

# Using the Personal Outcome Evaluation Tool

Checking and listening to people's experiences and working together to improve choice and control via Health and Social Care.

Personal budgets, personal health budgets and education, health and care plans (EHCP) are now a core part of government policy and are a significant part of social care, health and education for people of all ages.

The question now is not whether real choice and budgetary have a role in public services but how we can ensure they offer maximum benefit to recipients.

It is vital that we learn about what is working and not working at both a national and local level and apply these lessons.

## Take part in the POET..

The POET measures, people's experience of support planning, the impact of support on their wellbeing. It 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're having on the lives of local people who need support.

Many organisations are now in the process of embedding the POET into their IT systems to systematically complete at reviews. This approach not only enables regular consistent data capture, but can show expected standards to the workforce using them.

For details about using the POET and taking part in 2018 email: [poet@in-control.org.uk](mailto:poet@in-control.org.uk)

'The Department, with partner organisations, should carry out further analysis of existing data from the Adult Social Care survey as well as improving the POET survey and its take-up, to improve evidence and understanding of both how personal budgets are used and how they lead to better outcomes for users'

Recommendations from  
Public Accounts Committee  
June 2016

"we would like to see the number of authorities taking part much extended and consistency over time."

Aileen Murphie, Director, National Audit Office speaking to House of Commons Committee of Public Accounts: Personal budgets in social care

## Using the POET for 2018 is available to all local authorities by:

- Accessing our full Community of Change membership (£5,500)
- Through our annual license option of £1,500 per authority
- Or by collaborating as a Region, with 20% discount over and above 10 authorities.

## Signing up to take part in the POET provides:

- License to use the POET
- Access to our online portal to upload data and analyse finding
- Support to embed the POET into your local systems
- Local benchmarking reports
- Action planning using the results of your surveys
- Access to online and telephone advice

# Find out more

## How the POET can help?

Over the past 10 years, In Control together with the Centre for Disability Research at Lancaster University has developed the Personal Outcomes Evaluation Tool (POET) to measure the outcomes of personalised care and support including personal budgets, personal health budgets and EHCP's and delivery – **and finding out the impact they are having on people's lives.** There have been several national reports published (link details below)

By routinely measuring and monitoring both process and outcomes – **through people's direct reported experience** – the POET is able to produce a data set that identifies the critical conditions that councils, schools, clinical commissioning groups (CCGs), providers, trusts and other agencies need to establish if they are to maximise the efficiency and effectiveness of the self-direction and choice and control agenda.

**More than 20,000 people** have shared their experiences to date using POET, making this the largest national data set of its kind

POET is the only national tool available enabling people to share their experiences on the impact personal budgets and EHC plans are having on their lives and offers a real co-productive opportunity to help influence and shape better local delivery.

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This year 4,300 were collected from 18 areas some of who embedded POET questions into their review process and local IT systems. This meant they could routinely collect analyse and respond to the experiences of local people

### The question areas include:

- You and the support you get
- Planning your support
- Quality of the support
- Outcomes of the support

You can read the full report [here](#) see the key findings [here](#)



## Other published reports using POET:

You can download these reports at:

[www.in-control.org.uk/poet](http://www.in-control.org.uk/poet)



- [The Third National Personal Budget Survey](#)



- [The POET surveys of Personal Health Budget Holders and Family Carers](#)



- [Using the POET with children who have Education, Health and Care plans](#)