

Key Performance Indicators for Carers Hub Information and Advice Contract

Summary of Performance Indicators

The table below shows the performance indicators for the Carers Hub. The contract service specification requires a minimum of six-monthly or annual reporting for the majority of these indicators, but Carers Trust East Midlands has agreed to provide quarterly reports.

Carers Trust East Midlands has provided some performance information for the first three months of operation for the Carers Hub (August to October 2015), which indicates that the Carers Hub is meeting its service specification. They included reporting of quantitative performance data for indicators 1 and 3, with some narrative information about activities undertaken to establish the Carers Hub service. Future quarterly and annual reports will include reporting against the full set of indicators. In future, quarterly reports will monitor performance against the full range of performance indicators.

	Performance Indicator	Minimum Threshold
1	Number of new contacts with carers	1,500 per annum Equivalent to: <ul style="list-style-type: none"> • 750 per 6 months • 125 per month
2	Number of carers supported to complete an online assessment	200 per annum Equivalent to: <ul style="list-style-type: none"> • 100 per 6 months • 17 per month
3	Number of face to face contacts	10% of all contacts
4	Carers' discussion groups	4 meetings per annum
5	Training activities	6 per annum 80% of carers attending reporting a positive outcome Evaluation to include the Good Indicators guide by Nottingham University's Manual for Adult Carer Quality of Life * http://static.carers.org/files/adult-carer-qol-published-version-5571.pdf
6	Number of adult carer quality of life evaluations * http://static.carers.org/files/adult-carer-qol-published-version-5571.pdf	5% of service users
7	Provide case studies	6 per annum across the County
8	Assist carers to represent the views of a wider carer group at meetings to be decided	6 carers per annum while funding is available for this work

* The Adult Care Quality of Life Tool is an instrument to assess the quality of life of unpaid carers, published by the University of Nottingham and the Princess Royal Trust for Carers, based on completion of a questionnaire.