

# PROVIDER QUARTERLY MONITORING REPORT

Appendix 1

Unless agreed otherwise, Quarterly Returns are required for the following periods:-

- Q1 April to June
- Q2 July to September
- Q3 October to December
- Q4 January to March

Returns should be emailed within 15 **working** days after the quarter end to Ali Akbar Azam <ali.azam@bradford.gov.uk>

Please ensure you send with this report

- **Annex 1 – Performance Data**
- **Annex 2 – Finance Return**

<b>Provider Name:</b>	The Carers Resource
<b>Contract Title:</b>	Young Carers
<b>Contract Ref No.</b>	DN372693
<b>For the Period:</b>	October – December 2021
<b>Submitted by:</b>	Helen Prince
<b>Date:</b>	20.1.21

## PROVIDER QUARTERLY MONITORING REPORT

### 1) Key Contractual Outputs / KPI's

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

b) Please complete the **key** outputs /KPIs below:

- KPI 1 – Numbers of Young Carers and families supported (within Family Hub areas)  
602
- KPI 2 –80% of referrals to be allocated within 5 days  
95%
- KPI 3 –80% of assessments to be completed within 15 working days of the case being allocated.  
69%
- KPI 4 – Number of Young Carers completing interventions  
This is broken down in Part 4 of Annex 1
- 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)
- KPI 6 – 90% of Service Users report overall satisfaction with the service  
94%
- KPI 7 – Number of professionals undertaking e learning Package and reporting learning outcomes  
0
- KPI 8 – Number of Awareness Raising sessions delivered  
6
- KPI 9 – Worked with 95% of Primary and Secondary Schools in the district to develop and maintain Young Carers Champions  
77% and 80% Although attempted contact with all schools

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)  
602

**What has the service undertaken to support this outcome**

*The service has continued to support young carers throughout the pandemic so professionals know that referring to us is always possible. We have continued to advertise the service keeping the referral procedure as simple as possible to encourage professionals to refer any young carers they identify. This quarter we launched two new webforms which can be used, depending on what level of detail/ consent the referrer has about a family. These have been called Support Request forms so that families are not put off by the word referral. This should ensure young carers are identified to us even if a professional does not have much detail or much time. The forms feed directly into our new database, eliminating transcription errors and reducing the time needing to be spent on admin tasks. They also drive traffic to the website where more information about supporting and identifying young carers can be found.*

## PROVIDER QUARTERLY MONITORING REPORT

*Carers' Resource also has a project currently with two development workers reaching into communities to increase awareness of carers of all ages, including young carers, as well as a specific project for parent carers which helps us identify sibling carers.*

a) **What is working well?**

- *Referrals are still coming in steadily with 73 new referrals this quarter*
- *We successfully bid for Holiday Activities Fund money which meant we could invite all the young carers classed as medium or high impact to come to a big winter party event with entertainment and hot food provided.*
- *The top search terms to land on our website in Q3 was 'young carers Bradford'. The Bradford Young Carers page has now had 2,915 views.*

b) **Any Key issues?**

c) **What needs to happen next?**

- *Carers' Resource needs to continue to raise awareness of our service and the support we provide in the form of youth clubs and activities not just 1-2-1 intense work and advertise the new support request forms widely, explaining how easy it is to refer a young carer to us.*
- *The development workers need to continue to discuss young carers in all the communities within which they work.*

- KPI 2 –80% of referrals to be allocated within 5 days  
**95%**

**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. The new system for referrals coming through the webform automates the allocation with automatically generated emails to staff.*

a) **What is working well?**

- *Simple system to allocate young carers as we receive their details*

b) **Any Key issues?**

- *Minor issues with new webforms, as would be expected*

c) **What needs to happen next?**

- *We have to iron out any issues that arise with use of the new form. As with any new IT system occasional circumstances trigger unexpected issues.*

- KPI 3 –80% of assessments to be completed within 15 working days of the case being allocated.  
**69%**

**What has the service undertaken to support this outcome**

## PROVIDER QUARTERLY MONITORING REPORT

*All staff are confident to carry out assessments. Members of the wider Carers' Resource staff have been helping overcome language barriers. We have ensured all family hub areas are covered by more than one worker to alleviate problems caused by staff sickness.*

**a) What is working well?**

- *Workers find the assessment process gives a good all round picture of what challenges and protective factors exist for the young carers.*
- *More schools know and appreciate the service and so are really accommodating working with us to find time and space for assessments*
- *We have been able to put some additional staff hours in the team until at least end of March*

**b) Any Key issues?**

- *There are always issues getting the assessments booked in and some schools are more difficult to work with especially if their processes prevent us, for example, from booking to see multiple pupils on the same visit – these issues are persisting and at the moment schools are so preoccupied with all the issues they have arising from Covid that we have not been able to overcome this*
- *Unfortunately this quarter for the first time we have been affected by staff contracting Covid despite being vaccinated. This, along with staff self-isolating, has had an impact since we carry out the assessments face to face as best practice.*

**c) What needs to happen next?**

- *It will always be challenging to achieve this, so workers need to keep timely completion of assessments as one of their priorities. Catching up with this backlog will be the highest priority work.*
- *We will need to work with BMDC 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**

**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). One more is in development in Shipley (which is currently served by the Keighley one).*

*Successfully applied for Holiday Activities Fund money to run a winter party.*

*Collaborated with other young carer services through the West Yorkshire and Harrogate Health and Care Partnership and so held a Halloween themed, pizza van launch event for the young carer cookbook produced.*

**a) What is working well?**

- *The youth club attendance is growing and feedback is good from those who come*
- *Working in partnership with the youth service and with some funding through Youth in Mind+ we had an additional staff member concentrating on one-to-one work with young carers struggling with reintegrating into school until the end of July. We have kept her on our team to increase our capacity, extending her contract to the end of March.*
- *The website is well used with 2018 hits on the site in Q3. There have been 315 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.*

## PROVIDER QUARTERLY MONITORING REPORT

- *Young carer steering group work continues, with the members asking to help us create tools for schools to use to deliver awareness raising sessions in assemblies or PHSE lessons. These are now ready to be advertised to schools*
- *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. People are using the website to find other services, with views of the page 'Useful Links' jumping from 115 in 2020 to 363 in 2021*
- *Once they have met through activities 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 which along with nervousness about Covid can stop some young carers accessing groups and time out opportunities*
- *Some activities had to be cancelled due to rising Covid rates in December*
- *Signposting has been more difficult as a lot of other services continue to have long waiting lists. Kooth has been an excellent addition to the offer for young people in the district.*
- *Youth club timing continues to be an issue with current time slots being a barrier for some young carers. Finding alternative times has still been difficult as many community spaces are fully booked with reduced capacity due to cleaning etc between groups for Covid safety. However, despite this the numbers at the clubs have increased. We will continue to monitor how much of an issue this is and move times when we can.*

### c) What needs to happen next?

- *Youth clubs need to continue to grow and we are still attempting to source different venues in order to change the times so the older age group meet later in the evening. We are also collaborating with the Youth Service to start an additional club in Shipley.*
- *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*
- *Continue to apply for additional funds for activities*

- **KPI 5 – There is an improvement in Outcomes (outlined in Section 2.2.4) for Young Carers**  
**Yes (Broken down in Part 3 of Annex 1)**

### 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, attending Child in Need meetings, initial Child Protection conferences, core groups/review meetings and Team Around 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.*
- *The groups have been growing and those who attend are developing friendships over the weeks, so the peer support aspect of the service is really beginning improve outcomes for larger numbers of young carers than just those who need 1-2-1 support*
- *We have staff members who now work with young carers in both Craven and Bradford so we have been able to eliminate any access problems caused by young carers having a home address in one district and a school in another – we can flex to suit their needs easily*

### b) Any Key issues?

## PROVIDER QUARTERLY MONITORING REPORT

- *transport remains difficult for a lot of families limiting access to activities unless we offer it which is very costly in time for staff or money (if we use taxis)*
- *There have been lots of young carers who we have been asked to do some 1-2-1 work with because they are 'struggling at the moment' (words often used by parents, teachers etc when they contact us asking for some additional support). We have been able to support them but this has taken additional staff time and has impacted the amount of awareness raising and working with schools (promoting Young Carer Champions) the team has been able to do*

### c) What needs to happen next?

- *Continue to offer group activities safely as they are making such a big difference to the young carers especially after so much isolation since March 2020*
- *Hopefully the demand for 1-2-1 will return to more normal levels soon so we can spend some time concentrating on helping schools with their support for young carers*
- *We agreed with BMDC that some possible changes to monitoring/reporting would be advisable, and a draft new monitoring form has been produced. When this is finalised and agreed it should help 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

**94%**

### 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. We are consulting with our committee to try to find the best ways to get honest feedback.*

#### a) What is working well?

- *The new database system that we have enables us to send mass SMS messages and emails easily, recording them automatically. Using this and directing to web surveys is efficient and gets a good response*

#### b) Any Key issues?

- *The question in its current form is very broad which makes it difficult to answer*

#### c) What needs to happen next?

- *The new draft monitoring form suggests a change to this question 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

### What has the service undertaken to support this outcome

*It proved very difficult to get professionals to engage with the e-learning and after discussion with Cath Dew about renewing the licenses this year it was decided not to go ahead at that time, so it has not been available this year.*

#### a) What is working well?

- *The training was well received by people who used it.*
- *There were 515 visits to the e-learning page of the website*

#### b) Any Key issues?

## PROVIDER QUARTERLY MONITORING REPORT

- *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. Others may not want to bother with the registration process. We had to make the learners register for the learning so that only those from Bradford could use it since the licenses were nearly £10 each*
- *Over the whole 18 months the training was available only 92 people used it and the remaining licenses expired*

c) **What needs to happen next?**

- *We need to find other ways to reach large numbers of professionals. Now that people are used to doing virtual training we could deliver large scale webinars instead of e-learning. Eg we have addressed over 100 students at a time in this way*

- KPI 8 – Number of Awareness Raising sessions delivered

6

**What has the service undertaken to support this outcome**

Awareness raising has changed a lot. Visiting team meetings/ GP surgeries etc is still more difficult than pre-Covid. Social media platforms are now our most effective tools and we are working with the Carers' Resource communications intern to work out how we do this well. Platform choice influences our audience, with professionals often keeping informed via Twitter, parents on Facebook and young carers using Instagram

a) **What is working well?**

- *Having worked with a group of Young Adult Carers to produce a set of short videos about going to college/university or finding employment as a YAC, we launched a new Young Carer Hub on Instagram.*
- *Development workers from Carers' Resource are in the communities around the district raising awareness of carers of all ages*
- *Produced short video messages about young carers at Christmas which went out on Carers Resource main Facebook page to reach a wider audience than using the young carer team social media*
- *En masse events are possible now that video conferencing is common – for example in January we will be giving a presentation to around 150 trainee teachers in one morning.*

b) **Any Key issues?**

- *As more referrals come in and need to be dealt with in a timely fashion, and the number of young carers being supported through groups and activities grows, keeping time free for awareness raising remains an issue.*
- *Counting number of sessions delivered in person by staff loses a lot of information about what has been done using social media etc.*

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*
- *Follow up on leads generated by the development workers*
- *Consider ways to report social media activity*

1111

Q



## PROVIDER QUARTERLY MONITORING REPORT

### 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) West Yorkshire Health and Care Partnership
- b) **How** - (a) Meetings (b) Networking (c) Video 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

#### 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*

*Regular supervisions and annual professional development reviews which tie into team and organisational development plans.*

*There is ongoing staff training in the use of our new database system which will give us easy access to in depth data about the service provided*

*There is ongoing work to develop ways to measure impact and outcomes for all carers*

### 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

### gb6) GDPR

a) Are you GDPR compliant? Yes X No



## PROVIDER QUARTERLY MONITORING REPORT

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 keep improving*

*Feedback from previous activities continuously informs the planning of activities in the future – where we go and what type of activities we offer.*

*Young carers committee has been reinvigorated and are helping to create tools for schools to use to identify and support young carers*

### 8) Feedback

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

*We gave out a number of boxes of chocolates to schools before Christmas. It is a way of raising awareness and improving communication – the boxes were Cadbury Heroes and had a sticker on with our details and a note to say that young carers are heroes too and the chocolates are to thank the schools for helping us support them. School support staff can make such a difference to our team if they are helpful when we are trying to arrange to come in for assessments or monitoring, booking rooms etc. They can save hours of staff time! This small gesture triggered lots of positive feedback from schools about the service such as:*

*A team member was doing some mentoring at Beckfoot Oakbank before Christmas. She gave the wellbeing staff a box of chocolates to thank them for the support This led to a conversation in which the wellbeing team told the staff member that they would not be able to support all the YP that need support without the likes of our organisation. They said that presently the need would just be too great and that our service was invaluable in providing support to young carers.*

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

*If yes please outline:*

- *Nature of complaint*

## PROVIDER QUARTERLY MONITORING REPORT

- *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	4	n/a

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

Yes                          No   

c) Appraisal and Supervision	Apr - June	July - Sept	Oct - Dec	Jan - Mar
<b>Total number of staff appraised in the last 12 months</b>				
Of those above, the number assessed as:				
Outstanding				
Good				
Requires improvement				
Inadequate				

**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.**

As always the young people we work with have a huge range of issues they want to work on with us:

Case Study 1

## PROVIDER QUARTERLY MONITORING REPORT

Mentoring sessions for one young person have focused a lot on her quite recent diagnosis at the age 15 of type 1 diabetics. One of her main issues now she is starting to learn how to manage her condition has been what she has seen as her Mum's over protective attitude to her going out with friends. She has found the "fussing" frustrating and in her view unnecessary.

Through our sessions we have looked at the realities of why Mum might worry. The added pressure in this case is that Mum has epilepsy which is made worse by stress. We have talked about the impact worry has on Mum's seizures and most importantly how to compromise. To do this we have worked with the young person and her Mum working as a go between to find a plan that will keep the young person safe without "feeling like an 8 year old" and also be reassuring for Mum so that her own health doesn't deteriorate. The compromise is helping Mum to feel there are adequate measures in place when her daughter is out while the young carer feels more like a "normal teenager".

### Case Study 2

We have worked with a young carer who was assaulted on their bus to school, by being drawn on with Sharpie pens. We have been doing one on one work with them since to build their self esteem, being assertive and work around control and leaving responsibility with others. We continue to work with the school to help support them in preventing bullying of young carers.

### Case Study 3

A young carer was reluctant to join any of our groups and activities due to anxieties around meeting new people. They initially came to one of the Young Directions (steering group) meetings with their parent and enjoyed the session as we did multiple icebreakers and led the session to be informal and guided by a young carer worker. They continued to come to the Young Directions sessions and have built up their confidence in these social situations and so recently started joining the West UTime group (age 11+ youth club). This is not the youth club which is nearest to their home but because they had built bonds with young carers from that area, they have chosen to attend this one and have settled in really well. We keep all our youth clubs open to any young carer from the right age group who would like to attend so if they want they can have a break more often than the once a fortnight that each individual club runs.