

Personal Assistants Programme Board

Report on Outcome Mapping

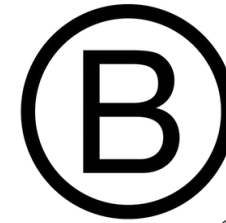
26th of October 2021

Dr Simon Bradstreet & Grace Robertson

Matter of Focus

Evidence. Action. Change.

Certified



Corporation

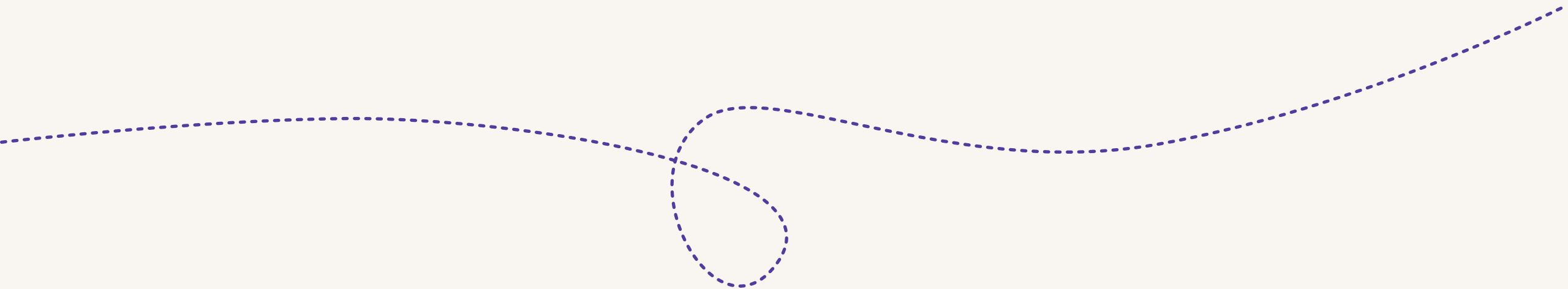
This company meets the
highest standards of social
and environmental impact



OutNav

Our purpose

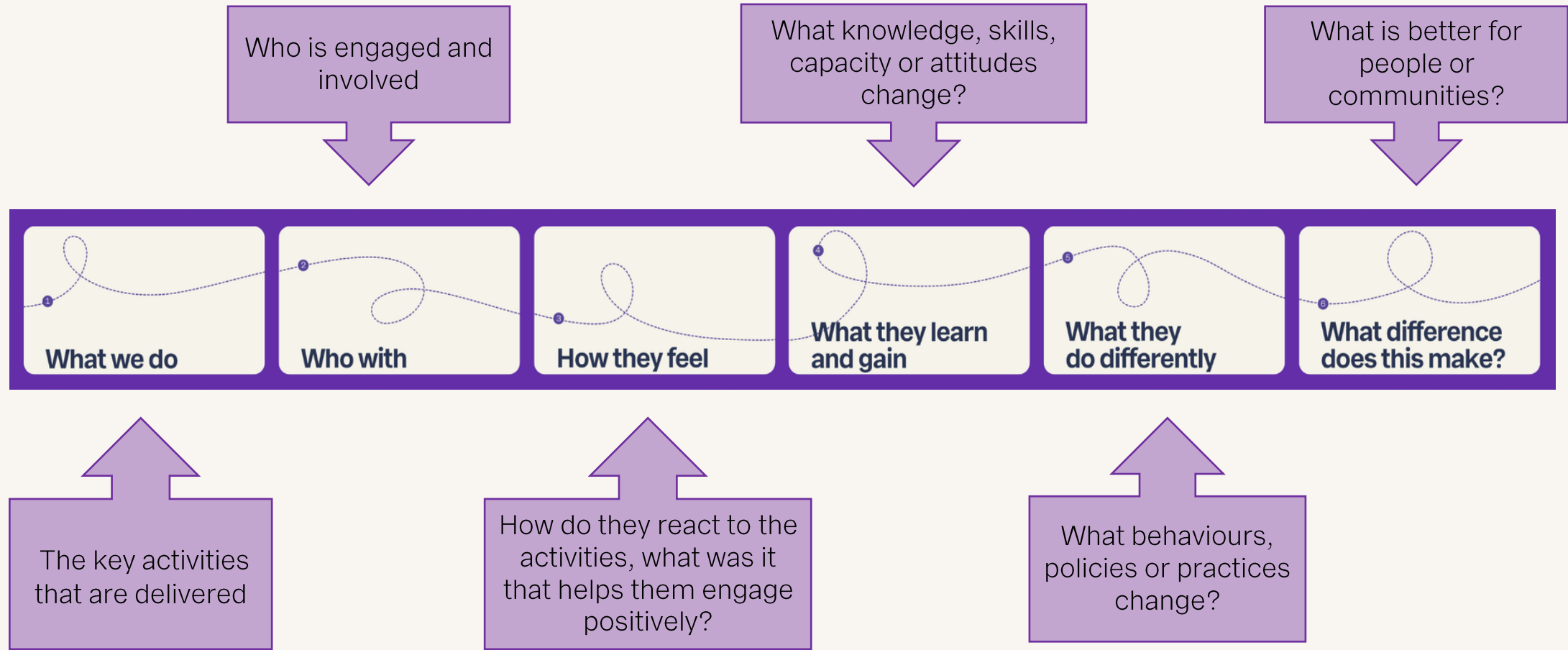
- Commissioned to develop a high level '**outcome map**'
- Informs future work plan for the Programme Board
- We will build on (but not be led by) previous work
- Present to the Programme Board on October 26th



Our approach

- Outcomes that matter are hard to measure
- “*we still measure the success of public services by short-term, service-specific measures*” (Auditor General, 2021)
- Pragmatic and realistic approaches are required
- Contribution not attribution

How we map your contribution to outcomes



The process

Workshop 1. Understand context of your work

Workshop 2. What success looks like

Workshop 3. Co-produce outcome map

Presentation and next steps

What we found

Group hopes



- Increased recognition and valuing of the workforce
- Valuing, hearing and responding to lived experience
- Informs planning and prioritising
- That change happens

Group fears



- That nothing changes
- Rules and regulation
- Poor implementation
- The workshop process

Process observations

- High levels of engagement and collaboration
- Covered areas we hoped might come up at the outset
- Tension between principles of ILM and possibility of registration or regulation: *My family home becomes a care home*
- Good intention is recognised but wariness exists of risks to hard won innovation



Recognising a unique relationship

- Consistent theme around the centrality of the PA-employer relationship
- A mutuality, reciprocity and inter-dependency was described: *the unit*
- Is this threatened by registration or regulation?



Maps and pathways

What we do	Who with	How they feel	What they learn and gain	What they do differently	What difference does this make?
Invest in organisations to support people to understand their options and be a successful employer	Employers	This will help me do my job	PAs are confident and competent in their role	Less turnover of PAs	Employer lives a good, independent, supported life
Provide a range of supports to employers to prepare for and fulfil their roles	Personal Assistants	I feel valued and that I have had opportunities to develop	An understanding of the Independent Living Movement and disability equality	Career progression for PAs	
Allocate sufficient budgets to enable employers to offer fair terms and conditions and support professional development of PAs	Employer and Personal Assistant (the unit)	Part of a community of PAs	Knowledge of how to support their employer how they need and want to be assisted	Problems are resolved early	Self-Directed Support works as it is supposed to and more people take it up
Invest in PA owned and led networks to offer support, development, optional registration and access to a union for PAs	Disabled Person's Organisations	Confident in my ability to provide support to my employer	Networks and connections with other PAs	More person centred practices	A mutually beneficial relationship for Employer and PA
Provide PAs with specialist information, advice, support to enable them to understand and negotiate the unique role	PA Networks	I am a supportive employer	Ability to set clear expectations, boundaries in the relationship, and to have difficult conversations	Reciprocity in the relationship / Interdependence	
Provide support, information, advice and training to employers and their PAs to establish a strong partnership	Trainers (including health workers e.g. OT)	I can get help when I need it (employer)	Ability to act as a good employer, management skills to direct and work with PAs		Improved wellbeing and reduced stress
Promote the role of PAs	Social Workers	We are a team	Employers gain a clear understanding of what their needs are and what role their needs to play within that	Team working	
		I feel trusted and valued by my PA	PAs gain the specialist knowledge, confidence and skills to provide high quality support		

Our pathways

Provide training and support that maximises strong mutual relationships between PAs and Employers

Supporting the development of the PA workforce

Value and support employers

Provide training and support that maximises strong mutual relationships between PAs and Employers

What we do	Who with	How they feel	What they learn and gain	What they do differently	What difference does this make?
<div>+</div> <div>ADD SUMMARY</div> <div> <p>Provide support, information, advice and training to employers and their PAs to establish a strong partnership</p> <p>Progress: n/a Confidence: n/a</p> </div>	<div>+</div> <div>ADD SUMMARY</div> <div> <p>Employer and Personal Assistant (the unit)</p> <p>Progress: n/a Confidence: n/a</p> </div>	<div>+</div> <div>ADD SUMMARY</div> <div> <p>Confident in my ability to provide support to my employer</p> <p>Progress: n/a Confidence: n/a</p> </div> <div> <p>We are a team</p> <p>Progress: n/a Confidence: n/a</p> </div> <div> <p>I feel trusted and valued by my PA</p> <p>Progress: n/a Confidence: n/a</p> </div>	<div>+</div> <div>ADD SUMMARY</div> <div> <p>Knowledge of how to support their employer how they need and want to be assisted</p> <p>Progress: n/a Confidence: n/a</p> </div> <div> <p>Employers gain a clear understanding of what their needs are and what role their needs to play within that</p> <p>Progress: n/a Confidence: n/a</p> </div> <div> <p>PAs gain the specialist knowledge, confidence and skills to provide high quality support</p> <p>Progress: n/a Confidence: n/a</p> </div>	<div>+</div> <div>ADD SUMMARY</div> <div> <p>Reciprocity in the relationship / interdependence</p> <p>Progress: n/a Confidence: n/a</p> </div> <div> <p>Team working</p> <p>Progress: n/a Confidence: n/a</p> </div>	<div>+</div> <div>ADD SUMMARY</div> <div> <p>Employer lives a good, independent, supported life</p> <p>Progress: n/a Confidence: n/a</p> </div> <div> <p>A mutually beneficial relationship for Employer and PA</p> <p>Progress: n/a Confidence: n/a</p> </div> <div> <p>Improved wellbeing and reduced stress</p> <p>Progress: n/a Confidence: n/a</p> </div>

Supporting the development of the PA workforce

What we do	Who with	How they feel	What they learn and gain	What they do differently	What difference does this make?
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Value and support employers

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<p>Provide a range of supports to employers to prepare for and fulfil their roles</p> <p>Progress: n/a Confidence: n/a</p>	<p>Disabled Person's Organisations</p> <p>Progress: n/a Confidence: n/a</p>		<p>Ability to act as a good employer, management skills to direct and work with PAs</p> <p>Progress: n/a Confidence: n/a</p>	<p>Problems are resolved early</p> <p>Progress: n/a Confidence: n/a</p>	
<p>Allocate sufficient budgets to enable employers to offer fair terms and conditions and support professional development of PAs</p> <p>Progress: n/a Confidence: n/a</p>	<p>Social Workers</p> <p>Progress: n/a Confidence: n/a</p>	<p>I can get help when I need it (employer)</p> <p>Progress: n/a Confidence: n/a</p>	<p>Employers gain a clear understanding of what their needs are and what role their needs to play within that</p> <p>Progress: n/a Confidence: n/a</p>		<p>Self-Directed Support works as it is supposed to and more people take it up</p> <p>Progress: n/a Confidence: n/a</p>

What we take from this

Concluding observations

- Massive appetite for change
- Excellent levels of engagement and commitment
- Our collaboratively developed map and pathways provide a rigorous framework for action
- Opportunities to extend engagement

Concluding observations *cont*

- Declaration of inter-dependence!
- Focus development on *the unit*
- PAs do though have separate and specific needs
- Cannot wait for a national care service to resolve
- Confound people's greatest fear!

Thank you!

Let's keep the conversation going:

Website: www.matter-of-focus.com

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