



## Improvement East Project Evaluation Form

Note: Please refer to the Guidance Notes and seek advice from Improvement East when completing this form. Prompt questions are included to assist with completion.

### Section 1: Project overview

<b>Project title</b>	Carers Leadership Conference – East of England 19 <sup>th</sup> March 2010 - Rowley Mile Racecourse, Newmarket Suffolk
<b>Lead authority</b>	Pauline Milne
<b>Lead officer contact details</b>	<b>Carers Leads - East of England</b> Julia Hiley, Eastern Development Centre, <a href="mailto:Julia.hiley@easterndc.org.uk">Julia.hiley@easterndc.org.uk</a> Becca Winwood, DH Social Care and Partnerships, <a href="mailto:Becca.winwood@dh.gsi.gov.uk">Becca.winwood@dh.gsi.gov.uk</a>
<b>Partner authorities involved</b>	<b>Key Note Speakers</b> Jacqui Martin – Chief Executive – Suffolk Family Carers Anne Grant (Carer) – Carers in Bedfordshire Anne Smyth, Director of the Carers Resource Harrogate and member of the Standing Commission for Carers Alex Fox, Director of Policy and Communications, Princess Royal Trust for Carers Tammy Bailey (Carer) – Carers in Bedfordshire  <b>Workshop Leaders</b> Katherine Wilson, Employers for Carers: <i>Carers and Employment, Training and Skills</i> John Lewis, DH Social Care & Partnerships; <i>Carers and Co-production</i> Tim Anfilogoff – Herts County Council; <i>Capturing Outcomes for Carers</i> Jenny Hine, The Children’s Society & Gunhild Chifunda, Hampshire Young Carers: <i>Think Family and Young Carers</i> Irene Lewsey – South West Essex NHS – <i>Primary Health &amp; Carers</i> Nita Devabhai, Shazia Butt, Afiya Trust – <i>Supporting Diverse and Hidden Carers</i> Ann Smythe, Director - The Carer's Resource – <i>Supporting Carers in Rural Areas</i> Esther Pacitti, Suffolk Family Carers & Chrissie Bligh Eastern Development Centre – <i>Dignity and Respect for Carers</i>
<b>Project description, purpose and</b>	A tripartite-sponsored event between the JIP, NHS EoE and DH Social Care and Partnerships Team.

<p><b>outcomes</b></p>	<p>The Leadership Conference forms a vital part of a strong, cohesive leadership framework for carers in the region that will support accelerated improvement of the carers agenda in localities. It demonstrates the regions commitment to partnership working to deliver improved outcomes for carers. It also ensures we continue to mirror the approach taken nationally for leadership of the national carers agenda.</p> <p>The purpose of the Leadership Conference is outlined below:</p> <ul style="list-style-type: none"> <li>• Discuss progress on the delivery of the regional Carers Strategy in particular the difference being experienced by carers and front line services</li> <li>• Help inform the strategic direction of the Carers Agenda in the Region by discussing and considering current issues and long-term challenges facing Carers in the Region including providing practical tools for use in local areas to address challenges and priorities</li> <li>• Enable a wide range of carers, elected members, voluntary sector representatives and lead officers from statutory and private sector organisations to jointly lead the carers agenda in their locality</li> <li>• Promote and share good practice in improving outcomes for Carers among partner organisations throughout the Region</li> <li>• Seek out and undertake opportunities for regional collaboration, joint work, funding opportunities and data collection where regional working will add value</li> <li>• Embed a ‘think carer’ philosophy</li> <li>• To actively promote the health, wellbeing and quality of life of Carers in the Region to regional and local partners</li> </ul> <p><b>Structure</b></p> <p>The Leadership Conference included opportunity for:</p> <ul style="list-style-type: none"> <li>• Presentations from leading national figures on carers issues including representation from the national Standing Commission for Carers</li> <li>• Market Place to showcase exemplar services across the region and enable sharing information and good practice</li> <li>• Local area ‘collaboration time’ to discuss their own challenges</li> <li>• Action learning on common challenges inc employment/training/skills, carers engagement/co-production, rural carers, young carers, diverse and ‘hidden’ carers, primary health and carers, provision of information, advice and guidance and capturing the carers experience (quality and outcomes)</li> <li>• Presentations from ‘workplace champions’ and workforce development Managers around the benefits of and legislation around addressing employed carers needs</li> </ul> <p>The Conference was expected to provide the following practical applications to support onward local leadership for the carers agenda in the region:</p> <ul style="list-style-type: none"> <li>• Insight into big issues facing Carers and Carers Leaders now and in the future</li> </ul>
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	<ul style="list-style-type: none"> <li>• Personal perspectives from Carers on what makes the biggest difference</li> <li>• Practical ideas to help tackle local Carers priorities</li> <li>• Time to think about Carers, Young Carers, Young Adult Carers and Parent Carers</li> <li>• Space to collaborate and plan with local colleagues</li> <li>• Networking and shared learning with regional colleagues</li> <li>• A say on Carers issues</li> </ul> <p>Outcomes will be evidenced via workshop evaluations; overall evaluation forms and local and regional action plans produced on the day.</p>
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## Section 2: Final status

<b>Original budget</b>	£10,000
<b>Actual total cost</b>	£6,156 invoiced to date. Expected invoices to come: £3,844
<b>Cost savings and efficiencies achieved</b>	<ol style="list-style-type: none"> <li>1. Regional Carers Leadership Board contributed to the content of the day and delivering key note speeches/workshops at no cost</li> <li>2. Initiations were targeted to Chairs of Local Carer Partnership Boards to ensure appropriate representation and ease of registration</li> <li>3. Existing contact databases were utilised</li> <li>4. Existing event administration systems were utilised at the Eastern Development Centre</li> <li>5. 7 out of 8 workshop leaders delivered free of charge</li> <li>6. Due to high volume a number of IT requirements were provided by the venue free of charge</li> </ol>

<b>Original estimated end date</b>	19 <sup>th</sup> March 2010
<b>Actual end date</b>	19 <sup>th</sup> March 2010

## Section 3: Achievements and learning

<b>Were the original objectives achieved?</b>	<p>All objectives and practical applications outlined in the project description were fully achieved. The evaluation comments from delegates met and surpassed expectations. A full evaluation report is attached.</p> <p>In summary:</p> <ul style="list-style-type: none"> <li>• local collaborative sessions were highly effective in identifying actions to support local leadership across the region. Named individuals were identified to take these actions forward. Regional colleagues will be pursuing the outcome of these actions during</li> </ul>
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	<p>10/11</p> <ul style="list-style-type: none"> <li>• Delegates also identified how regional support can contribute to supporting local leadership for the carers agenda. An action plan has been produced which will feed into plans for the Regional Carers Experience Programme 10/11</li> <li>• The diversity and depth of the workshop sessions supported skills development and offered practical tools for delegates to take back to their areas. Again the success of these workshops can be seen in the action plans and comments made by delegates in the full evaluation report</li> <li>• An unexpected achievement, but a welcome one was in the clear commitment of delegates to pursue a combined strategy and support mechanism for both young carers and adult carers. Our experience prior to this event was that adult and young people's services worked quite separately in many areas of the region</li> <li>• Many delegates commented on the impact delegate Carers had made to their discussions and that our Carer Key note speakers were inspiring</li> </ul>
<b>Were the end users/clients satisfied with the project?</b>	Workshop and Full day evaluations demonstrated delegates were fully engaged with the day, provided with new knowledge and equipped to make changes in their local areas.
<b>Lessons learned: project planning</b>	<p>The organisation, planning and execution for the day went extremely well. The project team were clear about their roles pre and post event. The venue was supportive and with the exception of a few resource problems on the day, fully met their brief. The effectiveness of our targeted invitation to Chairs of Partnership Boards did not meet our full expectations. Unfortunately some local areas failed to respond collectively through their Chair, which resulted in some administration problems.</p> <p>From a logistical point of view and taking into consideration some delegate comments; more time was needed for each workshop. In the future this could be rectified by having fewer workshops for longer periods of time.</p>
<b>Lessons learned: effectiveness of project</b>	The project was successful. Objectives were achieved and delegates reported positively.
<b>Were any unexpected opportunities identified and realised?</b>	An unexpected achievement, but a welcome one was in the clear commitment of delegates to pursue a combined strategy and support mechanism for both young carers and adult carers. Our experience prior to this event was that adult and young people's services worked quite separately in many areas of the region
<b>What went right?</b>	<ul style="list-style-type: none"> <li>• Workshops were delivered professionally, offering specialist knowledge in the areas of co-production; skills and employment; dignity and respect; diversity; rurality; age needs and health. The facilitators brief which was produced in advance of the day supported targeted delivery around a consistent achievement of</li> </ul>

	<p>outcomes</p> <ul style="list-style-type: none"> <li>• Key note speakers were well briefed and had national and local respect in the carers agenda</li> <li>• Based on the over-subscription of delegates the need for such a conference was justified</li> <li>• Actions identified on the day provided evidence of leadership commitment beyond the conference itself</li> </ul>
<b>What went wrong?</b>	<ul style="list-style-type: none"> <li>• Minor resource problems on the day in regard to room layouts</li> <li>• Signage from floor to floor could have been better</li> <li>• The responsibilities for Chairs of Partnership Boards to co-ordinate invitation responses could have been made clearer</li> </ul>
<b>Were risks identified and mitigated?</b>	<p>The only major risk for the event was the potential that PURDA may result in cancellation. However a plan of action was agreed in advance to ensure the date of the event fell before PURDA rules applied. Additionally sponsorship and organisation for the event was communicated by a non-political organisation.</p>
<b>What could have been done to improve the project?</b>	<ul style="list-style-type: none"> <li>• The responsibilities for Chairs of Partnership Boards to co-ordinate invitation responses could have been made clearer</li> <li>• A visit to the venue two days in advance to establish exact room needs would have limited resource problems on the day</li> </ul>

#### Section 4: The future

<b>Would the project merit evaluation in the future?</b>	<p>Evaluation of the day will feed into Regional Carers Experience work plans for 10/11</p>
<b>Has learning been shared? How will it be?</b>	<p><i>The following information will be posted on the Eastern Development website for delegates by 31.4.10:</i></p> <p>Summary evaluation of the day Workshop Evaluation themed outcomes Local &amp; Regional Actions agreed Key Note speaker presentations Workshop presentations</p>

#### Section 5: Improvement East performance

<b>Please comment on the effectiveness of Improvement East throughout the project</b>	<p>Improvement East provided a clear brief for this project and appropriate support was delivered – thank you.</p>
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#### Section 6: Cluster evaluation

<b>Comments from the Cluster:</b>	<i>This section to be completed by the relevant Improvement East Cluster Group.</i>
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