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A Commissioner Perspective

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Why/what do we collect?

- Meaningful data collection
- Co-produce the KPIs from the start
  - With regular opportunities for review
- Who are we collecting for?
- A combination of methods:
  - Case studies
  - data
  - Incident reports, learning opportunities
  - Client feedback
  - Onsite meetings/observations

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How things have developed

- Informal coffees! Different routes for reporting.
- Regular feedback – not waiting for formal monitoring meetings
- Open and trusting relationship
  - not saying what we need to hear/ticking boxes
- Problem solving together
- Different levels of engagement and feedback

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Example: Housing First evaluation

- Regularly link back to the HF Principles
- In-depth discussions on cases
  - Support provider doesn't feel on their own managing service (need to get this balance right)
- Took time to undo what the traditional idea of "success" looks like
- MEAM support and tracking

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Who are we telling?

- Internal:
  - Head of Service
  - Senior Leadership team
  - Finance team
  - Councillors
  - Housing team
- External:
  - SIP partners
  - DLUHC
  - Health colleagues etc.
  - Public comms
  - HCC

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Any questions?

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