Draft Barnardo's Young Carers Key Performance Indicators 2022/23

(to be reported against from Quarter 1 April – June 2022)

Ref No	KPI
YC1 Contact and Referrals:	
YC1.1	Number of contacts
YC1.2	Number of contacts not accepted as referral
Number of contacts gone onto referral:	
YC1.3	% of contacts accepted as referral
Referral Source:	
YC1.4	Social Care
YC1.5	Education
YC1.6	Health
YC1.7	Family
Waiting Times:	
YC1.8	Average waiting time for initial visit
YC1.9	Average waiting time for assessment
YC1.10	Average waiting time for access to support groups
YC1.11	Number awaiting decision to accept case
YC1.12	Total number of cases on the waiting list end of quarter
YC2 Service Delivery:	
YC2.1	Number of children using the service (annual target 50)
YC2.2	Number of initial visits completed
YC2.3	Number of assessments completed
YC2.4	Number of sessions provided
YC2.5	Number of support groups accessed
YC3 Closed Cases:	
YC3.1	Number of closed cases
YC3.2	% of closure reports completed (closed cases)
YC4 Outcomes	
YC4.1	% of outcome measures completed with young people (case closure)
Outcome Measures:	
YC4.2	% of young cares - reduced impact of caring (+ DOT)
YC4.3	% of young carers - access to/use of inclusive resources in community (+DOT)
YC4.2 & 4.3 Assessment scores parameters – 1 (needs met), 2 (mild need), 3 (moderate need), 4 (serious need), 5 (critical need) Direction of Travel (DOT): ↑ (improved) ↓ (declined) → (maintained)	
YC4.4	% Have Your Say feedback forms completed (case closure)
YC4.5	Number of Safeguarding concerns reported:
YC4.6	Social Care
YC4.7	Early Help
YC4.8	Number of cases escalated:
YC4.9	Social Care
YC4.10	Evolve
YC4.11	Number of complaints
YC4.12	Number of compliments

NB: Equal Opportunities KPI's to be firmed up