

# Outcomes consultation March 2009

## Survey results

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### Introduction

The survey has been split into the following 9 sections:

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All questions have a baseline of 84 responses.

Not all answers to open questions have been listed. Those mentioned form a sample of responses.

# 1. Who completed the survey?

## 1.1 Roles of those completing the survey

	Percentage	Number
CEO or Director	13.3%	11
Project Manager	41.0%	34
Frontline Worker	22.9%	19
Service User	1.2%	1
Commissioner	2.4%	2
Other (please specify)	19.3%	16
No answer		1

### Other roles:

Adviser to groups on development  
Consultant Trainer  
Grants Manager  
Outcomes Officer  
Outside agency  
Policy  
Property Services  
Research Adviser/ Researcher  
Senior Manager  
Technical Developer  
User Involvement Manager

## 1.2 Region

	Percentage	Number
North East	7.1%	5
North West	11.4%	8
South East	5.7%	4
South West	5.7%	4
West Midlands	7.1%	5
East Midlands	2.9%	2
Yorkshire and Humber	7.1%	5
London	47.1%	33
East	5.7%	4
Wales		4
Scotland		3
Northern Ireland		3
Australia		2
Ireland		2

## 2. Outcomes approach

### 2.1 I have a good understanding of an outcomes approach

	Percentage	Number
Agree	98.6%	69
Disagree	0.0%	0
I don't know	1.4%	1
No answer		14

### 2.2a My organisation takes an outcomes approach in its work

	Percentage	Number
Agree	85.5%	59
Disagree	7.2%	5
I don't know	7.2%	5
No answer		15

### 2.2b If you have agreed, in what way do they take an outcomes approach?

Service user involvement

We use the outcomes star as part of our key working with service users

We have a balanced scorecard, Annual Key Performance Indicator, Team Performance Indicators and track all learner outcomes on a database called OSKA so we track learn progress and trends

We agree outcome domains for each of our projects and measure success via these

We monitor client progress under Every Child Matters Outcome categories and use our own "in house" soft outcome tool

In all aspects of planning, reviewing & closure

According to funding requirements as opposed to client need

Through active development of an outcomes based monitoring and evaluation systems

We have previously worked with results based management and monitored performance against short, medium and long term changes for our customers.

Working with a new database to capture hard outcomes relating to 5 higher level areas

### 2.3 If it doesn't already, what would enable your organisation to take an outcomes approach?

Change of attitude

Help to implement it; training for staff; a simple framework; NB we currently include outcomes in needs assessment and work with client towards achieving them but have no framework as such

### 2.4 Seeing examples of how other organisations have adopted an outcomes approach would be helpful for our organisation

	Percentage	Number
Agree	85.9%	55
Disagree	6.3%	4
I don't know	7.8%	5
No answer		20

### 3. Places of change

#### 3.1 Do you consider your service to be a 'place of change'?

	Percentage	Number
Yes	92.6%	63
No	2.9%	2
I don't know	4.4%	3
No answer		16

#### 3.2 If yes to the above: being able to measure the outcomes of our interventions is important to evidence that our organisation is a 'place of change'

	Percentage	Number
Agree	96.8%	61
Disagree	1.6%	1
Non Applicable	1.6%	1
No answer		21

## 4. Homeless Outcomes

4.1 Have you visited the website [www.homelessoutcomes.org.uk](http://www.homelessoutcomes.org.uk)?

	Percentage	Number
Never heard of it	16.4%	11
Heard of it	14.9%	10
Used it previously	26.9%	18
I use it	41.8%	28
No answer		17

4.2a If you have used [www.homelessoutcomes.org.uk](http://www.homelessoutcomes.org.uk), did you find it useful?

	Percentage	Number
Very useful	58.0%	29
Quite useful	40.0%	20
Not useful	2.0%	1
No answer		34

4.2b Please specify improvements you would like to see

It would be fantastic to have a reference on the star documents to the corresponding CLG outcomes

A colour action plan & star with the basic ladders for customers to use, ready printed that we could buy in bulk

Found it difficult to navigate

## 5. Outcomes Star

### 5.1 Have you heard of the Outcomes Star?

	Percentage	Number
Never heard of it	1.7%	1
Heard of it	27.6%	16
Used it previously	17.2%	10
I use it	53.4%	31
No answer		26

### 5.2 My organisation is using the Outcomes Star in its work

	Percentage	Number
Yes	64.8%	35
No	35.2%	19
No answer		30

#### Comments or if using another tool please describe

We used the O/S initially but felt the language didn't fit our client group. Research into the Recovery Star proved much more appropriate

In house database

Also using an OT assessment or ITEP depending on individual clients needs

Have been looking at the Carr Gomm tool specifically designed for working with young people

Database recording hard CLG hard outcomes

### 5.3a If you are not currently using a tool, do you know where you could get support to implement an outcomes approach?

	Percentage	Number
Yes	34.0%	16
No	12.8%	6
Non Applicable	53.2%	25
No answer		37

### 5.3b Please detail any further support you feel you may need

Recovery Star

As a CVS we provide support and training on this to other organisations

Any support to implement it would be fantastic

### 5.4a If you are using the Outcomes Star, have you adapted it in any way?

	Percentage	Number
No	61.0%	25
Yes	39.0%	16
No answer		43

### 5.4b If yes, please detail

Removed numbers for number phobic client

We only use the bits relevant to our work

To make it ESOL friendly  
 Made Outcomes relevant to our organisation  
 Are preparing a version for staff appraisal and development  
 Revised needs assessment

**5.5a Would you like to add or take away any 'scales' on the Outcomes Star to make the tool more suitable for the work of your project or organisation?**

	Percentage	Number
No	72.7%	32
Yes	27.3%	12
No answer		40

**5.5b If yes, please specify**

Living in Stability  
 Would like separate stars to deal with specific issues such as DV, Teenage Parents, Addiction Issues etc  
 A 'pick and mix' star would be very useful for some of the organisations we work with  
 Would like to see the ladders explained in a way that young people 16+ can easily understand  
 Remove offending  
 I think 10 increments is too much - 5 is enough (see Carr Gomm toolkit)  
 Only to make it directly link to CLG areas

**5.6a The Outcomes Star has had benefits for key-work in my organisation**

	Percentage	Number
Agree strongly	40.7%	22
Agree	31.5%	17
Disagree	3.7%	2
Disagree strongly	0.0%	0
Non Applicable	24.1%	13
No answer		30

**5.6b Please give reasons**

Focus of work has improved and all are encouraged by journey of change illustrated by the star  
 It gives organisations another option to use alongside paths, maps, charts etc with individuals  
 The Outcome Star has improved the quality of the Support work we provide. Our clients have a better understanding of this tool than others that we have used  
 It is simple to use and involves clients in the process

**5.7 Is there anything further you feel is needed to support good practice in using the Outcomes Star in key-work?**

Practitioner led training  
 Better explanations for clients on the scoring system so it is not so wordy on how they can rate their success or step back  
 Training. Often I find that staff just make a mark on the star and leave it at that. They have shown an outcome, but have not ensured any lasting effect on the client.  
 Would like Supporting People and the CLG to recognise the outcomes it shows

**5.8 How important is it to you that the Outcome Star is externally validated as a tool for improving key-work?**

	Percentage	Number
Very important I won't use it until it is validated	9.3%	5
Quite important but would/do use it anyway	75.9%	41
Not important	14.8%	8
No answer		30

**5.9a Does your organisation use the data from the Outcomes Star to learn about service improvement?**

	Percentage	Number
Yes	30.6%	15
No	34.7%	17
Non Applicable	34.7%	17
No answer		35

**5.9b If so, please give examples**

The success or otherwise of our projects determines how we move forward e.g. if we are not improving on our mental health domains as planned we manage this by e.g. increasing the service or bringing in 'expert' partners.

Identified that when service users move on from one project there is a decrease in readings, we have allowed more time / support for this transition

Service delivery and staff training needs

**5.10 What would help you use the data for learning and service improvement?**

Having a better computer system that can pull out the relevant details

To have a table ready made, for those of us who don't know how to use excel

Examples of how others have used it in this way

Case Studies

**5.11 How important is it to you that the Outcomes Star is externally validated as a tool for collecting data for service improvement?**

	Percentage	Number
Very important I won't use the data in this way until it is	7.4%	4
Quite important but would/do analyse data anyway	77.8%	42
Not important	14.8%	8
No answer		30

**5.12a Do you feel that it would be beneficial to be able to benchmark the outcomes your organisation is achieving against other organisations?**

	Percentage	Number
Yes	68.5%	37

No	20.4%	11
Non Applicable	11.1%	6
No answer		30

### 5.12b Please add a comment

But caution needed

Too subjective to be a useful benchmark, it can also be used in different ways which would skew the results.

Not for my organisation, but for some that I train it would be. The danger is that we all become too involved with marks on charts and less involved with people.

Already doing it

A learning set approach offering to share good practice

## 6. Outcomes Star System

### 6.1a Are you or your organisation using the Outcomes Star System?

	Percentage	Number
Yes	50.9%	28
Have previewed it and am considering using it	21.8%	12
No	27.3%	15
No answer		29

### 6.1b If not, please give reasons why not

Not designed for use in our type of organisation

It is only applicable in a keywork environment

Difficulty in implementing need for training - not sure if it is the most suitable outcomes framework yet

### 6.2 The system is user friendly

	Percentage	Number
Strongly Agree	30.0%	15
Agree	48.0%	24
Disagree	12.0%	6
Strongly Disagree	0.0%	0
I don't know	10.0%	5
No answer		34

### 6.3a The system is suitable for our needs

	Percentage	Number
Strongly Agree	16.3%	8
Agree	55.1%	27
Disagree	10.2%	5
Strongly Disagree	0.0%	0
I don't know	18.4%	9
No answer		35

### 6.3b What if any changes would make the Outcomes Star System more suitable to your needs

The ladders are too complicated for our service users, they need to be simplified

It is excellent for Homelessness organisations - a similar template to suit other organisations, such as a Pick and Mix star would be very useful.

Less points on each scale - make it more simple

It was be extremely useful to be able to measure the distance travelled specifically with reference to the CLG outcomes rather than having to interpret data separately.

A colour action plan & star with the basic ladders for customers to use, ready printed that we could buy in bulk

Picture prompts for users with literacy problems

#### 6.4a Homeless Link should use the data on the system to establish an evidence base for policy and influencing work for the sector

	Percentage	Number
Strongly Agree	34.0%	17
Agree	50.0%	25
Disagree	6.0%	3
Strongly Disagree	0.0%	0
I don't know	10.0%	5
No answer		34

#### 6.4b Comments

I think it could be useful, but there would need to be some way of showing what types of interventions were achieving the best outcomes.

Provided permission is granted by organisations contributing to it - the analysis of the data would be more useful if it could be related to specific organisations (internally, not for publication).

I think we need to emphasise how our work is about behavioural change and personal development.

I think the supervision of the accuracy and uniformity of the data would be very difficult

#### 6.5 Are there any other comments you would like to make about using the Outcomes Star System?

We love it, it transformed our business. I ended up training lots of other organisations locally on using the system. Would be nice if there was a trainers' course and a network of trainers so I could do this officially. Also I am a private organisation, I got verbal agreement to use the star but little detail on what I should have done if this hadn't been forthcoming. Nice and easy, good for working with residents. They like it too because they can physically see the changes they have made.

It needs to have some kind of external 'scientific' validation to be fully accepted by stakeholders.

A brave attempt at a difficult problem, I would like to know more about how the star has been adopted and used successfully at other organisations and how others have overcome the problems of inconsistency in scoring client progress.

I think it's absolutely fantastic, more importantly our staff really find it helpful and so far the customers absolutely love it. Matched with our motivational interviewing approach it's absolutely the bees' knees! It would be great to link activities to the SP outcomes and to the LAA targets

## 7. Training

### 7.1 My organisation or I need training on measuring and using outcomes generally

	Percentage	Number
Yes	25.5%	14
No	52.7%	29
Would in the future	21.8%	12
No answer		29

### 7.2 Separate courses for frontline workers and managers is the best way to train teams

	Percentage	Number
Agree	43.1%	22
Disagree	56.9%	29
No answer		33

### 7.3 Would anyone else benefit from training?

- Clients
- Commissioners
- Senior managers
- Social workers
- Trustees

## 8. Commissioning

### 8.1 I feel commissioners or planners in my area should look at outcomes when planning or monitoring services

	Percentage	Number
Strongly Agree	46.4%	26
Agree	37.5%	21
Disagree	1.8%	1
Strongly Disagree	0.0%	0
I don't know	14.3%	8
No answer		28

### 8.2 Commissioners or planners DO look at outcomes when planning or monitoring services

	Percentage	Number
Strongly Agree	14.5%	8
Agree	47.3%	26
Disagree	10.9%	6
Strongly Disagree	0.0%	0
I don't know	27.3%	15
No answer		29

### 8.3a I have concerns about commissioners using outcomes to plan and monitor services

	Percentage	Number
Strongly Agree	5.6%	3
Agree	29.6%	16
Disagree	31.5%	17
Strongly Disagree	11.1%	6
I don't know	22.2%	12
No answer		30

### 8.3b Please add comment

I would like them to, but they need to do it properly which will require more skills and knowledge on their part.

Outcomes vary according to individuals needs and difficulties, and it is not always possible to measure the significance of an outcome numerically

Bring it on! We can deliver!

## 9. Future consultation

### 9.1 How would you like to be consulted on the direction of the Homeless Link Outcomes Programme in future?

	Percentage	Number
Email	92.6%	50
Survey	16.7%	9
Phone	9.3%	5
Attending meetings	18.5%	10
None of the above	1.9%	1
No answer		30