

Checking the results of personal budgets using POET[®]



Why use the Personal Outcomes Evaluation Tool POET[®]?

Care Services Minister Norman Lamb says:

I commend In Control and Lancaster University for the development of the Personal Budgets Outcomes Evaluation Tool (POET), Think Local Act Person for commissioning the National Personal Budgets Survey using the tool and the 22 councils that have taken part in this year's survey. I would strongly encourage other councils to undertake and use similar local exercises to work with local user and carer organisations and build the intelligence needed to achieve local improvements. Such intelligence can be built into local business planning and used to powerfully inform Local Accounts as part of the use of the TLAP Making it Real markers of personalisation progress.

Think Local, Act Person (TLAP) says:

Councils and providers need to demonstrate the difference being made to someone's life. This can be done by putting in place independent processes to check that outcomes are achieved and publishing the results.

POET, developed by In Control and Lancaster University, is the most developed and actively used tool for checking the success of personal budgets. It offers a low-cost and manageable way for councils to review their delivery of self directed support that will identify good practice and areas for learning; inform strategic planning and increase local accountability. It has recently been used to produce the largest national personal budget survey to date for TLAP.

POET captures the:

- experiences and outcomes for people with personal budgets and for family carers
- experiences of staff supporting people who use personal budgets

POET can also be used as part of wider review with local stakeholders and allows benchmarking against a large and growing national data set.

From our work using POET with over 30 local authorities it is clear that there are very strong links between people's experience of the self directed support process and the outcomes they achieve in their life. We have been able to identify critical process conditions that are robustly associated with better outcomes.

For example: family carers who said their views had been taken into account in the planning were four times more likely to report personal budgets helped them remain well and carry on caring. People with learning disabilities who reported that it was easy to get the information and advice they needed were more than twice as likely to report that personal budgets helped them to take part in work or volunteering. Older people who said the council had made it easy for them to control how the budget was spent were three times more likely to report the personal budget helped them remain independent.

By using POET, local authorities can assess their performance on critical process conditions and outcomes for personal budget recipients. By benchmarking these against the national data set they can focus their strategic plans in areas that are attuned to local experience and where improvements will have most effect.

What is involved?

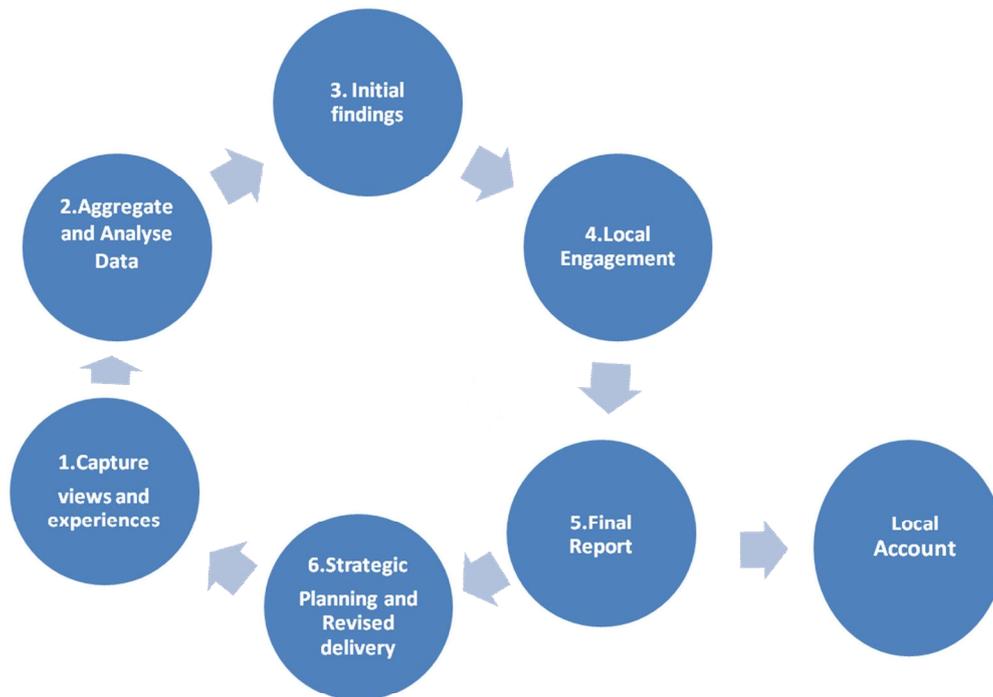
Capture views and experience: Information gathering using the agreed framework. The council captures data from at least 100 personal budget recipients and 100 carers (preferably in collaboration with local user and carer-led organisations).

Aggregate and analyse data: The council adds the data to the national data set via the easy-to-use online portal.

Findings: In Control analyses and benchmarks the data and then presents initial findings in a way that ensures they can be shared easily with local stakeholders to inform local engagement activity.

Local engagement: The council hosts local engagement activity that considers and responds to the initial findings. Either through existing partnership boards and similar forums or via specifically convened groups (as an optional extra In Control can facilitate this activity).

Final report: In Control will produce a final report that presents the findings from the evaluation. In Control and the council will share editorial control of the report.



Data

Data captured will be used as part of the national data set. In Control will use the data to inform anonymised national reports. No publicly identifiable data will be published relating to the council without prior consent.

Roles

In Control will provide:

- a nominated manager to jointly steer the review
- use of the POET methodology and database
- data analysis and presentation
- co-design (and optional facilitation) of the engagement activity
- preparation and joint editing the evaluation report

Involved councils will provide:

- a nominated manager to jointly steer the review
- a lead to work on data capture and input
- hosting of the local engagement activity
- review and sign off of the evaluation report

Costs

There are two options:

1. POET delivery included as part of full In Control membership (using the allocated on-site days). Annual membership is currently £4,750 per year plus VAT and offers a range of benefits, for more information see <http://www.in-control.org.uk/support/support-for-organisations/support-programmes-and-services/adult-social-care-programme.aspx>
2. Stand-alone POET delivery - £4,300 plus VAT

Find out more....

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