

POET—Personal Outcomes Evaluation Tool



An effective tool to help measure the impact and outcomes of people going through self-directed support.

Over the past 10 years, In Control and the Centre for Disability at Lancaster University have developed an effective way of recording people's experience of self-directed support.

- We use a set of consistent survey questions to provide analysis and evidence about what works well and what doesn't work so well.
- We encourage those that are involved to share practice.
- We support organisations with improvement planning.



8,000 people across Health, Social Care and Children's Services have shared their experiences to date.

Are our services making a difference?

- Do we measure what it is like for someone going through self-directed support?
- Do we have systematic ways of reviewing and assessing the progress and outcomes of support plans?
- Do we improve services based on the feedback from service users, families, carers and professionals?
- Do we compare our performance with other comparators?
- Do we use our monitoring to measure how well we are responding to strategies and legislation?
- Do we work in partnership to improve the experiences?

Progress to date

Ad hoc or yearly surveys.

POET has been rolled out across Health, Social Care and Children's Services. Over 8,000 people across these services have shared their experiences to date, which have not only aided local learning, but have fed into national reports to inform strategy.

We have recently developed the survey questions to respond to the monitoring of outcomes against legislative requirements such as the Special Education Needs and Disability Code of Practice and the Care Act 2014.

POET helps to triangulate the impact of national legislation such as the Children's and Families Act 2014 and the Care Act 2014.

The key findings also assist with national Think Local Act Personal Budget Survey reports.

We have in total 128 sites who are currently using the tool to survey self-directed support.



Next steps – Building the questions into our ongoing practices

As part of the next support offer, we are currently in conversation with those sites offering to assist them to embed the questions into their IT systems as ongoing practice. This will help to build up a conversational approach to monitoring “what difference a service is making and what else can be done to improve a person's health and wellbeing”.

We already have a number of sites that have committed or are interested in embedding the questions as an ongoing practice rather than a yearly or ad hoc survey. More are welcome.

The findings within POET have contributed to the TLAP Personal Budgets surveys.

The questions follow a 5 x 5 x 5 conversational model which is based around exploring:

- You and the support you get
- Planning your support
- Quality of the support
- Outcomes of the support

The responses will be collected through referral/ assessment, support planning and at review stage. The review stage clearly focuses on outcomes and the impact of the support provided.

Evidence will be routinely gathered by In Control. Benchmarking and advice will be offered to all that participate.

For further information, please contact us...

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