



Western Bay IFSS

Performance and Monitoring Framework

Introduction

The Western Bay Integrated Family Support Service (WBIFSS) has established a range of performance measures which seek to evidence both the outputs and the outcomes of the service. The measures were established from the start of the service but will be subject to change and adaptation dependant on the needs of stakeholders as the service develops.

Purpose

The purpose of the formal performance monitoring framework is to outline the evidence that the WBIFSS will provide to stakeholders.

This will ensure that WBIFSS:

- Complies with the statutory requirements
- Achieves its intended results
- Meets the needs of all 4 partners

Scope

The specific requirements contained in this document relate specifically to the range of measures to be collated by the WBIFST only.

Stakeholders may require separate monitoring activity, not covered in this framework.

Performance Monitoring Activity

The performance monitoring activity will cover a number of components and will include:

- Quantitative data
- Qualitative data

Quantitative Measures

The data required to evidence this measures will be obtained by the use of a tailored module within ICS system, as this information is captured routinely. This will enable stakeholders to have access to up-to-date data and reports that includes:

- Numbers of referrals received to the service
- Breakdown of referrers with numbers referred
- Numbers of referrals accepted by area/ referrer
- Number of referrals rejected by area/ referrer and reasons why
- Time from the acceptance of a referral to the first visit to the family
- Number of initial assessments undertaken
- The number of referral that progress to full intervention
- Reasons why referral has not progressed
- Numbers of family plans completed
- Numbers of families completing the intervention
- Numbers of families achieving their goals
- Profile of each family including status (CP, CiN LAC) before and after the intervention
- Numbers of consultations undertaken
- Numbers of advice/support sessions undertaken
- Numbers of children/young people whose status changes (CP, CiN, LAC)
- Numbers of families who receives on-going support form a less formal services (including a list of these services)

- Numbers of re-referrals to the service
- Numbers of training sessions provided by the Consultant Social Workers

Qualitative Measures

The data required to evidence this measures will be collected in a variety of different ways using a variety of tools:

- Strengths and Difficulty Questionnaires (SDQ) (Goodmans R 1997). These scales will be used pre and post intervention and will provide an overall measure of the distance travelled for each individual within the family. It will also provide a measure of other specific factors which maybe relevant to individuals such as a measure of increased confidence in parenting, an increase in pro social relationships or decrease in conduct disorders in children.
- The level of substance misuse will be assessed pre and post intervention using a Screening for Brief Interventions tool, this will measure the distance travelled towards the achievement of the set goals and determine if there is a reduced reliance on substances.
- Specific questionnaires (to meet the need of the individual and their family) will be devised and used by the WBIFST to determine the level of satisfaction as well as encouraging dialogue to determine if improvements to the service can be made.
- Specific questionnaires (for use with stakeholders and referrers) will be devised and used by the WBIFST to determine the level of satisfaction as well as encouraging dialogue to determine if improvements to the service can be made.

The information and data that will be collected will be used in the formulation of an annual report that will be presented to the Western Bay Integrated Family Support Service Programme Board and relevant partners and stakeholders.

