**Developing the Monitoring and Quality Assurance Process**

**Star Outcomes Model** (Housing, Mental Health, Finance, Physical Health, Learning Dis/Understanding, Substance Misuse, Offending Behaviour)

* Outcomes return combined with case studies reported through quarterly review meetings
* Narrative report included as detail. Star outcomes can identify where needs can’t be improved, they don’t offer data
* Quarterly review’s to monitor safeguarding referrals, safety planning and narrative report
* Torbay Council has a few years of data supporting how, as well as having developed a working assessment process (Housing)

Advantages

* Qualitative data
* Personalised focus
* Enables cost per capita data for Commissioner and Provider
* Reduces contrasting performances (based on client numbers)
* Could identify greater needs for VCNO’s
* Informs service development

Disadvantages

* Poor data for the first few quarters

**KPI’s / Performance Data**

Advantages

* Evidence base
* Audit Trail
* Ability to track performance and trends
* Enables reflective practice
* KPI’s can be person centred
* Can include self-assessments from YP
* Quantitative data can contribute towards corporate reporting and funding bids
* Disadvantages
* Ensuring universal
* Ensuring the data is accurate
* Delays real time feedback

**Case Studies presented through Provider Forums**

Advantages

* Shared learning and knowledge between providers
* Partnership working can lead to opportunities for YP
* Encourages best practice
* Opportunity to spot trends, including trends in the local area
* Universal language
* Can be autonomously Chaired but with commissioning oversight
* Keeping Forums solution focussed

**Quality Assurance Visits**

Advantage

* Spot checks give a real picture and allow a supportive conversation (As long as good relationships are in place!)

Disadvantage

* Consistency between Local Authorities – all want something different.

**KPI Base line information**

* Bespoke measurements to be fit for each YP
* To include narrative i.e. if ‘15’ missing episodes, the ability to explain this was 1 YP and where they were.
* Clear time scales and face to face meetings
* Monthly running records of how YP is doing, goals and outcomes
* Email used to advise of any incidents to make them more ‘live’
* Confirming language to ensure all to ensure measuring the same thing and consistency with the measurement

**YP Review and voice – Qualitative and quantitative**

**Would like more provider forums!**

**Outcomes Return**

* Can be developed with providers and young people (And include their aspirations)
* Person centred
* Qualitative and Quantitative data – can include narrative reports and case studies
* Clear and consistent pathway plans
* Increased stability
* Advocacy and complaints
* Community partnership assets within community
* Need to make it ‘user friendly’ - easier for staff to understand the contract and knowing what is being measured/

**KPI / Data Returns**

* Benchmark
* 24 hour evictions
* Availability of property

**Provider Forums – Provider led**

* Training
* Sharing best practice & guidance
* Support network 🡪 Peer visits as a result of Forum
* Fees reviews

**Data Performance Returns**

* Needs to be transparent
* Areas standardised by Local Authority (Health, Education etc)
* Outcomes to be distance travelled by YP.
* Statistical analysis 🡪 Incidents 🡪 Missing from home