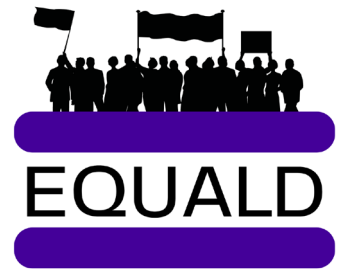




University of
Sheffield



ISF Evaluation Framework

A tool to help councils
measure the impact of
Individual Service Funds.

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V1

Introduction

This document outlines an evaluation framework that Local Authorities could adopt to understand the impact of ISFs.

The evaluation framework outlines key indicators of successful ISFs and the process for assessing these. This also includes suggestions of measurement tools or resources that exist for the different indicators.

It covers indicators and tools relevant to assessing the effectiveness of an initial ISF pilot and the ongoing evaluation of ISFs for the Local Authority.

The Framework has been developed by the EQUALD project at the University of Sheffield, and has been co-produced with carers, people with learning disabilities, commissioners, social workers, care providers and researchers.

Outcomes

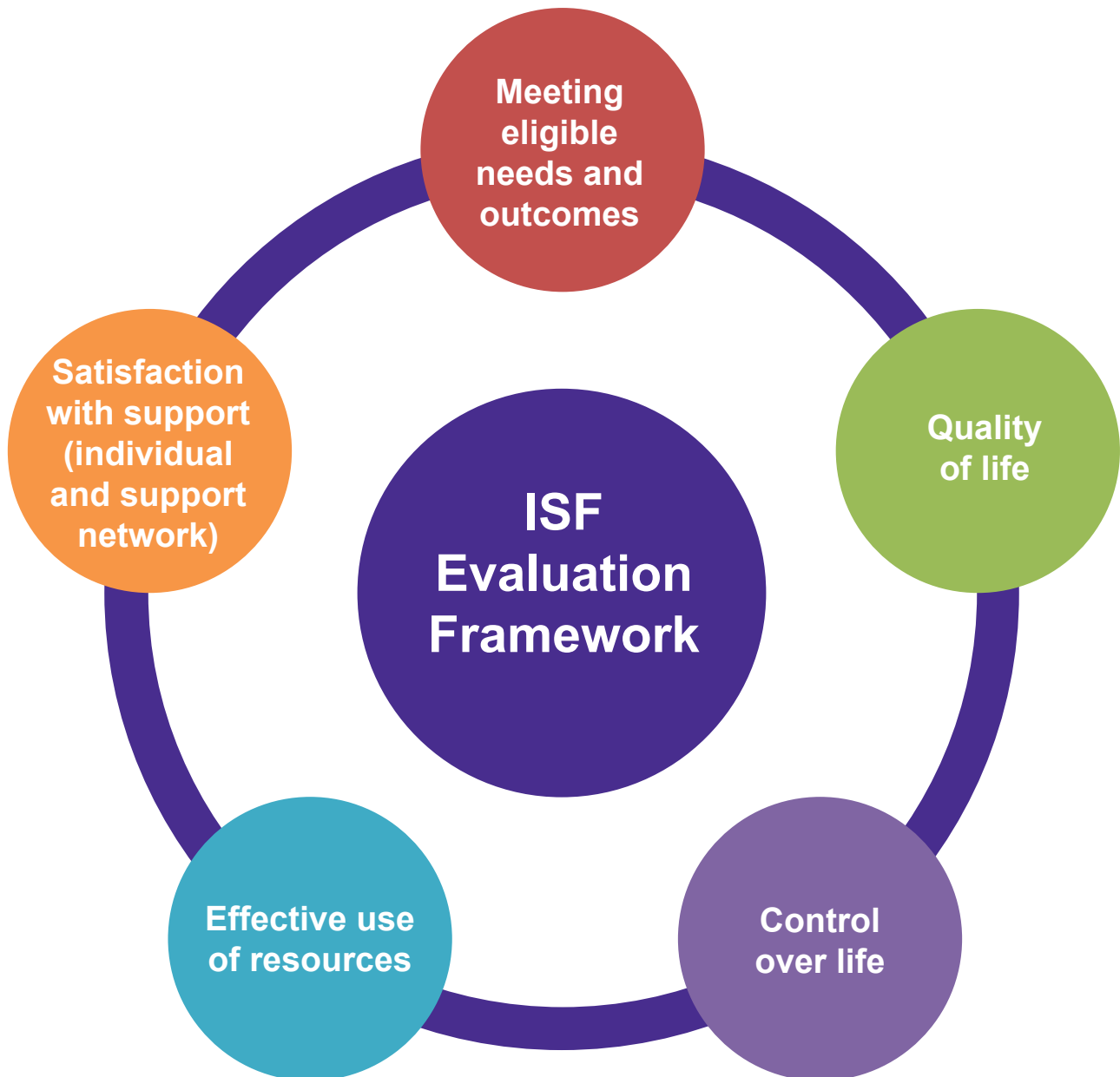


Figure 1

Figure 1 shows key indicators of success for individuals, their support circle, providers, and the Local Authority that relate to ASCOF outcomes.

Meeting eligible needs and outcomes

1. Achieving outcomes related to eligible needs
2. Personal budget being used flexibly to further all outcomes
3. Increased options of support to meet needs (e.g. new experiences)

Quality of life

4. The ability to live the individual's best and gloriously normal life

Control over life

5. Satisfaction with choice and control over support and ISF spending

Effective use of resources

6. Changes in support purchasing (e.g. innovative approaches, portion of the personal budget being used outside the ISF provider, non-traditional support, use of technology, joint purchasing)
7. Change in the personal budget amount because of the ISF (e.g. lower or higher)
8. Reduction of costs to wider social care or economy (e.g. efficiencies from reduced procurement, reduced hospital visits)
9. Satisfaction with process and partnership working (providers, social workers, commissioners) e.g. less pressure on social workers increasing capacity

Satisfaction with support (individual and support network)

10. Satisfaction with the ISF overall
11. Satisfaction with level of involvement
12. Impact on support network

Evaluation Framework

Area of evaluation	Method of evaluation (suggested)	Frequency (suggested)	Who is conducting activity?
<p>Progress in meeting eligible needs</p> <p>Elements 1-3</p>	<p>Social care annual review- Individuals should receive an annual review of their support, social workers will be looking at the individual's progress towards their set outcomes and any changes in needs.</p> <p>Progress Path tool (see available resource). This resource outlines a simple document that providers can complete with the individual which can be shared with commissioners, social workers and families to check both outcome progress and appropriate budget use.</p> <p>The Local Authority needs to ensure they build in a process for the individuals responsible for reviewing the Progress Pathway. This process should include steps that need to happen if there are any concerns over the individual's progress or support outcomes. This should include what the trigger points are if there are concerns over the quality of the support.</p>	<p>Annually (care review)</p> <p>Quarterly, ongoing assessment (Progress Pathway tool)</p>	<p>Social Workers</p> <p>Providers with individual and family</p>
<p>Individual quality of life, inclusion choice and control</p> <p>Elements 4-5</p>	<p>An example from West Sussex County Council: Quality of life measure using I statements (generated from TLAP and ASCOF).</p> <p>ISF I statements (see available resource)</p> <p>The adult social care outcomes framework (ASCOF)</p>	<p>Baseline, midpoint, after one year</p> <p>This may be most helpful within an ISF Pilot evaluation.</p> <p>Annually</p>	<p>Local Authority or Providers</p> <p>Local Authority</p>

Area of evaluation	Method of evaluation (suggested)	Frequency (suggested)	Who is conducting activity?
Effective use of resource Elements 6-9	<p>Progress Pathway tool (see available resource). This includes a section with suggested questions which Commissioners can alter to collect required information about budget use.</p> <p>The Local Authority needs to ensure that they build in a process for the individuals responsible for reviewing the Progress Path outputs sent by the providers e.g. finance. This process should include steps that need to happen if there are any concerns over the use of the budget.</p> <p>Structured discussions with providers, social workers and commissioners to understand the wider outcomes related to resources e.g. reduced burden on other public services (reduced hospital visits), greater capacity of social workers.</p>	<p>Quarterly, ongoing assessment (Progress Path tool)</p> <p>This may be most helpful within an ISF Pilot- at final evaluation.</p>	<p>Providers with individual and family</p> <p>Providers, Commissioners, Social workers</p>
Satisfaction with support (Individual and support network) Elements 10-12	<p>Progress Path tool (see available resource). This includes a section where the individual or their family can add information about their satisfaction with support and progress.</p> <p>Structured discussions with individual and support network i.e. Are you happy with your provider?</p> <p>ISF pre/post evaluation survey (Available from Self-Directed Futures)</p> <p>The adult social care outcomes framework (ASCOF)</p>	<p>Quarterly, ongoing assessment (Progress Pathway tool)</p> <p>This may be most helpful within an ISF Pilot- at final evaluation.</p> <p>Baseline, after one year</p> <p>Annually</p>	<p>Providers with individual and family</p> <p>Local Authority or Provider</p> <p>Local Authority or Provider</p> <p>Local Authority</p>

Quality of life measure

Quality of Life could be measured by asking individuals or their support circle to score the level of agreement to I statements that cover a range of quality-of-life outcomes. The table outlines 12 “I statements” taken from TLAP and ASCOF which could be used.

Keeping family, friends and connections	My support, my own way	Staying in control	The life I want, living safe and well
<p>If I want to, I can learn new things like how to volunteer or work (TLAP)</p> <p>I have as much social contact as I would like (ASCOF)</p>	<p>I can get information and advice about how I can have a good life (TLAP)</p> <p>I can get information and advice that I can understand (TLAP)</p> <p>I know about things that are happening in my area and groups I can join (TLAP)</p> <p>I can plan the care and support I need with people who know and care about me (TLAP)</p> <p>I know how much money there is to pay for my care and support and I can say how the money is spent (TLAP)</p> <p>I say who supports me, how, when and where (TLAP)</p> <p>I am satisfied with my care and support (ASCOF)</p>	<p>I have help to plan for any changes in my life (TLAP)</p>	<p>I can do the things that are important to me (TLAP)</p> <p>I feel as safe as I would like (ASCOF)</p>

The I statements can be scored from 1-5 on level of agreement:



5 - Strongly
Agree



4 - Agree



3 - Not Sure



2 - Disagree



1 - Strongly
disagree

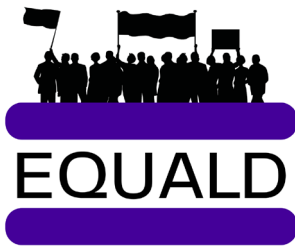
The person doing this measure with the individual (i.e. independent advocate, provider) should approach scoring these I statements in a way that is appropriate and accessible for the individual. This might range from asking the individual to rate the level of agreement, having a conversation around the I statement and rating for them or asking the family to rate on their behalf.

Useful links



EQUALD video about ISFs

<https://vimeo.com/1092471465?share=copy>



EQUALD homepage

www.sites.google.com/sheffield.ac.uk/equald/home



More EQUALD resources about ISFs

<https://sites.google.com/sheffield.ac.uk/equald/toolkits?authuser=0>



The EQUALD toolkits were co-produced by:

Self advocacy groups

Support providers

Local councils

The EQUALD Team at Sheffield University