

Carers Support West Sussex - Monitoring and Evaluation Framework 2015

Social Value Indicators	Outcomes Carers Measuring change from gifts and strengths at the outset of engagement and change over time as a result of CSWS support and services.	Community Assets and Vulnerabilities	Outcomes Partners/Organisations Structures – Assets and Vulnerabilities	Data Collection What are your methods of data collection for qualitative measures?
1 Choice and Control	<p>1 Carers supported by CSWS will report they are more empowered to make informed choice and take control over the support received for themselves and the person(s) they care for.</p> <p>2 Carers report increased awareness of their rights and have more expertise to support their caring role and make decisions about long-term plans and put in place emergency plans.</p> <p>3 Carers report that they have received individual (personal) support tailored to their needs.</p> <p>4 Carers report engagement in the development of carer led services; have opportunities to shape services and that their voice is well represented</p>	<p>CSWS develops joint working relationships with other not-for-profit, business, and public sector organisations to share information and develop joint working opportunities in order to achieve better outcomes for carers.</p> <p>CSWS have good information regarding opportunities for engagement in local communities and share information with Carers through SPOC, Carers Voice and other services.</p> <p>CSWS raises the profile of the rights and needs of carers locally, regionally and nationally.</p> <p>Employers are better informed about Carers needs and rights.</p>	<ul style="list-style-type: none"> • Health and Social Care professionals report better engagement of Carers in planning support • More carers have received a carer’s assessment 	<ul style="list-style-type: none"> • Questionnaire to Carers incorporating outcome questions for statistical data and open ended questions to create case studies and quotes to support statistical evidence • Incorporate into the questionnaire the AC-QOL survey as per the WSCC contract reporting framework

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	<p>locally, regionally and nationally by carers.</p> <p>5 Carers report that they are more confident and able to be recognized as expert partners in care.</p>	<p>CSWS develops connections and working relationships with diverse community organisations in order to access hidden carers.</p>		
2 Being Active	<p>Not applicable to CSWS including in health and wellbeing below</p>		<p>Sports and Leisure Providers support carers needs better.</p>	<ul style="list-style-type: none"> • For emotional support service to track journey travelled and change over time in meeting outcomes and to measure impact as per the WSCC contract-reporting framework. To build on existing 12-week Exit evaluation and review to ensure outcomes are measured • In-depth interviews and case studies to measure change over time, impact, added benefits and preventative elements of the service in order to provide evidence for social, economic and environmental outcomes and meet WSCC reporting framework requirements
3 Health and Well-being	<p>6 Carers have set their own goals for quality of life, health and wellbeing and have been able to take more control in achieving their goals.</p> <p>7 Carers supported by CSWs report improved health and wellbeing including:</p> <ul style="list-style-type: none"> • Less stress or feeling anxious • Improved resilience and coping strategies • More able to address their own health needs. • More physically active <p>8 Carers supported by CSWS report increased independence from their caring role.</p>		<p>GPs, nurses, health visitors and other health professionals are more aware of Carers' needs and rights</p>	

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<p>4 Engagement</p>	<p>9 Carers have a broad range of positive relationships and feel less socially isolated:</p> <ul style="list-style-type: none"> • Work and volunteering colleagues • Family • Friends • Community • Other <p>10 Carers report that they have developed mutual support networks with other carers as a result of CSWS services and activities</p> <p>11 Carers report engagement in the development of carer led services; have opportunities to shape services and that their voice is represented locally, regionally and nationally by carers</p>	<p>As above</p>	<p>Support and Access to services and structures:</p> <ul style="list-style-type: none"> • GPs and community health professionals • Hospital • Social Care facilities including respite 	<ul style="list-style-type: none"> • SPOC, Carer Wellbeing Fund and Carer Assessment introduce volunteer led follow up at 12 weeks structured telephone interview around outcomes and quality standards, feedback, satisfaction. • Focus groups that will cover service areas to gain in-depth data to evidence outcomes achieved. – utilize Carers Voice. • Introduce sample of structure interviews to gather in-depth case studies for each service over the year including a sample that would be willing to track over a period of time.
<p>5 Learning</p>	<p>12 Carers are better informed about the range of services available to them including leisure, employment, education and vocational opportunities, and are able to access personalised information and support.</p>	<p>CSWS has developed relationships with learning organisations in order to raise the profile of the needs and rights of carers and develop joint working arrangements.</p>	<p>FE/HE are more understanding of young adult carers needs and are better able to support them.</p>	<p>As above</p>

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	<p>13 Young Adult Carers are able to access and maintain their own education.</p> <p>14 Carers report that they have learnt about their rights, technologies and other information that enables them to maintain their caring role</p>	<p>Organisations working with young adult carers are more informed and aware of the support available, their needs and rights.</p> <p>Positive working relationships are developed with organisations working with young adult carers whether voluntary,</p>		
6 Work and Volunteering	<p>15 Carers supported by CSWS report that they have been able to maintain work or volunteering roles as a result of the support received.</p> <p>16 Carers are more aware of employment rights and opportunities.</p>	<ul style="list-style-type: none"> • Employers are more informed about the needs of carers and are better able to support them maintain work. <p>Increased links established to organisations that can offer volunteering opportunities for carers.</p>	Employers are more informed about the needs and rights of carers who are employed or seeking employment.	
Economic Indicators	Carers/CSWS	Community		
7 Value for Money	<p>1 Unit cost of the service per capita</p> <p>2 Cost and comparison with similar services</p>	Review how well joining up the telephone contact and joint working has impacted on outcomes for carers.		<p>Gather data in relation to volunteer and trustee time.</p> <p>Identify unit costs for each service area.</p>

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	<p>3 In-kind and reduced price events organised</p> <p>4 Value of volunteer time</p>			<p>Gather data of in-kind support received.</p> <p>Questionnaire and focus groups with connections and partner organisations.</p>
8 Added Benefits	<p>To gather through Case Studies and Focus groups the level of added benefits e.g. the additional support, connections that meant additional results achieved over and above the contract terms.</p>	<p>Added benefit and results of collaboration with partners.</p>	<p>Added benefit of belonging to networks, public sector bodies and evidence of information shared and provided to influence priorities and decisions regarding carers using evidence of needs gathered and via evaluation.</p>	<p>As above, plus use SVMR methodology to calculate preventative values.</p> <p>Identify financial proxies that will be used.</p>
9 Preventive Value	<p>Calculation of potential savings for example:</p> <p>Carers report reduced use of health and social care services as a result of support received:</p> <ul style="list-style-type: none"> • Reduction in visits to GPs and receiving prescriptions • Reductions in hospital admissions for carers, their cared for and themselves • Reduction in need for residential care, short term, medium and long-term as a result of their stress or inability to continue caring • Carers are able to maintain work and therefore reduction in access to out of work benefits. 	<p>n/a</p>	<p>Early Intervention and Prevention savings as a result of reduced, changed use of health, social care services and access to benefits.</p>	

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	<ul style="list-style-type: none"> • Reduction in costs to public sector mental health services including public sector counselling, GP support via prescriptions etc. 			
10 Environmental Impact Travel, transport Energy Saving policies Environmental Strategy goals/targets	CSWS environmental policy			To monitor impact of environmental policy.