

User Involvement

Performance Inspection Model (PIM)

What key outcomes have we achieved?

What impact have we had on people who use our services and other stakeholders?

How good is our delivery of key processes?

How good is our management?

How good is our leadership?

What is our capacity for improvement?

1. Key Outcomes
 Outcomes for adults, carers, children and families who use services
 Performance against national and local targets

2. Impact on people who use our services
 Experience of adults, carers, children and families who use services

3. Impact on staff
 Motivation and satisfaction
 Staff ownership of vision, policy, and strategy

4. Impact on the community
 Community perception, understanding and involvement
 Impact on other stakeholders
 Community capacity

5. Delivery of key processes
 Access to services
 Day to day planning and resource allocation
 Assessment and case management
 Risk management and accountability
 Partnership with people who use our services and their carers
 Inclusion, equality and fairness in service delivery
 Multi-disciplinary working

6. Policy and service development, planning and performance management
 Policy review and development
 Operational and partnership planning
 Involvement of stakeholders in planning and service development
 Developing integrated services
 Range and quality of services
 Quality assurance and continuous improvement

7. Management and support of staff
 Recruitment and retention
 Staff deployment and teamwork
 Development of staff

8. Resources and capacity building
 Financial management
 Resource management
 Management information systems
 Partnership arrangements
 Commissioning arrangements

9. Leadership and direction
 Vision, values and aims
 Leadership of people
 Leadership of change and improvement

10. Capacity for improvement
 Evaluation based on the evidence of the 9 other areas for evaluation, especially outcomes, impact, leadership and direction

Key

-  6 key questions
-  10 areas for evaluation
-  Quality indicators

Evidence

- SEQ and advance information
- Staff Survey
- Partners and Stakeholders Survey
- Fieldwork

Good Practice

- 20 published PI reports
- 4 multi-agency reports

Encouraging Picture

- Absolutely embedded as principle
- Islands of excellence
- Legal or ethical issues
- Advocacy support
- Capacity
- Champions
- Corporate support

What does it look like?

- Direct representation on planning bodies, management committees and working groups
- Support in various shapes and sizes
- Service user surveys
- Exit interviews
- Stakeholder events

What does it not look like?

- Planning and impact vacuum
- An add-on and not an integral part of
- Seen but not heard
- An event and not a process
- Colour scheme but not the scheme
- Customer satisfaction surveys

The Best

- Connecting user involvement and community engagement
- Connecting events
- Creative solutions when inclusion is a challenge
- Added value – see and feel the difference