

Beneficiary Insight Questionnaire: May 2017 to End April 2018

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Demographics

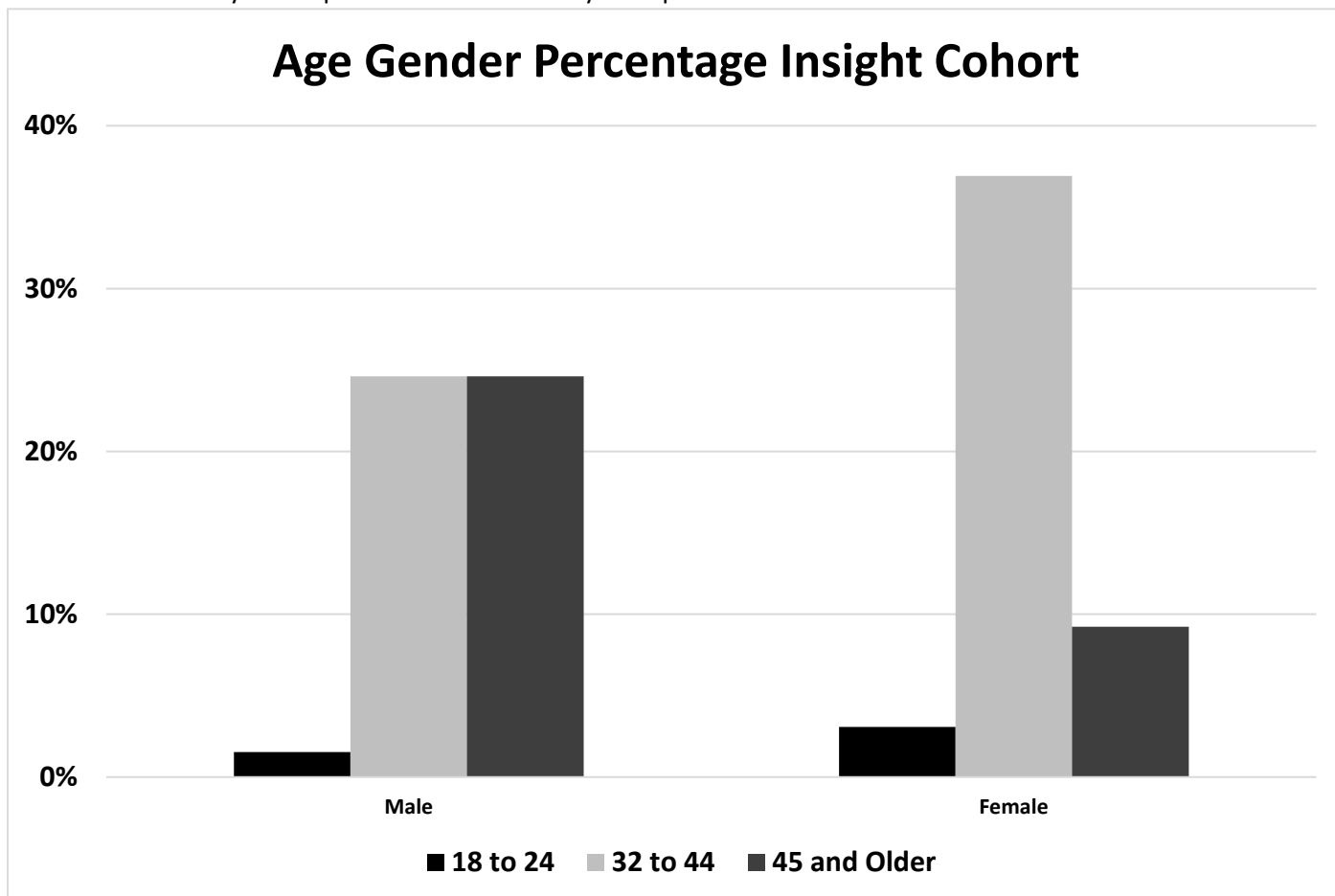
This report covers the period from May 2017 to May 2018. Since the previous report in May 2017 there have been 71 responses from 65 individuals, and one was a prospective beneficiary from Bradford who did not manage to engage fully with the project but was on case finding for over six months. The questionnaire used was in the main the same as that used in previous years with the exception of the removal of one question about WY-FI.

Male/Female mix is a straight 50/50 which does not match the WY-FI demographic but does more closely match the division of previous batches of the insight questionnaire.

61% of respondents were in the age 25-44-year age bracket, 34% older and only 5% were between 18 and 24.

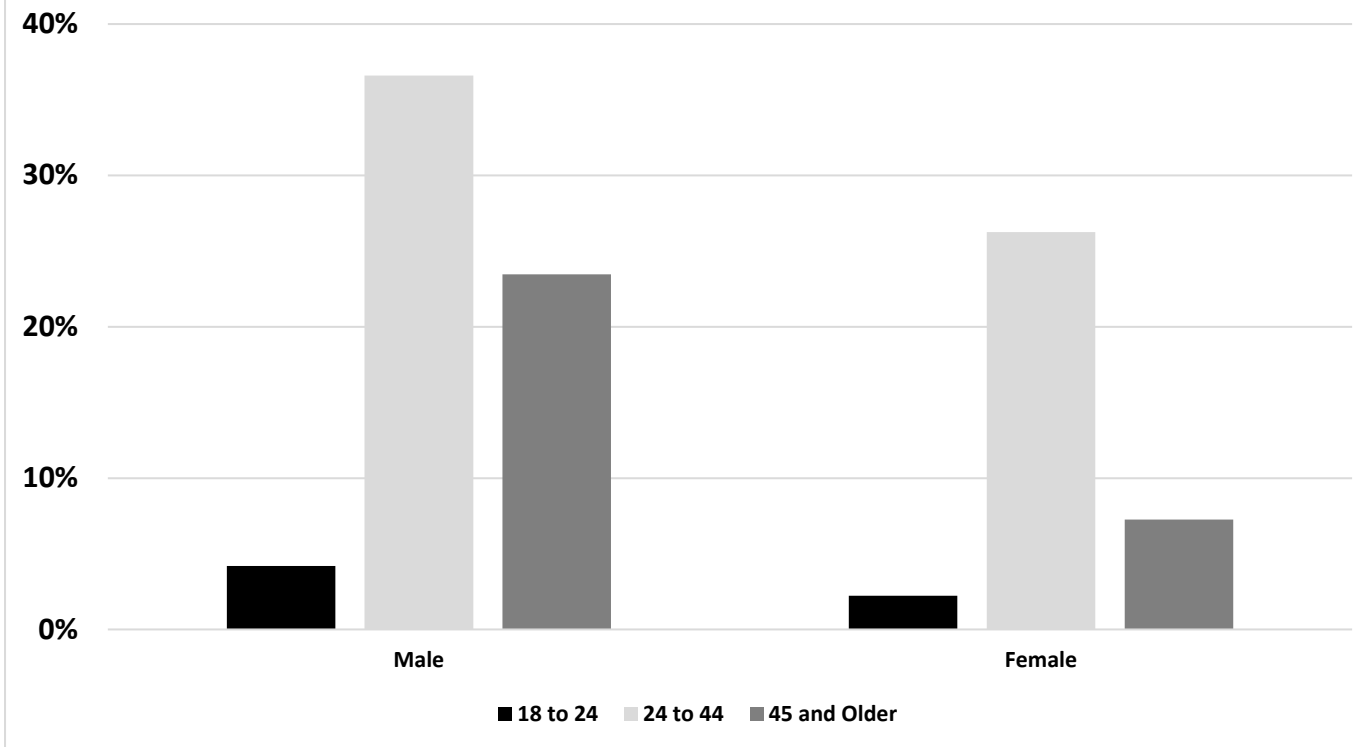
74% of respondents are White British, the rest of the sample is mixed with no other group predominating, the next largest group being those that have no ethnicity recorded, whether that be by choice or omission. A comparison between our Insight Cohort and the Wider WY-FI Cohort is shown at the end of the document but suffice to say, the split between White British/BME/Not Known is reasonably close and a good reflection of the WY-FI Cohort in that respect.

The proportions in the Female age ranges matches well the WY-FI Demographic, but the male age range 45 and older is substantially overrepresented in this survey. Compare the two charts below.



Compared with,

Age Gender Percentage WY-FI Cohort



Results from the Questionnaire-Questions 4 to 20

The results are again very positive about respondents' experience with WY-FI.

The Questions in the first section required answers of the form 1 Strongly Agree, 2 Agree, 3 Disagree and 4 Strongly Disagree. In the data 5 is noted for N/A and Zero where the question was unanswered. A comprehensive list of Questions and answers is given at the end of the document, but the opinions of the respondents can be reported in 6 different groups encompassing 15 of the 16 initial questions.

I have kept the multiple appearances of a respondent in the sample so the changing responses over time could be studied for differences.

Of all the respondents over 95% either Strongly Agreed, or Agreed that having a Navigator;

- Helped them to achieve their goals, increase their confidence and their hope in the future
- Facilitated them receiving help from Services

That the Navigator was

- Responsive to their needs

That the Navigator

- Built good relationships with them

That the Navigator

- Made sure staff understood them and helped them to understand other professionals

And finally, that the Navigator

- Worked at their pace and in place where they felt comfortable

And to close the overall summary of the first section 92% of beneficiaries indicated that they found the experience of working with a Navigator either Consistently Better than Expected or Better than Expected.

Deviation in answers when multiple questionnaires have been conducted

There was one instance where, in the space of 7 months, one person's responses to question 13 changed from 1-Strongly Agree to 4-Strongly Disagree. Question 13 is:

Working with a navigator has made it possible to have an open and trusting relationship with staff

It was not possible to identify one event in the case notes that may have shaped that change, but suffice to say, that beneficiary is still engaging well with the program.

Results from the Questionnaire – Question 23

This is a series of options asking the respondent to rate their service use experience before becoming a beneficiary to their experience since becoming a beneficiary on the following scale 1-Very Good, 2-Good, 3-Bad, 4-Very Bad and 5-N/A.

This seems to be a problematic part of the questionnaire for some, whether in delivery or understanding of what is required, and at this point I'll note that perhaps taking the wording out of the options and replacing with numbers as in the first section may be the way to go. Having delivered a number of these questionnaires I know it is very difficult to get someone to verbally match their perceived experiences to the choices given on the paper.

As it stands, in this subset of responses there was a number that missed filling in either the before or after section but the usable data can be analysed some of the Services, those being

A summary of the usable responses is shown in the table below;

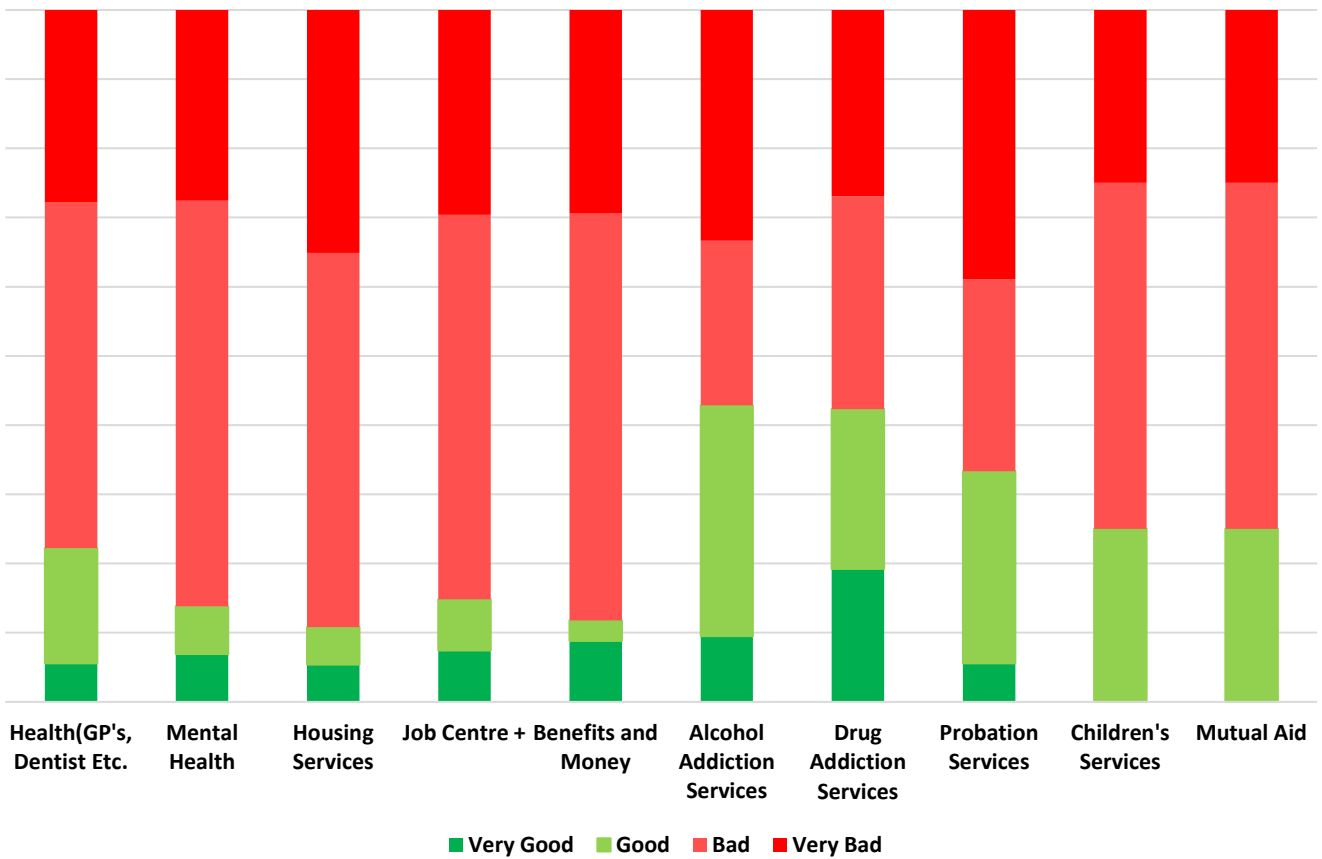
Before and After Category	Usable (out of 71)
Health Services(Seeing a GP or Dentist)	36
Mental Health Services	32
Housing Services	38
Job Centre +	33
Benefits or Help with money	36
Alcohol Addiction Services	31
Drug Addiction Services	32
Probation Services	32
Services for your Children	25
Mutual Aid	26

The changes in rating of service use can be summarised below. When it is shown on the responses that there are both a before and after rating then, by subtracting the appropriate numerical rating outlined above, then a numerical value of that change can be calculated. In theory that change could be from -3 to 3.

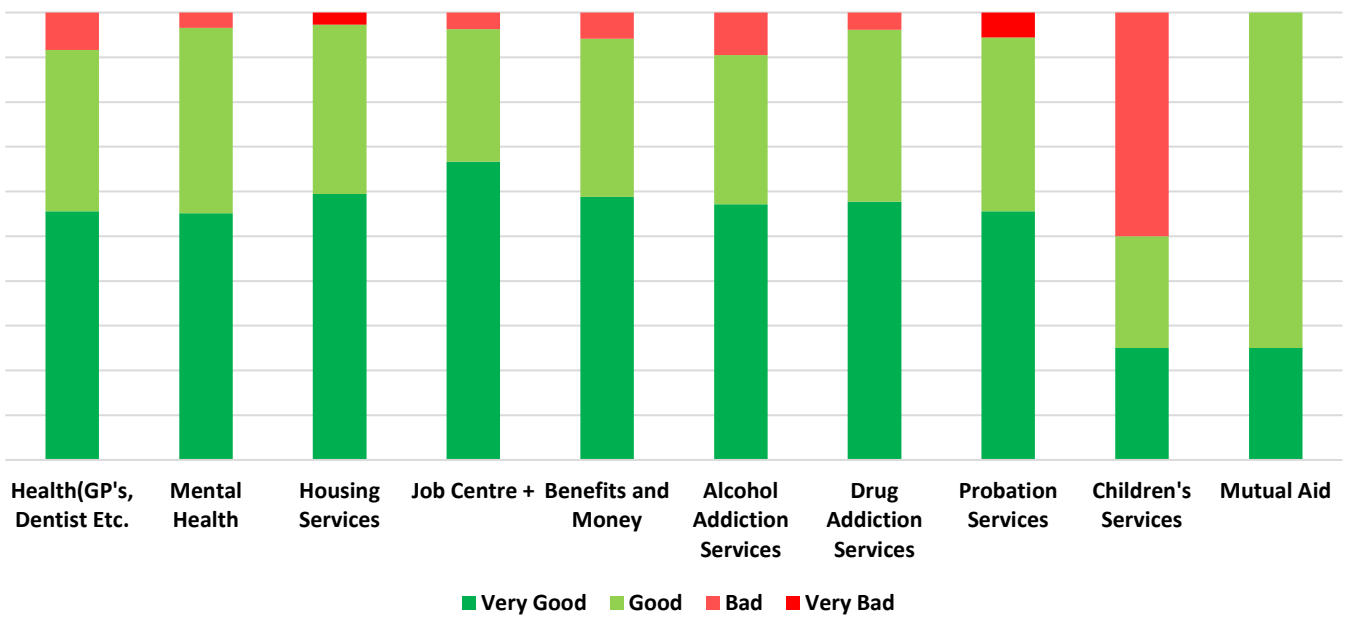
A full table showing the changes over each category is shown at the end of the document; the charts immediately below give a visual representation of the data for before and after.

As has been observed before there is a marked improvement in how Beneficiaries rate service engagement with and without WY-FI, although for the last two, Children's Services and Mutual, did not contain very much useable data but I've produced the figure anyway.

Service Rating before WY-FI Support



Beneficiary Service Rating with WY-FI Support



New Questions

There has been a new section put into the questionnaire, asking what services the respondent feel they need in order to achieve existing goals and plan for the future.

The response to this section was good, with only 7 respondents not filling in anything.

The summary of results is shown on the next page;

	Count	Percentage
Long term housing	31	50%
Addiction Mutual Aid	34	55%
Opportunities for ETE	25	40%
Meaningful Activities	37	60%
Transport/getting out	32	52%
Managing Myself - healthy Eating, Exercise, Time Management	39	63%
Reconnection & relationships	26	42%
Access to children	18	29%
Physical health	35	56%
Counselling	32	52%
Managing Money	35	56%
Confidence /Motivation	32	52%

There is quite a range here and it shows that the beneficiaries who have participated in the Insight Questionnaire have given a lot of thought into what they need going further into their journey.

With 55% percent acknowledging Mutual Support would benefit in their future, this can only be a good sign and an indicator. 40% wanting help with ETE on the face of it may not be too promising, but then again going from being in a situation where one experiences three or all four of the HARM needs plus non-engagement, and doing this questionnaire a minimum of six months of starting the WY-FI Journey then perhaps 40% is not so small.

Beneficiaries also seem to identify they want to do more work on themselves; already mentioned is Mutual Support, but also there is Managing Myself, Physical Health, Counselling, Managing Money and Confidence and Motivation.

Free responses

There are a number of sections of the questionnaire which allow for free responses. These are summarised below.

Have there been any disappointments you have experienced since having a navigator?

For the 71 responses 4 were left blank.

52 reported no disappointments with three going on to say;

“None whatsoever. My experience has been consistently positive, sometimes life-changing.”

“None whatsoever. I could not have attended appointments or done half as much without my navigator.”

“Not had any real expectations but he is so much better than I've had from other service”

Two responses contained Yes, with one going on to say;

“Yes. Lots of different navigators.”

There were two responses that were very similar in meaning;

“Only when I stopped engaging at points, I fell backwards but Dave was always there when I wanted him”

“self-failure”

Of the remaining eleven, four said they had difficulties around Navigators, one with Navigator Sickness, one did not work well with their Navigator, but on changing Navigator all is well, one person noted that Changing Navigators was difficult and another noted;

“I have had a couple of changes of workers, since this has become consistent I've found the help brilliant.”

Two mention that housing is taking too long, one being from Kirklees and one from Leeds.

Of the remaining five, three below relate to the question asked;

“Having to wait 2 weeks for a bus pass”

“Kicked out of Ron’s”

“Just a minor incident on second meeting, nothing major at all though”

The remaining seem to have least got partially mixed up with the answer to the next question, though both were positive responses.

“Fine the way it is”

“Exceptionally better than expected. No, not once {have there been disappointment} there has been consistent help whenever its needed.”

How do you believe the service received can be improved to better meet your goals or expectations?

Of the 71, 10 have left this blank.

In one way or another 38 have indicated that the service received could not be improved upon, two notable responses are;

“Taken to hospital and done above and beyond. Would welcome insight.”

“My navigator does meet my needs and there is nothing that would improve”

Two Responded that they Don’t know how the service could be improved.

The remaining responses summarised as follows;

17 responses were varied with 4 stating that either there should be more staff quoted;

“not really, not enough staff for clients”

“More volunteers”

“Need more people on Floor”

“More activities, more navigators, more of a drop-in centre approach”

In general, 2 answered ***“More of WY-FI”***.

One mentioned, ***“Same Navigator”***, which I have taken to mean that they would like the same navigator as opposed to different ones. This did not match answers in the same vein as the previous question.

Two mentioned either, ***“To Have more time with my Navigator”*** and ***“make more time”***, the author of the first had indicated this on Question 17 of the paper, whilst the author of the second didn’t reflect this in the earlier answer.

2 mentioned Help with moving and in these cases it was understood to be actually physical help with a move. One also just wrote, ***“Get me housed”***. This is the same person as in the previous question answered they were disappointed in the wait to get housed.

The remaining four mentioned issues around more funding for a WY-FI type service and more Groups and more things to do during the week.

“Government could help more”

Finally, one remark was made about a particular Navigator which was not a direct response to the question.

Do you have any other comments, question or concerns?

13 left this blank.

18 responded no.

19 responses either expressed gratitude, some form of recognition of their worker or reflected on their engagement in a positive way.

Of the remaining responses two stood out.

“Housing is very poor and private landlords will not touch DSS in Leeds”

“VB wanted to know if these questionnaires actually benefit beneficiaries, and could there be less questions as it did VB's head in?”

Positive Comments about WY-FI

I have put this section in for any staff that read the report, although I have removed names;

“He is the best worker I have had. Great man.”

“None very pleased with the service.”

“Thank you so much. Respect and God Bless”

“Thank you for the support”

“The service has been a great help and got me a home and a lot of support with my independent[sic] issues”

“** brilliant worker really happy what she has done for me.”***

“No, ** is a great worker”***

“I appreciate all the help given to me.”

“I am very happy with my support from WY-FI”

“Had a massive amount of support and my life has changed massively”

“I loved the service when I engaged, * was always there even when I stopped answering the phone or door”***

“I am extremely impressed with the service I have received”

“Everything is going well and I can see the light at the end of the tunnel”

“Wy-fi are brilliant”

“Think she does a really good job. I'm comfortable and happy to work with her”

“* has been very helpful and patient with me”***

“She's a very good worker, honestly”

“* is genuine/kind and caring”***

Group Activities and Meaningful Activities

As these have been mentioned in some responses to the second free text and in the new sub-section added this year it should be pointed out that WY-FI does not provide any groups and any mention of their needing to more groups and activities should be passed to the relevant locality organisations

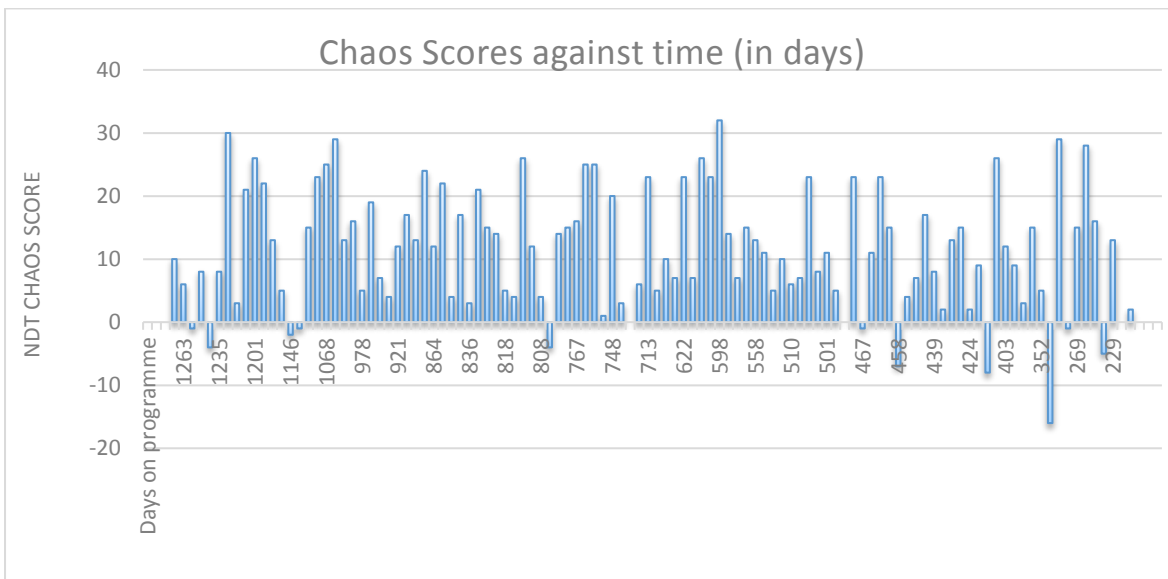
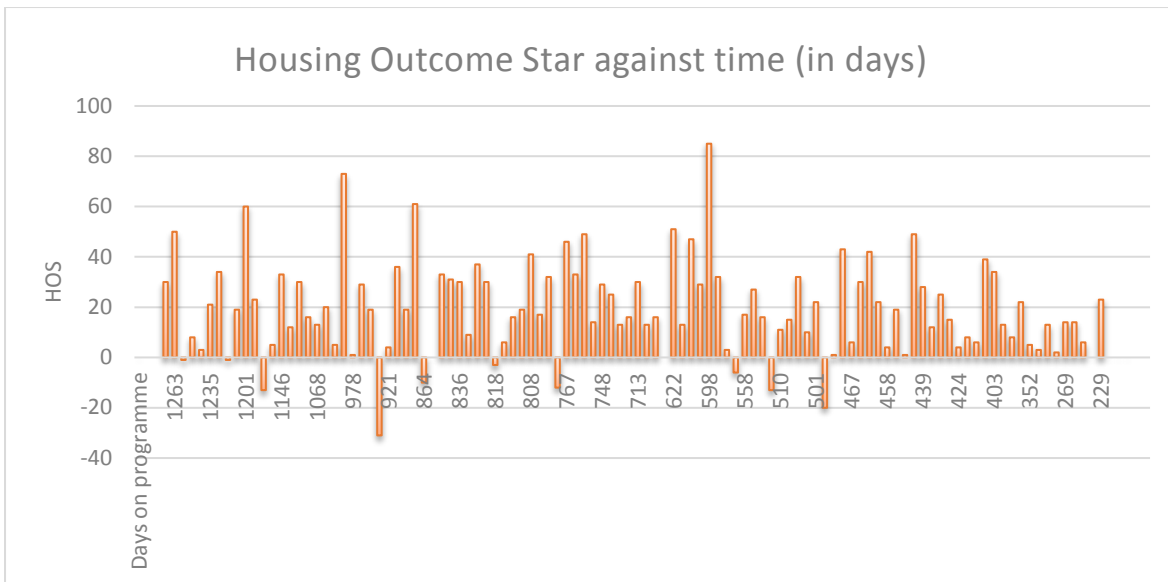
Conclusion

These conclusions are carried forward from the February 2018 iteration of this report to act as a reminder as to some of the areas for exploration of the data in future versions of this report.

It has been possible to look at potential relationships between other factors now there are a larger number of beneficiary comments. The comparison of both NDT and Housing Outcome Star against time on programme seemed to be worth investigating. In fact, there seems to be no clear relationship with time on programme and improvement in either set of scores.

Logic might suggest beneficiaries would start with low scores which would improve with time, but that those who had been on programme the longest might continue to demonstrate poor scores as their issues are clearly still present. In fact, the graphs seem to show almost no pattern; however, as we have drawn this information from beneficiaries who are still on programme when they take the insight questionnaire, we are unable to see improvement in those who have progressed and are no longer on Navigator Caseloads.

The fact that in most cases we also have no date of completion from their Client Survey entry also means we cannot look usefully at their Navigator experience score and outcomes, as the outcomes are as of January 2018, but their experience of the navigator would be any time within a number of years. We could look at a breakdown across number of months on the project versus experience with a Navigator but there are so few individuals who have recorded an experience with a navigator of values 3, 4 or 5 that it would mean looking at single figure samples. There are only 20 individuals overall with these poor scores. They then tend to show improvements scores below the median average of 11 for NDTA or 16 for HOS but there is no indication whether their less than satisfactory experience of a navigator is a reflection of where they are in their journey, or vice versa.



In future we could analyse the relationship between experience of working with a navigator and improved experience with services, or against outcome Star and NDT Chaos index score, but the same issues would apply unless we can improve the completeness of the questionnaires and increase the number of respondents.

- Namely the experience of most individuals who complete the survey is too universally good/undifferentiated to show relationships with low or high scores.
- In addition, using the results of this survey is giving us an incomplete set, i.e. you could say that for a certain number of individuals starting the programme, those whose experience is good and whose experience of services is excellent, and who then make good personal progress, we have no record of their personal experience after they have been taken off Navigator Caseload, when presumably their HOS and Chaos Index scores should be at their best.

Full Question responses and Data

Statement responses

Number	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Blank
4	Working with a navigator helps me to overcome obstacles to achieving what I want for myself	51	19	1	0	0	0
5	My navigator helps me work on goals that are important to me	54	15	1	1	0	0
6	Working with a navigator gives me the confidence that I can achieve what I want for myself	45	23	3	0	0	0
7	Working with a navigator has given me support when moving from one service to another	50	18	0	0	3	0
8	My Navigator lets me know where to get help and support	52	16	2	0	0	1
9	My Navigator responds quickly to my needs	49	18	4	0	0	0
10	My Navigator gives me accurate contact information which I can easily access	49	21	1	0	0	0
11	My Navigator is someone that I am confident with	59	10	2	0	0	0
12	My Navigator has taken the time to get to know me	59	11	1	0	0	0
13	Working with a navigator has made it possible to have an open and trusting relationship with staff	43	20	3	1	2	2
14	My Navigator explains things to me in a way that I can understand	53	18	0	0	0	0
15	Working with a Navigator makes me feel understood	51	15	2	1	2	0
16	I meet my navigator in places that are easy for me to get to	52	15	3	1	0	0
17	I am allowed to take as much time as I need during visits	43	25	2	0	1	0
18	While working with a Navigator I have been able to meet my personal goals	39	25	5	0	1	1
19	I believe my navigator is working with me to take my future in the direction that I want it to go	54	15	1	0	1	0

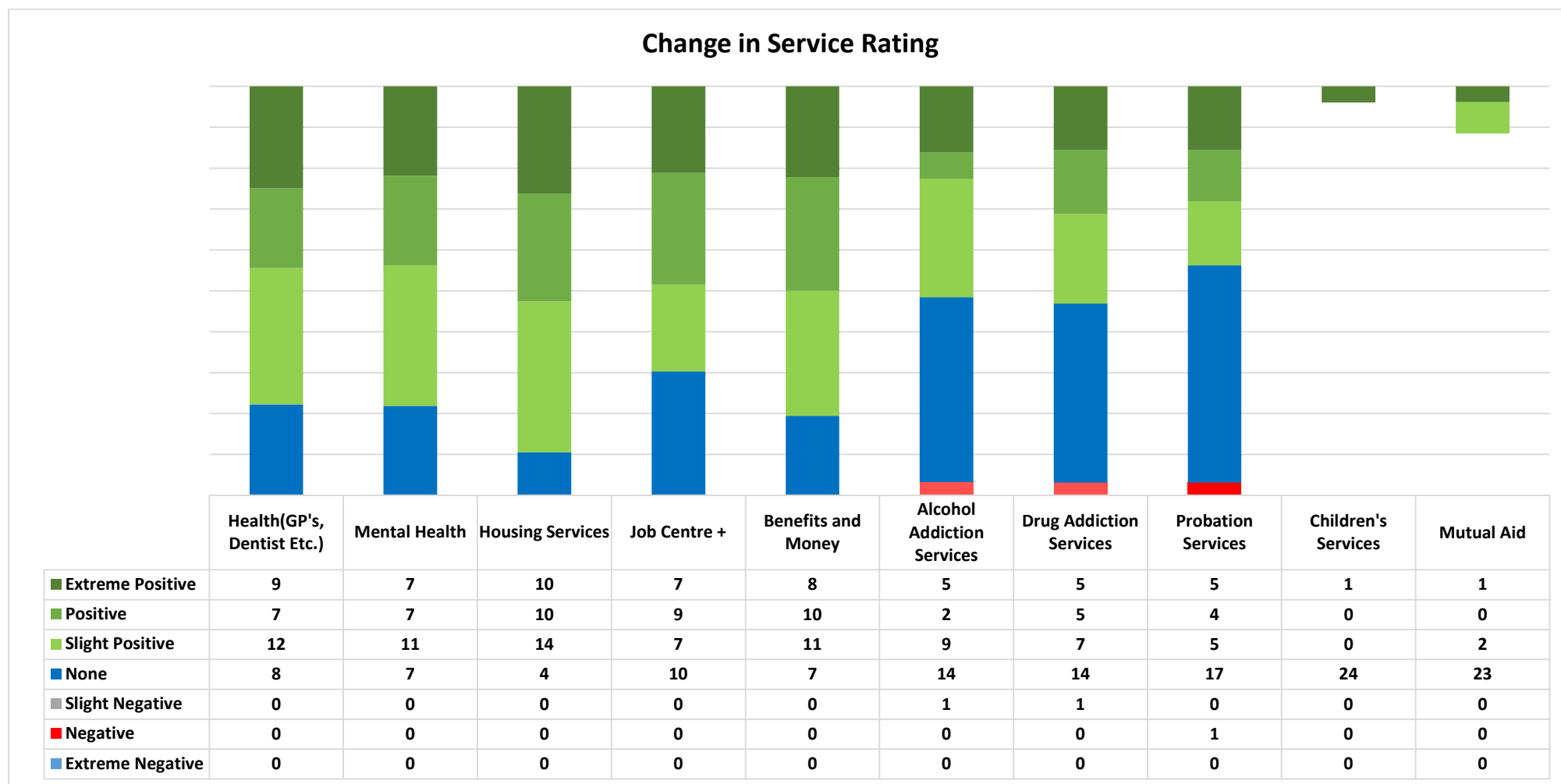
Number	Question	Consistently Better than Expected	Better than expected	As expected	Less than Desirable	N/A	Blank
20	My Overall Experience working with a Navigator Was	49	16	4	0	1	1

These two tables give the number of beneficiaries that gave which opinion to each question/statement.

Before and after Analysis

As I said in the earlier text the change of service rating varies from -3 to +3, for example; someone could have rated service use of say Job Centre Plus as Very Good pre WY-FI and Very Bad with WY-FI!!! This would be a change of (1 minus 4) which is -3, a highly unlikely, very negative, change!! But still, one that has to be included to show the effectiveness of WY-FI. Likewise, if the ratings were the other way round then the change would be (4 minus 1) which is 3, a very positive change. I have rated the changes from -3 to 3 in words as follows -3 – Extremely negative, -2 – Negative, -1 – Slight negative and none with similar phrases for positive changes.

The resultant table and chart is shown below;



There are no Extreme Negative changes for any of the 10 Services and as can be seen most of the changes are Positive, especially with Housing Services, where there are the greatest number of positive changes. For the last two, Children's Services and Mutual Aid, the numbers questioned that engaged with those services was small and

because the way the data was recorded the high percentage of No change is in fact people who didn't engage with these at all so I have removed the Blue from the Bar and just both greens there. On studying the table, it can be seen that 1 person had an Extreme Positive change in their engagement with Children's services and for Mutual Aid there was one person with a likewise Extreme Positive change and 2 with a Slight Positive change.