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EXECUTIVE SUMMARY

Our Annual Consultation Exercise (ACE) was carried out in January and February 2023 with three primary stakeholder groups¹:

- people we support,
- their family members/ carers, and
- HSC Trust (NI), HSE & Tusla (ROI) representatives.

The purpose of the ACE is to evaluate stakeholder satisfaction with the support we provide, and we had 290 separate responses via three feedback tools:

- a survey (N=264)
- focus groups (N=23)
- and completion of Triangle Outcome Stars² (N=3, a trial with people with complex needs to explore how to enable their 'voices' to be heard in addition to capturing outcome data).

The survey was live from 2 January 2023 until 10 February 2023, 264 surveys were returned during this period.

54.5% (n=144) of the survey returns were from people we support, with 67.3% (n=97) of those receiving support to complete the survey.³ 36.7% (n=97) were from their family members/ carers, and 8.7% (n=23) were submitted by HSC Trust, HSE & Tusla representatives.⁴ Every service across NI and ROI received a minimum of one survey response⁵.

23 people we support attended the three focus groups in Dublin, Lisburn and Enniskillen (during January 2023) with the support of 15 Positive Futures staff. The focus groups were structured to provide additional qualitative information (linked to the survey questions) and an opportunity for any other feedback to be shared.

As part of the pilot for the Triangle Outcome Star Tool, three people we support with complex needs were involved. With staff support, each completed a retrospective star and a live star to identify how our support has impacted on their lives and to give them additional opportunities to 'have their say' about their support.

In terms of key findings:

¹ Details regarding the methodology employed for this ACE can be found at Appendix 1

² <https://www.outcomesstar.org.uk/>

³ Support to complete by service can be found at Appendix 2

⁴ Survey returns by stakeholder group can be found at Appendix 3

⁵ Survey responses per question, per service can be found in Appendix 4.



- **97.7% (n=258)** of respondents indicated that they were happy with the support provided by Positive Futures, the single most common type of feedback related to positive feedback and gratitude to our staff. Typical staff feedback is exemplified by this family member/ carer comment, ***“I would say Positive Futures staff go above and beyond what would be expected of them for the people we care for!”***
- **72% (n=191)** of the survey returns rated Positive Futures as *“Excellent”* and the remaining **28% (n=73)** as *“Good.”* There was the opportunity to give a lower rating than Good, however no surveys were returned lower than this value. While this evidences positive feedback for the work we do, analysis of the comments received will inform and inspire further improvement on this rating.
- There were six organisational themes identified (see Table 1 below). Some improvement suggestions (where there were one or two responses relating to an issue) have been shared with the relevant service for resolution. Where relevant, specific actions in response to the organisational themes have been incorporated into an Organisation Action Plan.⁶
- Next steps:
 - Our Organisation Action Plan summarises priority areas that we are able to address (noting that some improvement areas are beyond our control, e.g. in terms of providing ‘more support’, we can only provide what we secure for funding for).
 - All services have received a service specific report and any service specific issues will be addressed at a local level.

⁶ See Appendix 5



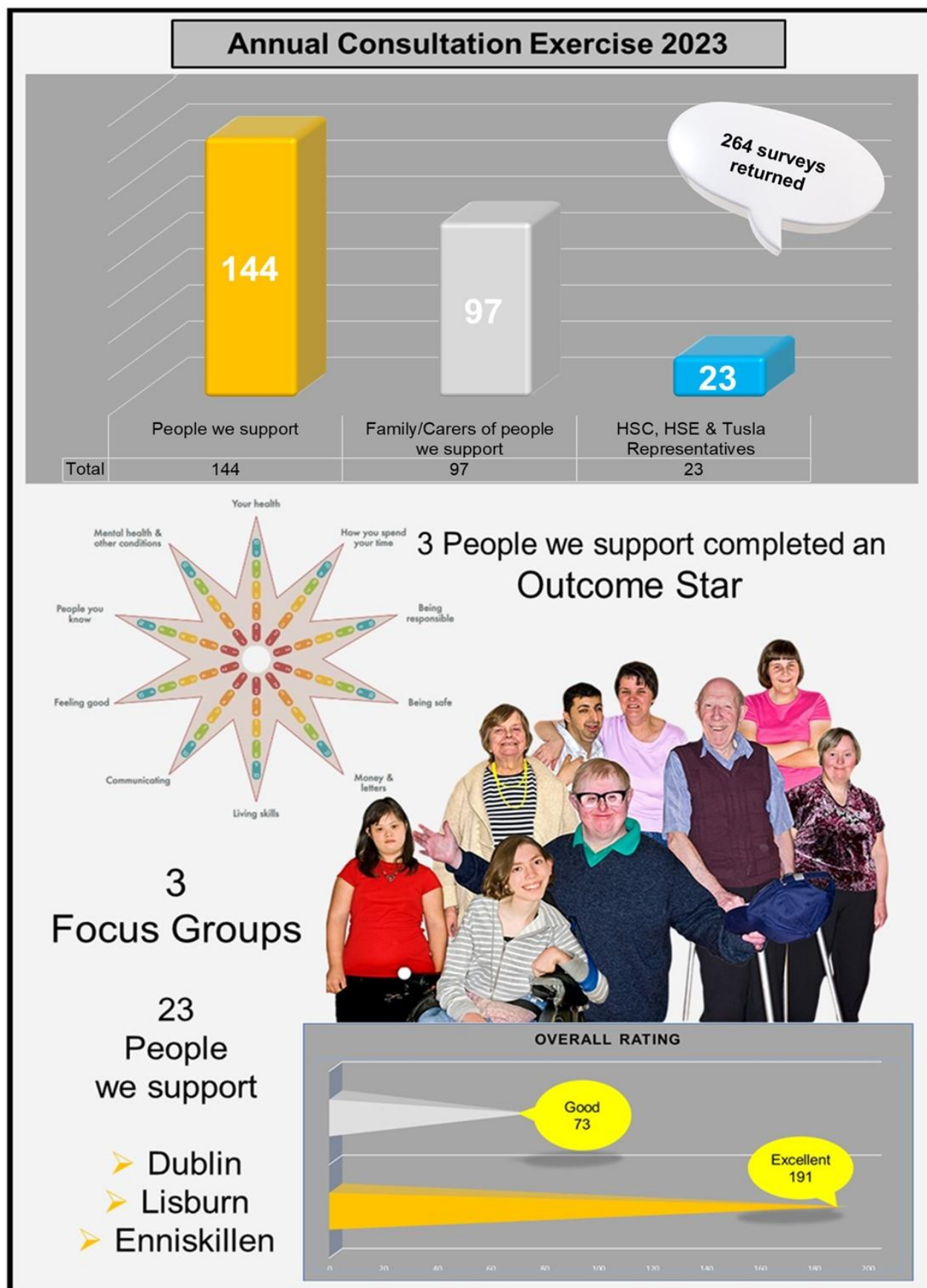
Table 1: ACE 2023 - Identified themes⁷

Themes	Overview	Percent of overall comments
More support to take part in more activities, outings, and meetings	Comments regarding more support to take part in more activities, outings, and meetings related to people wanting to do more activities, increase the frequency of current activities or recommence activities they had enjoyed previously	6.7%
Communication	Communication was raised on several occasions throughout this ACE. There were requests for more updates on the people we support, better communication of change to planned support, and requests to have staff rotas two weeks in advance. A number of people we support also asked for more organisational updates (e.g., similar to the current PF Briefing for staff).	3.3%
More staff / retention of staff / staff benefits	Responses reflected a recognition of the pressures within social care, however a few respondents did comment on not being able to do the things they wanted due to staff shortages or recurring changes in staff. There was also feedback regarding the need to improve retention of staff and improve staff terms and conditions	1.6%
Additional support to help people with their health and well-being	There was feedback from six ROI families that there needed to be more support for their relative in terms of health and well-being (e.g., weight management, support for healthy relationships including sexual relationships, personal care skills). There were no similar comments/ feedback from any NI families.	0.9%
Holidays and overnight trips	While the majority of survey and focus group responses indicated people we support are happy with their daily activities, there were requests for more opportunities to go on holidays and overnight trips	0.6%
Opportunities to learn / learn new skills	Opportunities and encouragement to learn or improve life skills such as first aid and cooking were suggested, as were opportunities to take part in new hobbies and interests such as travel, gardening, and painting	0.6%

⁷ Ordered in terms of frequency mentioned in surveys.



Figure 1: Overview of ACE 2023⁸



⁸ Stakeholder comments will be represented in the chart colours above throughout this report.



The survey

The survey asked 5⁹ questions, each focusing on a key area:

1. Quality of Support
2. Being Safe
3. Impact of Support
4. Improvement
5. Communication

Response options for each of the five questions were: *Yes or No*, plus a comment box to encourage people to “*tell us more about your answer.*”

Three additional questions were asked to further explore the quality of our support:

- What we do well
- What we could do better
- What else could we do

Finally, we asked people to give Positive Futures an overall rating. With the options of rating us; Excellent, Good, Poor, or Very poor.

Table 2: Questions 1 – 5 Overview¹⁰

Area	Feedback
Quality of Support	The vast majority of respondents 97.7% (n=258) indicated that they were happy with the quality of support provided by Positive Futures.
Being Safe	The vast majority of respondents 99.6% (n=263) indicated that they felt safe or that our services were provided in a safe environment.
Impact of support	The vast majority of respondents 98.9% (n=261) indicated that Positive Futures enables the people we support to do the things they want in life.
Improvement	The majority of respondents 72% (n=190) indicated our support could not be improved on, 28% (n=74) suggested improvements.
Communication	The vast majority of respondents 96.2% (n=254) indicated that they were happy with communication, from and with Positive Futures.

⁹ Different versions of the survey were customised for each stakeholder group.

¹⁰ Overall response from the 3 stakeholder groups



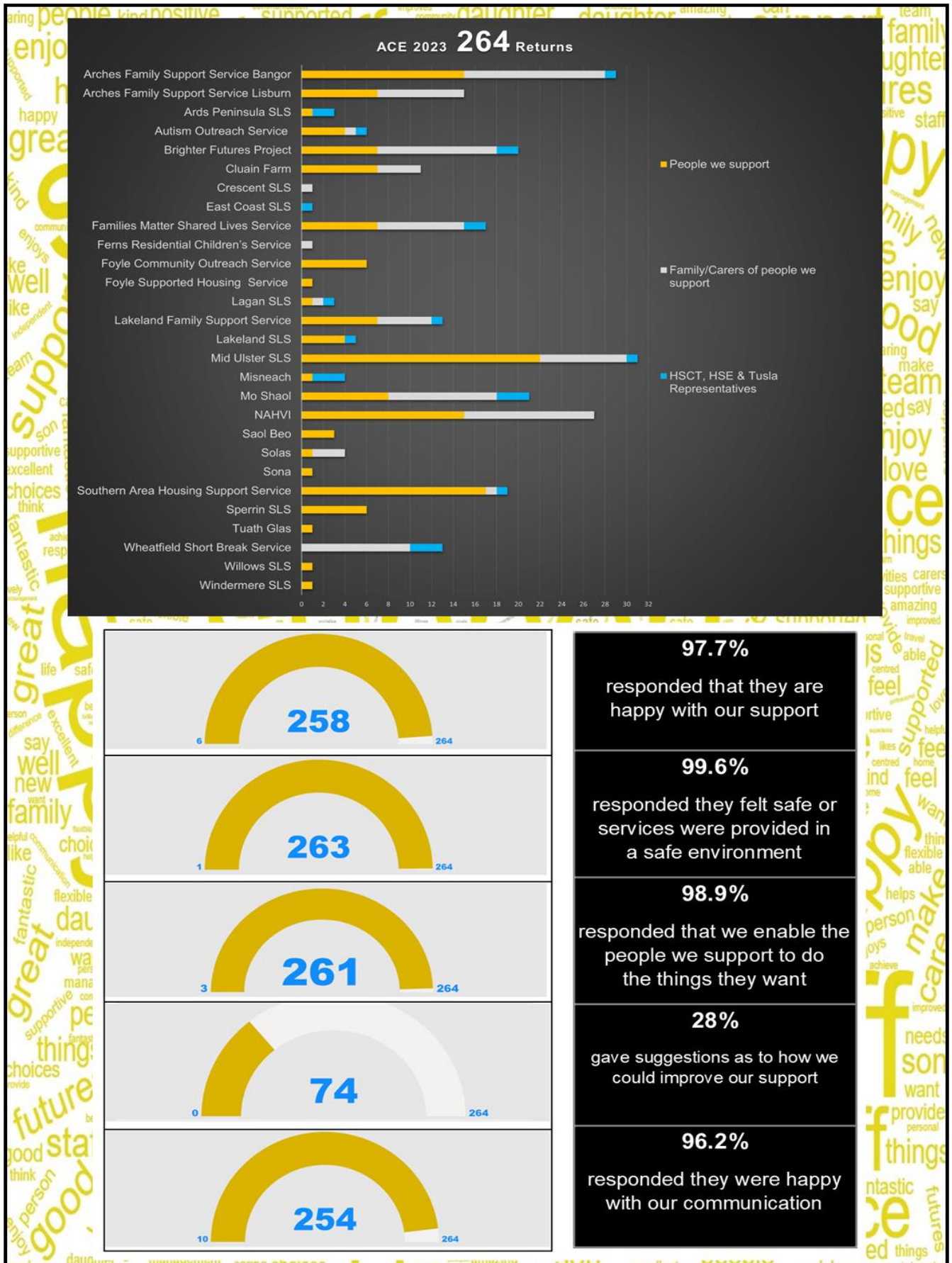
Table 3: Questions 6 - 8 Overview¹¹

Area	Feedback
What we do well	58% (n=153) of respondents provided written positive feedback for this question relating to quality of service, support & staff.
What we could do better	37.9% (n=100) of respondents provided written feedback for this question. 20.5% (n=54) suggested improvements, while 17.4% (n=46) used this space for positive commentary on our support.
What else could we do now that we don't already do	28.4% (n=75) of respondents provided written feedback for this question. 15.1% (n=40) suggested improvements, while 13.3% (n=35) used this space to state that no further improvements could be made or made a positive comment.

¹¹ Overall response from the 3 stakeholder groups



Figure 2: Overview of ACE 2023 Survey Response and key findings



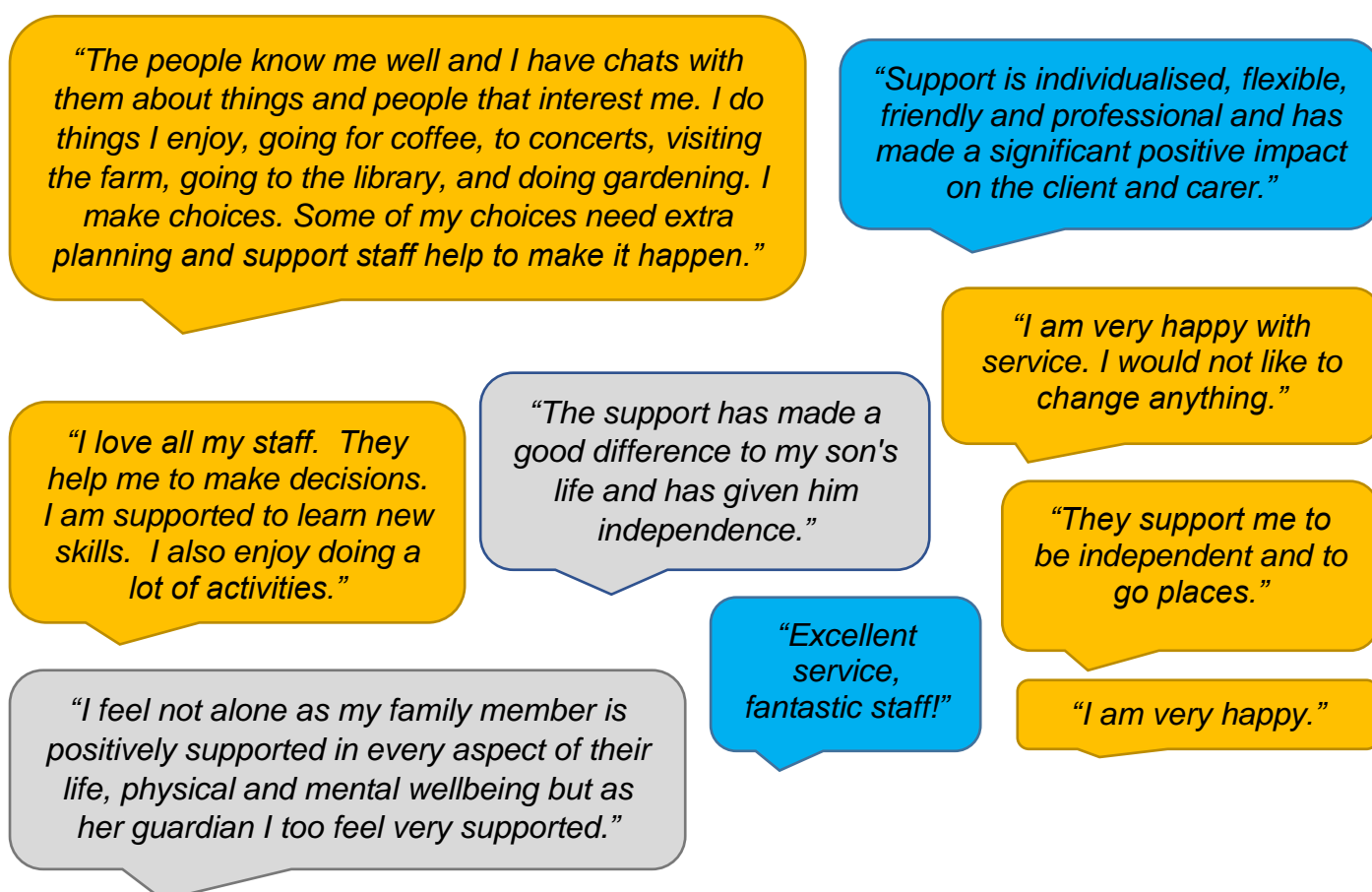


Q1. Are you happy with your support from Positive Futures?



Question 1 received a total of 116 written comments. 112 of these comments related to a “Yes” response and included additional positive feedback on support being received or provided. Four comments related to a “No” response and included suggestions for improvement which have been conveyed to the relevant service.

Q1. (Quality of Support) sample of written responses





"Because I am able to achieve my goals and I can go to any staff member for support."

"I feel safe, and no one shouts at me when I am with my support worker."

"All staff are great, it's amazing. They bring a lot of positives, I honestly can't say one negative thing in the last year. Managers and all staff have been and continue to be a massive support to me and my children. All staff have a very natural family type relationship."

"Flexible and provide good support to clients who can display complex behaviour."

"I am happy and very content with the support from Positive Futures. I 'get on' with and like all my staff."

"I couldn't do without my support worker. She means everything to me."

Q2. Does the support you receive from Positive Futures make you feel safe?



Question 2 received a total of 86 written comments, all related to a "Yes" response, and included additional positive feedback on the safety of services provided.

One person we support replied "No" to this question but gave no further feedback, this information has been shared with the relevant service to explore further with the person we support.



There was a range of safety themes mentioned including home, fire, personal finances, road, community, and physical health. The focus group sessions (that included a facilitated “Spring into Safety” Home & Electrical Safety Workshop) resulted in very engaged discussions with the people we support on the topic of home safety.

Q2. (Being Safe) sample of written responses.

“The staff that care for my family member and the organisation as a whole, I feel because of their ethos, provide a safe and secure environment.”

“I feel safe and well looked after by all staff that come into my new home.”

“I trust the staff looking after my son and believe he respects them and their safeguarding.”

“I am not confident but if I'm with my support worker I am happy.”

“They have made me feel safe all my life.”

“I always feel safe and happy.”

“Always reassured “what happens next” as requested which is a big thing to reduce anxiety.”

Staff are keen that protocols are adhered to ensuring safety of client and, are able to identify potential risks so that they can be addressed to prevent safety issues.

“The service is supportive and very focused on her needs and wishes and recognises the importance of delivering person centred care in a safe and secure environment.”

“Lives peaceably & calmly in an atmosphere with-out aggression or animosity.”

“I feel safe when staff are out and about with me. No bullying.”

“Staff are well trained and work to the highest standard of care and protection. Calling to check if the family member will be collected and time etc.”

“Just knowing there is staff on duty, especially at night.”

“Totally 100%! I know she is in a safe and happy place, with responsible, kind, safe, loving people.”

“I feel safe in my home that the staff are able to listen to me when I have a problem.”



"Excellent hygiene. Advised at all times. Monitor diet due to Diabetes type 2."

"Help me stay out of trouble."

I feel very safe with my support work beside me."

"By practising our fire drills."

"My staff keep me safe at all times. They look after me if out on a busy road and are with me all the time."

"Because no burglars can get into the house. also, I have a safe wallet where I can keep my money safe."

"My brother has always been treated like a son by the carer."

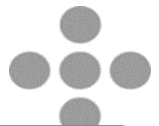
Q3. Does your support from Positive Futures help you do the things that you want to do in your life?

98.1% responded that we enable the people we support to do the things they want in life.



Question 3 received a total of 103 written comments. 100 related to a "Yes" response and included additional positive feedback, and examples of how our support enables people we support to be as independent as possible, supports them to complete daily tasks, encourages increased social and physical activity and involvement with their communities. Ten "Yes" comments did suggest some improvements in relation to more activities, more support and reviewing of current goals. The three comments relating to a "No" response highlighted the need for more activities and, while one noted this has improved recently the feedback was shared with relevant services for consideration and action as required. See overleaf for a sample of the comments made in response to this question.

Q3. (Impact of support) Sample of written responses



"I have a better life with the support I receive."

"Support is tailored to the persons needs and specific interests. This includes a variety of activities and locations they can avail of and individual interactions with client encourage them to express their views and enjoy positive communication and interactions overall."

"I enjoy swimming and bowling and going to concerts."

"It helps me to achieve goals and go on outings."

"I would be stuck in the house if staff didn't come to take me out."

"Going on holidays, going out and shopping."

"Positive Futures have supported me to live my life and I have really enjoyed returning home. I have enjoyed being at home rather than the hospital as I have went to the cinema, cycled the Greenway and I have grown lovely houseplants in my house as well. I would like long term to be supported less and be more independent in my home. I know that the Service Manager and the staff team have my best interest at heart and are always supporting me to plan my future and achieve my hopes and dreams. I hope to study this year."

"Getting out has helped him so much that when we go out as a family now things are easier for us with him."

"I like the help I get with my personal care and at bedtime I like that I get out for coffee and to my brother and sisters grave."

"I cannot read or write, my support worker explains all forms and letter to me."

"Any new projects or ventures or challenges that my family member wishes to undertake are discussed, planned, implemented where appropriate and my family member is supported throughout."

"Helps him socialise more and he knows he is safe when out with them."

"Promotes choice in activities and supports likes/dislikes."

"Support with doctor's appointment, shopping and lunch out."

"More opportunities provided for children to participate in their community."

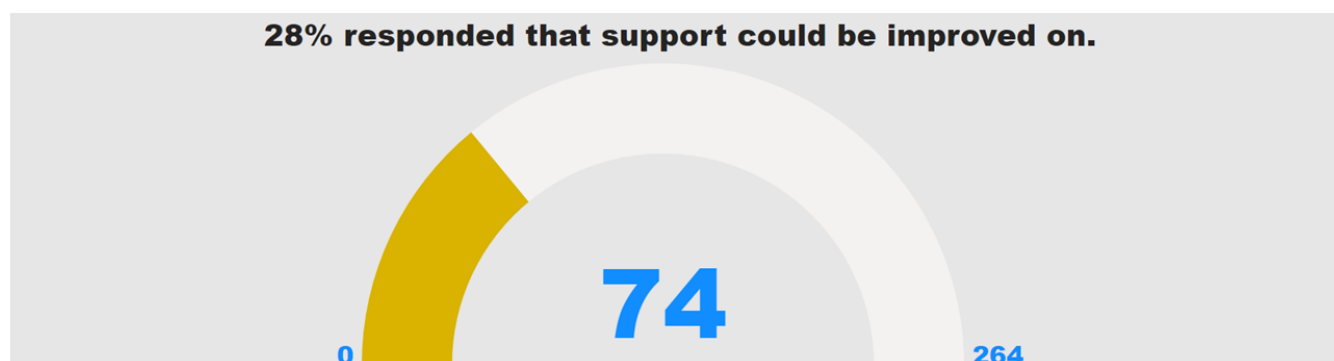
"I do more now with support than when I was on my own."

"Always encouraged to do things they wouldn't normally have done."

"Our family member would love to do more activities and get out more. EG. walks, swimming, gym, trips away with housemates."

"He is allowed to make his own decisions and is helped with his choices, and altogether is very confident and independent."

Q4. Is there anything we can do to support you in a better way?



Question 4 received a total of 109 written comments. 45 related to a “Yes” response, and people used this opportunity to tell us how well support was working, positives of current support and reassurance that support can change/ be adaptable if circumstances require.

74 people indicated our support could be improved. 64 provided further feedback.¹²

See overleaf for a sample of the comments made in response to this question. Feedback from this question will be used to inform the draft Action Plan (Appendix 5) to help us improve services.

Q4. (Improvement Suggestions) Sample of written responses.

“More outings would be great. My son loves trips out in the car listening to music, going for walks, and going to the cinema.”

“I would really like to meet new friends like me. I went to new activities but didn't get to make new friends. Staff are helping me to look at other options and activities to meet new people and make friends.”

“Staff give me great support, but I would like to go to more places and also go on long trips, i.e., Carnlough which I loved and enjoyed.”

“Would also like to do 1-1 support to go where I fancy I miss out on this due to not having enough staff.”

¹² 10 people did not provide further feedback on their “No” response.



"I am very happy with current service but would be great if weekends etc were available for older youths/young adults."

Indicated yes and no with a confused look. When explained she laughed and pointed to "No."

"I would like to have more hours for support."

"Please continue to build on independence and confidence."

"More meetings to go to."

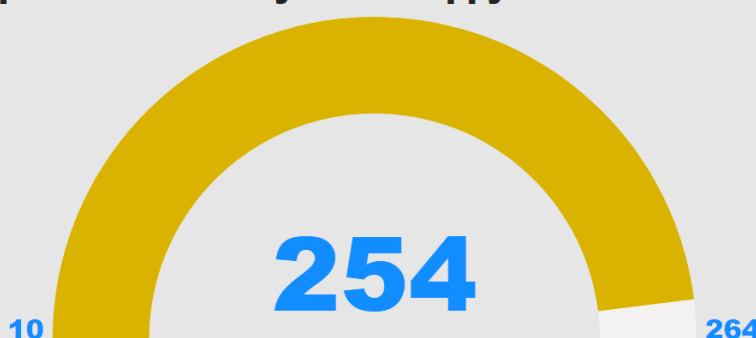
"When my support worker is off there is no cover. I really miss going out."

"Maybe more involved in preparing meals."

"Understand the persons communication needs better."

Q5. Are you happy with the way Positive Futures communicates with you?"

96.2% responded that they were happy with our communication



Question 5 received a total of 96 written comments. 87 related to a "Yes" response and included additional positive feedback and examples of how our communication was person centred, enabled people to plan ahead, and be kept informed if there was a change if the person we support was unwell.

Ten "Yes" comments suggested some improvements, nine from family member/ carer suggested some improvements which related to communication between staff, updates on progress, financial arrangements and difficulties in contacting the office. One person we support who is non-verbal expressed that they would like to know more about the plans for their day.



Four “No” response comments from family member/ carer related to a lack of communication from management or staff. While three “No” comments were from people we support and related to a lack of communication from Management. One person we support expressed their frustration with their communication barriers.¹³

Feedback from this question and improvement suggestions will be used to inform the draft Action Plan (Appendix 5) to help us improve services.

Q5. (Communication) Sample of written responses

“Absolutely, our daughter likes to know who is collecting her, where they are going. Hearing from management with this information reassures our daughter.”

“Yes the staff in positive futures understand me and know what I like. I know lots of friend’s names and have lots of pictures. I like when staff know who I am talking about.”

“No issues reported by families.”

“Communication is excellent. Good relationship with staff team.”

“Staff always ready to listen to us and give excellent feedback.”

“I am contacted immediately with anything concerning my sister.”

“I am always involved in making decisions. Any communication is always read to me, and I am asked if I understand.”

“I am non-verbal, but would like advance information about my daily plans.”

“If there's anything I need or don't understand, staff will always explain to me.”

“I am on the advisory board, so it is a good way to communicate.”

“Amazing communication; activities organised well in advance.”

“Professional, friendly and proactive communication overall.”

“They keep me well informed about any issues that may arise such as health concerns.”

“Everything is explained until I understand.”

“I am in every aspect however I feel the communication regarding the financial contributions could be better.”

“I can pick up the phone and talk to them at any time.”

¹³ 2 people did not provide further feedback on their “No” response.



"I feel there could be more communication from management to me."

"I am happy with having a copy of my rota so I can see what staff are coming in."

"I am very happy with how Positive Futures, the Service Manager and the staff team communicate with me. I am always listened too while being supported by Positive Futures."

"Whilst my experience is generally yes there have been some issues with poor communication."

"Only communication is through my worker."

"Very rarely anybody communicates from office staff."

Q6 - Please use this space if you want to tell us about things we do well.

153 people, (58% of the overall 264 survey returns) submitted a written response to this question.

Key findings from this question with sample comments below each theme.

Service and support

"Everything. They help and make me happy."

"Clean my house with me. Make me better. Help me see my mummy."

"I feel listened to. I can tell my support worker anything."

"I can sit down and speak with the Service Manager and the staff team anytime if I am worried about anything. I feel heard with positive futures as sometimes I can find it very hard to talk to people. I have had experiences where it is difficult to be heard. I appreciate the support I have had from Positive Futures. I can go anywhere for lovely walks, and I have went for lovely day trips. Positive Futures provides confidence drivers, and this is very important to me to be safe when driving. The house is kept tidy with support, and I appreciate that as sometimes I am just very tired. I enjoy I really enjoy that I am so close to the beach, and I can swim anytime I like. I was happy that a bike rack was fitted on the car as now in the summer my bike will be able to fit on the back of the car."

"My daughter feels very safe, secure and happy in her present situation which is a great comfort to me and other members of the family."

"Listen patiently and consider his wishes and help him to carry them out as far as possible. Management of accommodation and cleanliness etc is faultless."



"Person had repeated hospital admissions, since receiving Positive Futures support has not required hospital."

Person centred and/or community-based approach

"Favourite thing was visiting the office to attend my own review. I was a part of the review and said all the things important to me."

"Bringing me new places and letting me meet people."

"Employ excellent care staff and facilitate your clients in achieving their own goals."

"Care is taken to provide Support Staff who would be compatible with my son."

"Excellent interaction with client and use of community resources as per their preferences/wishes. Good awareness of needs of people with brain injury and undertake role in a safe professional manner."

"Person Centred Approach."

Great staff:

"Efficient staff, excellent service, excellent team."

"My staff are 10 out of 10."

"Staff the perfect mix of supportive, proactive and caring."

"Every member of staff was supportive and kind. As a family we really appreciate all the work put into helping families."

"Friendly approachable staff with well organised activities"

Good or great communication:

"Great communication and support."

"Good communication from the office staff. Very friendly and approachable support."

"Communication between professionals, excellent staff interactions with service users and families."

Feedback from this question will be used to inform the draft Action Plan (Appendix 5) to help us improve services.



Q7. Please use this space if you want to tell us about things we could do better.

100 people (37.9% of the overall 264 survey returns) submitted a written response to this question.

While this question was posed to identify improvements 17.4% (n=46) of respondents used this space to highlight the positive impact of great support or service, for example

“Everything is alright the way it is.”¹⁴ “All care of highest standard.”¹⁵

20.5% (n=54) did suggest improvements, 3.4% (n=9) were service specific¹⁶ and have been conveyed to the relevant services.

Key findings from this question with sample comments below each theme.

Support to take part in more activities and outings.

“Go out more than once a week!”

“Maybe ringing the library more often and help me buy audio books.”

“Swimming sessions to be included.”

“More exercise like going to the gym.”

“More group activities and encouraging interactions between peers as opposed to 1:1 intervention. Link kids with other community services so they can continue developing social skills.”

Request for more staff

“There should be more day staff on that my friends and I could go out more.”

“When person that provides support is off for any reason there is no-one to cover. This leaves gaps in cover and more work for family.”

“Staffing has been an issue but understandably this may be more due to environmental reasons i.e., difficulty recruiting suitable staff and that some staff will move on to other roles.”

¹⁴ Comment from people we support.

¹⁵ Comment from family member/carer of people we support.

¹⁶ Specific query about service to be addressed at service level.



Improving communication.

“Keep me informed of questions I have asked.”

“More communication is needed, and a better plan should be put in place for future visits. Visits should be on a more regular basis so both the client and parents can plan ahead.”

“Communication regarding changes in service provision/ staff/ delays etc’

Feedback from this question will be used to inform the draft Action Plan (Appendix 5) to help us improve services.

Q8. Please use this space to tell us about things we don't do now that we should do.

75 people (28.4% of the overall 264 survey returns) submitted a written response to this question.

While this question was posed to identify gaps in services or support, 13.3% (n=35) of respondents used this space to state that no further improvements could be made or replied with a positive comment on current support, for example.

*“Already doing it!”*¹⁷

*“All good so far!”*¹⁸

*“After 15 years still amazing. An incredible all round package.”*¹⁹

15.1% (n=40) did suggest improvements, 1.9% (n=5) were service specific²⁰ and have been conveyed to the relevant services.

¹⁷ Comment from people we support.

¹⁸ Comment from HSC Trust, HSE & Tusla Reps

¹⁹ Comment from family member/carer of people we support.

²⁰ Specific query about service to be addressed at service level.



Key findings from this question with sample comments below each theme.

More support to take part in activities or outings.

“Social home, times away, meet up for dinner often, especial occasions.”

“Allotments, swimming, nature walks.”

Better communication.

“Carers calling on duty - useful to have telephone numbers.”

“Maybe photos of the staff with their names at the hallway or porch area as to who's on duty.”

More holidays & overnight trips.

“Holiday further away with the group.”

“More weekends away.”

Feedback from this question will be used to inform the draft Action Plan (Appendix 5) to help us improve services.



Focus Groups

This section covers the feedback provided by the focus groups which were held in Dublin, Lisburn and Enniskillen, during January 2023. Attendance at the focus groups was strong with 23 people we support attending in total, photo below shows some of the lively interactions.

Respondents' own words have been used as much as possible so that the report represents the voices of the people we support. The focus groups were co-facilitated by people we support and Positive Futures staff.

The themes from the survey were provided as discussion points for the focus groups so everyone was given the opportunity to express collective and individual comments.

The results have been grouped together and key areas identified have been compiled under the heading of

“What we learnt...”

Any issues or concerns that were raised during the interviews or focus group were passed on to the relevant service management team after completion. The staff facilitators were also available after the focus groups, if required, to provide any additional support or address any immediate issues which were raised.



People we support attending ACE Focus Groups



What we learnt about my support.

Collectively the majority of people we support who attended the focus groups responded that they were happy with their support. One person expressed that they were unhappy with their support and their feedback was addressed with the Operations Team after the focus group session.

- “Support is people coming into help me to do the **things I want to do.**”
- “X²¹ helps to organise my piano lessons. He contacted a piano teacher and **helps me** to make phone calls to her to confirm my lessons.”
- “When I can’t find things in the house **you help me** find them.”
- “I have a great help from staff support me to find out about flute lessons and organising working experience for me and **I now have a part-time job.**”
- “**I enjoyed a trip** to London in September with people who support me.”
- “I get my hair and nails done and my **support staff helped me** to make truffles at Christmas.”
- “**Having good support means** I can go out with other residents.”
- “**Helping me to understand things.**”
- “Staff support **me to do the things I want to do, not things they want to do.**”
- “Support means **we connect with other families in Positive Futures** and go out together in a group.”
- “**I am very happy with my support.** I am part of the Boy’s Group, and we play pool and at Christmas we went to the Christmas Market together.”
- “I am able to go swimming and bowling **because of my support** and I also go to a drama group.”
- “I like watching TV and lying in my bed. **I like X (support worker).**”
- “I am **happy with my support and love every day.**”
- “I have been supported for a long, long time – with support from staff I get to do lots of stuff. Staff have been there for a long time, and I know them very well and **the support is great.**”
- When asked about her support one person who attended said “**Yes,**” nodded her head and gave a big smile.
- “**My support helps me** get out and about a lot! “

What we learnt about how safe I feel.

Collectively everyone responded that they felt safe with their support.

- “Knowing that I can ring the house and **staff will help me if I am out.**”
- “**Practising fire drills** with staff to keep us safe.”

²¹ Staff name removed.



- “Having **staff 24 hours a day**, makes us feel safe knowing someone is there during the night if you are unwell is good.”
- “I feel safe knowing I can go out on the train and if I get on the wrong train I can **phone service manager or support worker** for help.”
- Dublin focus group discussed where in their homes they **keep first aid kits** and how they use them for cuts and minor injuries.
- “I was **reminded to keep using my fireguard** when I light the fire at night.”
- All agreed that they felt they **understood safeguarding** and know to contact the Operations Director or Service
- “We have an **emergency evacuation plan** to keep us safe!”
- “On a Sunday we do a **health & safety check** in the house with Positive Futures staff – this makes us feel safe.”
- “Every week the **fire alarm is checked**, and we have regular fire and evacuation drills.”
- “I don’t have 24-hour support, but I can call the **on call for support**. Having the on-call support makes me feel safe.”
- “**Our staff know what to do if there was a fire** and this makes me feel safe.”
- “When **new staff come on they shadow other staff**, so they get to know me. I like knowing what staff are coming in to support me.”
- “**Positive Futures taught me how to use my medication** and I am now able to take my own medication with support.”
- “My **support staff have my medication locked away** and they give me my medication every morning.”
- I feel safe!
- “Our house is safe. We have a **smoke alarm**, and we know there will be staff there because we have support all the time.”
- “We have fire drills and **check our windows and doors every night**.”
- “I check the **fire alarms every Sunday**.”
- (Person we support) nodded, smiled and gave a thumbs up that she felt safe.
- “If someone said something to us or tried to hurt us when we are out, we would **just walk away!**”

All groups talked about safeguarding and the facilitator explained the different types of safeguarding and the meaning of zero tolerance. All agreed that they felt they understood safeguarding and know to contact their Service Manager or Deputy Service Manager, if they have any concerns. The Dublin group also commented that they could contact the Operations Director as her contact details were displayed in each house. Lisburn & Enniskillen groups said there is no information



displayed in households with contact information for Safeguarding. At Enniskillen two attendees said they would talk to their family if something wasn't right!

What we learnt about how my support makes a difference to me.

When asked if support from Positive Futures helped them do the things they wanted in their lives all groups gave a resounding "Yes" or thumbs up!

- *"The support I receive gives me **more choices and individuality.**"*
- *"**Your key worker can help you achieve your goals.** I am setting a goal to go on the train on my own to a meet a friend. I know this will take some time to achieve but I know my key worker will help me work through it."*
- *"**Being able to do first aid training.** This makes my life better. Getting out for walks and meeting people in the local shop and getting to do more things!"*
- *"My staff listen to me. I didn't like where my office was in the house as it was too noisy. So, my staff **helped me move to a different room** at the front of the house. Now I can see everyone coming and going and we are planning on painting the room a purple colour."*
- *"Staff have supported me to **do aqua aerobics.**"*
- *"**Getting out for weekly trip to local coffee shop and taking part in craft making.**"*
- *"**Being able to work** in a charity shop."*
- *"**Being listen too.**"*
- *"I go to meet friends once a week for coffee, but to get there I would need to cross a very busy road. My support staff collect me and drive me to the coffee shop and this **helps my social life.**"*
- *"**I attend a Gateway Club** on a Wednesday night because of Positive Futures support."*
- *"I was able to **go to Ballycastle for my birthday** and go to attend a tribute show there. Dolly Parton sang happy birthday to me! This made me very happy."*
- *"I go to a **walking group.**"*
- *"I was able to **go to Norway on a cruise** with my Deputy Service Manager."*
- *With support from Positive Futures staff XX²² indicated that she has been to see Nathan Carter and loved going to shows. Agreed **that going to shows makes her happy. Also, she wants to go horse riding.***



- *“I don’t like swimming or walking – do like lying in bed at home being warm and comfortable. I go shopping – I like to **go shopping**. Sometimes I like to go swimming when it’s warm and I can go home to my warm bed after. Sometimes **I go to prayers in Belfast**. I like Belfast.”*
- *“My brother and I have been to lots of shows and our **support helps us do lots of stuff**.”*
- *“I go to Omagh **tech every Monday and I am doing a garden course**.”*
- *“**I work in Oxfam**, sorting out clothes. I also go to a **knitting group**.”*
- *“I am going to be Danny Zuko in Grease, I do **lots of drama and musicals**.”*

Other feedback included:

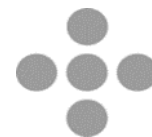
- People choosing what food they wanted to eat and being involved in preparation and cooking of meals.
- Dublin group also talked about recent trips they had enjoyed to London, Galway, Belfast, and Killarney.
- A support worker reported that one of the people we support had expressed that he wanted to learn to swim. He has been supported to take swimming lessons and is now swimming weekly.

What we learnt about how my support could be better.

Collectively everyone initially responded that their support couldn’t be any better, but that they would like to have more opportunities to meet together, like the focus group session. After some discussion about what was so good, some views were expressed, mostly on staffing levels.

- *“**More staff** on during the day so we could go out for walk or do something.”*
- *“To meet staff from other houses.”*
- *“We don’t get to read our files, or what has been written about us in braille.”*
- *“**More staff in services**.”*
- *“Sometimes **staff are changed**, and this means I can’t go out on a Sunday in the car. This makes me feel sad.”*
- *(Person we support) expressed that she liked living with two other women but would like to meet more people and have more days like this.*

Overall, the groups discussed that they would like to see the staff rota at least two weeks ahead and that there was as little change as possible in staff cover arrangements.



There was discussion around the pressures on the health and social care sector more broadly and attendees recognised the wider staffing problems in the sector.

What we learnt about how well Positive Futures communicates with me.

- “I would like to receive the²³ **Positive Futures Briefing** by e-mail.”
- “We have **group discussions in the house with staff and they keep us informed on information**. Some of us receive e-mails.”
- “Communication is **mainly through word of mouth from staff**.”
- “**Contact number for Operations Director or Service Manager** is displayed in **Braille and print** in the houses so anyone can make contact if they need to.”
- “Sometimes when an issue or problem is raised responses from external social works, care managers and/or senior managers in Positive Futures, can be very slow and this means my staff are not able to give me an update on what is happening.”
- Good that we hear what is happened through e-mails, it is a good way to find out things.

Collectively everyone initially responded that communication was good, and they felt informed by staff of opportunities like the focus group or Advisory Board.

What else we learnt about my support.

- “My support makes me feel happy.”
- “I have been supported by Positive Futures for so many years I have lost count, and this has enabled me to be more independent and I am able to live on my own and have a part-time job.”
- “I like my support worker a lot!”
- “It’s great to get out and then we get to meet people, and we don’t have arguments at home.”
- “Great to have group time and to have fun!”

²³ Currently sent to all staff and trustees.



General agreement was that the days were fun, and people we support would like to meet up socially with each other more often.





Triangle Outcomes Star Pilot

In January 2023, 16 staff from the Operations and Corporate Services team were trained in the Outcome Star²⁴, which is a suite of outcomes tools designed to help people we support identify outcomes (or goals) that are important to them and the support they need to maintain or make progress .

The Outcomes Star provides a consistent framework to understand complex changes occurring for a person, the support they need to move to the next stage, or to maintain their current position. As the Stars are designed to be completed collaboratively with the people we support, as opposed to 'done to', they help foster productive relationships and promote meaningful conversations.

Each Outcomes Star consists of a set of evidence-based outcome areas arranged in the shape of a Star. Each outcome is broken down into five 'Journey of Change' stages (Figure 3.)

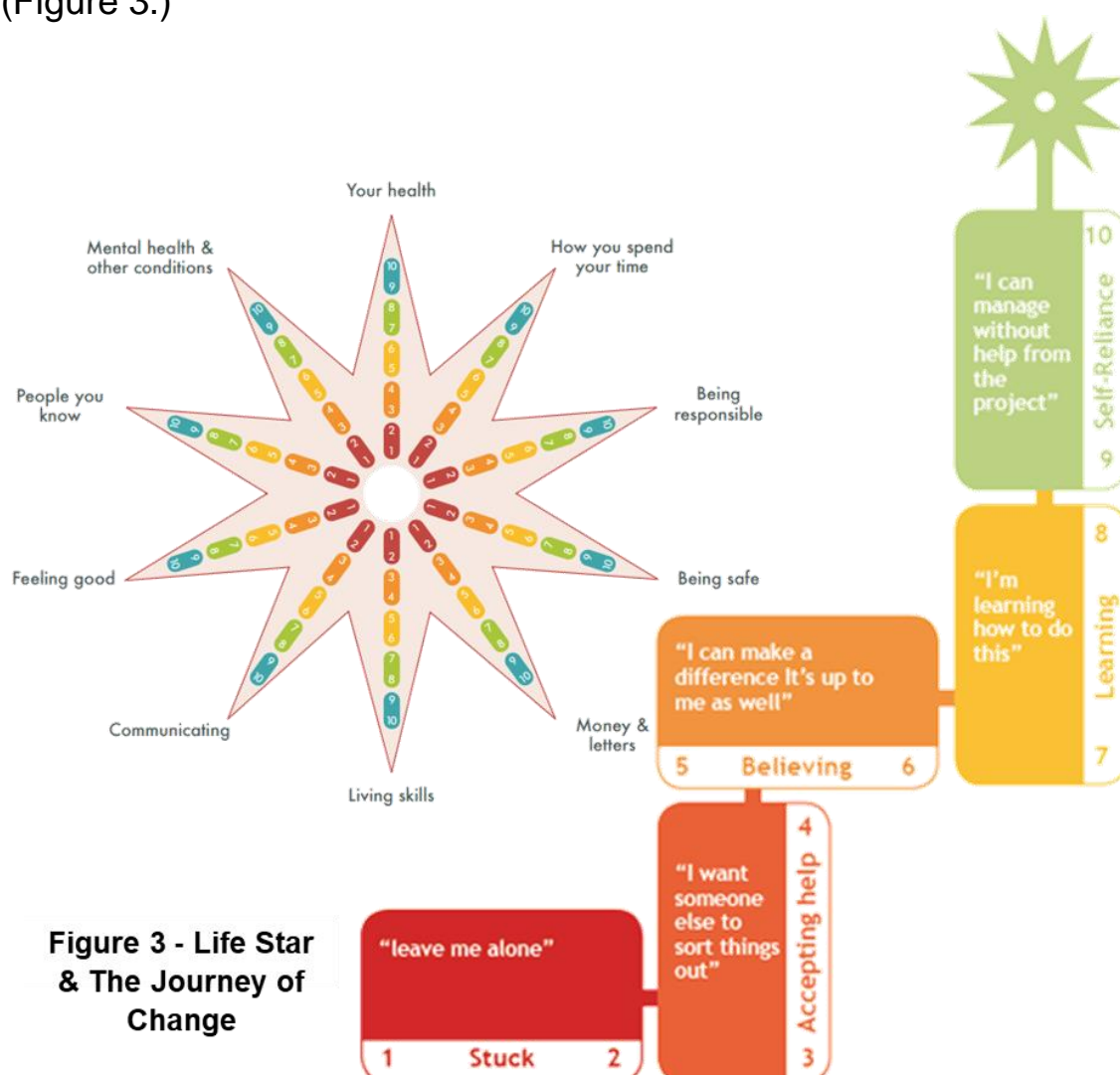


Figure 3 - Life Star & The Journey of Change

²⁴ As part of the training staff were also introduced to the Outcome Star On-line platform for recording the Star readings, creating Action Plans, and producing reports.



For the pilot we introduced the;

- **Life Star**, for young people and adults with a learning disability
and the
- **Spectrum Star**, for autistic adults

Staff supported three people we support²⁵ with complex needs to complete a *retrospective star*, which looked back over a period of time when they first became supported by Positive Futures, and a *live star*, which is a current reflection of their position on their Journey of Change.

For all three people, there was evidence that our support resulted in the person we support progressing in specific areas or, maintaining progress.

Life Star - for young people and adults with a learning disability.

There are two readings in each Life Star for the two people we support who completed this star. (Figures 4/ A and B)

- The first in orange, being the retrospective reading i.e., where the person was on the star scale when they started to receive support from Positive Futures
- The second, in green, being the current reading, where the person is now on the star scale.

²⁵ Will be referred to as Person A, B or C in this report.



For **Person A**, they had maintained in two areas and progressed in all other areas of the Star e.g.

- **Your Mental Health** – moved from four on the scale (which is *“It’s difficult but I’m getting help”*) to eight (which is *“It is more how I like it”*)
- **Communicating** - moved from two on the scale, (which is *“It’s not working”*) to six (which is *“It is OK”*).
- Gains in **‘Your Health’**, **‘People You know’**, **‘How You Spend Your Time’**, **‘Your Responsibilities’**, **‘Managing Money’**.
- Person A’s rating of **‘Feeling good’** had improved during the period of our support.

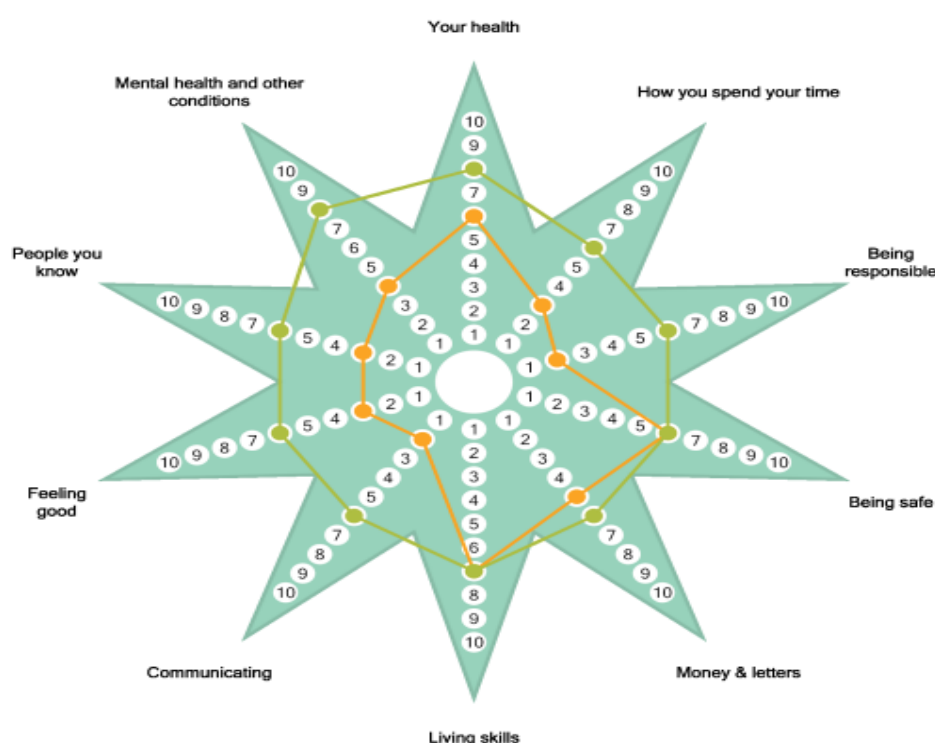


Figure 4 A

Review of the star resulted in actions being agreed and progressed in relation to:

- Managing insomnia
- Managing change and transition periods
- Increase use of photosymbols and support for staff to understand non-verbal communication



For **Person B**, they had improved in all of the outcome areas e.g.

- **How you spend your time** – moved from three on the scale (which is *“It’s difficult but I’m getting help”*) to seven (which is *“It is more how I like it.”*)
- **Your responsibilities** – also moved from three to seven on the scale
- **People you know** – moved from four (*“It’s difficult but I’m accepting help more often”*) to six (which is *“It’s OK.”*)
- Gains in **‘Your Health’, ‘Mental Health’, ‘How You Spend Your Time’, ‘Managing Money’, ‘Being Safe’, Communicating**
- Person B’s rating of **‘Feeling good’** had improved during the period of our support.

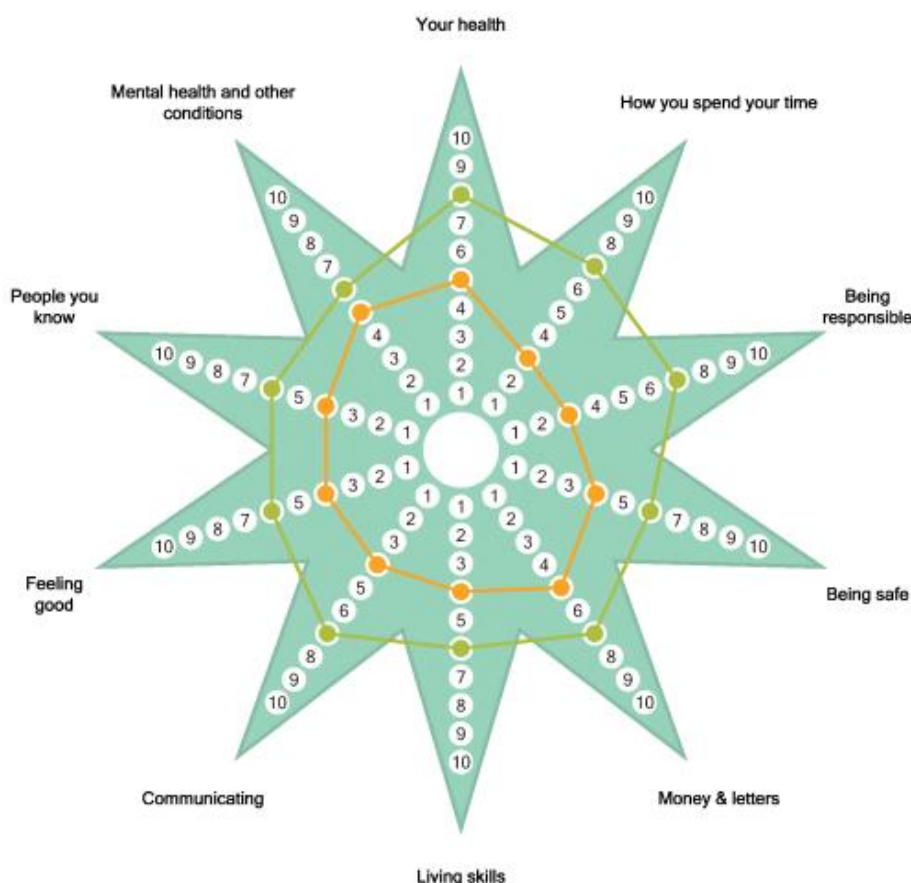


Figure 4 B

Review of the star resulted in actions being agreed and progressed in relation to:

- Finding out more about what activities the person enjoys
- Support to better understand actions and behaviours
- Finding opportunities to engage more within the community and with animals.



Spectrum Star – for adults with autism.

Again there are two readings in this Spectrum Star for **Person C**, (Figure 5) showing they had either improved or maintained current progress e.g.

- **Living Skills & Self-care** – moved from two on the scale (which is current needs reflect a ‘...*major barrier, and the person is occasionally accepting help*’ to four (which is ‘*mostly accepting support and feeling better as a result.*’)
- **Time & activities** – moved from one to three “*Accepting some support.*”
- Person C’s rating of ‘**Well Being and Self Esteem**’ had improved during the period of our support.

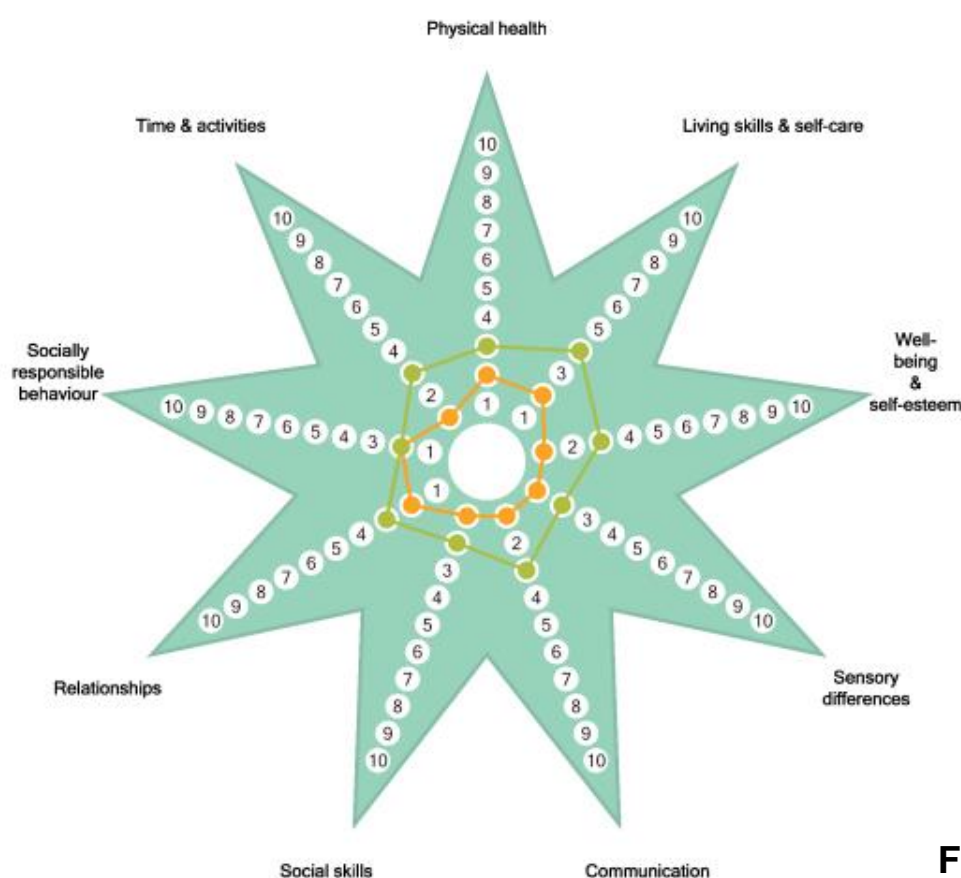


Figure 5

Review of the star resulted in actions being agreed and progressed in relation to:

- Managing personal care and laundry
- Support to accept advice and reassurance
- Recognising and managing emotions
- Increased walking, cycling and swimming



Thank you for all your help with ACE 2023!

Here is a word cloud we made from some of the comments from ACE 2023, we hope you like it as much as we do!





APPENDICES

APPENDIX 1: METHODOLOGY

Survey Design

During the design of the survey, consideration was given to each stakeholder group's needs and five customised surveys were created which included the same questions worded appropriately for each group.

Easy Read - people we support

Easy Read - children & young people

Easy Read – people supported HomeShare Hosts & Shared Lives Carers

Family/Carers of people we support

Health Professionals and Advocates of people we support

Questions were modified for each group. The surveys were available online and in paper format. Services and projects were asked to distribute the surveys to their stakeholders using e-mail or written communication which were all produced in the same format. The survey was in four sections.

Section 1

This was an introduction to the ACE process and explanation of what the survey and use of the feedback given. Details of the survey lead were also included to give people the opportunity to make personal contact if they wished to do so.

Section 2

Five questions with “yes” or “no” response options. Icons, thumbs up or thumbs down, accompanied the response options on the survey tailored for people we support to facilitate responding. A free text box was provided after each question for respondents to provide further feedback.

Section 3

Three questions which provided a free text box for any comments on areas not covered within the survey to explore “What we do well”, “What we could do better” and, “What we don't do now that we should do.”

Section 4

Overall rating of Positive Futures with choices of Excellent, Good, Poor, Very Poor.



Focus Groups

Focus group locations were identified to ensure accessibility for all services across Northern and Southern Ireland. Focus group dates were circulated in November 2022 to give people we support and staff time to plan their attendance.

On the day handouts with the survey questions were distributed to attendees on their arrival. At the outset of each focus group session the survey lead staff facilitator talked through the agenda and explained the importance of everyone having an opportunity to express their opinion and to give “each other time” to do this and how their feedback and photographs would be used in the overall ACE report. Attendees were also assured that this was a “confidential space” and if there was any matter or issue that they wanted to talk to facilitators about they could do this during the lunch break or after the session. People we support were also reminded to complete the ACE Survey to ensure their responses were also included in overall survey outcomes.

Any issues or concerns that were raised during the focus groups were passed on to the relevant service management team afterwards.

Outcomes Star

The values that inform the Outcomes Stars are similar to those of person-centred, strengths-based and co-production approaches. The Star places importance on:

- the perspective and priorities of the person we support
- the person we support being in control of their life
- aspects of life that are going well in addition to areas of difficulty

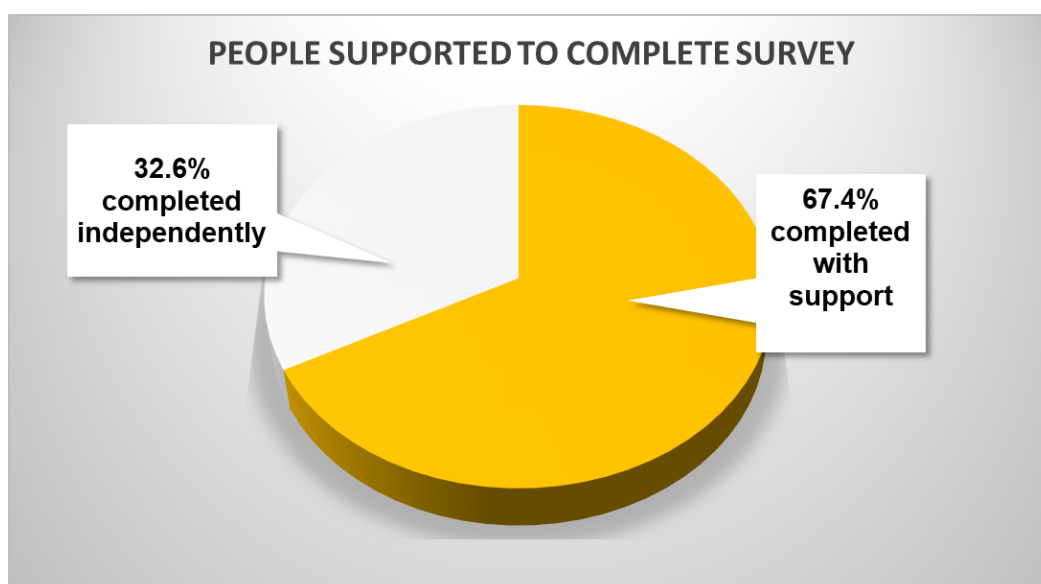
There are 44 Stars to choose from and each version of the Outcomes Star consists of a set of evidence-based outcome areas arranged in the shape of a Star. Each outcome area is broken down into five clearly defined ‘Journey of Change’ stages creating a consistent framework by which to understand complex changes occurring for a person.

Staff who took part in the Triangle Outcomes Star Core Training, planned time with the person we support, and staff supporting them to collaboratively complete a retrospective (1st Star) and live star (2nd Star). They also used the Star Online platform to add the stars, and record actions taken that had enabled the progress identified on the 2nd Star reading.



APPENDIX 2: PEOPLE SUPPORTED TO COMPLETE SURVEY

Service	If you are supporting someone to complete this survey please tick this box
Ards Peninsula SLS	1
Autism Outreach Service	1
Cluain Farm	6
Families Matter Shared Lives Service	6
Foyle Community Outreach Service	6
Foyle Supported Housing Service	1
Lakeland Family Support Service	7
Lakeland SLS	3
Mid Ulster SLS	9
Mo Shaol	3
NAVHI	13
Saol Beo	3
Solas	1
Sona	1
Southern Area Housing Support Service	10
Sperrin SLS	6
The Arches Family Support Service Bangor	13
The Arches Family Support Service Lisburn	4
Tuath Glas	1
Willows SLS	1
Windermere SLS	1





APPENDIX 3: SURVEY RETURNS BY STAKEHOLDER GROUP

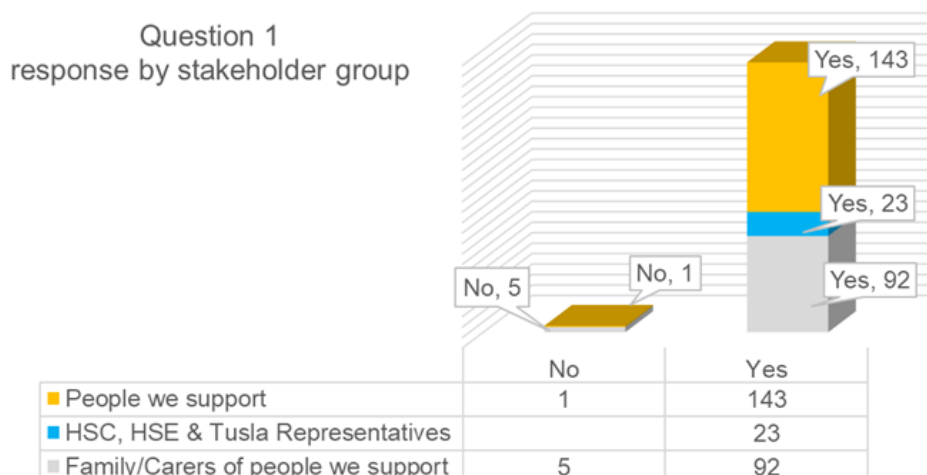
Service	People we support	Family/Carers of people we support	HSC, HSE & Tusla Reps
Ards Peninsula SLS	1	0	2
Autism Outreach Service	4	1	1
Brighter Futures Project	7	11	2
Cluain Farm	7	4	0
Crescent SLS	0	1	0
East Coast SLS	0	0	1
Families Matter Shared Lives	7	8	2
Ferns Residential Children's Service	0	1	0
Foyle Community Outreach Service	6	0	0
Foyle Supported Housing Service	1	0	0
Lagan SLS	1	1	1
Lakeland Family Support Service	7	5	1
Lakeland SLS	4	0	1
Mid Ulster SLS	22	8	1
Misneach	1	0	3
Mo Shaol	8	10	3
NAHVI	15	12	0
Saol Beo	3	0	0
Solas	1	3	0
Sona	1	0	0
Southern Area Housing Support Service	17	1	1
Sperrin SLS	6	0	0
The Arches Family Support Service Bangor	15	13	1
The Arches Family Support Service Lisburn	7	8	0
Tuath Glas	1	0	0
Wheatfield Short Break Service	0	10	3
Willows SLS	1	0	0
Windermere SLS	1	0	0



APPENDIX 4: RESPONSES PER QUESTION PER SERVICE

4A. QUESTION 1: QUALITY OF SUPPORT

Question 1 - Service Responses	Yes	No
Ards Peninsula SLS	3	0
Autism Outreach Service	6	0
Brighter Futures Project	20	0
Cluain Farm	11	0
Crescent SLS	1	0
East Coast SLS	1	0
Families Matter Shared Lives	17	0
Ferns Residential Children's Service	1	0
Foyle Community Outreach Service	6	0
Foyle Supported Housing Service	1	0
Lagan SLS	3	0
Lakeland Family Support Service	12	1
Lakeland SLS	5	0
Mid Ulster SLS	30	1
Misneach	3	1
Mo Shaol	19	2
National Association of Housing for Visually Impaired (NAHVI)	27	0
Saol Beo	3	0
Solas	3	1
Sona	1	0
Southern Area Housing Support Service	19	0
Sperrin SLS	6	0
The Arches Family Support Service Bangor	29	0
The Arches Family Support Service Lisburn	15	0
Tuath Glas	1	0
Wheatfield Short Break Service	13	0
Willows SLS	1	0
Windermere SLS	1	0

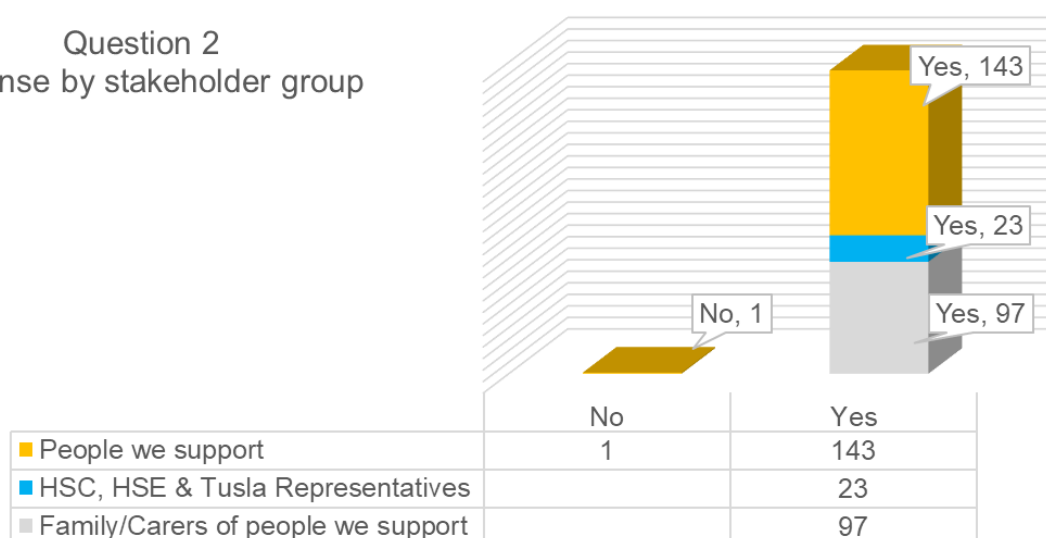




4B. QUESTION 2: BEING SAFE

Question 2 - Service Responses	Yes	No
Ards Peninsula SLS	3	0
Autism Outreach Service	6	0
Brighter Futures Project	20	0
Cluain Farm	10	1
Crescent SLS	1	0
East Coast SLS	1	0
Families Matter Shared Lives	17	0
Ferns Residential Children's Service	1	0
Foyle Community Outreach Service	6	0
Foyle Supported Housing Service	1	0
Lagan SLS	3	0
Lakeland Family Support Service	13	0
Lakeland SLS	5	0
Mid Ulster SLS	31	0
Misneach	4	0
Mo Shaol	21	0
National Association of Housing for Visually Impaired (NAHVI)	27	0
Saol Beo	3	0
Solas	4	0
Sona	1	0
Southern Area Housing Support Service	19	0
Sperrin SLS	6	0
The Arches Family Support Service Bangor	29	0
The Arches Family Support Service Lisburn	15	0
Tuath Glas	1	0
Wheatfield Short Break Service	13	0
Willows SLS	1	0
Windermere SLS	1	0

Question 2
response by stakeholder group

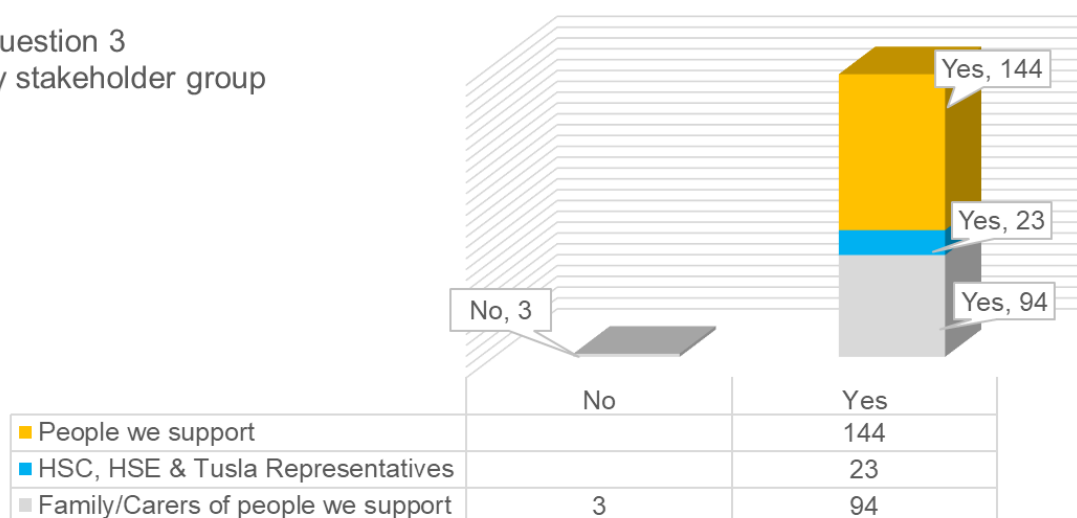




4C. QUESTION 3: IMPACT OF SUPPORT

Question 3 - Service Responses	Yes	No
Ards Peninsula SLS	3	0
Autism Outreach Service	6	0
Brighter Futures Project	20	0
Cluain Farm	11	0
Crescent SLS	1	0
East Coast SLS	1	0
Families Matter Shared Lives	17	0
Ferns Residential Children's Service	1	0
Foyle Community Outreach Service	6	0
Foyle Supported Housing Service	1	0
Lagan SLS	3	0
Lakeland Family Support Service	13	0
Lakeland SLS	5	0
Mid Ulster SLS	31	0
Misneach	4	0
Mo Shaol	21	0
National Association of Housing for Visually Impaired (NAHVI)	25	2
Saol Beo	3	0
Solas	2	2
Sona	1	0
Southern Area Housing Support Service	19	0
Sperrin SLS	6	0
The Arches Family Support Service Bangor	29	0
The Arches Family Support Service Lisburn	15	0
Tuath Glas	1	0
Wheatfield Short Break Service	12	1
Willows SLS	1	0
Windermere SLS	1	0

Question 3
response by stakeholder group

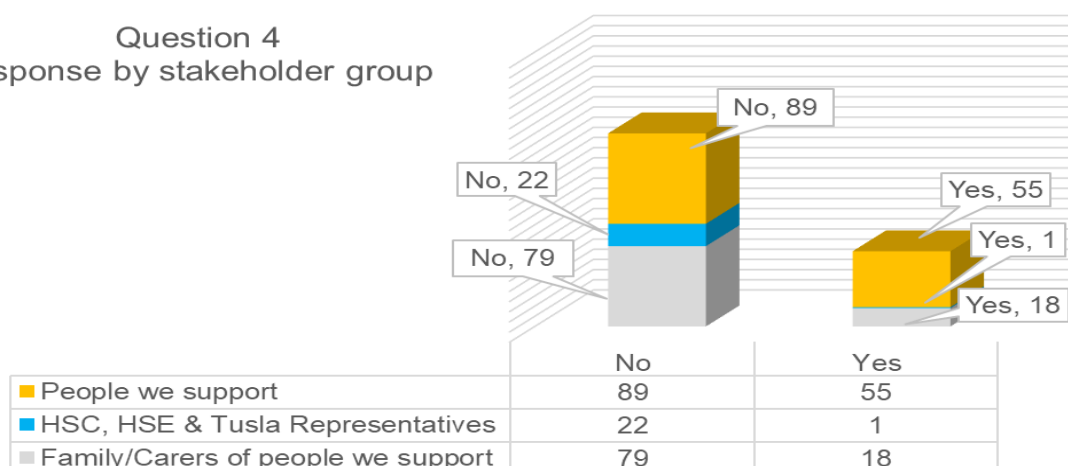




4D. QUESTION 4: (IMPROVEMENT SUGGESTIONS INCLUDING FURTHER POSITIVE FEEDBACK²⁶)

Question 4 - Service Responses	Yes	No
Ards Peninsula SLS	1	2
Autism Outreach Service	1	5
Brighter Futures Project	4	16
Cluain Farm	5	6
Crescent SLS	0	1
East Coast SLS	0	1
Families Matter Shared Lives	0	17
Ferns Residential Children's Service	0	1
Foyle Community Outreach Service	0	6
Foyle Supported Housing Service	0	1
Lagan SLS	1	2
Lakeland Family Support Service	1	12
Lakeland SLS	1	4
Mid Ulster SLS	11	20
Misneach	1	3
Mo Shaol	5	16
National Association of Housing for Visually Impaired (NAHVI)	18	9
Saol Beo	2	1
Solas	3	1
Sona	1	0
Southern Area Housing Support Service	6	13
Sperrin SLS	1	5
The Arches Family Support Service Bangor	6	23
The Arches Family Support Service Lisburn	9	6
Tuath Glas	0	1
Wheatfield Short Break Service	1	12
Willows SLS	0	1
Windermere SLS	0	1

Question 4
response by stakeholder group

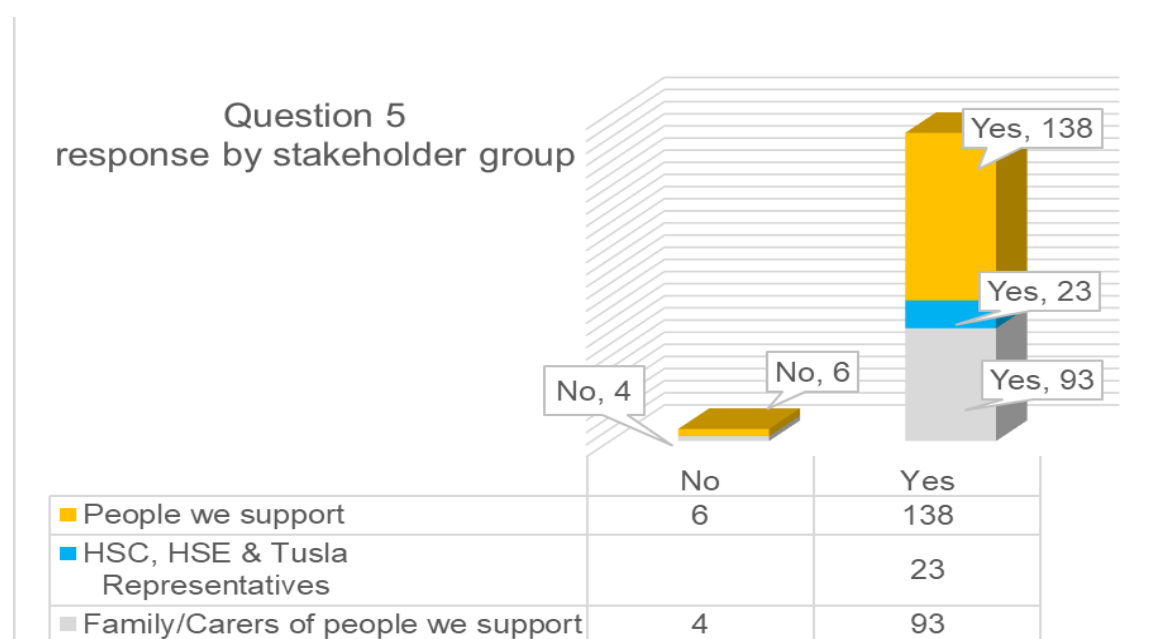


²⁶ 17% positive comments



4E. QUESTION 5: COMMUNICATION

Question 5 - Service Responses	Yes	No
Ards Peninsula SLS	3	0
Autism Outreach Service	6	0
Brighter Futures Project	20	0
Cluain Farm	10	1
Crescent SLS	1	0
East Coast SLS	1	0
Families Matter Shared Lives	0	17
Ferns Residential Children's Service	1	0
Foyle Community Outreach Service	6	0
Foyle Supported Housing Service	1	0
Lagan SLS	3	0
Lakeland Family Support Service	13	0
Lakeland SLS	5	0
Mid Ulster SLS	31	0
Misneach	3	1
Mo Shaol	20	1
National Association of Housing for Visually Impaired (NAHVI)	26	1
Saol Beo	3	0
Solas	2	2
Sona	0	1
Southern Area Housing Support Service	17	2
Sperrin SLS	6	0
The Arches Family Support Service Bangor	29	0
The Arches Family Support Service Lisburn	14	1
Tuath Glas	1	0
Wheatfield Short Break Service	13	0
Willows SLS	1	0
Windermere SLS	1	0

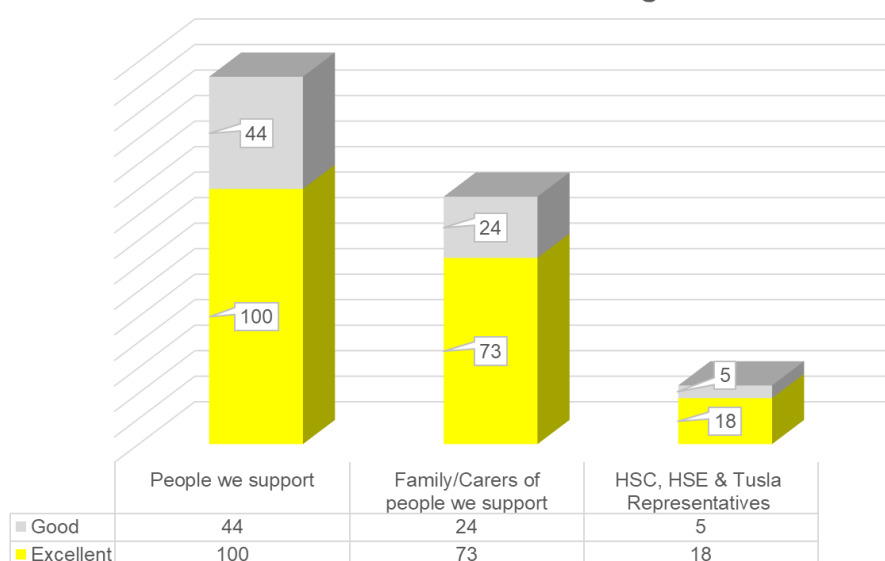




APPENDIX 6: Overall Rating

Overall, how would you rate Positive Futures	Excellent	Good
Ards Peninsula SLS	3	-
Autism Outreach Service	4	2
Brighter Futures Project	15	5
Cluain Farm	7	4
Crescent SLS	1	-
East Coast SLS	1	-
Families Matter Shared Lives Service	17	-
Ferns Residential Children's Service	1	-
Foyle Community Outreach Service	6	-
Foyle Supported Housing Service	-	1
Lagan SLS	3	-
Lakeland Family Support Service	10	3
Lakeland SLS	4	1
Mid Ulster SLS	22	9
Misneach	2	2
Mo Shaol	13	8
National Association of Housing for Visually Impaired (NAHVI)	18	9
Saol Beo	3	-
Solas	2	2
Sona	-	1
Southern Area Housing Support Service	10	9
Sperrin SLS	6	-
The Arches Family Support Service Bangor	20	9
The Arches Family Support Service Lisburn	9	6
Tuath Glas	1	-
Wheatfield Short Break Service	13	-
Willows SLS	-	1
Windermere SLS	-	1

Overall rating





APPENDIX 5: ORGANISATIONAL ACTION PLAN²⁷

Theme	What we will do	When will we do it
More support to take part in more activities, trips and meetings	<p>This feedback was that people ‘wanted more’ of what was provided. This will be addressed via:</p> <ul style="list-style-type: none"> • Person-centred review process to ensure people’s person-centred plans to enable people to be engaged in the activities that they want to do and achieve individual goals • As per our Corporate Plan, we are committed to growing and expanding our services (to be able to support more people and/or additional support) and the positive feedback from ACE reinforces the need for this corporate aim. 	<p>Person-centred review process is completed in line with our Person-Centred Review Policy.</p> <p>Growth to be progressed as per our Annual Business Plan.</p>
Communication	<p>Feedback regarding the need for improved communication (as requested by people we support and families) within services (e.g., agreed updates on the people we support and as much advance notice as possible regarding any changes) will be shared with services to plan any changes needed to improve communication.</p> <p>We will issue at minimum a biannual e-newsletter to all stakeholders to keep people updated about organisational updates.</p>	<p>By June 2023</p> <p>By September 2023</p>
More staff / retention of staff / staff benefits	<p>Our priority corporate aim is to recruit and retain staff – part of this work includes regular benchmarking (i.e., comparing our staff salaries and benefits with other organisations). This feedback from ACE reinforces the need for this corporate aim.</p>	<p>Work on staffing in progress as per our Annual Business Plan</p>
Additional support to help people with their health and well-being	<p>We are committed to sourcing additional support to help people we support with their health and well-being. We will explore new partnerships with other organisations (with health and well-being expertise and resources) to support these initiatives.</p>	<p>By September 2023</p>
Holidays and overnight trips	<p>Feedback regarding the need to support people to plan for holidays and overnight trips has been shared with relevant services to be addressed locally.</p>	<p>As per service plans</p>
Opportunity to learn new skills	<p>Feedback regarding the need to support people to learn new skills has been shared with relevant services to be addressed locally.</p>	<p>As per service plans</p>

²⁷ In addition to this organisational action plan, all services have service specific reports and recommendations for service improvement (where required).