University of Southampton

Small Scale Research Project:

Let them, ask them, tell them: A qualitative study of peer mentors' experiences using meaningful outcomes framework in a homelessness service

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Today:

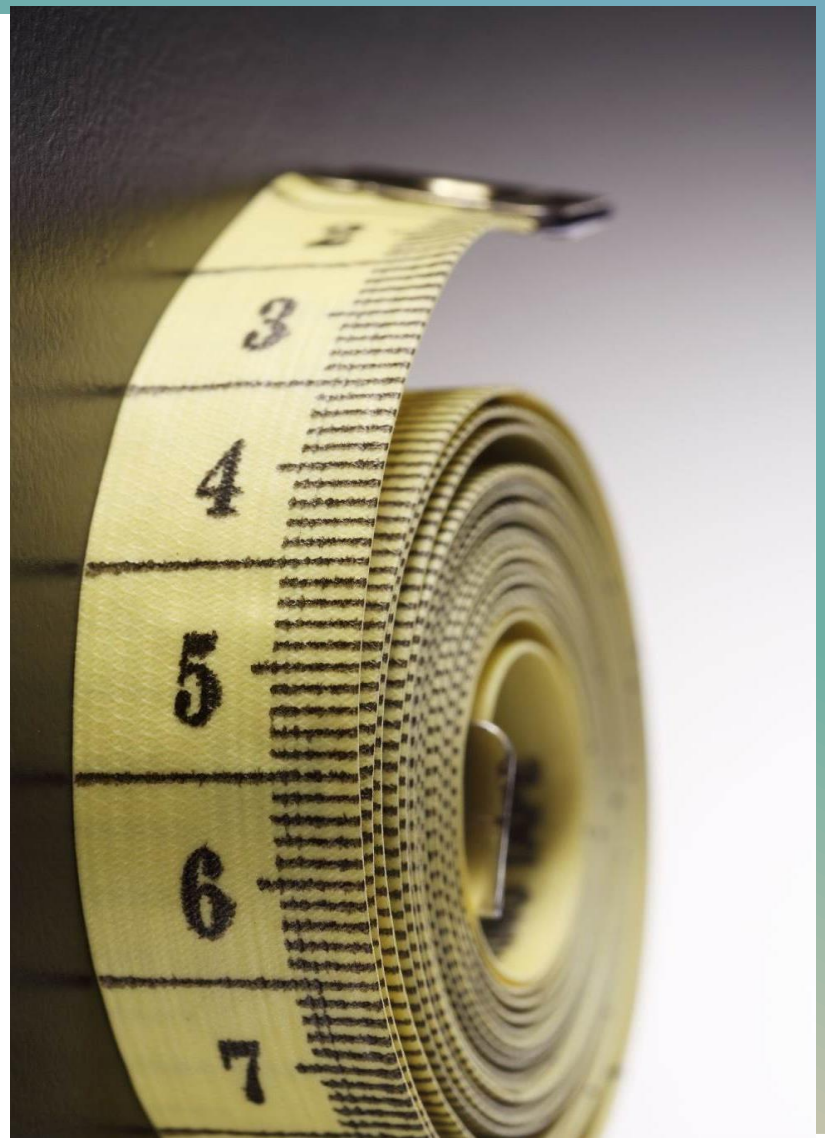
- Rationale for the project
- Overview of Meaningful Outcomes Framework (MOF)
- Training for peers
- Data collection and data analysis
- Results
- Conclusions

Rationale

- The evaluation is an important part of evidence-based practice.

- However, measuring change in homelessness services is challenging.

- Effective change



Why this is a problem

- Where organisations do not insulate frontline workers from expected outcomes, support staff may encourage behavioural change that lacks meaning to individuals.
- This threatens self-determination theory
- This may compromise therapeutic engagement

Meaningful Outcomes Framework (Prof. Nick Maguire)

Use of personalised outcomes in the measurement of homelessness service effectiveness

This approach values the individual's view about the change important to them and is therefore a fundamentally person-centred, meaningful approach to outcomes.



The project

- Training for peers
- Data collection
- Data analysis
- Findings



MOF Training for peers

In practical terms, this would mean helping clients to identify their aspirations and barriers by asking carefully designed questions, such as:

- What would you like to achieve?
- What is getting in the way?
- What would you like to do more of/less of?
- We would then monitor behavioural changes. These behavioural changes are the outcomes that have been identified as meaningful by the clients

Training

CLIENT'S INITIALS: XXX		CHANGE IN BEHAVIOURS OVER TIME:						
		W1	W2	W3	W4	W5	W6	W7
MEANINGFUL OUTCOME AS IDENTIFIED BY CLIENT (SMART)	To not be so lonely. To have company SMART- To attend women's group once a week on Thursdays at 3PM	0 Unable to attend the group	0 Unable to attend the group	1 Attended the group				
BEHAVIOURS WHICH GET IN THE WAY OF ACHIEVING OUTCOME	Arguing and fighting with boyfriend	2 arguments	1 argument	0 arguments				

Data collection and analysis

- Semi structured interviews
- Thematic analysis



Results

LOCUS OF CONTROL	CHALLENGES	PEERS' SUGGESTIONS
Ask them	Outcomes as a potential failure	Managing expectations/preparedness
Let them	Slow progress and subsequent emotions	Monitoring
Tell them		

Theme 1: Locus of control

Ask them

"It's finding what they're comfortable with. It's not what I'm comfortable, it's what they're comfortable with" (P3)

Let them

"You set the outcomes of what they want… and then the next time you let them go to the desk." (P1)

Tell them

"Get him to stop drinking so much and spend more money on food. Want to run before they can walk." (P2)

Theme 2: Challenges

Outcomes as a potential failure

"But if you put in a signed agreement, then they think if they don't hit it, they failed, which is detrimental to them… Making someone feel they failed is totally against anything that I can prescribe to." (P1)

Slow progress and subsequent emotions

"And if things aren't going the way you want, it can be very frustrating"



Theme 3: Peers' suggestions

Managing expectations/preparedness

"…and there's ups and downs and all you hope is that the gap between the downs is getting longer and longer" (P1)

"And be prepared. You're gonna have highs and lows." (P2)

Monitoring

You have to be a little bit more forceful in putting that across. I would like to see it more regulated." (P1).

Implications

- Overall, good understanding and willingness to implement MOF in homelessness service.
- However, practical implementation was not without challenges
- Autonomy
- Outcome collection being perceived as a potential proof of failure.
- When it came to the monitoring of behavioural changes, no outcomes were collected.

Final points

- Peer interventions are becoming more prevalent, but there is little research into the nature of such interventions (Barker et al., 2020)
- Top-down imposed outcomes threaten self-determination theory and engagement.
- Training to use Meaningful Outcomes Framework for peers resulted in generally positive views of the framework and willingness to implement it.
- We gained some understanding of the specific challenges relevant to the successful implementation of MOF.