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Evidencing Outcomes and Assessing Impact Annual Monitoring

Name of Organisation.....

Representative of Organisation.....

Evidencing Outcomes and Assessing Impact Annual Monitoring Form

Outcomes are the changes made by those people using and working within your service – how they have changed during their time with you. These are distinct from outputs – what you do as an organisation.

Each section asks for evidence of how you are following the guidance based upon COSCA's nine Ethical Principles. The types of evidence for each principle fall into two categories:

- Outputs – in the form of policies and procedures i.e. what your organisation does; and
- Outcomes – in the form of short statements about the benefit of those policies and procedures on those who work within and use your services.

Please circle a rating for each section and include any Outcomes and Outputs that have changed over the past year. Outcomes and Outputs that need to be included every year are marked.

Several new sections have been added and are marked on the form. Please complete these also. They will only need to be completed in subsequent years when changes have occurred.

Comments carried over from last year (to be completed by the Recognition Scheme Development Officer):

1 Improving ethical working relationships

Output: **To be completed every year**

1.1 Complaints	Document(s) or other relevant evidence
1.1.1 Complaints procedure readily accessible and on website (if applicable)	
1.1.2 <i>COSCA Standards for Complaints Procedures</i> form completed	
Any other evidence	

Outcomes/ comments:

What are the benefits to your organisation, and those using your services, of having a complaints procedure that meets COSCA's Standards?

How do you rate your organisation's performance in this area?

1	2	3	4	5
Needs a lot more work	Could be improved	Fit for purpose	Invested heavily	Particularly proud

Output: New section, please complete

1.2 Creativity	Document(s) or other relevant evidence
1.2.1 It is understood that “one size does not fit all”	
1.2.2 Staff/ volunteers are encouraged to work creatively with their clients/ service users in a way that best suits their needs	
Any other evidence	

Outcomes/ comments:

<p>How does being willing to work creatively show respect and convey value to the client?</p>
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How do you rate your organisation’s performance in this area?

1	2	3	4	5
Needs a lot more work	Could be improved	Fit for purpose	Invested heavily	Particularly proud

Output: New section, please complete

1.3 Duty of Candour	Document(s) or other relevant evidence
1.3.1 Organisation demonstrates integrity, openness and objectivity	
1.3.2 Organisation is open about risks, costs, benefits and commitments	

1.3.3 Organisations pro-actively inform people of adverse events, what will be done and actions to prevent it happening again, whilst supporting the parties involved.	
1.3.4 Individuals should be encourage to apologise when something has gone wrong, regardless of the client/service user being aware.	
Any other evidence	

Outcomes/ comments:

What is the importance of being honest when things go wrong, even if the person concerned is unaware?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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2. Advancing the best interests of clients, colleagues and other stakeholders

Output:

2.1 Management structures and accountability	Document(s) or other relevant evidence
2.1.1 Diagram of management structure	
2.1.2 Line management is consistent, regular and separate from client supervision (wherever possible)	
2.1.3 Job specifications (please list)	
Any other evidence	

Outcomes/ comments:

<p>How does your organisation's structure work to advance the best interests of clients, colleagues and other stakeholders?</p>
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How do you rate your organisation's performance in this area?

1	2	3	4	5
Needs a lot more work	Could be improved	Fit for purpose	Invested heavily	Particularly proud

Output:

2.2 Sustainability of organisation	Document(s) or other relevant evidence
2.2.1 Independently verified accounts/ budgets/ meeting of finance groups etc.	
2.2.2 Reserves policy	

2.2.3 Regular financial reports to management committee	
Any other evidence	

Outcomes/ comments:

What are you doing to ensure that your organisation continues to be sustainable and perhaps even grow in the future?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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Output:

2.3 Encouraging mutual support and self-care	Document(s) or other relevant evidence
2.3.1 Caseloads should be monitored with consideration given to complexity of work.	
2.3.2 Sufficient time in-between clients/ service users	
2.3.3 Space provided for workers in-between clients	
2.3.4 Consultative support is available for managers and others responsible for running the organisation	
2.3.5 Consultative support is available for support staff who come	

into contact with clients/ service users	
2.3.6 Organisations should encourage counsellors/ counselling skills users to develop and learn effective self-care and boundaries between work and home life	
2.3.7 Provision should be in place for appropriate consultative support for counsellors and counselling skills workers.	
Any other evidence	

Outcomes/ comments:

What benefits do you see from promoting self-care to staff, volunteers and support staff?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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3 Developing counsellors/counselling skills workers and supporting them to work within their competency:

Output:

3.1 Training and personal development	Document(s) or other relevant evidence
3.1.1 Inductions for paid/ voluntary staff	
3.1.2 Probationary period	
3.1.3 Training policies	
3.1.4 Continuing professional development opportunities	
3.1.5 Counsellors/ counselling skills workers practice within the limits of their training	
3.1.6 Sharing knowledge and expertise	
3.1.7 Extra training provided for specialist service (if applicable)	
Any other evidence	

Outcomes/ comments:

What is so valuable about promoting personal development and providing opportunities for your staff and/or volunteers?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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Output:

3.2 Supervision for counsellors/ counselling skills workers	Document(s) or other relevant evidence
3.2.1 Managerial support is separate from supervisory support	
3.2.2 Supervisors are appropriately trained/experienced	
3.2.3 Supervisors adhere to <i>COSCA Statement of Ethics and Code of Practice</i> when supervising counsellors from the organisation	
3.2.5 Supervisors have supervision	
3.2.6 Frequency (minimum 1:12)	
3.2.7 Supervisory relationship is effective	
3.2.8 Clear line of communication between supervisor and organisation	
3.2.9 Regular reports provided to the organisation by the supervisor	
3.2.10 Named contact person	
3.2.11 Written agreement of supervision fee (if applicable)	
Any other evidence	

Outcomes/ comments:

What is the value in ensuring that your counsellors/counselling skills users have adequate supervisory support in line with COSCA's requirements?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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Output:

3.3 Supervision for telephone helpline workers	Document(s) or other relevant evidence
3.3.1 Client supervision offered in addition to peer support and debriefing	
3.3.2 Supervision is appropriate to client contact hours	
3.3.3 Supervision should be regular and frequent (minimum 1:18)	
3.3.4 Supervision may be individual or in a group	
3.3.5 Additional supervision is available	
3.3.6 Supervision may be offered face to face or via technologies	
Any other evidence	

Outcomes/ comments:

<p>Why is it important that telephone helpline workers are supported by supervision?</p>

How do you rate your organisation's performance in this area?

1	2	3	4	5
Needs a lot more work	Could be improved	Fit for purpose	Invested heavily	Particularly proud

Output: New section, please complete (if applicable)

3.4 Student placements	Document(s) or other relevant evidence
3.4.1 COSCA or equivalent course	
3.4.2 Able to offer short and long term client contact	
3.4.3 Work must be with adults unless a specialist course	
3.4.4 Organisation provide specialist training (if applicable)	
3.4.5 Readiness to practice	
3.4.6 Statement of what placement offers	
3.4.7 Student's availability and ability to commit assessed	
3.4.8 Standardised interview and feedback	
3.4.9 Partnership between student, training provider, supervisor and placement organisation	
3.4.10 Able to meet placement requirements	
3.4.11 Able to meet training provider requirements	
3.4.12 Student embedded in organisation	
3.4.13 Point of contact for immediate concerns	
3.4.14 Impact on student assessed	
3.4.15 Clear agreement on endings	
Any other evidence	

Outcomes/ comments:

How does your organisation go about providing extra support and guidance for students?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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Output:

3.5 Client assessment/allocation of clients	Document(s) or other relevant evidence
3.5.1 Assessment procedure	
3.5.2 Training for assessors	
3.5.3 Clients matched to skills of counsellor/ counselling skills user	
3.5.4 Sufficient information passed to counsellor/ counselling skills worker	
3.5.5 Stepped approach for students and new to organisation	
3.5.6 Less complex cases for students	
3.5.7 Maximum 5 clients per day/ 20 per week	
Any other evidence	

Outcomes/ comments:

In what ways does your assessment procedure make the most of your resources to deliver the best possible service for your clients?

How do you rate your organisation’s performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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Output:

3.6 Onward referral of clients	Document(s) or other relevant evidence
3.4.1 Aware of other services within and without the organisation	
3.4.2 Organisation can assist the counsellor/ counselling skills worker to refer on	
3.4.3 Organisation can refer client on due to impaired counsellor/ counselling skills worker	
3.4.5 Organisation can refer to another service if there is an adverse event in the organisation	
3.4.6 Organisation is able to refer to more appropriate services	
Any other evidence	

Outcomes/ comments:

<p>In what ways does collaboration/ awareness of other services improve your organisations service provision?</p>
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How do you rate your organisation’s performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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4 Elevating integrity, openness and objectivity

Output:

4.1 Contracting with clients	Document(s) or other relevant evidence
4.1.1 Client contracts with the organisation	
4.1.2 Clear contract including limitation to service	
4.1.3 Client is assisted to understand the contract	
4.1.4 Contingency arrangements	
Any other evidence	

Outcomes/ comments:

What is the value of providing transparent services?

How do you rate your organisation's performance in this area?

1	2	3	4	5
Needs a lot more work	Could be improved	Fit for purpose	Invested heavily	Particularly proud

Output:

4.2 Publicity material	Document(s) or other relevant evidence
4.2.1 Materials cover all services and display COSCA membership	
4.2.2 Materials do not mislead	
4.2.3 Public advertising standards are followed	

4.2.4 Any website must reference the organisation's complaints procedure	
4.2.5 COSCA membership and description displayed on website	
4.2.6 Logo is not misleading	
Any other evidence	

Outcomes/ comments:

Why is it so important to have your publicity material accurately portray the service you provide, including any limitations?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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Output:

4.3 Networking	Document(s) or other relevant evidence
4.3.1 Organisation is aware of other local services	
4.3.2 Organisation is active within the caring community	
Any other evidence	

Outcomes/ comments:

In what ways does investing time and energy into the wider caring community benefit your organisation and the community?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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Output: New section, please complete

4.4 Staff and client consultation	Document(s) or other relevant evidence
4.4.1 Organisation actively consults staff and volunteers	
4.4.2 Organisation actively consults clients and service users	
4.4.3 Consultation is sought before any changes	
Any other evidence	

Outcomes/ comments:

In what ways does involving staff and/or volunteers and clients in the running of your organisation help to improve services?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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Output:

4.5 Outcomes and research	Document(s) or other relevant evidence
4.5.1 Monitoring of standards	
4.5.2 Standardised information gathering	
4.5.3 Supporting ethically based research	
4.5.4 Counsellors/ counselling skills workers have access to ethically based research	
Any other evidence	

Outcomes/ comments:

<p>What is the value of being able to evidence you hard work?</p>
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How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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5 Cultivating respect for dignity, worth and uniqueness

Output:

5.1 Suitability of premises	Document(s) or other relevant evidence
5.1.1 Premises should promote a safe and therapeutic atmosphere	
5.1.2 Easy to access including during darkness	
5.1.3 Clear directions provided	
5.1.4 Entrance welcoming and floor identified	
5.1.5 Barriers to access the service are minimised in line with Equality Act 2010	
5.1.6 Therapy room is fit for purpose	
5.1.7 Organisation is permitted to carry out counselling or counselling skills in the building	
5.1.8 Outreach/ satellite offices are fit for purpose	
Any other evidence	

Outcomes/ comments:

<p>How does respecting the individual needs of clients help you to build upon your services?</p>

How do you rate your organisation's performance in this area?

1	2	3	4	5
Needs a lot more work	Could be improved	Fit for purpose	Invested heavily	Particularly proud

Output:

5.2 Managing client expectations	Document(s) or other relevant evidence
5.2.1 Clearly communicate what your service has to offer	
5.2.2 Effectively manage client access to service	
5.2.3 Pro-actively deal with client non-attendance	
5.2.4 Statement of how long a client must wait to re-attend the service	
Any other evidence	

Outcomes/ comments:

<p>How does effective and respectful communication enable you to deliver an effective service for your clients?</p>
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How do you rate your organisation’s performance in this area?

1	2	3	4	5
Needs a lot more work	Could be improved	Fit for purpose	Invested heavily	Particularly proud

Output:

5.3 Children and young people	Document(s) or other relevant evidence
5.3.1 Clear policy including GIRFEC and UN Rights of the Child	
5.3.2 Specialist training	
5.3.3 Experience checked against COSCA’s competencies	

5.3.4 Supervision and CPD tailored to work with children and young people	
5.3.5 Those within organisation are aware and adhere to policies and procedures	
Any other evidence	

Outcomes/ comments:

What have you learned as a service from the requirements of working with children and young people?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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6 Promoting respect for diversity and difference

Output:

6.1 Recruitment	Document(s) or other relevant evidence
6.1.1 Standardised recruitment methods	
6.1.2 Fair screening	
6.1.3 Defined interviewing	
6.1.4 Explicit contracts	
Any other evidence	

Outcomes/ comments:

How are you rewarded by ensuring that your recruitment process is fair and open to the largest pool of candidates?

How do you rate your organisation's performance in this area?

1	2	3	4	5
Needs a lot more work	Could be improved	Fit for purpose	Invested heavily	Particularly proud

Output:

6.2 Equal opportunities	Document(s) or other relevant evidence
6.2.1 Equal opportunities policy	
6.2.2 Statement of responsibility	
6.2.3 Statement of intent	
6.1.4 Awareness of responsibilities	
6.2.5 Monitoring of client's/ service user's equal opportunities information	

6.2.6 Strategy to address identified gaps	
Any other evidence	

Outcomes/ comments:

<p>In what ways does your service improve with continual monitoring of access?</p>

How do you rate your organisation's performance in this area?

1	2	3	4	5
Needs a lot more work	Could be improved	Fit for purpose	Invested heavily	Particularly proud

7 Ensuring confidentiality

Output:

7.1 Record keeping	Document(s) or other relevant evidence
7.1.1 Robust method for record keeping	
7.1.2 Information is only available to those that need access to it	
7.1.3 Physical records are securely locked	
7.1.4 Process note removed from the premises should be kept securely and destroyed when no longer needed	
7.1.5 Electronic documents are kept securely	
7.1.6 Records are kept for a defined length of time	
7.1.7 Disposal procedure for confidential information	
7.1.8 Clients may access information about them	
7.1.9 Provision for cyber attacks	
7.1.10 GDPR compliant	
Any other evidence	

Outcomes/ comments:

How do well structured and known methods of record keeping improve confidentiality?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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Output:

7.2 Confidentiality	Document(s) or other relevant evidence
7.2.1 Clear confidentiality policy referencing current legislation	
7.2.2 Limits are clearly defined	
7.2.3 Client/ service user is informed	
7.2.4 Training is provided	
Any other evidence	

Outcomes/ comments:

<p>In what ways do your confidentiality procedures serve your staff and/or volunteers and clients?</p>

How do you rate your organisation's performance in this area?

1	2	3	4	5
Needs a lot more work	Could be improved	Fit for purpose	Invested heavily	Particularly proud

Output:

7.3 Client recordings	Document(s) or other relevant evidence
7.3.1 Policy	
7.3.2 Consent	
7.3.3 No copies	
7.3.4 Ownership is by the organisation	
7.3.5 The client is aware of security measures	

7.3.6 All recordings should be clearly named, but not identify the client	
7.3.7 The client knows who will have access to the recording	
7.3.8 Recordings should only be kept for six months and then be securely destroyed	
Any other evidence	

Outcomes/ comments:

What steps do you take to ensure client recordings are made for the benefit of both client and counsellor?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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8 Working within the law

Output:

8.1 Health and safety	Document(s) or other relevant evidence
8.1.1 Health and safety policy	
8.1.2 Training/ guidelines are provided to all staff and volunteers	
8.1.3 Regular checks are made on health and safety provision	
8.1.4 Accident/ near miss reporting is in place	
Any other evidence	

Outcomes/ comments:

What is the advantage to everyone, both within and using the services of your organisation, in having robust health and safety policies and procedures?

How do you rate your organisation's performance in this area?

1	2	3	4	5
Needs a lot more work	Could be improved	Fit for purpose	Invested heavily	Particularly proud

Output:

8.2 Insurance	Document(s) or other relevant evidence
8.2.1 Professional indemnity insurance is in place	

8.2.1 Public liability insurance is in place where appropriate	
Any other evidence	

Outcomes/ comments:

Why is adequate financial protection so important for your organisation?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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Output:

8.3 Ensuring safety	Document(s) or other relevant evidence
8.3.1 Personal safety policy	
8.3.2 Risk assessments are carried out	
8.3.3 Additional out of hours risk assessments	
8.3.4 Risk assessments are carried out for each site	
8.3.5 Home visits are carefully monitored	
8.3.6 Policy for safety of personal belongings	
Any other evidence	

Outcomes/ comments:

Why is it important to consider the possibility that clients may not always be safe to be around?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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Output:

8.4 Protection of vulnerable groups	Document(s) or other relevant evidence
8.4.1 Safeguarding procedure	
8.4.2 Statement of responsibility	
8.4.3 Statement of intent	
8.4.4 Child protection policy	
8.4.5 Employees and/ or volunteers are aware of their responsibilities	
Any other evidence	

Outcomes/ comments:

Why is it so important to have additional policies to safeguard vulnerable adults?

How do you rate your organisation's performance in this area?

1 Needs a lot more work	2 Could be improved	3 Fit for purpose	4 Invested heavily	5 Particularly proud
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9 That all these practices are consistently followed in practice

In what ways do you ensure that all staff, volunteers and those carrying out work on your behalf are aware of these policies and procedures and of any updates?

Please return this completed form, along with any evidence referenced, to the Recognition Scheme Development Officer for feedback.