Supporting People Draft Outcomes Monitoring Proposals - Consultation Exercise

An outcomes pilot was conducted by SP, September 2016 – March2017, which involved representatives from 10 provider organisations from across the range of housing support services that SP fund. Following on from this, a set of proposals have now been developed.   These are detailed in the draft Outcomes Monitoring Consultation Paper now issued to our stakeholders as part of this consultation exercise.

To help us assess the effectiveness of these proposals, we have designed this form for you to submit any comments about Supporting People's proposed arrangements for outcomes monitoring. The feedback received will help to inform the final proposals.

Please return your comments by **23rd February 2018.** We appreciate your help in this matter.

The easiest way to complete this survey is to:

1. Fill in your comments (below)
2. Save your completed form
3. Use the hyperlink at the end of the questionnaire to return your completed survey to Supporting People (you will need to attach your completed questionnaire to the email).

Mechanism for data exchange and reporting

Q1) Do you think outcome information should be collected via SPOCC.net?

 (Please select one option only)

Yes	√
No	
Don't Know	

Please use the space below to make any comments**:**

No further comments.

Q2) What are your views on using the proposed streamlined reporting method? (Please see Appendix 2 of the consultation paper for a summary of how this would work)

Please use the space below to make any comments:

No further comments.

Frequency of data collection

Q3) Do you agree/disagree with proposal to have different reporting frequencies for long and short term services?

 (Please select one option only)

Agree	
Disagree	
Don't Know	√

Please use the space below to make any comments**:**

NIACRO feels that for short-term reporting there could be a more efficient system with regard to those who drop out of the service early or where support is no longer required. NIACRO believes that this is not reflective of the support provided (and the quality of that support) at the early stage for an

individual nor does it provide a fair reflection of the progress of the service overall.

Q4) What do you think of the proposed reporting frequencies for each of the above?

Please use the space below to make any comments:

No further comments.

Outcomes Data – Collation & Reporting

Q5) Do you agree/disagree with proposal for providers to use/introduce their own methods/systems for collecting client outcome data?

(Please select one option only)

Agree	√
Disagree	
Don't Know	

Please use the space below to make any comments**:**

NIACRO is in agreement with this approach as we already collect and report on data using the outcomes based accountability model. We believe that this method for collecting outcome data is both cost-effective, seeks to improve the quality of life of individuals and groups, and improves outcomes for service users. We do note that the current time scales for this pilot may be difficult to achieve for some providers who may need to shift to new systems.

Q6) Do you agree/disagree that SP outcome indicators should reflect the 5 high level CLG indicators?

(Please select one option only)

Agree	
Disagree	
Don't Know	√

Please use the space below to make any comments**:**

NIACRO supports the streamlining of SP Programme High Level Outcomes and SP Services Outcome Indicators with the Programme for Government (PfG) targets.

See comments below regarding the Draft SP Outcomes Framework Outcome Measures:

1a. This measure does not accurately reflect the context in relation to improved economic wellbeing for service users – we feel that it is important to look at the overall financial outlook for a service user particularly in relation to debt and money management. If a person is in receipt of all relevant benefits, this does not reflect their financial status and/or take into account their outgoings and the impact that this may have on their overall financial and economic wellbeing.

1b.The measure needs to be broader – goals should be based on service user goals and should be reflective of the opportunities that currently exist (or are forecasted) in the labour market. Furthermore, the RAG system, which defines outcomes below 85% as 'critical' is not in line with Government employment targets nor does it provide space for a constructive discussion around targets not met.

2a. n/a

2b. This measure should reflect those who sustained independent accommodation as well as those who have moved into independent accommodation. This will provide a more accurate reflection of the nature of the client group i.e. most will have independent accommodation at the point of entry.

3a. This measure could be broadened to reflect the need for other health and wellbeing provisions (not solely primary health care and/or mental health services). This measure should take into account the valuable impact of community-based health care, support groups or other health and wellbeing therapies. We believe that a greater focus on these interventions also contributes to greater engagement for the service user in their communities. The measure also assumes that all service users have been diagnosed with a primary/mental healthcare condition, which is not always the case.

4a. This measure whilst important, only incorporates the physical aspect of feeling safe and secure. We believe that there needs to be a focus on how safe and stable service users feel in their home.

5a. No further comment.

Q7) What do you think about reporting outcome data to SP at scheme level?

Please use the space below to make any comments:

NIACRO is broadly in agreement with reporting outcome data to Supporting People at scheme level. We would note that clarification is needed on how much information needs to be provided at client level, such as personal details, and would welcome further information on how this would work in

order to avoid duplication of information reported and to ensure that only the necessary data is collected.

Q8) What do you think about the proposal to report on departures for short term services and existing clients for long term services?
Please use the space below to make any comments: **NIACRO feels that for short-term reporting there could be a more efficient system for reporting with respect to those who drop out of the service early or where support is no longer required. NIACRO believes that this is not reflective of the support provided at the early stage for an individual nor does it provide a fair reflection of the progress of the service overall. We welcome the option to look at the outcomes achieved by clients at the point of departure from the service.**

Outcome Indicators & Measures

Q9) Do you agree/disagree that the number of indicators to be reported to SP should be limited? *(Please select one option only)*	
Agree	
Disagree	
Don't Know	√
Please use the space below to make any comments: **See comments – Q6.**	

Q10) What do you think are the advantages/disadvantages of standardised measures?

Please use the space below to make any comments:

NIACRO is broadly supportive of using standardised measures to ensure that the indicators produce meaningful data. We also feel that this standardisation could be useful, particularly if linked to any quality assurance model to be used in the future.

Q11) Do you think there are any services for which standardisation might not be appropriate?

Please use the space below to make any comments:

NIACRO feels that there needs to be flexibility for services who have specific needs to be reflective of the client group to which they provide services. Examples of this include clients living with addiction and those in contact with the criminal justice system. We feel that the scoring matrix needs to reflect this in order to ensure that any comparison between services and/or conclusions on service performance will be fair and informed by what the service is aiming to achieve.

Q12) What do you think about the propsed SP outcome indicators and measures?

- the number of proposed indicators
       - their suitability for service type/client group
       - any other comments

Please use the space below to make any comments:

See comments – Q6.

In addition, figures and outcome indicators/targets (as outlined in 1.2.5) must be ratified in line with existing Government outcomes in relation to employment.

Outcomes Targets

Q13) What do you think of the proposed targets and the purpose for which they will be used?

Please use the space below to make any comments:

No further comments.

Additional Comments

NIACRO welcomes the opportunity to comment on the Supporting People Draft Outcomes Monitoring Proposals. We would note, however, that the limited timescale for the consultation period may prove difficult for some service providers to provide a response within the allotted time. NIACRO believes that in order for a consultation process to be meaningful, an appropriate and sufficient time scale is required for those responding to collate a response that can input effectively into any consultation process. NIACRO is concerned that the timeframe for provision of post-consultation feedback to stakeholders on the process is short (between consultation and implementation phases). This may also influence the ability for providers to make the necessary changes to be ready to report on the 5 suggested CLGs e.g. changing of assessment and data recording measures. Furthermore, it would be helpful for those responding to have a list of abbreviations for the consultation document. We look forward to hearing the responses from other providers in due course. Should you require any further comment or for further Information please contact:

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Thank you for your comments and time.

Please return the completed form using the link below. This link will open your email account with the correct email address. You will need to attach the completed questionnaire to the email.

E-mail: supportingpeople@nihe.gov.uk