

Has the Care Act changed the experience of local people? Has it made a difference to the support they get and has wellbeing improved?

The Personal Outcomes Evaluation Tool

By measuring peoples experience of accessing support and featuring outcomes structured around the domains of wellbeing, the POET provides local authorities with a clear and simple framework to measure how well they are meeting the requirements of the Care Act and to demonstrate the impact they are having on the lives of local people who need support.

By embedding the POET questions into the review process the local authorities using the POET in this report have

started to routinely collect and report structured feedback from people in receipt of personal budgets.

Meaning they are able to:

- Demonstrate they have systems in place that value the voice of local people.
- Show how the authority is exercising its statutory powers and meeting key duties of the Care Act.
- Understand what process conditions are associated with good outcomes.
- Ensure local strategic planning is based on an up to date understanding of what is working well locally and what needs to change

Understanding outcomes and experiences of people who need support

In 2016 the National Audit Office concluded **'The Department's monitoring regime does not enable it to understand how personal budgets improve outcomes'** and the subsequent parliamentary Public

Accounts Committee hearing recommended improving the uptake of the POET to improve evidence and understanding of both how personal budgets are used and how they lead to better outcomes for users.

Key Findings from the 2017 report



4,300

This report includes responses to the POET from 4,300 people

More than half of our respondents were over 65 years of age.



Responses came from 18 local authority areas.



People received a broad range of support including:



Home Care



Personal Assistants



Day care and Residential

Areas that are working

Around three quarters of people reported the support they get as good or very good in terms of:



74% The **amount of support** they get

72% The **choice and control** they enjoy

Respondents were generally most positive about:



75% The impact of support on their **quality of life**

72% The impact of support on their **health**

71% The impact of support on **feeling safe**

People were much less positive about:



57% The impact of support on **everyday activity**

58% The impact on **taking part in community**

57% The impact of their support on **Relationships**

Areas to improve

People were much less positive about:



Only half the people responding to the POET in the report said that they were aware of the amount of money in their personal budget when their support was planned.

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Around half said they could decide how the money in their personal budget was spent.

Areas to improve (cont.)

People were much less positive about:



63%

Less than two thirds (63%) of people rated their support as good or very good in terms of information and advice.

People were much less positive about:



Large proportions of people said key elements of wellbeing were not relevant to them and their support.



Find out more about using POET

To find out more about the report and how to embed the POET framework into your review process

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