



DATA COLLECTION, MONITORING AND EVALUATION POLICY

POLICY STATEMENT

New Pathways recognises the importance of developing a continuous and consistent process of collecting, monitoring, reviewing and evaluating data collected by employees who are providing support to New Pathways' clients. This process is important in the measuring of the efficacy of existing services and planning future improvements and developments to New Pathways' service provision.

PURPOSE

The purpose of this policy is to provide clarification regarding the collection, monitoring and evaluation of data related to clients in all of New Pathways' services.

SCOPE

This policy applies to the work of all New Pathways' operational staff with clients across all New Pathways' premises and when working remotely.

POLICY

New Pathways' operational staff collect core data for all clients who receive support. This data is input into the OASIS data management system. All staff are encouraged to recognise the importance of collecting data completely and accurately.

Clients are informed of the purpose of data collection and assured of effective information management, in line with GDPR. All clients are issued with a Client Privacy Notice.

Data is monitored in order to analyse changes, trends and emerging needs for New Pathways' services. This enables New Pathways to ensure that clients in all of its services achieve equitable access and all services engage clients across a range of protected characteristics.

A range of factors are reviewed including.

- Referral numbers
- Referral sources
- Initial contact times

- Diversity – including gender, age, ethnicity, disability, complex needs etc.
- Outbound referrals
- Length of time supported
- Medium of support

A range of Outcome Measures are assessed throughout the time each client receives support. Clients are asked to complete Outcome Measure forms (Core 10) when support begins, at the end of support and at regular intervals in between. A review and analysis of the individual and collective Outcome Measures allows New Pathways’ Managers to review the impact the service is having.

In addition, a range of qualitative data is also collected. For example, clients are asked to provide feedback about the impact the support has had for them and all operational staff routinely produce anonymised case studies of clients who have completed support.

The collection of this range of data allows managers and New Pathways’ Board of Trustees to monitor outcomes and performance, identify unmet need and plan for improvements and further developments to the organisation’s service provision.

All client data is be collected and stored according to New Pathways’ GDPR Policy and Guidelines.

This policy is reviewed in line with the Process for the Revision of New Pathways Policies and Procedures.

Approved by:	Date of approval:	Review date:
	25/3/2021	25/3/2024