



Enliven Individualised Funding

FY2022 Output Evaluation Summary

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Conflict of Interest Declaration

The Individualised Funding Service is a Presbyterian Support Northern service and this evaluation report has been conducted by the Presbyterian Support Northern Service Evaluation Team.

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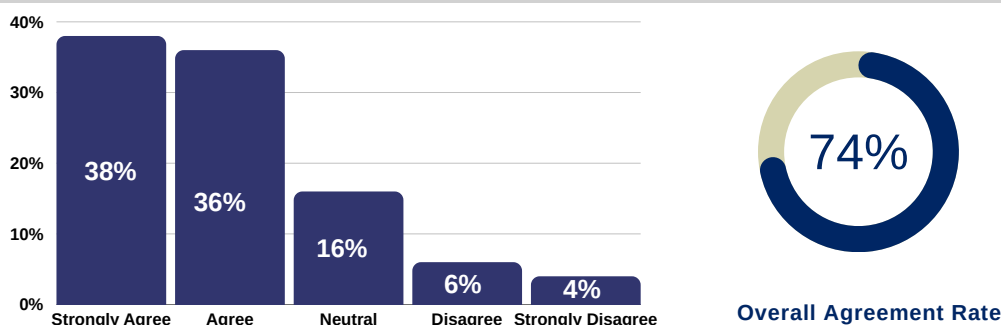
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Individualised Funding Services FY2022 Evaluation Results

In total, 1741 supported clients were sent an Individualised Funding evaluation survey. There were 355 responses, which is a response rate of 20%. Respondents provided feedback about service quality and delivery, helpful aspects of the service, and how the service supports clients to be an involved member of their community. Respondents also provided recommendations for improvement.

HOW CLIENTS RATE SERVICE QUALITY AND DELIVERY



- A vast majority of respondents (74%) expressed positive feedback about the Enliven Individualised Funding Service's quality and delivery. Thirty-eight percent of responses were "Strongly Agree" and 36% "Agree" which shows that the clients are very happy with the service.
- The overall average agreement rate (74%) was high. This satisfaction indicator is calculated by summing "Strongly Agree" and "Agree" responses.

AGREEMENT RATE BY QUESTION THEMES



- Most respondents indicated they would recommend the service to others (86%). Overall, 83% were satisfied with the service
- Lower rates of agreement were received around the Connection with Other Services theme.

Individualised Funding Services

FY2022 Evaluation Results

WHAT CLIENTS FOUND HELPFUL

Satisfied with service and friendly, helpful staff

"Excellent service and support."

"The Team are very professional and always supportive and helpful."

Covering essential costs and choice and control within service delivery

"Support for my child's disability, that I would otherwise not be able to provide him."

"My daughter's needs are complex and the solutions sometimes have to be very one-off and creative. Having the ability to utilise the funds which help my daughter's changing needs is so important."

Activities, mobility / transport and improved routines support community involvement

"I am able to attend and participate in local events such as attend the community theatre, and volunteer at church and school functions."

"I access bus/ train / shopping/ outings with a buddy. I would not be able to do this without IF."

"Because of a proper routine, I know when I will be awake and can contribute to local community groups and pages."

Able to work toward personal development goals, gain respite, independence and confidence

"My son can attend a range of opportunities that will help him develop socially, educationally, gain confidence, opening him to new learning experiences. This is priceless to his development."

"I'm able to get rest and unwind so I can give my son my full attention and effort in his life."

"Built my independence and confidence."

The key areas of improvement identified by respondents related to simplifying the claims system and obtaining more information about how to spend funds.

Overall, for the reporting period, respondents expressed their great satisfaction with the Enliven Individualised Funding they received and 86% would recommend the service to others. This is also reflected in comments provided about positive aspects of the services.

Enliven thanks all respondents for participating in this survey. The Individualised Funding team values the feedback provided and will make improvements based on the suggestions. This helps us to continuously improve our service to clients and their families.