

# **Monitor & Review Project**

**Funded by ODPM**

**Update Report**

**February 2004**

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Promoting Partnerships through the provision of training, advice and consultancy

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Promoting Partnerships through the provision of training, advice and consultancy

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## Introduction

The monitor and review project commenced in march 2003 with a briefing session for any interested organisation. Following on from this were three specific elements of the project

- Group Workshops
- Training
- On-Site visits

### Group Workshops

The Group workshops aimed at bringing providers together to discuss specific areas of work and the way in which the Monitoring and Review process affects them. They were facilitated by one of ROCC's consultants and gave the opportunity for group learning. This also gave providers the chance to get the latest information from the Supporting People Teams and gain answers to common issues.

There were group workshops held specifically for

- Floating Support
- Small Providers
- Providers working with Older People

### Training

Five different training courses have been provided. Initially the Self-Assessment for Providers course ran, this was a half day course introducing this area of Supporting People to providers. It proved to be highly popular and an extra training session had to be arranged to cover demand.

Following Group Workshops and On-Site visits it became apparent that providers needed training in some of the policy areas detailed in the QAF. ROCC therefore arranged training in

- Service User Involvement
- Diversity
- Lone Working
- Protection from Abuse

These were all half day courses, however Service User Involvement and Diversity were run consecutively and advertised together so that everyone who undertook the service user involvement automatically stayed on for the Diversity training, this was also the case with Lone Working and Protection from Abuse.

### On-Site Visits

ROCC also arranged for consultants to spend a half day at twenty nine different organisations. The objective of this was to talk through the specific needs of an organisation to work through particular problems. Organisations then had the opportunity to choose how they wanted

feedback - either through a written report, verbal presentation or access to telephone/e-mail advice.

## **Statistics**

### **Overall**

- 78 organisations have participated in this programme to date
- 163 Individuals have participated in this programme to date

### **Training**

- There were 121 different participants on training courses
- Five different training courses were offered.

### **On-Site Visits**

- 29 organisations received on-site visits

### **Group Workshops**

- 28 Group workshops were undertaken

All Supporting People Providers in Hampshire, Southampton, Portsmouth and the Isle of Wight were written to informing them of the project and advising them who was eligible and how they could benefit.

## Training

The Monitor and Review Project commenced in May 2003, it was started with training on 'Self-Assessment for Providers'. This training was run by ROCC Consultant Mark Goldup.

The course was scheduled to run on four occasions

- 6 May 2003
- 21 May 2003
- 22 May 2003
- 30 May 2003

However demand for the training was so high that ROCC arranged a further course which was held on 26 June 2003.

The training was advertised in ROCC's Training Manual which is distributed widely across the region. It was also advertised in ROCC's monthly newsletter.

<i>Self-Assessment For Providers</i>	
<b>Who should Attend</b>	Any staff members who are likely to be involved in completing returns for Supporting People or assessing services using the Quality Assessment Framework (could be Project Workers, Project Managers or Central Office Staff)
<b>Aims &amp; Objectives</b>	To help Providers understand: <ul style="list-style-type: none"> <li>○ The overall quality and monitoring framework for Supporting People</li> <li>○ The information that they need to provide for Supporting People</li> <li>○ How to use the Quality Assessment Framework to assess the quality of their service</li> <li>○ How to prepare for Service Reviews under Supporting People</li> </ul>

In total 85 People undertook this half-day training course; all participants were asked to complete an evaluation form. The full results are shown in appendix C, below is the overall statistics from the courses.

<b>Training Evaluation Report</b>				
<b>Course</b>	Self Assessment for Providers - Overall			
<b>No of Participants</b>	88			
<b>No of Respondents</b>	54			
<b>Usefulness</b>				
Very Useful 69%	Quite Useful 11%	Useful 20%	Not Useful 0%	Useless 0%
<b>Presentation</b>				
Very Good 31%	Quite Good 59%	OK 9%	Not good 0%	Bad 0%
<b>Quality of handouts</b>				
Very Good 43%	Quite Good 48%	OK 9%	Not good 0%	Bad 0%
<b>Venue conducive to learning</b>				
Yes Very 82%	Yes 0%	OK 2%	No 16%	Not at all 0%
<b>Venue Practical</b>				
Yes Very 63%	Yes 29%	OK 0%	No 8%	Not at all 0%
<b>Difficulty</b>				
Too Advanced 0%		About Right 96%		Too Basic 4%
<b>Reason for Attending</b>				
Update skills & knowledge 65%		Gain new skills & Ideas 47%		Because told to 7%

ROCC decided that it would be most appropriate to wait until the workshops and the visits were well under before deciding what the other training should be, that way it could be tailored to provide the most appropriate training based on the needs of the small providers.

It became apparent through the visits and the workshops, and from talking to the Supporting People Teams, that the area in which small providers were having the greatest difficulties was policies and procedures specified within the QAF. Therefore it was decided that the remaining training should aid small providers in the following areas

- Protection from abuse
- Lone Working

- Service User Involvement
- Equality and Diversity

<i>Practice into Policy</i> – <b>User Involvement Lone-working Diversity Protection from Abuse</b>	
<b>Who should Attend</b>	All staff especially those who have responsibility for the formulation of organisational or service policies. Targeted at smaller sized organisations.
<b>Aims &amp; Objectives</b>	<ul style="list-style-type: none"> <li>• to help services draft their own policies to help meet the Supporting People QAF requirements.</li> <li>•</li> </ul> <p>The workshops will examine:</p> <ul style="list-style-type: none"> <li>• Where are you now?</li> <li>• Where do you need to be?</li> <li>• Assimilating good practice into policy</li> <li>• How you can formulate a policy framework.</li> <li>• How your organisation/service will take this forward.</li> </ul> <p>Please bring along any existing policies and procedures.</p>

**Practice into Policy- Protection from Abuse and Lone working will be held on the 5<sup>th</sup> December and repeated on the 10<sup>th</sup> December at ROCC Office, Southampton (run by Marc Mordey) cost £20 per person**

**Practice into Policy- User Involvement and Diversity will be held on 1<sup>st</sup> December and repeated on 8<sup>th</sup> January the at ROCC Office, Southampton (run by Phil Saunders) cost £20 per person**

ROCC had found with some of the workshops that people had been booking onto the workshops but then not actually turning up on the day.

ROCC decided that although these were four separate training courses we would run two courses on the same day as a training programme. Therefore Protection from Abuse & Lone working were run together and User Involvement & Diversity were run together. This meant that it was necessary for ROCC to provide lunch and refreshments for participants.

A combination of the above meant that ROCC decided to charge a nominal fee for people to attend these training days. A £20 charge was therefore levied against participants.

ROCC also took the decision that, unless there were spare places on the course, organisation may send a maximum of two participants on the course.

53 people undertook these courses; all participants were asked to complete an evaluation form. The full results are shown in appendix C, below is the overall statistics from the courses.

<b>Training Evaluation Report</b>				
<b>Course</b>	Overall Practice into Policy			
<b>No of Participants</b>	53			
<b>No of Respondents</b>	44			
<b>Usefulness</b>				
Very Useful 59%	Quite Useful 27%	Useful 14%	Not Useful 0%	Useless 0%
<b>Presentation</b>				
Very Good 41%	Quite Good 55%	OK 5%	Not good 0%	Bad 0%
<b>Quality of handouts</b>				
Very Good 44%	Quite Good 51%	OK 5%	Not good 0%	Bad 0%
<b>Venue conducive to learning</b>				
Yes Very 0%	100%	OK 0%	No 0%	Not at all 0%
<b>Venue Practical</b>				
Yes Very 0%	Yes 89%	OK 2%	No 9%	Not at all 0%
<b>Lunch</b>				
Very Good 2%	Good 96%	OK 2%	Not good 0%	Bad 0%
<b>Difficulty</b>				
Too Advanced 0%	About Right 100%		Too Basic 0%	
<b>Reason for Attending</b>				
Update skills & knowledge 37%		Gain new skills & Ideas 69%		Because told to 16%

## Group Workshops

Group workshops were held around the area

- Basingstoke
- Southampton
- Isle of Wight

And focussed on specific groups under the Supporting People project

- Small Providers
- Floating Support
- Older People

The audience targeted were the smaller Supporting People providers however, we did not actively stop larger organisations attending as long as there was space and they understood that the issues to be discussed would focus on Small Provider issues.

Therefore the following meetings were arranged

	Basingstoke	Southampton	Isle of Wight
<b>Floating Support</b>	12 <sup>th</sup> August (10am-12) 9 <sup>th</sup> October (10-12noon) 9 <sup>th</sup> December (10-12noon)	16 May (10-12noon) 14 <sup>th</sup> July(10-12noon) 18 <sup>th</sup> Sept (10-12noon) 13 <sup>th</sup> November (10-12)	20 <sup>th</sup> August (10-12noon) 14 <sup>th</sup> October (10-12noon) 2 <sup>nd</sup> December (10-12noon)
<b>Small Providers</b>	14 <sup>th</sup> August (3-5pm) 8 <sup>th</sup> October (10-12noon) 3 <sup>rd</sup> December (10-12noon)	28 <sup>th</sup> August (10-12noon) 8 <sup>th</sup> October (3-5pm) 3 <sup>rd</sup> December (3-5pm)	20 <sup>th</sup> August (2-4pm) 15 <sup>th</sup> October (3-5pm) 4 <sup>th</sup> December (2-4pm)
<b>Older People</b>	28 <sup>th</sup> August (2-4pm) 23 <sup>rd</sup> October (3-5pm) 5 <sup>th</sup> December (10-12noon)	29 <sup>th</sup> August (10-12noon) 15 <sup>th</sup> October (10-12noon) 4 <sup>th</sup> December (3-5pm)	29 <sup>th</sup> August (3-5pm) 14 <sup>th</sup> October (3-5pm) 4 <sup>th</sup> December (10-12noon)

Workshops that were held in Southampton were far more successful than those held in other areas. In many cases in Basingstoke and the Isle of Wight, ROC had people booking onto the workshops but then not turning up. In the end we cancelled several of the workshops – mainly those held on the Isle of Wight.

The Southampton Floating Support workshop was by far the most successful and participants stated that they wished it could continue.

## On-Site Visits

Small providers were offered the opportunity to receive an on-site visit from one of ROCC's consultants –

- Mark Goldup
- Marc Mordey
- Phil Saunders

This aspect of the programme was strictly limited to small providers. To establish what we were using as a definition of a small provider, we worked with the Hampshire SP Review Manager.

29 on-site visits took place, feedback received to date, shows that these visits were highly successful and have had a significant impact on the organisations that received them.

Information regarding the visits, comments from the ROCC consultants and evaluations can be seen in Appendix D. (It should be noted that we are still awaiting some of the evaluation forms from the providers.)