NatSIP OUTCOMES BENCHMARKING IMPACT SURVEY

CONTENTS

EXECUTIVE SUMMARY

An online impact survey on the uses being made of the outcomes benchmarking (OB) data was carried out as part of NatSIP's contract with the DfE.

Completed submissions were received from 39 of the 59 Services (i.e. 66.1%) that took part in the last OB exercise. This provided a substantial, representative sample and, in itself, was thought to indicate the significant level of interest in and relevance of this area of work.

A key finding was that elements of all five areas of OB applications covered within the survey, i.e. Data management, Service reporting, Continuing professional development, Quality assurance and Service planning, had been used by over 80% of the respondents in relation to the last OB exercise.

Service discussion and reflection (95.35%) proved to be the most frequent application whilst some elements of Service reporting (to Ofsted, to Health and Wellbeing Boards/Local Joint Strategic Needs Assessments, and to consultants) formed the least frequent applications (each 11.63%).

Importantly, 81.4% of respondents reported that the OB data had been used to inform Service Development Pans.

On average, respondents made approximately 8 different applications of the OB data with respect to the last OB exercise. For those respondents who answered the survey questions in relation to both the last and to the previous exercises, the average number of different applications per respondent rose from 8.14 to 9.24.

Whilst direct impact upon children and young people with sensory impairment was not the primary focus of the survey, the applications may be construed as ways in which Sensory Support Services endeavour to develop their practices with the ultimate aim of improving outcomes for children and young people.

1. INTRODUCTION

One of the Key Performance Indicators in the NatSIP Outcomes Benchmarking Workstream Implementation Plan under the DfE contract concerns the production of an impact survey report on the uses being made of the OB data which will offer a practical resource for Sensory Support Services. It will be noted that the term impact in this context refers to the applications being made of the OB data by Services and not the direct effect upon children and young people with sensory impairment. The applications can however be construed as ways in which Services endeavour to develop their support and practices with the ultimate aim of improving outcomes for children and young people.

To address this particular KPI, all participants in the last OB exercise, (which focused upon sensory impaired pupils' outcomes data from the 2011 – 12 academic year and which was reported at the end of June 2013), were invited to take part in an online survey from mid January to mid February 2014.

The online survey questions were informed by a similar, previous exercise where services were asked to contribute to a survey investigating the uses to which the OB data was being put. (This in itself has supported services in making formative use of the data over time for different purposes as it gives ideas of where the data could potentially be used).

The online survey, comprising 17 questions, can be viewed in the Appendix. Five specified areas of application were covered:

- Data management
- Service reporting
- Continuing professional development
- Quality assurance
- Service planning

There was also the opportunity for Services to comment upon any other applications they had made.

Participants were asked to respond to each of the questions on the particular uses made of the OB data in two ways, firstly with regard to the last exercise of the three so far completed (i.e. academic Year 2011-12 data) and secondly with regard to previous exercises if they had been involved. This was intended to capture the full implications of the longitudinal work as specific applications by Services might change from year to year – for instance, whilst a Service might engage in staff discussion and reflection on the OB data year on year, it might only use the OB data in reporting to Ofsted in a particular year.

2. ANALYSIS OF SURVEY RESPONSES

2.1 Survey returns

Of the 68 participants who received the invitation email, 43 (63.2%) went on to submit a completed survey. This was considered to be a substantial, representative sample for such a survey and, in itself, was thought to indicate the significant level of interest in and relevance of this area of work.

Submissions were received from 39 of the 59 Services (i.e. 66.1%) which participated in the last OB exercise (NB in two Services separate responses were received from HI and VI leads; in one Service separate responses were received from HI, VI and MSI leads).

The 39 Services making submissions covered 44 of the 71 LAs (i.e. 62%) involved in the last OB exercise.

2.2 Data management

TABLE 1a: Developing data management systems within your Service or LA? [2011-12?]

Answer	Count	Percentage
Yes	26	60.47%
No	16	37.21%
No answer	1	2.33%

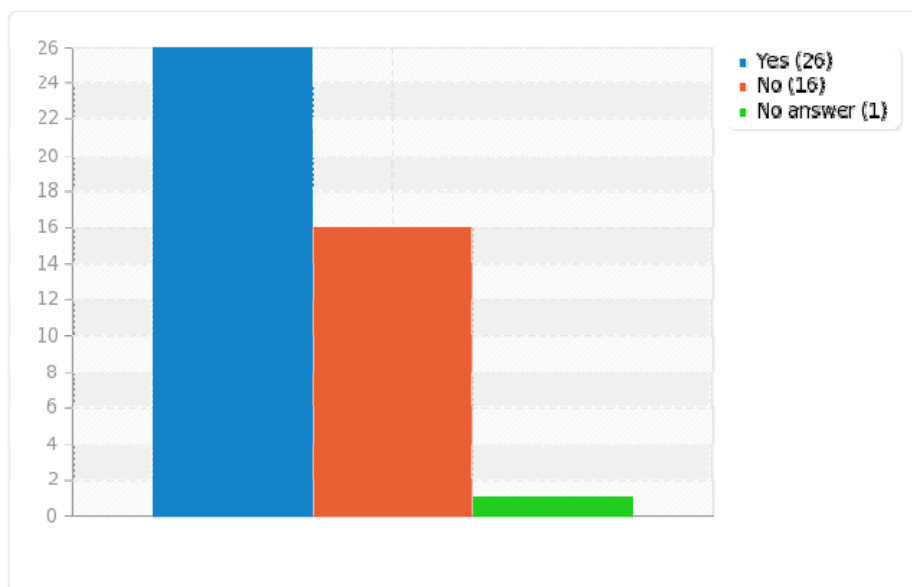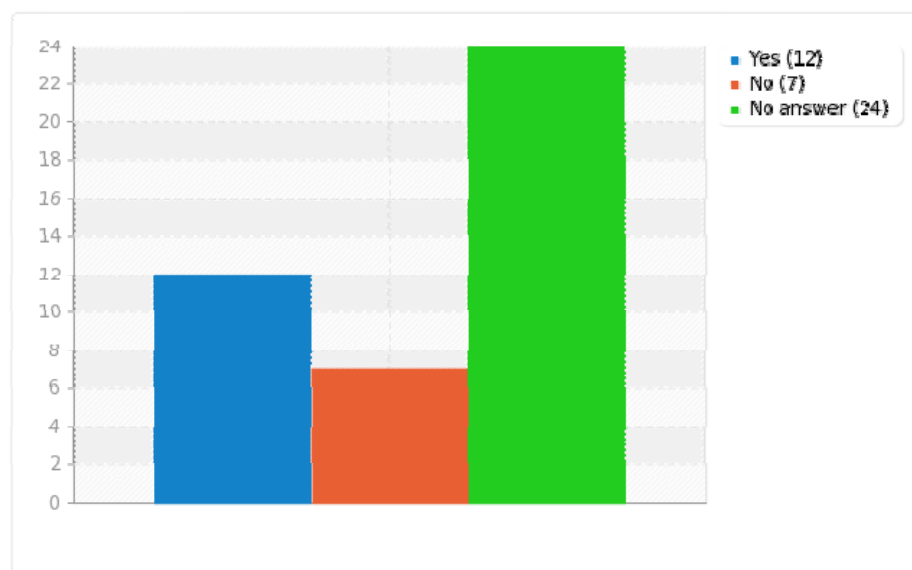**TABLE 1b: Developing data management systems within your Service or LA? [Previous exercises?]**

Answer	Count	Percentage
Yes	12	27.91%
No	7	16.28%
No answer	24	55.81%

Comment

A number of Services have commented since the NatSIP outcomes benchmarking started that the exercises have prompted them to develop/improve their data management systems. This is evidenced by the above data with the last exercise (TABLE 1a) showing 60% of respondents engaged in such development and with the previous exercises (TABLE 1b) showing that, of those who answered, 12 out of 19 (63.16%) engaged in such development.

TABLE 2a: Establishing or improving systems for tracking and monitoring pupil progress? [2011-12?]

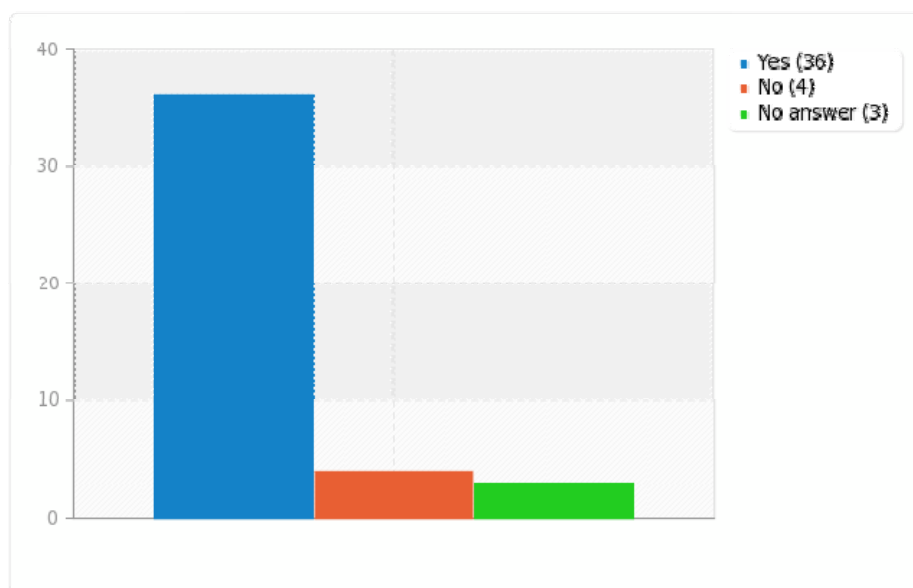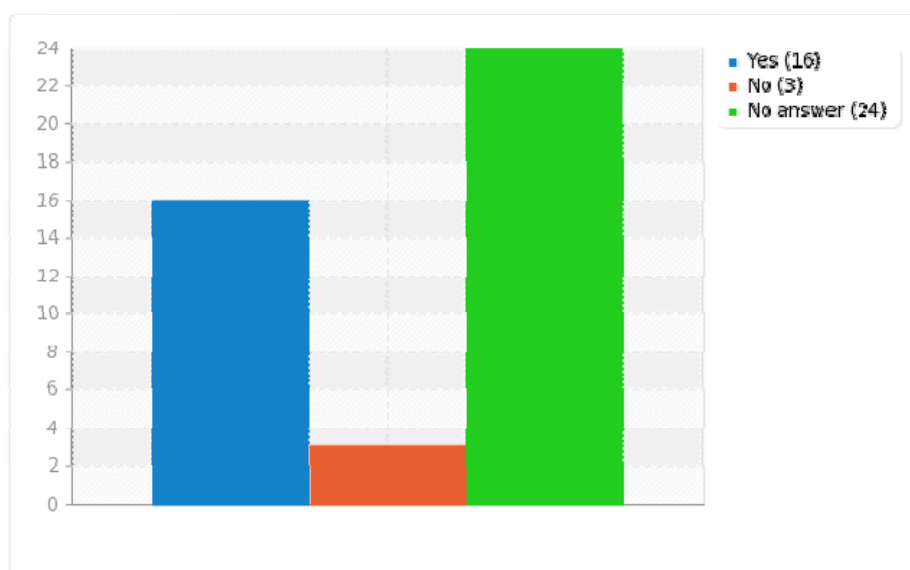| Answer	Count	Percentage
Yes	36	83.72%
No	4	9.30%
No answer	3	6.98%

TABLE 2b: Establishing or improving systems for tracking and monitoring pupil progress? [Previous exercises?]

Answer	Count	Percentage
Yes	16	37.21%
No	3	6.98%
No answer	24	55.81%

Comment

TABLE 2a shows a high percentage of respondents (83.72%) using the OB exercise to engage in developing pupil tracking/monitoring systems. TABLE 2b similarly reflects that, of those who answered, a high proportion, i.e. 16 out of 19 (84.21%), used previous OB exercises to establish or improve their pupil tracking/monitoring systems.

2.3 Service reporting

TABLE 3a: Service reporting within the LA or discussion with the Director and/or managers? [2011-12?]

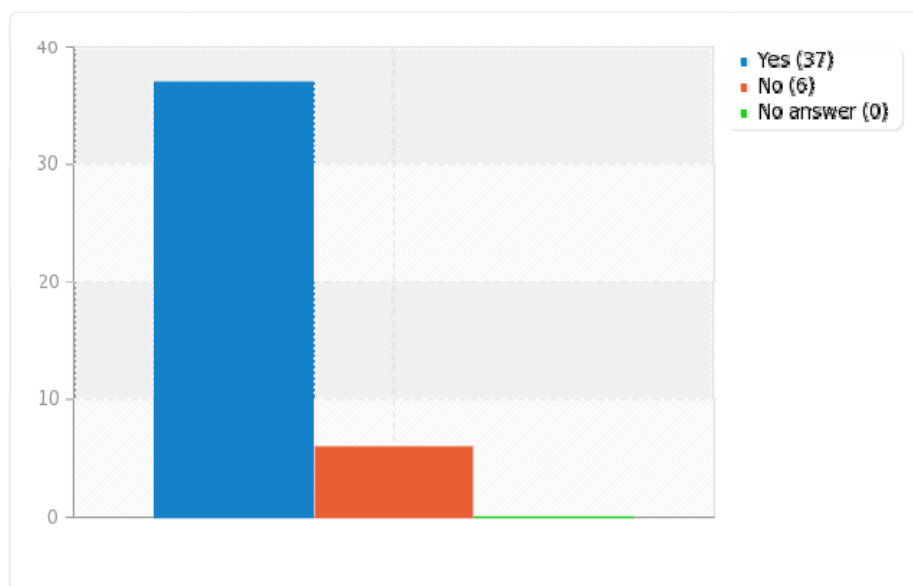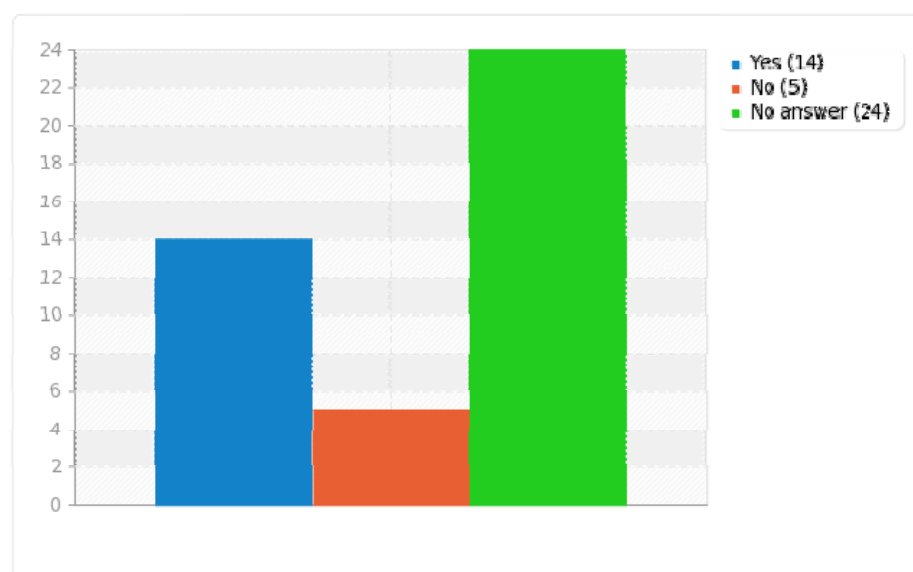| Answer	Count	Percentage
Yes	37	86.05%
No	6	13.95%
No answer	0	0.00%

TABLE 3b: Service reporting within the LA or discussion with the Director and/or managers? [Previous exercises?]

Answer	Count	Percentage
Yes	14	32.56%
No	5	11.63%
No answer	24	55.81%

Comment

TABLE 3a shows a high percentage of respondents (86.05%) used the OB data for reporting within the LA or discussion with the Director and/or managers. TABLE 2b reflects that, of those who answered, a high proportion, i.e. 14 out of 19 (73.68%), used previous OB exercises for this purpose.

TABLE 4a: Service reporting to stakeholders, (e.g. children and young people, parents, schools)? [2011-12?]

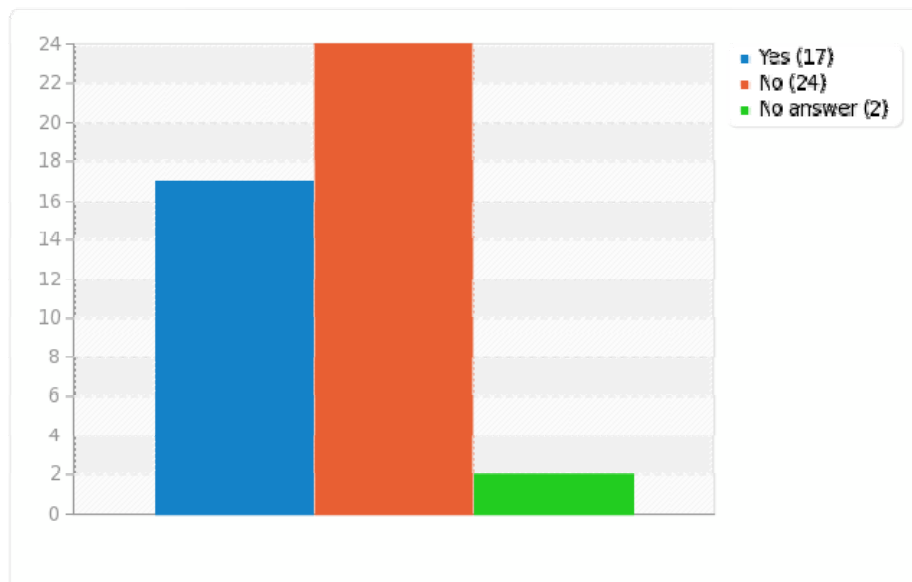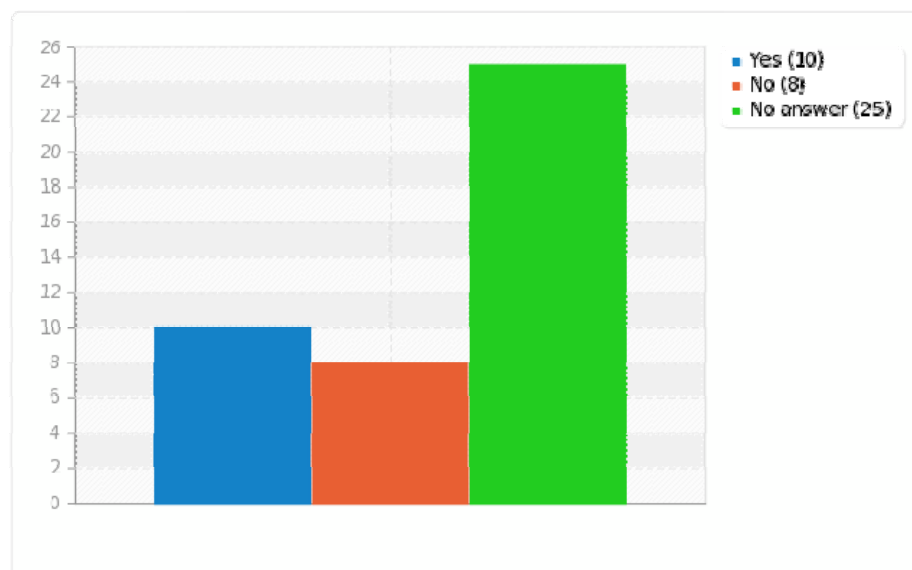| Answer	Count	Percentage
Yes	17	39.53%
No	24	55.81%
No answer	2	4.65%

TABLE 4b: Service reporting to stakeholders, (e.g. children and young people, parents, schools)? [Previous exercises?]

Answer	Count	Percentage
Yes	10	23.26%
No	8	18.60%
No answer	25	58.14%

Comment

TABLE 4A shows that a significant percentage of respondents (39.53%) used the OB data from the last exercise in reporting to stakeholders. TABLE 4b reflects that, of those who answered, 10 out of 18 (55.56%) used the OB data from previous exercises for this purpose.

TABLE 5a: Service reporting to Ofsted? [2011-12?]

Answer	Count	Percentage
Yes	5	11.63%
No	35	81.40%
No answer	3	6.98%
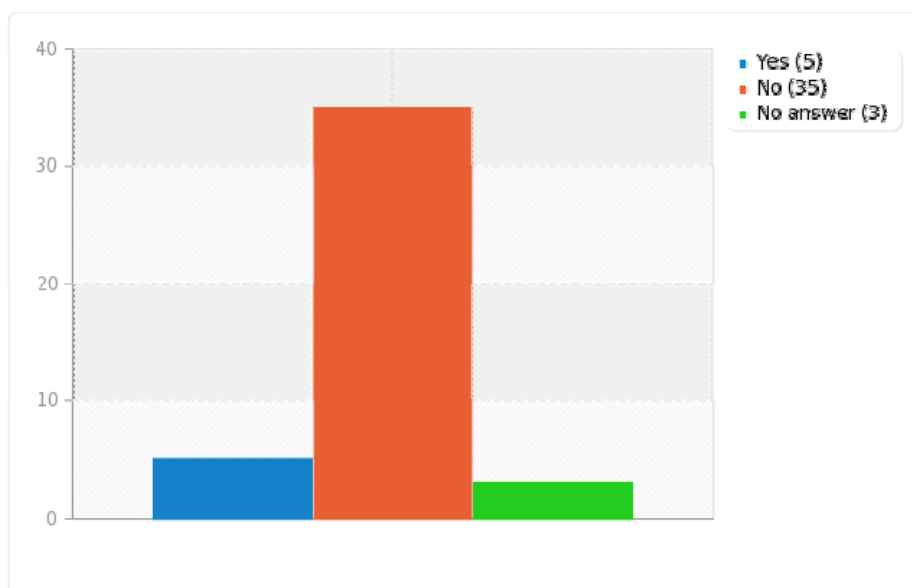
TABLE 5b: Service reporting to Ofsted? [Previous exercises?]

Answer	Count	Percentage
Yes	2	4.65%
No	15	34.88%
No answer	26	60.47%
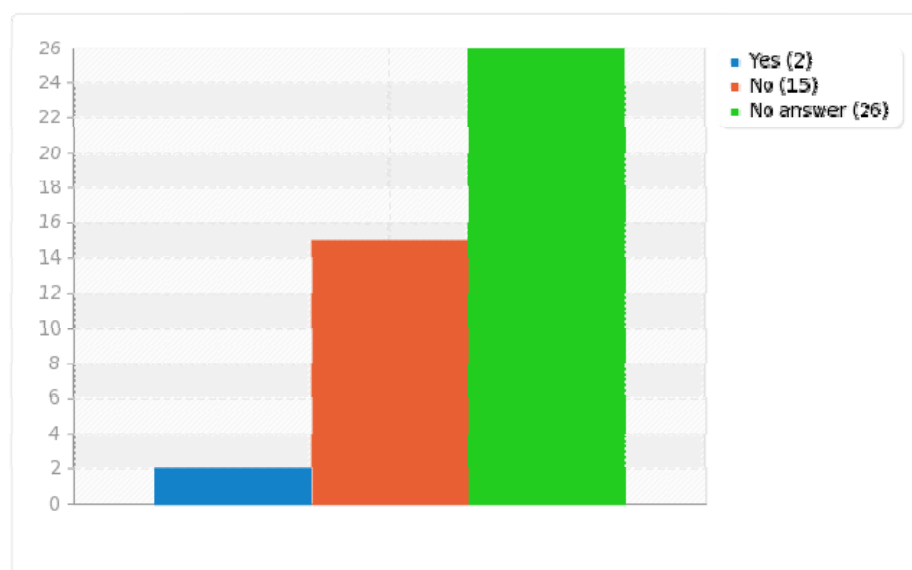
Comment

TABLE 5a shows that a small percentage of respondents (11.63%) used OB data from the last exercise in reporting to Ofsted. TABLE 5b similarly reflects that, of respondents who answered, 2 out of 17 (11.76%), used the OB data from previous exercises for this purpose.   The frequency of Ofsted inspections will of course limit the engagement of Services in such reporting.

TABLE 6a: Service reporting to Health and Wellbeing Boards / Local Joint Strategic Needs Assessments? [2011-12?]

Answer	Count	Percentage
Yes	5	11.63%
No	37	86.05%
No answer	1	2.33%
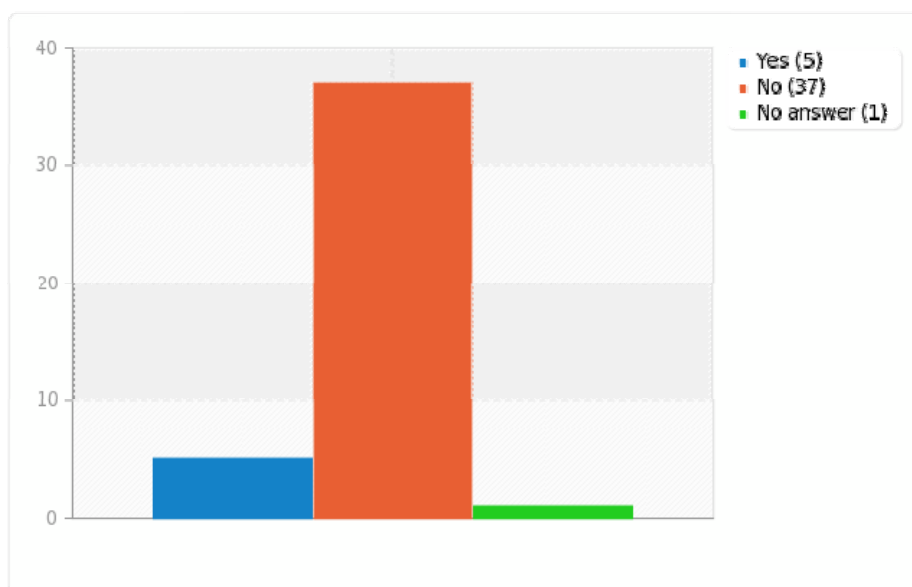
TABLE 6b: Service reporting to Health and Wellbeing Boards / Local Joint Strategic Needs Assessments? [Previous exercises?]

Answer	Count	Percentage
Yes	3	6.98%
No	13	30.23%
No answer	27	62.79%
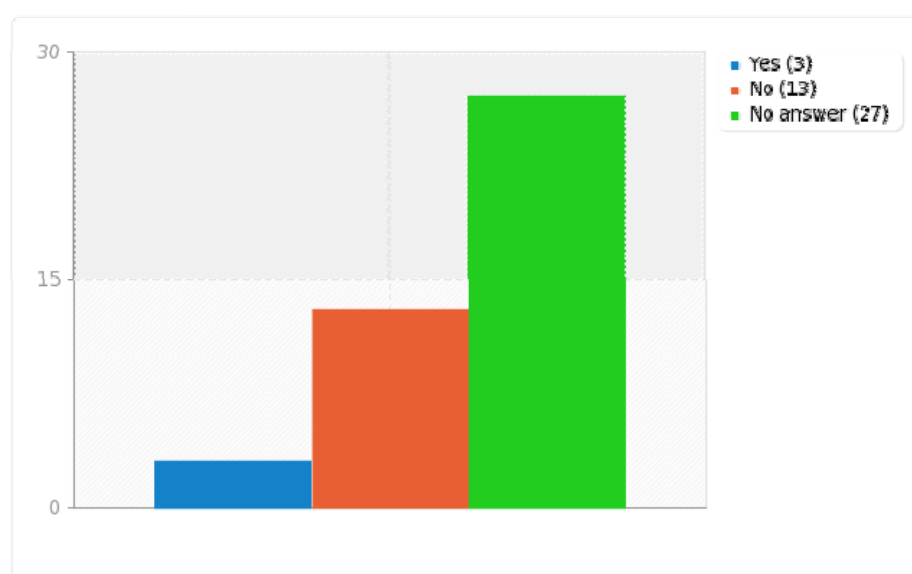
Comment

TABLE 6a shows that a small percentage of respondents (11.63%) took the opportunity to use OB data from the last exercise in reporting to Health and Wellbeing Boards / Local Joint Strategic Needs Assessments. TABLE 6b shows that, of those who answered, 3 out of 16 (18.75%) were able to use the OB data from previous exercises for this purpose.

TABLE 7a: Service reporting to consultants? [2011-12?]

Answer	Count	Percentage
Yes	5	11.63%
No	35	81.40%
No answer	3	6.98%
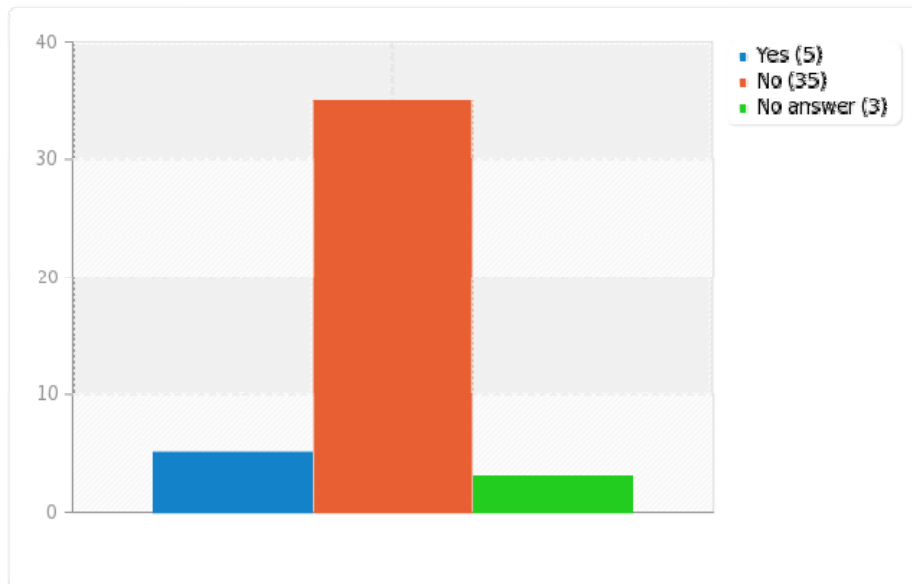
TABLE 7b: Service reporting to consultants? [Previous exercises?]

Answer	Count	Percentage
Yes	1	2.33%
No	15	34.88%
No answer	27	62.79%
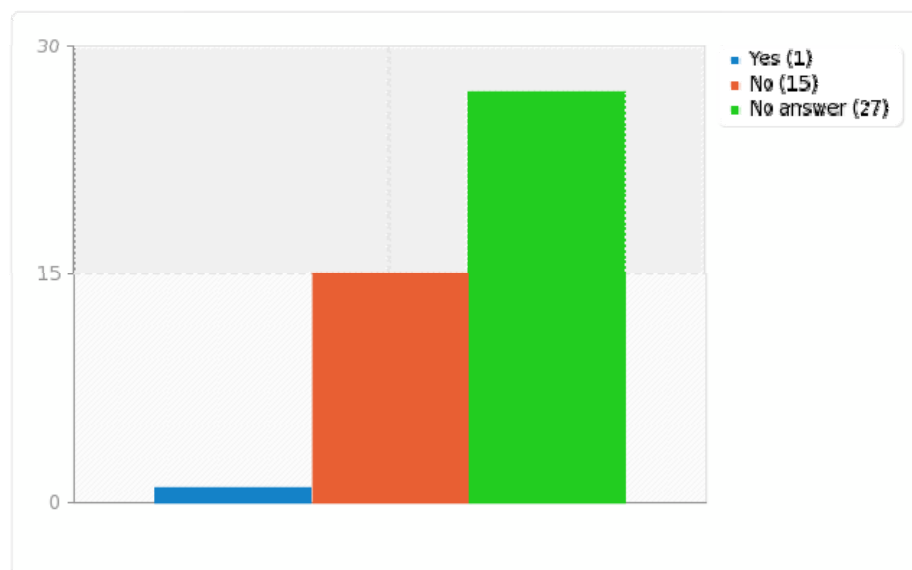
Comment

TABLE 7a shows that a small percentage of respondents (11.63%) took the opportunity to use OB data from the last exercise in reporting to consultants. TABLE 7b shows that, of those who answered, 1 out of 16 (6.25%) used the OB data from previous exercises for this purpose.

TABLE 8a: Service and / or LA publications? [2011-12?]

Answer	Count	Percentage
Yes	14	32.56%
No	28	65.12%
No answer	1	2.33%
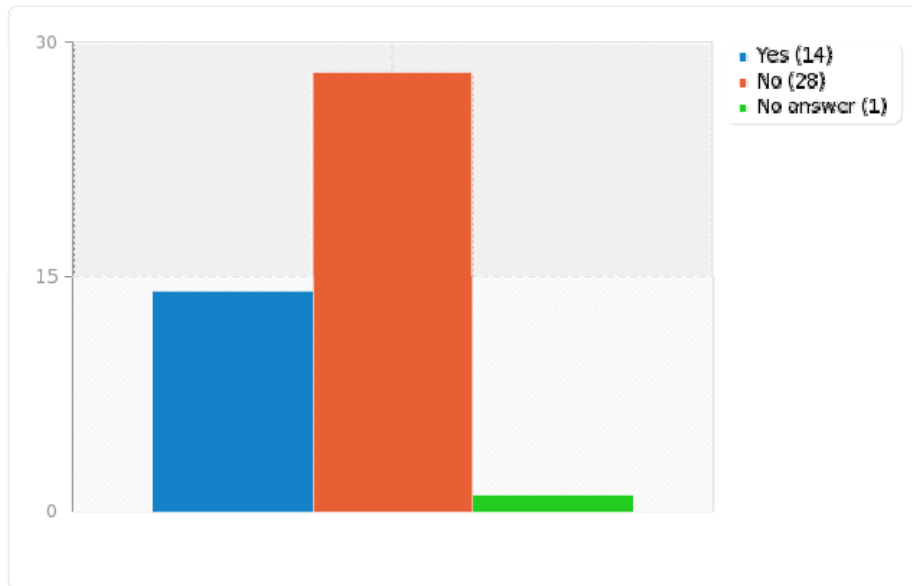
TABLE 8b: Service and / or LA publications? [Previous exercises?]

Answer	Count	Percentage
Yes	8	18.60%
No	8	18.60%
No answer	27	62.79%
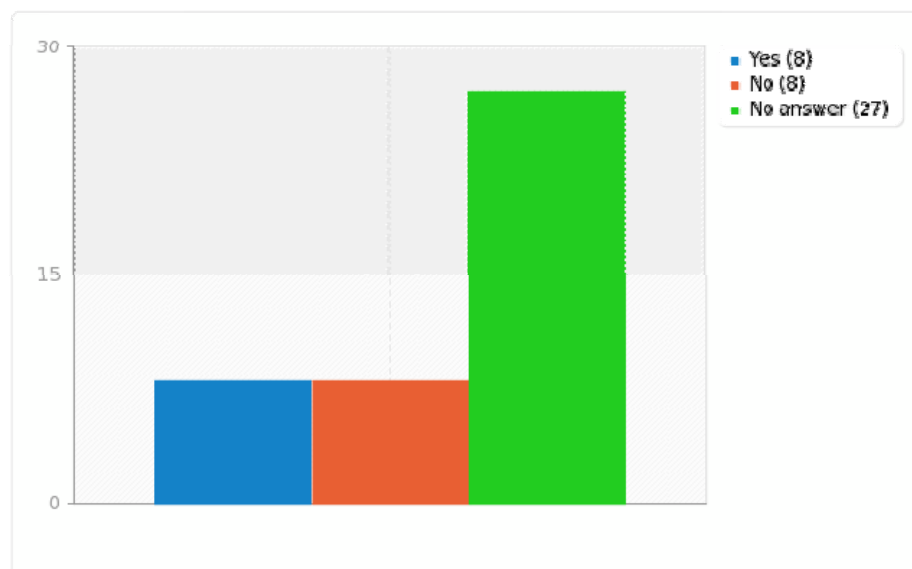
Comment

TABLE 8a shows that, of the respondents who answered, 1 in 3 had so far used the OB data from the last exercise within Service and/or LA publications. TABLE 8b indicates that, of those who answered, 8 out of 16 (50%) had used the OB data from previous exercises for this purpose.

TABLE 9a: Service reporting regionally? [2011-12?]

Answer	Count	Percentage
Yes	10	23.26%
No	32	74.42%
No answer	1	2.33%
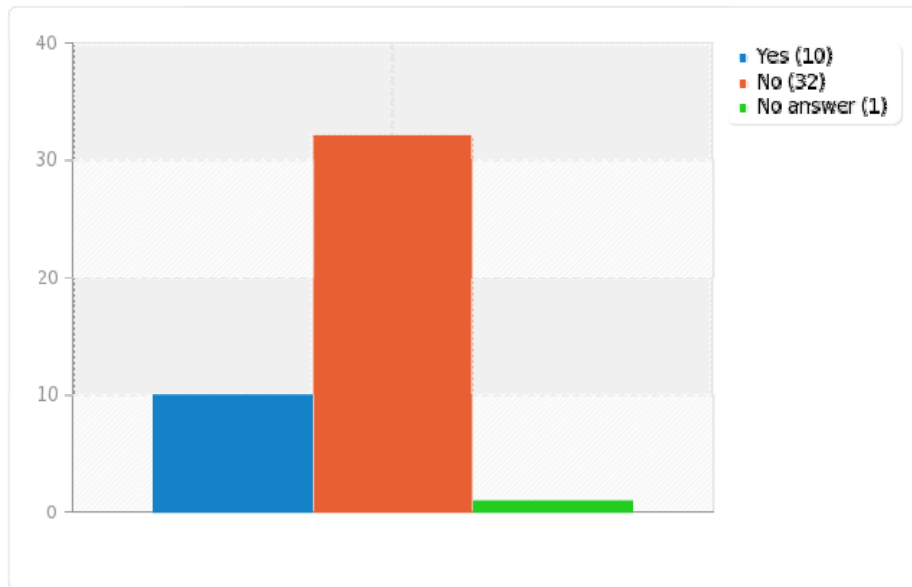
Table 9b: Service reporting regionally? [Previous exercises?]

Answer	Count	Percentage
Yes	5	11.63%
No	10	23.26%
No answer	28	65.12%
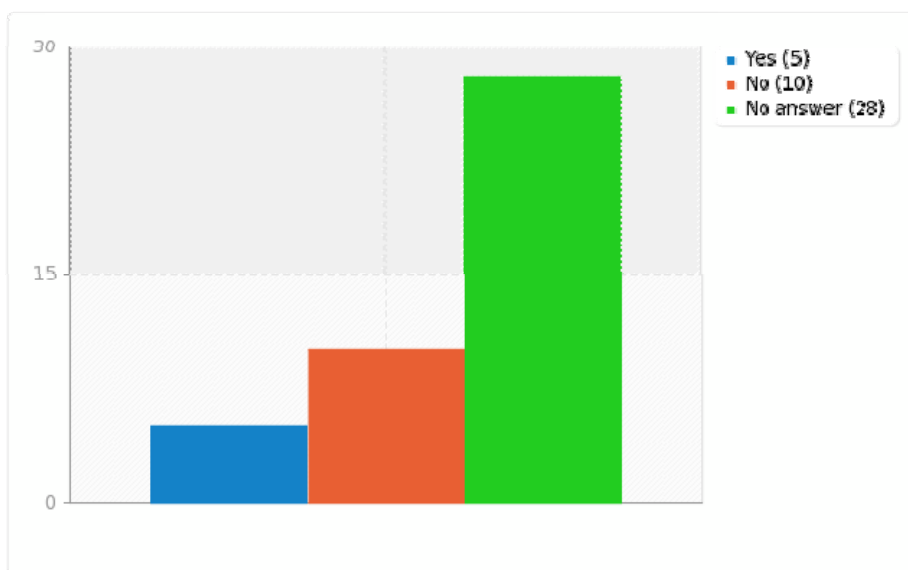
Comment

TABLE 9a shows that approaching one quarter (23.26%) of respondents had so far been involved in reporting regionally on the last OB exercise. TABLE 9b reflects that, of those who answered, 5 out of 15 (33.33%) had engaged in reporting regionally in previous exercises.

2.4 Continuing professional development

TABLE 10a: Service discussion and reflection? [2011-12?]

Answer	Count	Percentage
Yes	41	95.35%
No	1	2.33%
No answer	1	2.33%
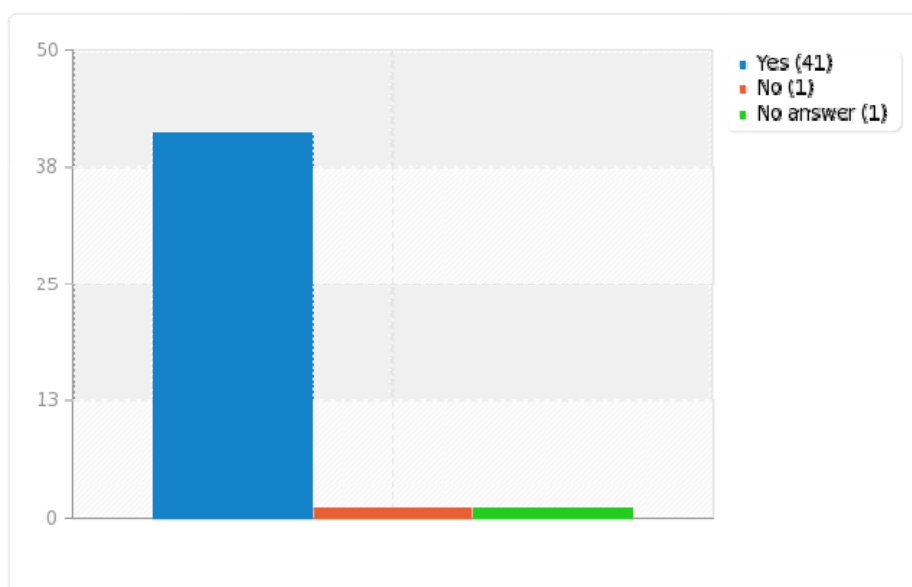
TABLE 10b: Service discussion and reflection? [Previous exercises?]

Answer	Count	Percentage
Yes	16	37.21%
No	1	2.33%
No answer	26	60.47%
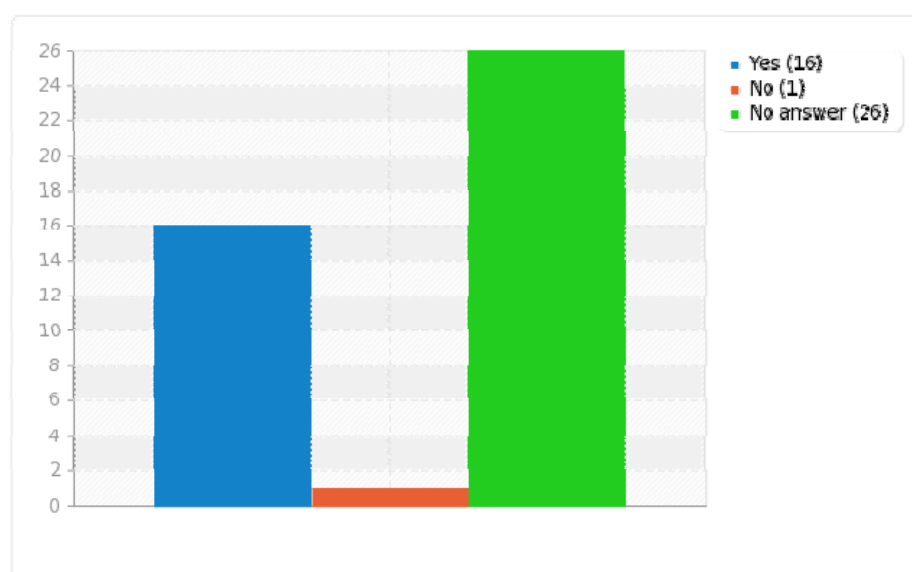
Comment

TABLE 10a shows that nearly all respondents (95.35%) used the OB data as a basis for Service discussion and reflection after the last exercise. TABLE 10b similarly shows that, of those who answered, 16 out of 17 (94.12%) used the OB data in previous exercises for this purpose.

TABLE 11a: Service INSET? [2011-12?]

Answer	Count	Percentage
Yes	25	58.14%
No	16	37.21%
No answer	2	4.65%
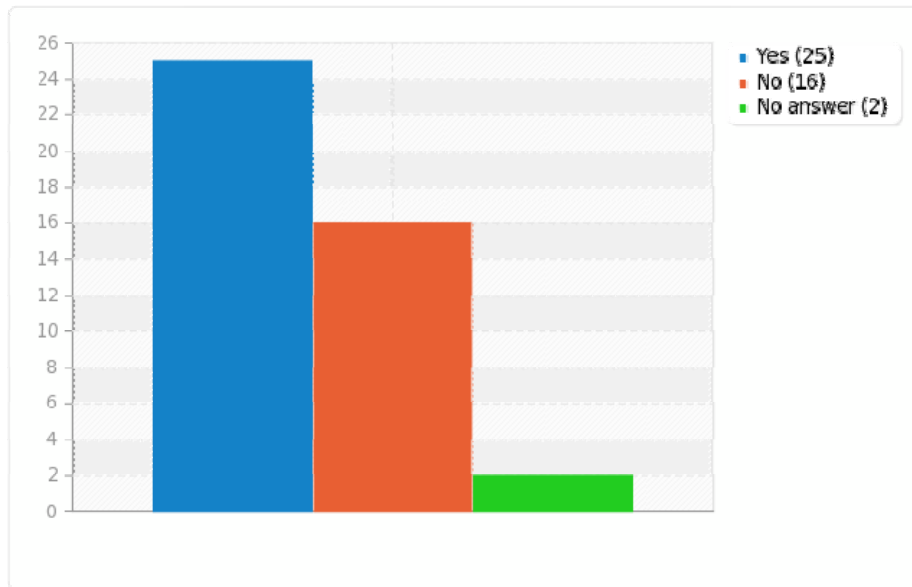
TABLE 11b: Service INSET? [Previous exercises?]

Answer	Count	Percentage
Yes	10	23.26%
No	8	18.60%
No answer	25	58.14%
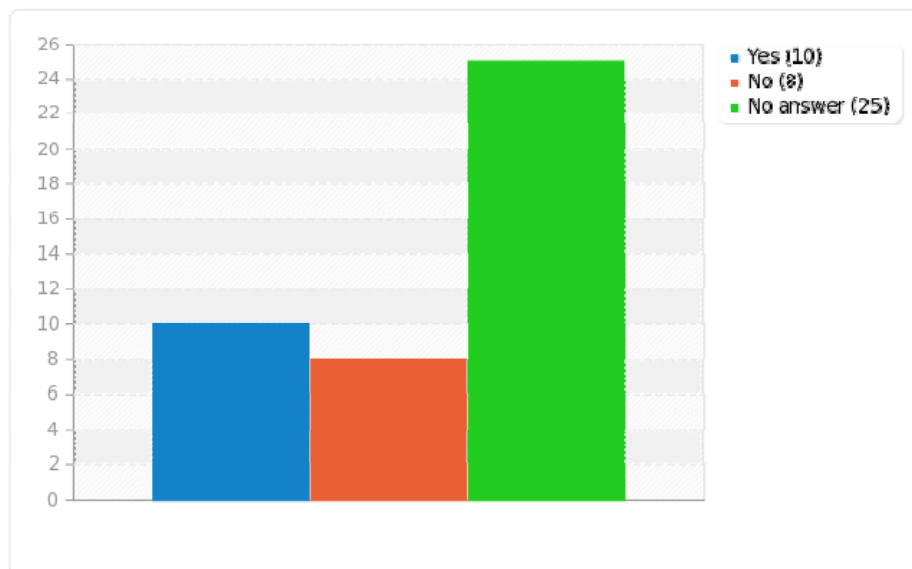
Comment

TABLE 11a shows that a significant percentage of respondents (58.14%) used the OB data from the last exercise as a basis for INSET activity. TABLE 11b similarly reflects that, of those who answered, 10 out of 18 (55.56%) used the OB data in previous exercises for this purpose.

2.5 Quality assurance

TABLE 12a: Contributing to the review / evaluation of Service / SI provision? [2011-12?]

Answer	Count	Percentage
Yes	37	86.05%
No	5	11.63%
No answer	1	2.33%
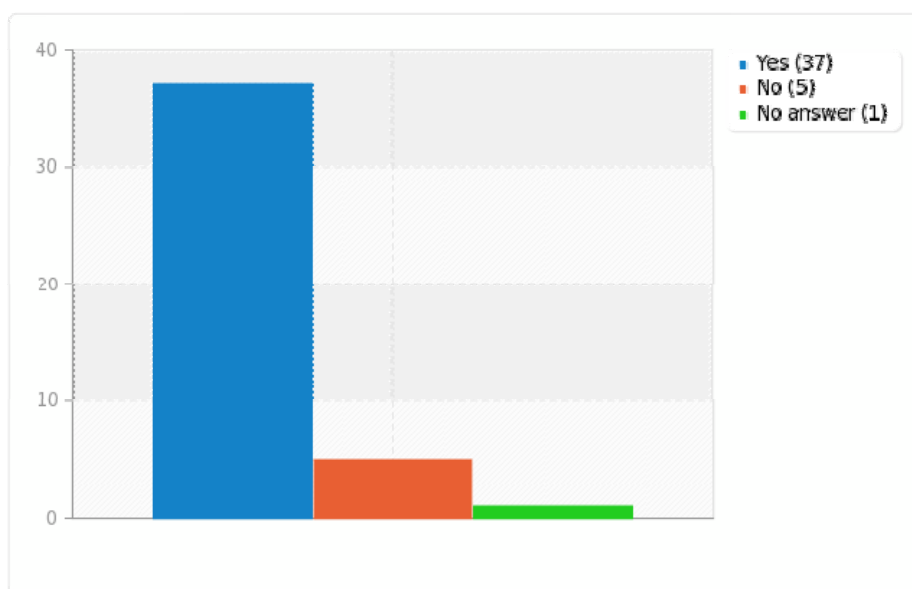
TABLE 12b: Contributing to the review / evaluation of Service / SI provision? [Previous exercises?]

Answer	Count	Percentage
Yes	16	37.21%
No	3	6.98%
No answer	24	55.81%
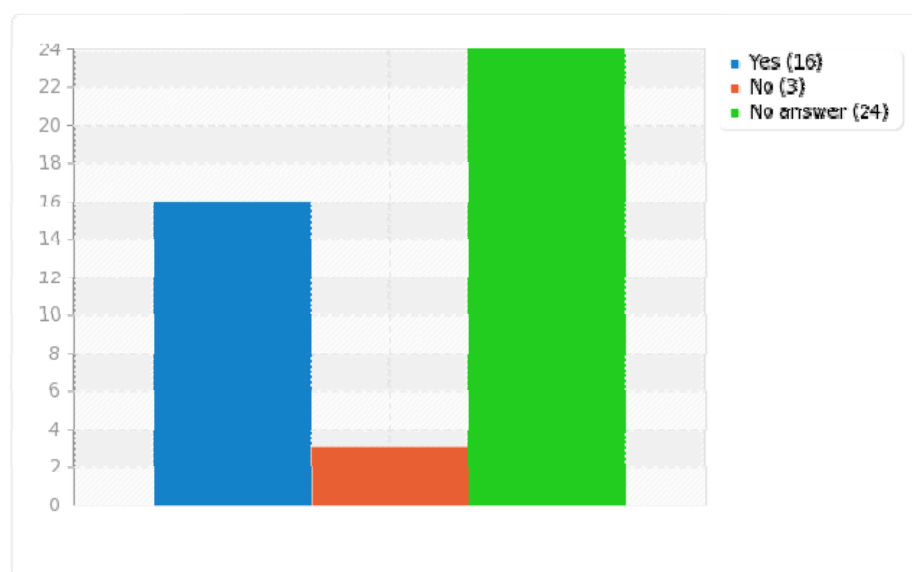
Comment

TABLE 12 a shows that a high percentage of respondents (86.05%) used the OB data from the last exercise to contribute to the review / evaluation of Service / SI provision. TABLE 12b similarly reflects that, of those who answered, 16 out of 19 (84.21%) used the OB data in previous exercises for this purpose.

TABLE 13a: Mapping the use of the data against the Quality Standards for Support and Outreach Services (DCSF 2008)? [2011-12?]

Answer	Count	Percentage
Yes	13	30.23%
No	26	60.47%
No answer	4	9.30%
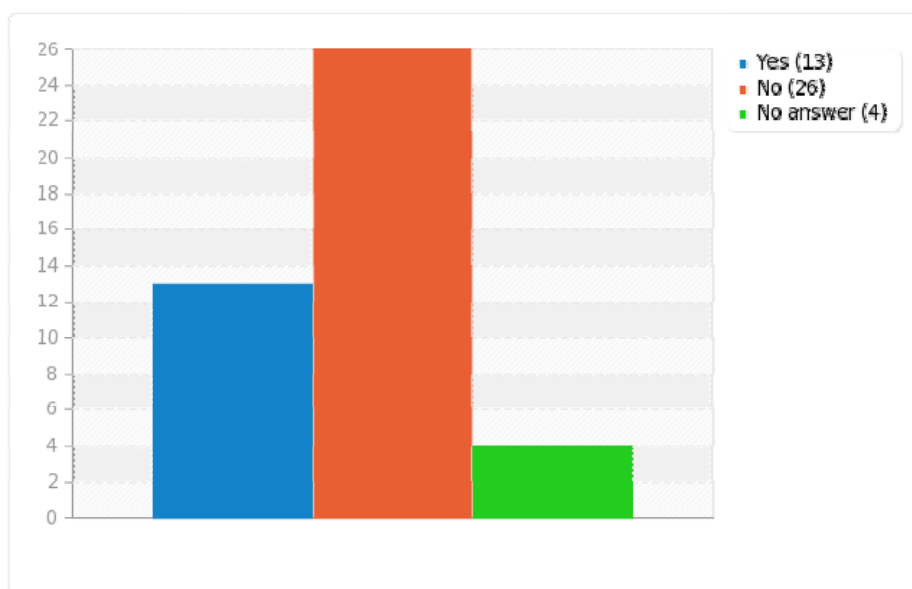
TABLE 13b: Mapping the use of the data against the Quality Standards for Support and Outreach Services (DCSF 2008)? [Previous exercises?]

Answer	Count	Percentage
Yes	9	20.93%
No	7	16.28%
No answer	27	62.79%
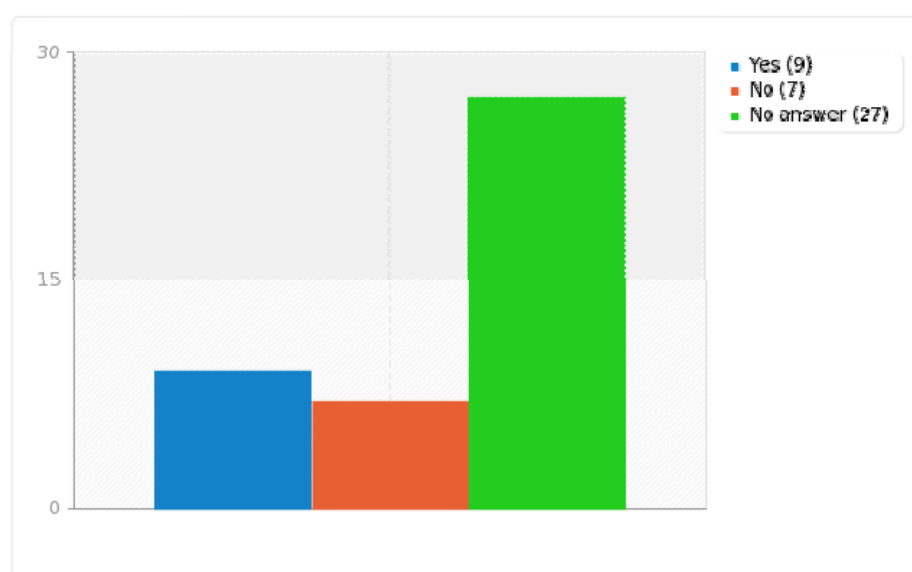
Comment

TABLE 13a shows that approaching one third (30.23%) of respondents had so far engaged in mapping the use of the OB data from the last exercise against the Quality Standards for Support and Outreach Services (DCSF 2008). TABLE 13b reflects that, of those who answered, 9 out of 16 (56.25%) used the OB data in previous exercises in this way.

TABLE 14a: Mapping the use of the data against other published Quality Standards (e.g. NDCS)? [2011-12?]

Answer	Count	Percentage
Yes	8	18.60%
No	30	69.77%
No answer	5	11.63%

**TABLE 14b: Mapping the use of the data against other published Quality Standards (e.g. NDCS)?
[Previous exercises?**

Answer	Count	Percentage
Yes	9	20.93%
No	7	16.28%
No answer	27	62.79%
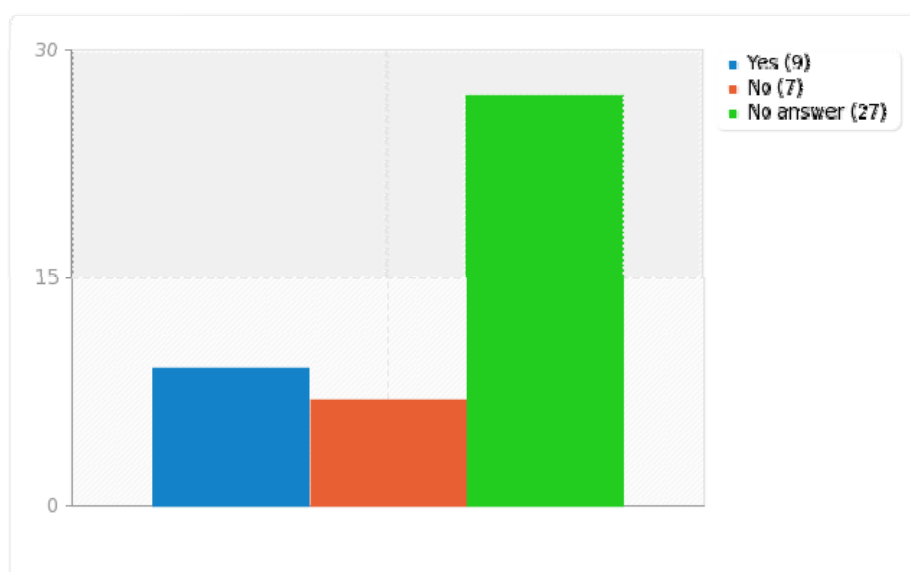
Comment

TABLE 14a shows that 18.60% of respondents had so far engaged in mapping the use of the OB data from the last exercise against other published Quality Standards. TABLE 14b shows that, of those who answered, 9 out of 16 (56.25%) used the OB data in previous exercises in this way.

TABLE 15a: Performance management with Service staff? [2011-12?]

Answer	Count	Percentage
Yes	19	44.19%
No	22	51.16%
No answer	2	4.65%
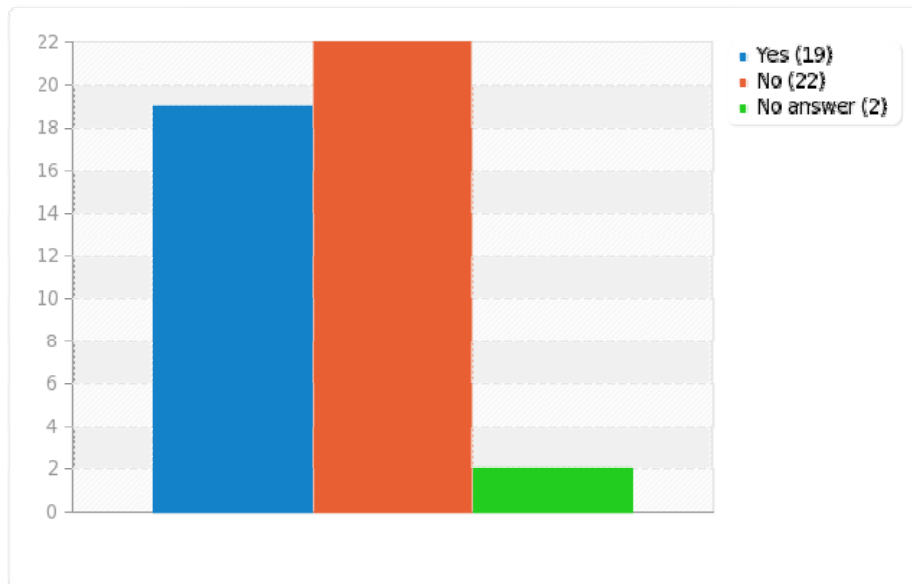
TABLE 15b: Performance management with Service staff? [Previous exercises?]

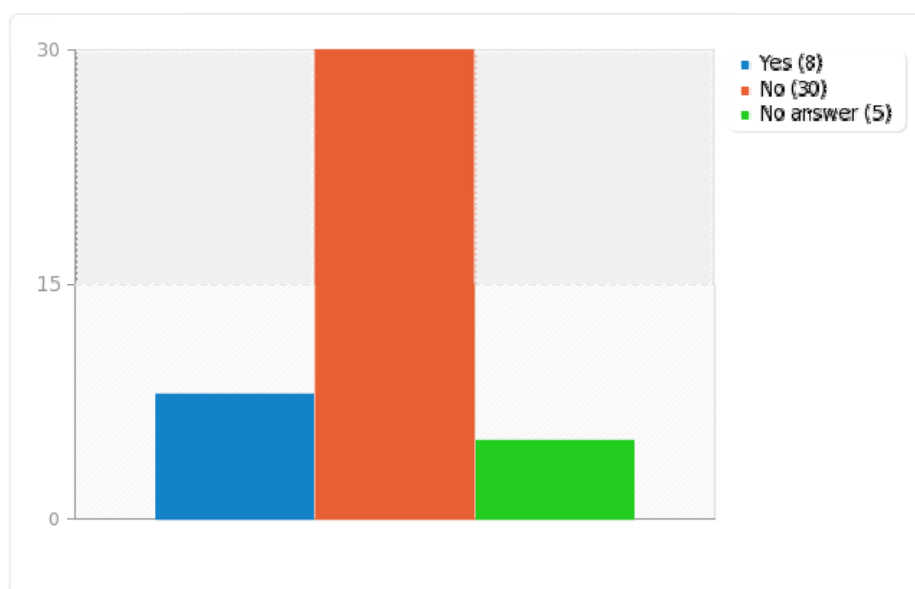| Answer	Count	Percentage
Yes	8	18.60%
No	9	20.93%
No answer	26	60.47%
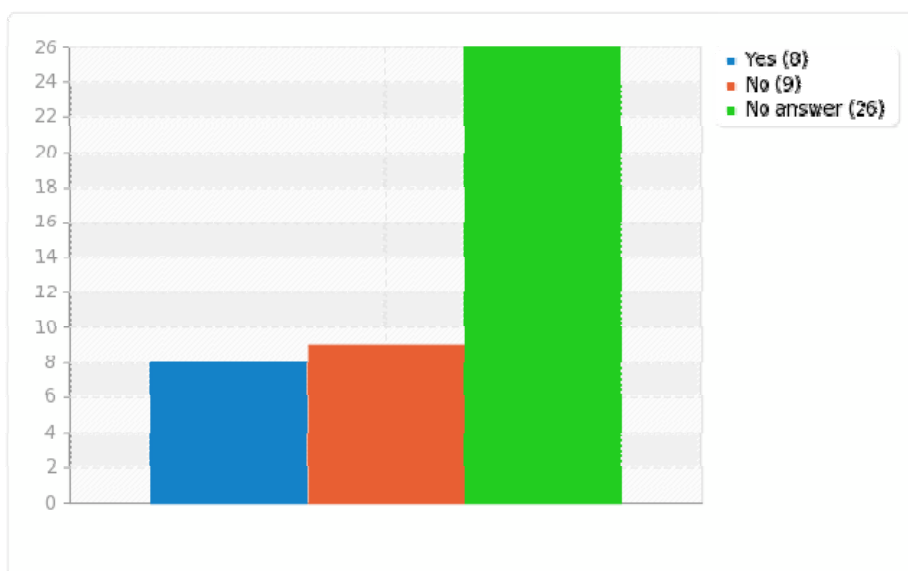
Comment

TABLE 15a shows that 44.19% of respondents used the OB data from the last exercise in performance management activity with Service staff. TABLE 15b similarly reflects that, of those who answered, 8 out of 17 (47.06%) used the OB data in previous exercises for this purpose.

2.6 Service planning

TABLE 16a: Informing Service Development Plans? [2011-12?]

Answer	Count	Percentage
Yes	35	81.40%
No	8	18.60%
No answer	0	0.00%
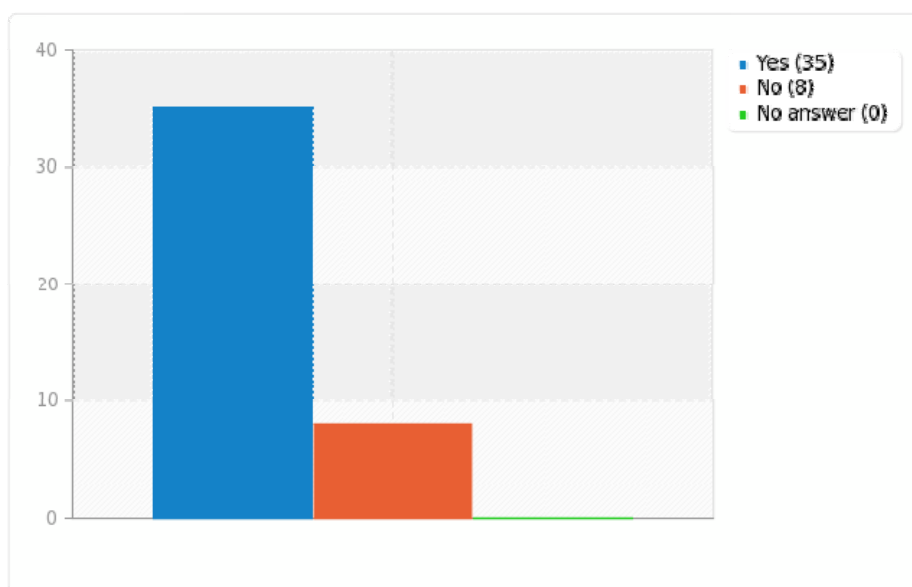
TABLE 16b: Informing Service Development Plans? [Previous exercises?]

Answer	Count	Percentage
Yes	12	27.91%
No	5	11.63%
No answer	26	60.47%
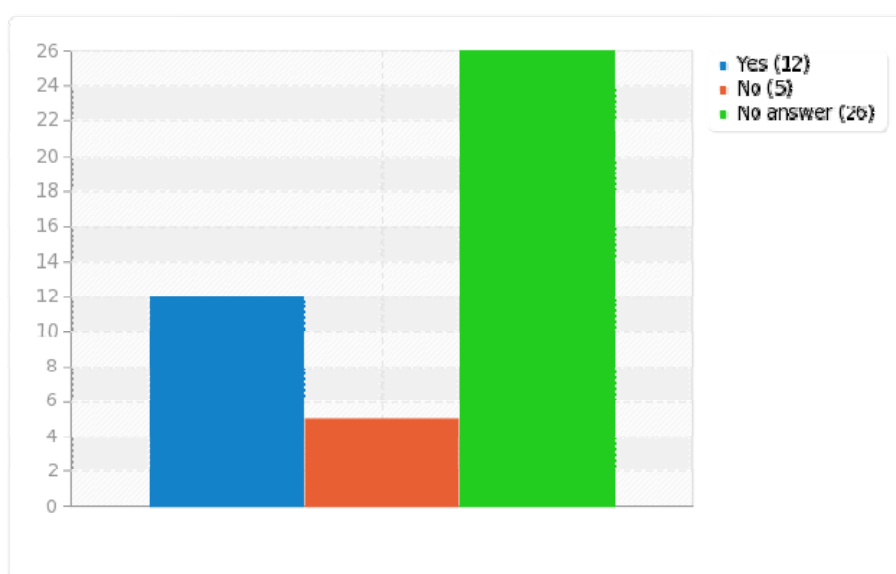
Comment

TABLE 16a shows that 81.40% of respondents used the OB data from the last exercise to inform their Service Development Plans. TABLE 16b shows that, of those who answered, 12 out of 17 (70.59%) used the OB data in previous exercises for this purpose.

2.7 Other applications

TABLE 17: If the Outcomes Benchmarking data and report have been used in any other ways that you would like to comment on, please specify:

Answer	Count	Percentage
Answer	14	32.56%
No answer	29	67.44%

Response

1. I have used information to inform responses to directorate requests for examples of where the teams can demonstrate impact.

2. None

3. Staff have referred to the data in conversation with school heads/SENCOs as our 11-12 data identified CYP with severe/profound hearing loss meeting DfE targets whilst there was an attainment gap for a number of CYP with mild/moderate losses. We are planning a day with our school colleagues to look at new ways to remedy this (a number of actions have already been identified).

4. We are a commissioned Service so this data is helpful in reporting to our Commissioners (the LEA) to show the work we do and the outcomes for CYP. Main difficulty is that numbers are so small that the data does not necessarily reflect the progress of the children in an individual sense. They can easily give a false impression if one or two pupils have done really well or not done well because of other factors. Thank you for all your hard work.

5. Because we are a very small authority the figures obviously fluctuate hugely from year to year - in some cases from 100% to 0% as we are often submitting details for only one child at the end of any specific KS. However, we are using the exercise to develop systems to collect comparable data on a year by year basis so we can track the annual progress of children with HI. Unfortunately this is going to become increasingly difficult with the changes to NC reporting.....

6. We are at the very early stages of using the data to inform LA on HI and VI benchmarking and service performance. We are looking at using it to compare national data with regional data as part of the narrowing the Gap agenda.

7. We used the data in a proposal to develop central provision in the authority.

8. We feel that our use of benchmarking data is a work in progress - it will be part of service development in the future and part of our discussion with CHSWG stakeholders.

9. It will be included in the information available in our market testing process!

10. Although the national graphs are very interesting, it is the actual collecting of data and talking about the cohort, that has the biggest impact. The exercise reflects itself in changes to practice, training and decision making. Nothing to add to the other questions.

11. Nothing to add to the other questions

12. Report to our Governing Body which is also a stakeholder. Sending out to schools in the LA through a newsletter. Helped us establish a new Deaf Resource Base in a different school as they had seen our data.

13. Focus of individual caseload reviews with staff. Directing information/systems we have for CYP to get smarter at what and how we collect.

14. Cohort reported on for NATSIP is very small, so may only be 1 or 2 pupils, we map individual pupil progression.

Comment

Nearly one third of respondents offered comments. Interesting information was provided on some specific applications, however, on analysis, it was noted that none of the comments actually referred to uses of the benchmarking data that could not be classified within the previous five sections of the survey.

2.8 Comparative analysis of applications

TABLE 18: Percentage of respondents making applications (last exercise: 2011-12)

Application code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
% Respondents	60.5	83.7	86.1	39.5	11.6	11.6	11.6	32.6	23.3	95.4	58.1	86.1	30.2	18.6	44.2	81.4

Percentage of respondents making applications (last exercise)
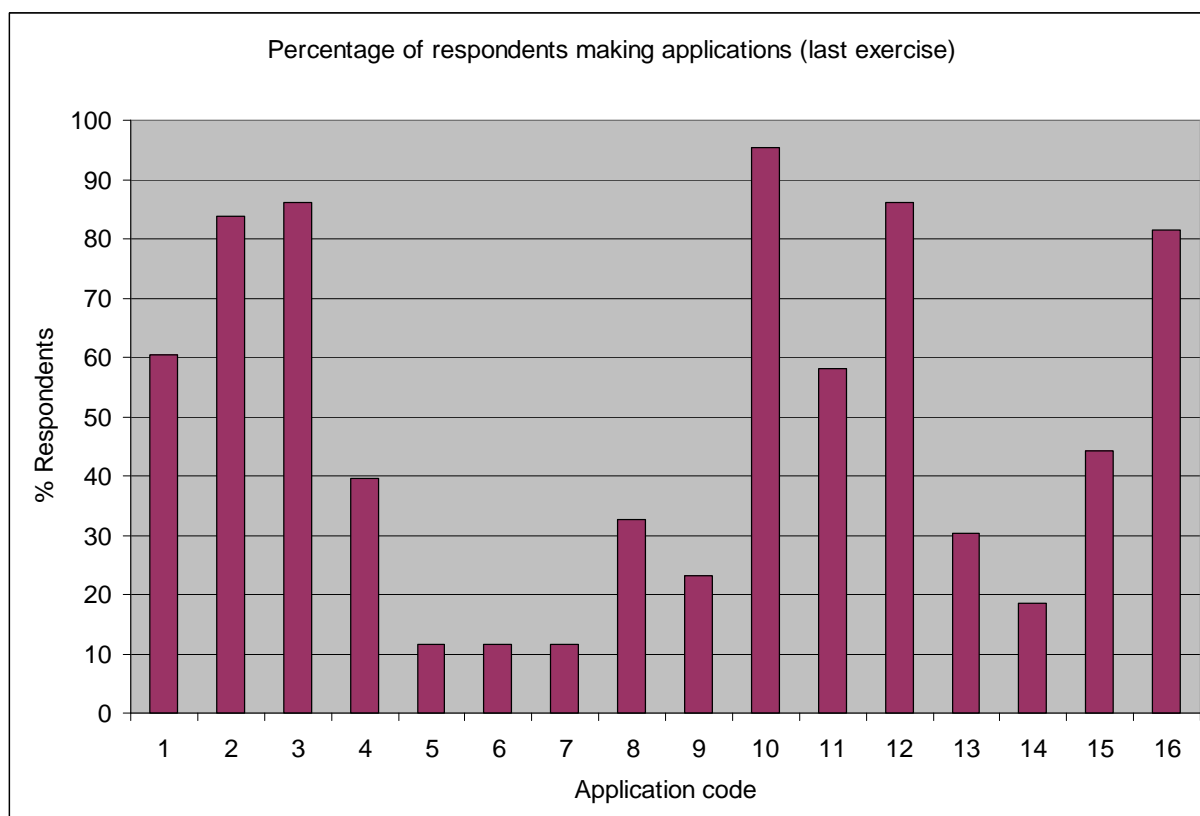
Code	Application
1	**Data management** – developing data management systems
2	**Data management** – establishing/developing pupil tracking/monitoring systems
3	**Service reporting** – within LA or discussion with the Director and/or managers
4	**Service reporting** – to stakeholders (e.g. children and young people, parents, schools)
5	**Service reporting** – to Ofsted
6	**Service reporting** – to Health and Wellbeing Boards/Local Joint Strategic Needs Assessments
7	**Service reporting** – to consultants
8	**Service reporting** – Service and/or LA publications
9	**Service reporting** - regionally
10	**Continuing professional development** – Service discussion and reflection
11	**Continuing professional development** – Service INSET
12	**Quality assurance** – contributing to the review/evaluation of Service/SI provision
13	**Quality assurance** – Mapping the use of the data against the Quality Standards for Support and Outreach Services (DCSF 2008)
14	**Quality assurance** – Mapping the use of the data against other published Quality Standards (e.g. NDCS)?
15	**Quality assurance** – Performance management with Service staff
16	**Service planning** – informing Service Development Plans

Comment
TABLE 18 shows that elements of all five areas of the OB applications – Data management, Service reporting, Continuing professional development, Quality assurance and Service planning – had been employed by over 80% of the respondents in relation to the last exercise.

Service discussion and reflection (95.35%) proved to be the most frequent application whilst some elements of Service reporting (to Ofsted, to Health and Wellbeing Boards/Local Joint Strategic Needs Assessments, and to consultants) formed the least frequent applications (each 11.63%).

A ranking of all the potential applications listed in the survey according to their frequency of use by respondents is shown in TABLE 19:

TABLE 19: Ranking of applications by frequency of use (last exercise: 2011-12)

RANK	APPLICATIONS		
	Code	Description	Frequency %
1	10	**Continuing professional development** – Service discussion and reflection	95.4%
2=	3	**Service reporting** – within LA or discussion with the Director and/or managers	86.1%
2=	12	**Quality assurance** – Mapping the use of the data against the Quality Standards for Support and Outreach Services (DCSF 2008)	86.1%
4	2	**Data management** – establishing/developing pupil tracking/monitoring systems	83.7%
5	16	**Service planning** – informing Service Development Plans	81.4%
6	1	**Data management** – developing data management systems	60.5%
7	11	**Continuing professional development** – Service INSET	58.1%
8	15	**Quality assurance** – Performance management with Service staff	44.2%
9	4	**Service reporting** – to stakeholders (e.g. children and young people, parents, schools)	39.5%
10	8	**Service reporting** – Service and/or LA publications	32.6%
11	13	**Quality assurance** – Mapping the use of the data against the Quality Standards for Support and Outreach Services (DCSF 2008)	30.2%
12	9	**Service reporting** - regionally	23.3%
13	14	**Quality assurance** – Mapping the use of the data against other published Quality Standards (e.g. NDCS)?	18.6%
14=	5	**Service reporting** – to Ofsted	11.6%
14=	6	**Service reporting** – to Health and Wellbeing Boards/Local Joint Strategic Needs Assessments	11.6%
14=	7	**Service reporting** – to consultants	11.6%

2.9 Analysis of applications per respondent

TABLE 20: Respondents providing 2011 -12 data

2011-12	
Number of respondents	43
Average (Mean) number of applications per respondent	7.74
Range of applications per respondent	3 - 13

TABLE 21: Respondents providing previous exercises data

Previous exercises	
Number of respondents	21
Average (Mean) number of applications per respondent	7.14
Range of applications per respondent	0 - 14

Respondents providing both 2011 -12 and previous exercises data

TABLE 22a: Respondents providing 2011 -12 data

2011-12	
Number of respondents	21
Average (Mean) number of applications per respondent	8.14
Range of applications per respondent	2 - 12

TABLE 22b: Respondents providing 2011 -12 & Previous exercises combined data (different applications only)

2011-12	
Number of respondents	21
Average (Mean) number of applications per respondent	9.24
Range of applications per respondent	2 - 14

Comment

TABLE 20 shows that, in relation to the last (2011 – 12) exercise, respondents made on average nearly 8 (7.74) different applications of the OB data with a range of 3 to 13.

TABLE 21 shows that, in relation to previous exercises, those respondents who answered made on average approximately 7 (7.14) different applications of the OB data with a range of 0 to 14.

TABLES 22a & b have been prepared to provide a longitudinal perspective on the applications per respondent. It can be seen that by combining the 2011 – 12 and previous exercises data the average number of (different) applications per respondent increases from 8.14 to 9.24.

APPENDIX: NatSIP Outcomes Benchmarking Impact Survey

A short survey of how you are making use of the Outcomes Benchmarking data in your service or local authority. This survey should take about 5 minutes to answer.

In making your response to the last exercise (i.e. Academic Year 2011-12 data) which was reported in 2013, please use the '2011-12' column.

If your Service has participated in previous exercises, you may also wish to respond in terms of the impact since you started submitting the data to capture the full implications of the longitudinal work. Please use the 'previous exercises' column for this.

There are 17 questions in this survey

Data Management

Have you or your Service used the Outcomes Benchmarking data and report for:

Developing data management systems within your Service or LA?

Please choose the appropriate response for each item:

2011-12? Previous exercises?

Yes ◯ ◯
No ◯ ◯

Establishing or improving systems for tracking and monitoring pupil progress?

Please choose the appropriate response for each item:

2011-12? Previous exercises?

Yes ◯ ◯
No ◯ ◯

Service Reporting

Have you or your Service used the Outcomes Benchmarking data and report for:

Service reporting within the LA or discussion with the Director and/or managers?

Please choose the appropriate response for each item:

2011-12? Previous exercises?

Yes ◯ ◯
No ◯ ◯

Service reporting to stakeholders, (e.g. children and young people, parents, schools)?

Please choose the appropriate response for each item:

    2011-12? Previous exercises?

Yes ◯ ◯

No ◯ ◯

Service reporting to Ofsted?

Please choose the appropriate response for each item:

    2011-12? Previous exercises?

Yes ◯ ◯

No ◯ ◯

Service reporting to Health and Wellbeing Boards / Local Joint Strategic Needs Assessments?

Please choose the appropriate response for each item:

    2011-12? Previous exercises?

Yes ◯ ◯

No ◯ ◯

Service reporting to consultants?

Please choose the appropriate response for each item:

    2011-12? Previous exercises?

Yes ◯ ◯

No ◯ ◯

Service and / or LA publications?

Please choose the appropriate response for each item:

    2011-12? Previous exercises?

Yes ◯ ◯

No ◯ ◯

Service reporting regionally?

Please choose the appropriate response for each item:

    2011-12? Previous exercises?

Yes ◯ ◯

No ◯ ◯

Continuing Professional Development

Have you or your Service used the Outcomes Benchmarking data and report for:

Service discussion and reflection?

Please choose the appropriate response for each item:

2011-12? Previous exercises?

Yes ○   ○
No ○   ○

Service INSET?

Please choose the appropriate response for each item:

2011-12? Previous exercises?

Yes ○   ○
No ○   ○

Quality Assurance

Have you or your Service used the Outcomes Benchmarking data and report for:

Contributing to the review/evaluation of Service / SI provision?

Please choose the appropriate response for each item:

2011-12? Previous exercises?

Yes ○   ○
No ○   ○

Mapping the use of the data against the Quality Standards for Support and Outreach Services (DCSF 2008)?

Please choose the appropriate response for each item:

2011-12? Previous exercises?

Yes ○   ○
No ○   ○

Mapping the use of the data against other published Quality Standards (e.g. NDCS)?

Please choose the appropriate response for each item:

2011-12? Previous exercises?

Yes ○　　　○
No ○　　　○

Performance management with Service staff?

Please choose the appropriate response for each item:

2011-12? Previous exercises?

Yes ○　　　○
No ○　　　○

Service Planning

Have you or your Service used the Outcomes Benchmarking data and report for:

Informing Service Development Plans?

Please choose the appropriate response for each item:

2011-12? Previous exercises?

Yes ○　　　○
No ○　　　○

Other Applications

If the Outcomes Benchmarking data and report have been used in any other ways that you would like to comment on, please specify:

If there is any additional comment you'd like to make on the Outcomes Benchmarking Exercises, please contact Bob Denman (bob.denman@natsip.org.uk).

Thank you for completing this survey.

Submit your survey.