SERVICE USER OUTCOMES MEASUREMENT AND IMPACT ASSESSMENT POLICY

PRN-125: Service User Outcomes Measurement and Impact Assessment Policy
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Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
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1. Purpose

The purpose of this policy is to establish a consistent approach to measuring, monitoring, evaluating, and reporting service user outcomes and organisational impact.

The organisation is committed to understanding the difference its services make to the lives of older people and adults with disabilities. Measuring outcomes helps ensure that services remain effective, person-centred, responsive, and focused on improving wellbeing.

This policy aims to:

- Measure the effectiveness of services.
- Demonstrate organisational impact.
- Improve service quality.
- Support evidence-based decision-making.
- Inform strategic planning.
- Meet funding and governance requirements.
- Promote continuous improvement.

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2. Scope

This policy applies to:

- Trustees
- Directors

- Managers
- Employees
- Volunteers involved in service delivery
- Service users participating in outcome measurement activities

It applies to all companionship, wellbeing, community engagement, and volunteer-supported services provided by the organisation.

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3. Policy Statement

The organisation is committed to regularly assessing whether its services achieve positive outcomes for service users and communities.

Outcome measurement activities will:

- Be person-centred.
- Respect dignity and confidentiality.
- Focus on meaningful change.
- Be proportionate to service delivery.
- Involve service users where appropriate.
- Support continuous improvement.

Information collected will be used to improve services rather than solely measure activity levels.

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4. Principles

Outcome measurement activities will be guided by:

Person-Centred Practice

The views, experiences, and goals of service users should remain central.

Meaningful Measurement

Information collected should demonstrate genuine outcomes rather than simple activity counts.

Inclusion

Opportunities to contribute should be accessible to all service users.

Accuracy

Data should be reliable and evidence based.

Continuous Improvement

Learning from outcomes should inform future service development.

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5. Objectives

The organisation aims to:

- Understand changes experienced by service users.
- Measure wellbeing improvements.
- Assess reductions in loneliness and isolation.
- Monitor service quality.
- Demonstrate social value.
- Improve accountability.
- Inform funding applications and reports.
- Support quality assurance activities.

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6. Definition of an Outcome

An outcome is a change or benefit experienced by a service user as a result of support received.

Outcomes may be:

- Short-term.
- Medium-term.
- Long-term.

Examples include:

- Increased confidence.
- Improved wellbeing.
- Reduced loneliness.
- Greater social participation.
- Increased independence.
- Improved access to community activities.

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7. Definition of Impact

Impact refers to the wider difference made by the organisation's activities.

Impact may include:

- Improved community wellbeing.
- Greater volunteer involvement.
- Increased social connectedness.
- Improved quality of life.
- Reduced isolation.
- Stronger community networks.

Impact assessment considers both individual and collective outcomes.

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8. Outcome Areas

The organisation may monitor outcomes relating to:

Wellbeing

- Emotional wellbeing.
- Confidence.
- Sense of purpose.

Social Connections

- Friendships.
- Community participation.
- Social engagement.

Independence

- Self-confidence.
- Daily participation.
- Access to opportunities.

Safety and Support

- Feeling supported.
- Awareness of available help.

- Reduced vulnerability.

Community Inclusion

- Participation in local activities.
- Increased social connections.
- Community engagement.

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9. Measuring Service User Outcomes

Outcome information may be gathered through:

- Service user reviews.
- Surveys.
- Feedback forms.
- Conversations and interviews.
- Observation.
- Outcome assessment tools.
- Case studies.

Methods should be appropriate to individual needs and abilities.

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10. Baseline Assessment

Where appropriate, information may be gathered before support begins to establish a baseline.

Baseline information may include:

- Social participation levels.
- Wellbeing indicators.
- Support needs.
- Personal goals.

This helps measure progress and outcomes over time.

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11. Goal Setting

Service users may be supported to identify individual goals.

Examples include:

- Attending community activities.
- Increasing social interaction.
- Building confidence.
- Developing social networks.

Goals should be realistic, person-centred, and regularly reviewed.

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12. Outcome Reviews

Outcomes should be reviewed at agreed intervals.

Reviews may consider:

- Progress towards goals.
- Changes in circumstances.
- Service user feedback.
- Additional support needs.
- Achievement of outcomes.

Review arrangements should remain proportionate.

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13. Service User Feedback

Feedback is a valuable source of outcome information.

The organisation may seek feedback regarding:

- Satisfaction with support.
- Experiences of volunteering services.
- Changes in wellbeing.
- Perceived benefits.
- Suggestions for improvement.

Feedback should inform both service delivery and strategic planning.

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14. Volunteer Contributions to Outcome Measurement

Volunteers may contribute by:

- Reporting observations.
- Informing review discussions.
- Providing feedback regarding service user engagement.

Volunteers should not undertake formal assessment activities unless appropriately trained and authorised.

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15. Quantitative Outcome Measures

The organisation may monitor:

- Number of service users supported.
- Participation rates.
- Attendance levels.
- Volunteer hours.
- Referral numbers.
- Community activity involvement.

Activity measures should be considered alongside quality and outcome information.

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16. Qualitative Outcome Measures

The organisation may collect information relating to:

- Personal experiences.
- Individual stories.
- Testimonials.
- Case studies.
- Feedback comments.

Qualitative information helps demonstrate the personal impact of services.

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17. Outcome Monitoring Tools

Tools may include:

- Wellbeing questionnaires.
- Review forms.

- Satisfaction surveys.
- Participation records.
- Self-assessment tools.

Tools should be accessible and easy to understand.

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18. Measuring Loneliness and Social Isolation Outcomes

Where appropriate, the organisation may monitor changes relating to:

- Frequency of social contact.
- Community participation.
- Social confidence.
- Feelings of loneliness.
- Access to social opportunities.

This reflects the organisation's focus on companionship and wellbeing support.

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19. Measuring Volunteer Impact

Volunteer impact may include:

- Time contributed.
- Community engagement.
- Positive relationships developed.
- Feedback from service users.
- Contribution to wellbeing outcomes.

Volunteer contributions form an important part of organisational impact.

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20. Equality and Inclusion in Outcome Measurement

The organisation will seek to ensure that outcome measurement activities:

- Are accessible.
- Respect diversity.
- Promote inclusion.
- Reduce participation barriers.

Feedback opportunities should be available to all service users.

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21. Data Protection and Confidentiality

Outcome information will be:

- Stored securely.
- Managed in accordance with data protection requirements.
- Used appropriately.
- Shared only where authorised and necessary.

Confidentiality should be maintained at all times.

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22. Impact Reporting

Outcome and impact information may be reported through:

- Annual reports.
- Trustee reports.
- Quality assurance reports.
- Funding reports.
- Community impact reports.

Reports should be accurate and evidence-based.

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23. Use of Case Studies

Case studies may be used to demonstrate impact.

Where personal information is included:

- Appropriate consent must be obtained.
- Confidentiality must be protected.
- Information must be used respectfully.

Case studies should represent genuine experiences.

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24. Social Value Measurement

The organisation will seek to demonstrate social value through outcomes such as:

- Reduced loneliness.
- Improved wellbeing.
- Increased volunteering.
- Community participation.
- Stronger support networks.

Social value should align with organisational objectives.

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25. Learning and Service Improvement

Outcome information should be used to:

- Improve services.
- Identify emerging needs.
- Review priorities.
- Enhance training.
- Inform planning.

The focus should remain on improving outcomes for service users.

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26. Benchmarking

Where appropriate, the organisation may compare outcome information against:

- Previous performance.
- Organisational objectives.
- Community needs.
- Funding requirements.

Benchmarking can help identify trends and opportunities for improvement.

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27. Outcome Reporting Framework

The organisation may report:

Inputs

Resources used.

Activities

Services delivered.

Outputs

Numbers supported.

Outcomes

Changes experienced by service users.

Impact

Wider community benefits and long-term effects.

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28. Case Study

Scenario: Reducing Loneliness Through Companionship Support

A service user reports feelings of loneliness and limited social contact when first accessing the service.

Action Taken

- A volunteer companionship match is arranged.
- Weekly visits and telephone calls are provided.
- The individual is introduced to local community activities.

Outcome

After six months:

- Social contact increases.
- Confidence improves.
- Community participation expands.
- The individual reports feeling less isolated.

Impact

Improved wellbeing and stronger community connections contribute to enhanced quality of life.

Learning Point

Measuring outcomes helps demonstrate the real-life difference services make.

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29. Responsibilities

Board of Trustees

Responsible for:

- Oversight of outcome measurement arrangements.
- Reviewing impact information.
- Supporting strategic improvement.

Directors

Responsible for:

- Implementing this policy.
- Monitoring outcomes and impact.
- Reporting findings.

Managers

Responsible for:

- Collecting and reviewing outcome information.
- Supporting quality assurance activities.
- Developing improvement actions.

Employees and Volunteers

Responsible for:

- Contributing information appropriately.
- Supporting reviews.
- Encouraging service user participation.

Service Users

Responsible for:

- Participating voluntarily in reviews and feedback activities.
- Sharing experiences where they wish to do so.

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30. Monitoring and Quality Assurance

The organisation will monitor:

- Outcome review completion rates.
- Service user wellbeing outcomes.
- Satisfaction levels.

- Participation levels.
- Volunteer impact measures.
- Community engagement outcomes.
- Social value indicators.
- Improvement actions implemented.

Monitoring findings will inform governance, planning, service development, and continuous improvement activities.

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31. Review Arrangements

This policy will be reviewed:

- Annually.
- Following major service changes.
- Following outcome measurement reviews.
- Following funding or reporting requirement changes.
- Following governance reviews.

Related Policies

- Quality Assurance and Continuous Improvement Policy
- Service User Engagement, Participation and Co-production Policy
- Compliments, Complaints and Feedback Policy
- Community Engagement and Outreach Policy
- Equality, Diversity and Inclusion Monitoring Policy
- Data Protection and GDPR Policy
- Governance, Board and Trustee Responsibilities Policy
- Quality Audit and Service Inspection Procedure