carers are choosing to stay in contact with each other using social media apps such as WhatsApp or SnapChat*

b) Any Key issues?

- *Transport remains an issue for a lot of families to access groups and time out opportunities*
- *With a late Easter there was only February half term during Q4 that was an appropriate time to offer activities*
- *Peer support through closed Facebook groups (which we can monitor closely) which has worked well in the past do not work any more as young people no longer use Facebook much*

c) What needs to happen next?

- *Youth clubs need to continue to grow*
- *Continue to try to recruit volunteer drivers*
- *Ensure young carers are well informed about keeping safe online and using social media since we cannot monitor the ways they choose to keep in touch with friends in the project*

- KPI 5 – There is an improvement in Outcomes (outlined in Sectioned 2.2.4) for Young Carers

Yes Broken down in Part 3 of Annex 1 as detailed in graphs above

What has the service undertaken to support this outcome

The service offers 1-2-1 support to young carers who are assessed as being highly impacted by their caring role as well as the regular youth clubs, school holiday activities and day trips that can be accessed by the majority of service users.

The team continues to support some families who have a high level of need for services. They have attended 13 Child in Need meetings, 3 initial child protection conferences, 20 core groups/review meetings and 4 Team Around

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the Family meetings.

a) What is working well?

- *Good numbers of young carers are engaging with the groups and activities offered by the service and feeling that they can cope better because of it.*
- *Although we have not had as much direct impact on family relationships as we have in the past, because a lot of our work now concentrates on the youth groups and activities we have developed good relationships with Early Help and can get them involved to help families when necessary.*

b) Any Key issues?

- *We have done a large number of assessments where we have picked up issues with physical and emotional health and wellbeing but the young carers are eligible for and accessing the amber level of service, not 1-2-1 support, which makes it difficult for us to accurately assess what improvement has been made*
- *There hasn't been as much improvement as we would like in understanding the cared for condition. This is because we were planning to work on this in a group setting which had to be cancelled due to the Covid-19 service changes*

c) What needs to happen next?

- *Q1 and Q2 are important times to work on transitions. Our planned groups may not be able to go ahead so we will need to find ways to deliver this outcome through online work*
- *We agreed some possible changes to monitoring for Year 2. This should also find ways to capture the outcomes of work done at lower levels of need*
- *Workers will need to understand the new monitoring requirements so that data is gathered properly*

- KPI 6 – 90% of Service Users report overall satisfaction with the service

96%

What has the service undertaken to support this outcome

Carers' Resource gathers feedback after all trips and activities. We have tried to find different ways to do this, such as post it notes on sliding scales etc

The figure I have quoted here is from feedback given after they have attended activities or youth club

a) What is working well?

- *Young carers are good at telling us informally what they have enjoyed as well as just completing forms*

b) Any Key issues?

- *Young carers can be reluctant to provide written feedback, especially at the end of a long day trip or similar activity. We need to be inventive about how we gather it, maybe using technology like tablets etc*
- *The question in its current form is very broad which makes it difficult to answer*

c) What needs to happen next?

- *For Year 2 this question is likely to change since Cath Dew has indicated that what she wants to know is how satisfied young carers are after 1-2-1 intervention comes to an end and they step down onto the activities/clubs only level of service*

- KPI 7 – Number of professionals undertaking e learning Package and reporting learning outcomes

3

What has the service undertaken to support this outcome

The personalised Young Carer Awareness e-learning package was launched in June during Carers Week, with a link to it on our website.

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We have set up the learning so that anyone with an email address ending @bradford.gov.uk can self-register and start the training immediately. Other professionals only need to fill in their name, job title and email address so we can register them.

We have made flyers with the information about the e-learning for the team to take out when doing awareness raising events and which the Head of Service takes to voluntary sector meetings to distribute regularly.

We have had information about the training distributed in various newsletters

We have asked commissioners to help us recommend the training within BMDC teams

In January we presented with Children's Society to over 50 professionals in a training event about identifying hidden young carers. The attendees were asked to make a pledge and a suggested pledge was that they find a colleague who will complete the e-learning

a) What is working well?

- The training is well received by people who have seen it.*
- Networks have been happy to distribute the information about the free training*
- There have been over 100 visits to the e-learning page of the website since January 1st*

b) Any Key issues?

- We have not generated the interest we would like*
- People take the leaflets and seem interested but do not follow up afterwards.*
- People visit the site but do not sign up and complete the learning. Some of these may find they are ineligible because they don't work in Bradford District*

c) What needs to happen next?

- We need to find better ways to persuade professionals of the value of spending time completing the training*
- Team members need to work within their family hub areas to recommend the training*
- Since a large proportion of workers are now working from home we are resending information about the e-learning to schools and other networks. We have had a handful of emails so far asking us to register school staff (this is since April 1st)*

- KPI 8 – Number of Awareness Raising sessions delivered*

14

What has the service undertaken to support this outcome

We have done school assemblies, a teaching sessions at Bradford University and had information stands in various places where people may never have heard of young carers, including Broadway Shopping Centre. We have attended staff team meetings and the Head of Service attends various multi-agency forums to keep young carers on people's radar

a) What is working well?

- Young Carer Awareness Day provided a platform for us to raise awareness to various professionals*
- Local multi-agency forums are happy to have representation from the young carer service*
- Bradford University asked us again to come in and deliver teaching sessions to students about young carers*
- Schools are now coming to us about doing assemblies etc and some are happy to combine that with holding a non-uniform day which raises money for us but also engages the whole school and the parents in hearing more about young carers.*

b) Any Key issues?

- As more referrals come in and need to be dealt with in a timely fashion, staff find it more difficult to keep time free for awareness raising.*

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c) What needs to happen next?

- *Staff continue to become embedded in their family hub areas and take responsibility for delivering a number of sessions each to the various teams/schools there*

- KPI 9 – Worked with 95% of Primary and Secondary Schools in the district to develop and maintain Young Carers Champions
100%

What has the service undertaken to support this outcome

For Young Carer Awareness Day we used funding from Carers Trust and ordered additional publicity materials to distribute to all the schools in the district. We asked staff from all teams at Carers' Resource to take them in person to schools that they were connected with so that most were delivered by hand which we felt would be more productive as it would trigger conversation with reception staff and not get lost among large amounts of post. At the end of March we were once again in contact with all schools, explaining that due to Covid-19 we had moved to a telephone and online support service but were still all working to support young carers, and that the e-learning was still available should they have staff members who could access that

a) What is working well?

- *Posters were well received in the schools and we have recommended they use them as the basis for a Young Carer noticeboard.*
- *Staff physically taking the posters in worked well. In one instance a pupil arrived late while we were there and it was apparent that he was often late. We were able to say to the reception staff that frequent lateness may be an indicator of a young carer and they promised to ask the pastoral team to check on him.*

b) Any Key issues?

- *Even when we have a named Young Carer Champion it is sometimes challenging to speak to them, messages are not always responded to*

c) What needs to happen next?

- *We need to work with BMDC to decide what specific expectations we should have of a Young Carer Champion and how best to encourage schools to provide the time required*
- *Continue to have family hub area workers improve connections with the schools in their areas*

2) Effective Partnership Working

What has the service undertaken to support effective partnership development and multi-agency working

- a) **Who** - (a) Young Lives Bradford (b) Youth in Mind (c) Youth Service (d) Children's Society (e) Mental Health Provider's Forum (f) Bradford University
- b) **How** - (a) Meetings (b) Networking (c) Skype meetings (d) Co-production of events
- c) **Why** - Building working partnerships, getting others to understand our model of working, exploring opportunities for joint working

3) Quality Assurance

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What arrangements have been put in place to ensure robust quality assurance?

We have a Head of Development for the Young Carers and Families service who works closely with the Head of Quality and Performance

There is ongoing work to develop feedback tools for the young carer, the parent and form teacher following one-to-one intervention so a full picture of the quality and effectiveness of the work done can be gained. This will be embedded into practice once the new monitoring format for year 2 is in place to ensure compatibility

4) Financial Return

Please complete and return Annex 2

Show actual expenditure each quarter against profiled expenditure and explain any variances +/-5% on the second tab of the worksheet. *See Guidance Notes for full details.*

5) Safeguarding- (allegations or notifications)

Have you received any allegations or notifications against staff in this period ? Yes No X

If yes please outline:

- Nature of allegations or notifications
- Outcome of investigation
- Learning

6) GDPR

a) Are you GDPR compliant? Yes X No

If no please explain below

b) Has there been any data breach in this quarter we should be made aware of? Yes No X

If yes please explain before

7) Involving young people

Describe how YP voice and influence in the development of your service in this quarter and what has changed as a result of their involvement?

We use feedback from our youth clubs on what worked well and what was not so good to continuously to keep improving

Feedback from the previous activities continues to inform the planning of activities in the future – where we go and what type of activities we offer.

Young carers committee members continue to advise us

Young carers continue to work with us to put on a radio show and have helped us to develop this

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further so it now goes out as a podcast

8) Feedback

a) Please note any particular Positive feedback during the quarter you wish to highlight.

- *“This group is a lifeline for XXXX. She’s very reserved and doesn’t like to speak about how things are at home to any professionals and will often just stay quiet. She has had to grow up very early and the pressures are hard for her. But I will do anything to make sure she has this time, it is HER time to relax and get away from the stress of home and her brother. I am already seeing such a huge change in her and she is so excited for group. Thank you for everything you all do for her”*
- *“We have seen such a change in XXXX’s mental wellbeing and general happiness, even after being at the group for only a couple of weeks. We genuinely believe that her being able to have this time out from home and come to your group with other young carers, has made a significant improvement to her life. She is coming out of her shell at school and she is really starting to perform”*

b) Have you received any complaints during the quarter? Yes No

If yes please outline:

- *Nature of complaint*
- *Outcome of investigation*
- *Learning*

9) a) Staff Details – all below relate to staff funded by CBMDC only

Staff funded by CBMDC	No of Staff working on Contract	FTE Equivalents
Delivery Staff	5	3.94
Managers		0.34
Admin		0.02
Volunteers	2	n/a

b) Have all relevant staff / volunteers been subject to an enhanced DBS check within the last 3 years?

Yes No

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10) Please use this space if you wish to add any additional comments relating to this quarter, including good news stories / case studies and voice of young Child.

Case 1

LMN- came into the service last summer and struggled a lot with social anxiety. However she has positively challenged herself many times in the past year, joining in with our activities and clubs and forming friendships with other young carers and a trusting relationship with our staff. Because of this, when she heard we were going to the Broadway Centre to raise awareness with the general public and help identify young carers on Young Carer Awareness Day, she volunteered to come with us. She felt she could do this as she knew she would be supported appropriately by BYC staff throughout. It was a really worthwhile experience for her as she still found it challenging and was so proud of herself afterwards for helping us.

Case 2

One of our youngest referrals, TD- is 5 years old and cares for a young sibling with a rare condition. She does a lot of practical things for him. Her parents felt guilty as so much time is spent on TD's sibling especially because of medical assessments/ treatments. We had feedback from her parent that she is really enjoyed the young carers group and that as parents were hoping it left her feeling special too and that she had something that was just for her. Carers' Resource has recently appointed adult carer workers who specialise in supporting parent carers so we are able to help TD's parents as well, improving well being for the whole family.

From an 11 year old young carer:

"I was so nervous to come my first week, but I am so happy I came along. My brother has autism and I help my mum with him, but looking after him really tires me out. I love the fact I can come to these groups, chill out and forget about my home life just even for an hour. I have made some good friends with the group and I feel comfortable being able to talk to you about anything that's happening. I'm so excited for the Summer and going on more trips!"