

How to use the IAPT/MANSA Outcome Toolkit in Advice and Support Services

Tool	Who completes	When is the tool completed and how often?	Discuss results of completion with YP	Pass form to admin for inputting data	Request charts from admin to discuss with YP, in line management or team mtgs
1.Referral form	<ul style="list-style-type: none"> - Agency advice worker making referral to counselling team or GP, completes the form in discussion with the YP - Check if a CAF (if YP just turned 18) has been completed to avoid asking YP for repeat info - GP making referral to the YIACS - Other external agency making referral to the MtP, completes in discussion with YP 	<ul style="list-style-type: none"> - At first contact to ensure services offered are appropriate to meet YPs needs. - When referral form goes to the counselling team and to the GP they fill in the rest of q's for them 	<ul style="list-style-type: none"> -Referrer discusses and explains referral options -Referrer explains process re referral -Referrer supports YP to access services agreed with them 	<ul style="list-style-type: none"> - Referral form passed to Admin for inputting on to database when completed by GP, counsellor and advice worker 	

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2. Consent form	- Completed by the YP at referral stage (form at back of referral pack)	- At first point information being recorded about a YP (at referral form stage)	- Explain to YP that any information collected about them will not be used to identify them in any way with out their expressed consent. - Agency's policy applies re sharing information when YP is at risk of harm or YP risk of harm to self/others	- Pass completed form to admin to input on database (after all partners completed - GP, Advice and Counselling staff)	

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<p>3. Employment and Training Q</p>	<ul style="list-style-type: none"> - Client completes - Advice worker completes with client if literacy /language difficulties - Can also be completed over the phone 	<ul style="list-style-type: none"> - <u>Must be completed</u> pre or at beginning of first advice appointment - <u>Must be completed</u> one but last session or before the last session starts <p><u>Remember</u> You must have a first and last completed form to be able to show the YPs journey – otherwise waste of yours and YPs time</p>	<ul style="list-style-type: none"> - At review and last session use scores to discuss with YP change/or no change in their circumstances. If no change or worse review and agree any other options/actions or a referral 	<ul style="list-style-type: none"> - Pass completed pre form to admin to input on database - Pass completed end of advice form to admin to input on database 	<ul style="list-style-type: none"> - Request from admin or print yourself if you have access the scores to discuss with the YP. - Please note some YP like to take the graph with their first and last scores on when they leave as a record of the work they have done

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4. Work and Impact (W&SAS)	<ul style="list-style-type: none"> - Client completes - Advice worker completes with client if literacy /language difficulties - Can also be completed over the phone 	<ul style="list-style-type: none"> - <u>Must be completed</u> pre or at beginning of first advice appointment - <u>Must be completed</u> one but last session or before the last session starts <p><u>Remember</u> You must have a first and last completed form to be able to show the YPs journey – otherwise waste of yours and YPs time</p>	<ul style="list-style-type: none"> - At review and last session use scores to discuss with YP change/or no change in their circumstances. If no change or worse review and agree any other options/actions or a referral 	<ul style="list-style-type: none"> - Pass completed pre form to admin to input on database - Pass completed end of advice form to admin to input on database 	<ul style="list-style-type: none"> - Request from admin or print yourself if you have access the scores to discuss with the YP. - Please note some YP like to take the graph with their first and last scores on when they leave as a record of the work they have done

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5.MANSA QOL	<ul style="list-style-type: none"> - Client completes - Advice worker completes with client if literacy /language difficulties - Can also be completed over the phone 	<ul style="list-style-type: none"> - <u>Must be completed</u> pre or at beginning of first advice appointment - <u>Must be completed</u> one but last session or before the last session starts <p><u>Remember</u> You must have a first and last completed form to be able to show the YPs journey – otherwise waste of yours and YPs time</p>	<ul style="list-style-type: none"> - At review and last session use scores to discuss with YP change/or no change in their circumstances. If no change or worse review and agree any other options/actions or a referral 	<ul style="list-style-type: none"> - Pass completed pre form to admin to input on database - Pass completed end of advice form to admin to input on database 	<ul style="list-style-type: none"> - Request from admin or print yourself if you have access the scores to discuss with the YP. - Please note some YP like to take the graph with their first and last scores on when they leave as a record of the work they have done

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6.Service satisfaction Q	<ul style="list-style-type: none"> - Client completes - Advice worker /interpreter who has not worked with the client completes with client if literacy /language difficulties 	<ul style="list-style-type: none"> - Only once before the one but last session - Get someone else to ask the YP to complete to avoid them not being able to say what they think if they think you'll read it with them 	<ul style="list-style-type: none"> - Agency/advice services manager follows up any unsatisfactory comments with client - Manager discusses comments with advice worker and agrees action - Results used in YIACS to improve services 	<ul style="list-style-type: none"> - Pass completed form to admin worker to input onto database 	

1. Must do's

- The referral form must be completed by the counsellor, advice worker and GP before it can go to admin for inputting. If the referral form is not completed, the other tools completed in the counselling and advice sessions are meaningless and it would have been a waste of everyone's time including the YPs.
- A YP must complete the data consent form, it is very important to explain the benefits of collecting this information (to YP, future delivery of services and development of the agency) and that information is not personally linked to them in anyway when it is used for e.g. to fund raise for the service.
- If YP does not want to agree to information being collected about them, you must accept that and it must not be detrimental to their access to the agency. If they continue to use the MtP services, their attendance cannot be recorded in any of the above ways.
- The advice outcome tool must be completed at the absolute minimum pre first advice session and for the last session – if it is not, the data is of no value at all, as you have no information to show the YPs journey travelled.
- The service evaluation question must be completed to ensure that the YPs view and experience of the project is known, for the agency to strengthen what they are already good at and to make changes to demonstrate learning from results.

2. Further information on each of the advice outcome tools

2.1 Inclusion and Employment Questionnaire (IEQ) (Employment questionnaire)

- Collects and measures the change in clients employment and inclusion
- Measures changes in employment status
- Measures change in employments benefits and improvement in well-being as client feels empowered or better able to find work
- Scoring need first and last scores in all areas to indicate any overall change or improvements for YP

2.2 Work & Impact Questionnaire (W&SAS)

- The Work and Social Adjustment Scale (WSAS) is a simple 5-item measure.
- It measures changes in levels of social inclusion, for example, whether the YP feels more able to engage with their community and social environment as a result of the interventions received – i.e. the combined service offer of counselling, advice, or contact with a GP.
- Scoring you need first and last scores in all areas to indicate any overall change or improvement for YP.

2.3 QOL measure MANSA

- Quality of life is an important outcome in people with depression and emotional needs, combined with advice and physical health needs.
- Satisfaction with life in general and with other aspects of life e.g. friendships, relationships, where we live, our personal safety plays a central role.
- What we are seeking to find out is whether there has been an overall improvement in the YPs quality of life since they first accessed the service, and at the end of the advice giving sessions.
- Scoring need first and last scores in all areas to indicate any overall improvements for YP across the satisfaction scale 1 to 7.

MtP service evaluation form

- Focuses on how satisfied clients are with the services offered and determines quality, efficiency and effectiveness of the services delivered. The information gathered enables providers to redesign services and make overall improvements to better meet their client groups' needs.

Who benefits from completing the advice outcome tool?

The primary purpose of these outcome measurements is to evaluate the benefits of the MtP for young people and to improve young people's experience of and the benefits of accessing your service. It also forms part of a collaborative service evaluation with feedback from young people at the heart of the process.

- Advice worker to discuss with YP changes/improvements from first session at last session to inform current/future sessions or consider a referral if counselling not working
- Front-line advice manager and advice worker to use scores as a learning tool to check client change and best ways to respond to their needs/refer on to specialist service
- Agency can use all the scores to discuss advice team work as a whole and what they are learning about clients change in the agency
- Data can be used in the form of statistics to highlight:
 - level of needs YIACS working with
 - contribute info to help set local priorities
 - use with commissioners to make the case for funding
- Service evaluation feedback can be used as a learning tool from which information collected can be used to strengthen improve and make beneficial changes to YP in the agency.

Always remember

Although tools are useful, they should not be a substitute for practitioner judgment.