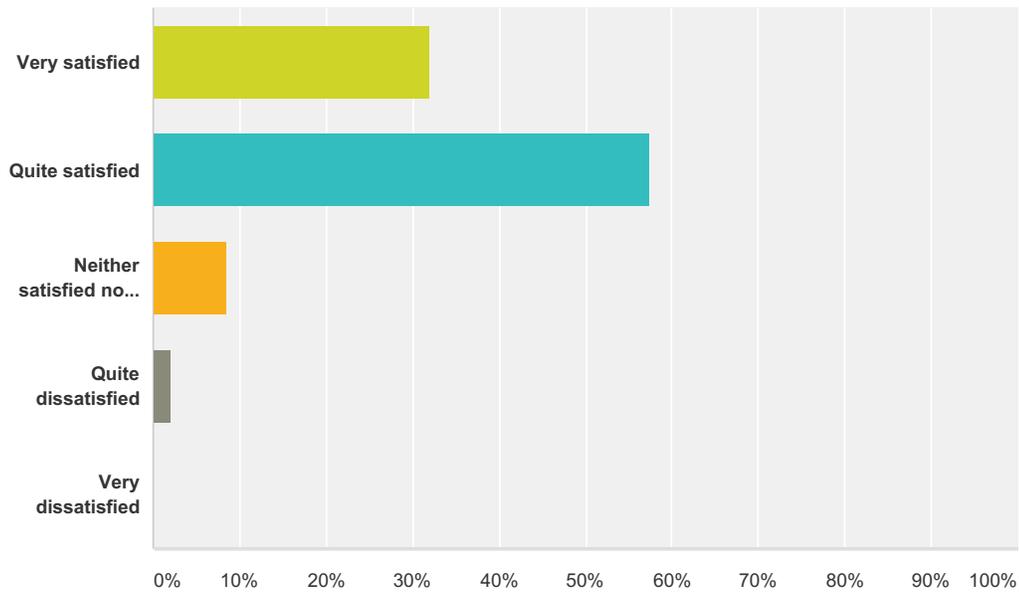


Q1 Overall, how satisfied were you with this event?

Answered: 47 Skipped: 0

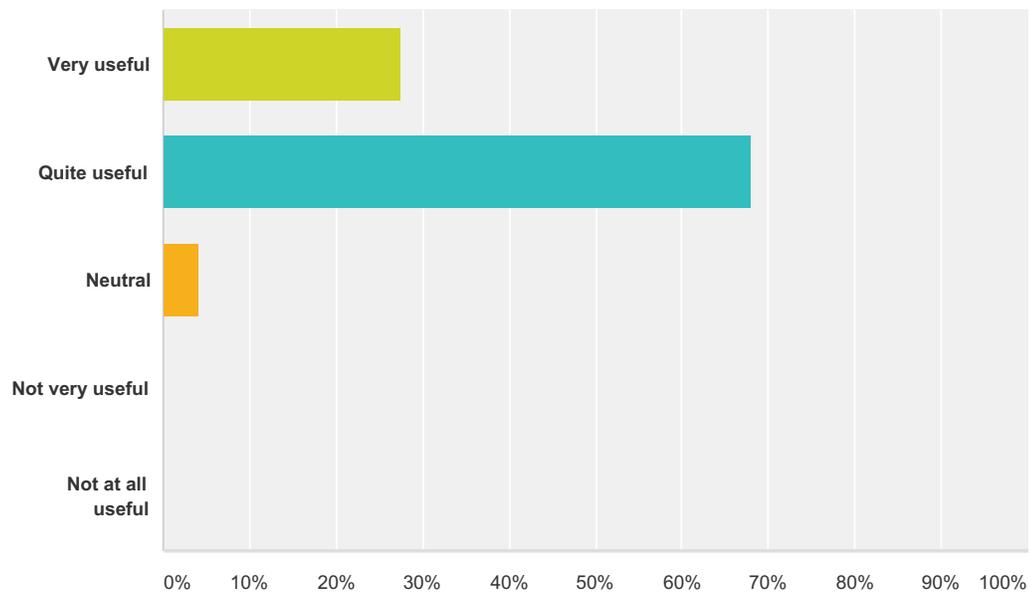


Answer Choices	Responses
Very satisfied	31.91% 15
Quite satisfied	57.45% 27
Neither satisfied nor dissatisfied	8.51% 4
Quite dissatisfied	2.13% 1
Very dissatisfied	0.00% 0
Total	47

#	Comments	Date
1	good mix of speakers and work shops	11/17/2015 9:02 AM
2	It was a very well organised event with people from all sectors and interests	11/13/2015 1:19 PM
3	It was one of the best events I've been to recently	11/13/2015 9:17 AM
4	I was hoping for more discussion on the clarification of the MAPMF	11/13/2015 9:14 AM
5	Well organised event with good speakers and positive feedback in workshops	11/13/2015 8:12 AM
6	I would have liked longer in the workshops, so perhaps 3 instead of 4 would have been better	11/12/2015 8:56 PM
7	There was limited time for workshops which had a lot of content to get through	11/12/2015 4:23 PM

Q2 How useful was the information presented at this event?

Answered: 47 Skipped: 0

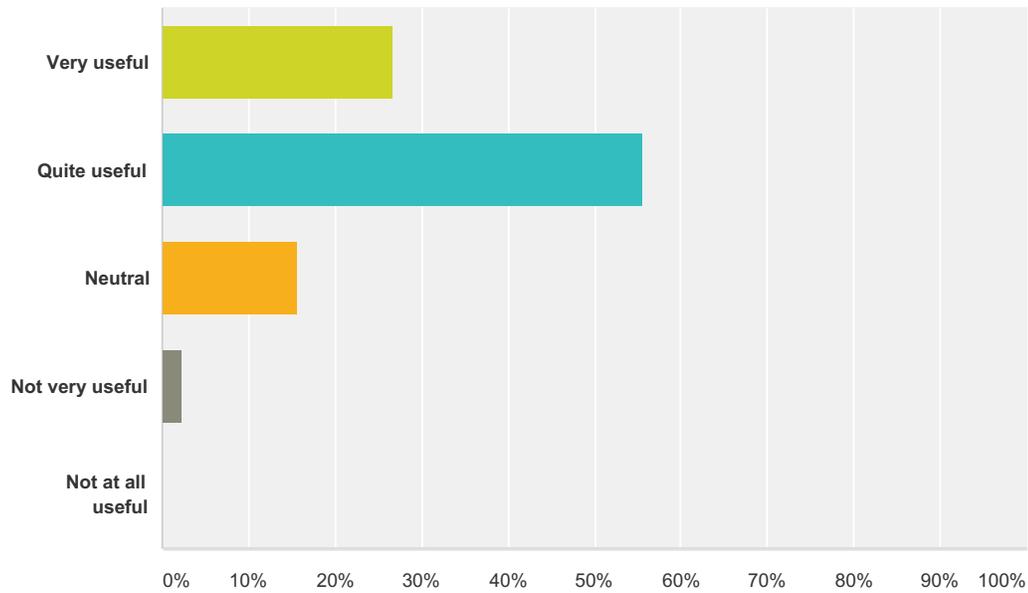


Answer Choices	Responses
Very useful	27.66% 13
Quite useful	68.09% 32
Neutral	4.26% 2
Not very useful	0.00% 0
Not at all useful	0.00% 0
Total	47

#	Comments	Date
1	There seemed to be significant overlap in what organisations are doing re measuring outcomes	11/16/2015 12:49 PM
2	I thought the money advice service and involvement service inputs were slightly dated / less relevant	11/13/2015 1:19 PM
3	Scottish Legal Aid Board should have put more meat on the bones of the Scottish National Standards	11/13/2015 9:51 AM
4	Useful and relevant to me.	11/13/2015 9:17 AM
5	It helped to consoidate what I already knew and it was good to network with other organisations and councils and to share thoughts and ideas.	11/13/2015 9:14 AM
6	Very detailed and raised awareness in other areas	11/13/2015 8:12 AM
7	Too much jargon. Assumption of prior knowledge.	11/12/2015 8:47 PM

Q3 How useful were the workshops at this event?

Answered: 45 Skipped: 2



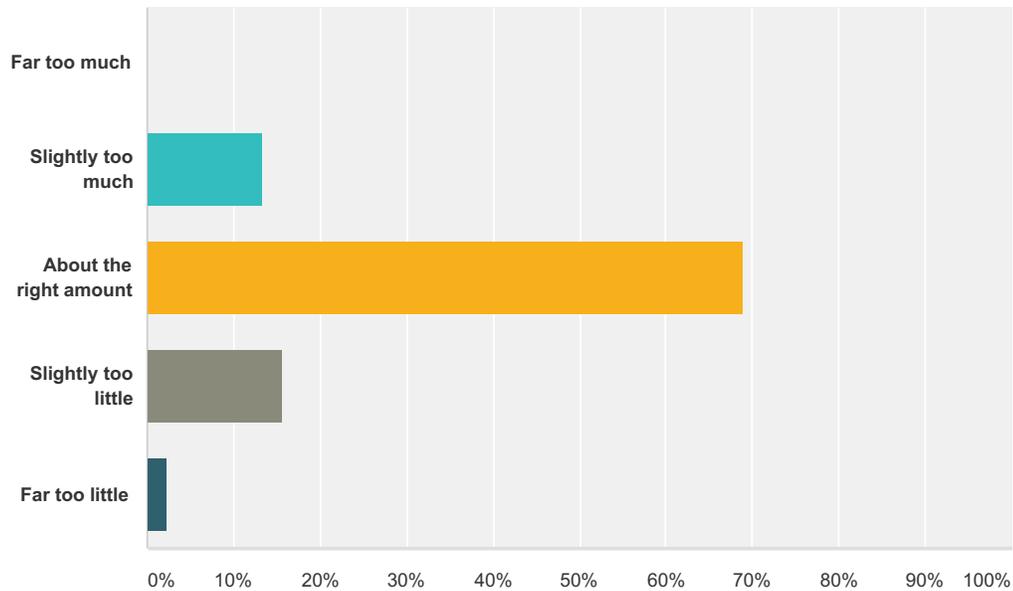
Answer Choices	Responses
Very useful	26.67% 12
Quite useful	55.56% 25
Neutral	15.56% 7
Not very useful	2.22% 1
Not at all useful	0.00% 0
Total	45

#	Other (please specify)	Date
1	The SLAB workshop was very good and the Evaluation Support Scotland one was too. The other two were not very useful	11/16/2015 12:51 PM
2	I found the workshops very useful, and thought that the facilitators did a great job. Often things like this can be quite awkward, but with them guiding us through the tasks it was significantly less so.	11/16/2015 9:28 AM
3	Improvement service / Money advice service workshop was less useful as it seemed to be out of tune with what was emerging from other areas of work	11/13/2015 1:20 PM
4	Some were very useful; others were not very well facilitated with a couple of attendees dominating the conversation.	11/13/2015 12:54 PM
5	They did vary in quality. Improvement Service workshop was not great	11/13/2015 12:24 PM
6	I did not feel we were given much more information in the workshop on MAPMF but asked to help SLAB out in giving our thoughts. I misunderstood the purpose - as I said before I thought we would get clarification on what was meant by eg disabled as opposed to sick etc. I also thought we could discuss how we can get our IT systems to log/record certain statistics - maybe a sharing with the councils who managed to report back on 100% of the stats? What system do you use in order to be able to do this? This would ensure consistency over all councils. I did not find the workshop on health that relevant however did find it useful to hear how other organisations/councils are working with GPs etc	11/13/2015 9:22 AM

7	I think a couple of the workshops were perhaps useful for the organisations/agencies running them but maybe less so for delegates. Personally, I found the health and inequalities workshops to be most useful.	11/13/2015 9:03 AM
8	Some a lot more than others	11/13/2015 8:38 AM
9	Difficult to hear the presentation in the standards workshop (poor acoustics in the room)	11/13/2015 8:37 AM
10	Able to share ideas on good practice across the board and also identify areas of improvement , how to address these	11/13/2015 8:12 AM
11	Whilst the workshops were interesting, I felt that they were designed to collect information from the participants rather than to impart or share information.	11/13/2015 7:33 AM
12	As mentioned before, the workshops were rather rushed due to time constraints so it would have been nice to have longer in each (i.e. 3 in one day rather than 4)	11/12/2015 8:56 PM

Q4 Did the event include too much time for discussion, too little time, or about the right amount of time?

Answered: 45 Skipped: 2

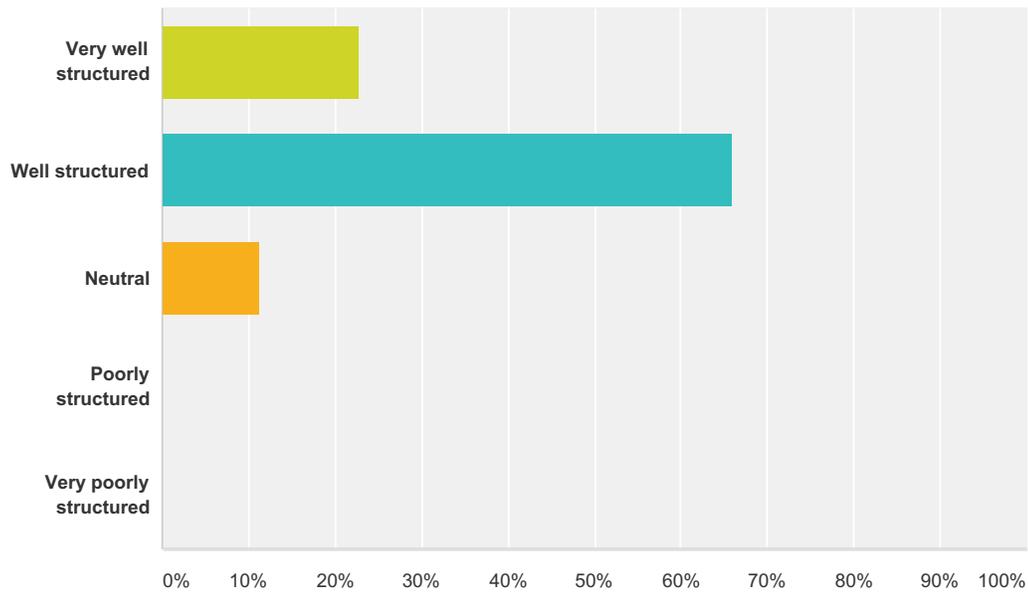


Answer Choices	Responses
Far too much	0.00% 0
Slightly too much	13.33% 6
About the right amount	68.89% 31
Slightly too little	15.56% 7
Far too little	2.22% 1
Total	45

#	Comments	Date
1	It would have been good to have had longer discussion as some of the groups took a while to warm up and by then the time was up.	11/17/2015 10:05 AM
2	However, we have been talking about these same topics for years with no real action.	11/16/2015 1:24 PM
3	It depended on the dynamics of the group I was in. The facilitators needed to ensure that no individual dominated the discussions.	11/16/2015 12:51 PM
4	Too many worksops over the course of a long day	11/13/2015 9:21 AM
5	While I appreciate some scene-setting and context at events such as these, I find the real value is in the discussion groups. There were perhaps too many main speakers. Also, the time allowed for the workshops seemed OK but in some workshops, a good proportion of discussion time was taken up by scene-setting.	11/13/2015 9:03 AM
6	Plenty of time for discussion, however, lunch was far too long and no need for an afternoon break. If the event had finished earlier more people, especially those who travelled such long distances to Glasgow would have stayed until the end.	11/13/2015 8:38 AM

Q5 How well structured was the event?

Answered: 44 Skipped: 3

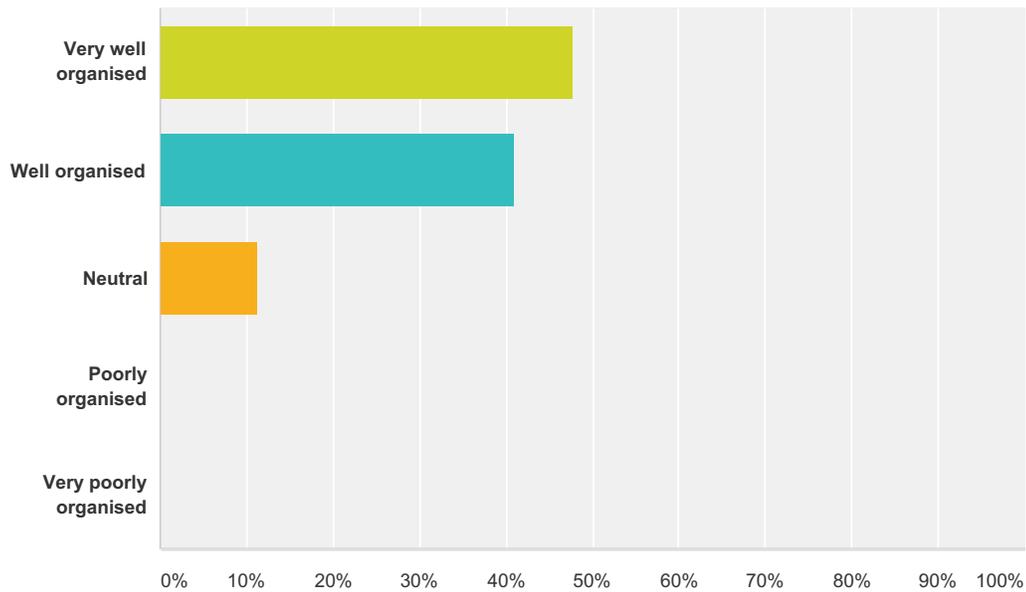


Answer Choices	Responses	
Very well structured	22.73%	10
Well structured	65.91%	29
Neutral	11.36%	5
Poorly structured	0.00%	0
Very poorly structured	0.00%	0
Total		44

#	Comments	Date
1	For me I would have been happier to spend more time on two of the workshops - MAPMF and SNS and finished earlier in the day or started later. I felt by my fourth workshop I was getting brain fog - there is only so much information and discussion on 4 different topics I personally can cope with.	11/13/2015 9:28 AM
2	Too many sessions over too long a day	11/13/2015 9:22 AM
3	Comments about time for discussions notwithstanding, I felt the event flowed well.	11/13/2015 9:15 AM
4	As per previous statement - the lunch was too long and there was no need for an afternoon break	11/13/2015 8:38 AM
5	Workshops were varied and the right time given to them	11/13/2015 8:13 AM

Q6 How well organised was the event?

Answered: 44 Skipped: 3

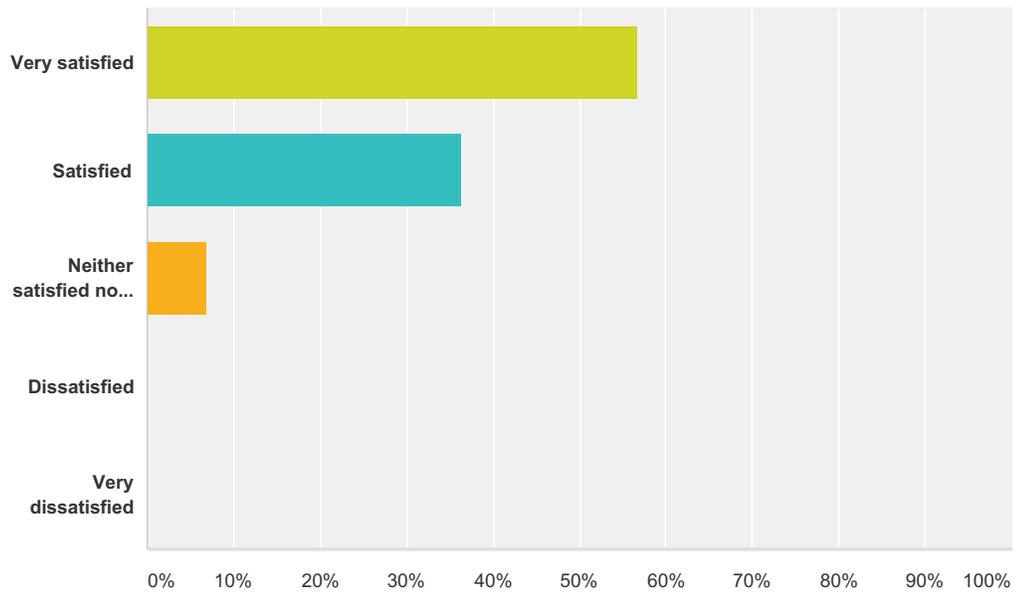


Answer Choices	Responses	Count
Very well organised	47.73%	21
Well organised	40.91%	18
Neutral	11.36%	5
Poorly organised	0.00%	0
Very poorly organised	0.00%	0
Total		44

#	Comments	Date
1	There was a good range of people in attendance, specifically the facilitators and speakers which meant discussions could identify wider issues that were of interest to advice providers, health and strategic planners	11/13/2015 12:25 PM
2	I thought the event ran very smoothly and was very well organised. An informative yet relaxed day.	11/13/2015 9:28 AM
3	As is usual with these events, people lag behind and don't come to sessions when they should. The organisers could maybe have been 'tougher' in getting people rounded up.	11/13/2015 9:19 AM
4	Sessions ran to time with very little/no slippage - impressive given number of delegates and amount of movement of people between workshops.	11/13/2015 9:15 AM
5	as above	11/13/2015 8:38 AM
6	administration at the front desk was very haphazard and exhibitors didn't have a designated place	11/12/2015 5:11 PM
7	registration seemed a bit disorganised in the morning with no indication of where to go re surname etc	11/12/2015 4:24 PM

Q7 How satisfied were you with the venue?

Answered: 44 Skipped: 3



Answer Choices	Responses
Very satisfied	56.82% 25
Satisfied	36.36% 16
Neither satisfied nor dissatisfied	6.82% 3
Dissatisfied	0.00% 0
Very dissatisfied	0.00% 0
Total	44

#	Comments	Date
1	Pros: central location, patient and helpful staff, appropriate size for number of delegates. Cons: spaciousness of foyer areas meant acoustics in some workshops were not great.	11/13/2015 9:15 AM
2	The only thing that let it down was the food at lunchtime.	11/13/2015 7:34 AM

Q8 Please tell us about one thing you thought was particularly valuable at the event.

Answered: 36 Skipped: 11

#	Responses	Date
1	Hearing that SNS were now agreed	11/20/2015 10:31 AM
2	Networking and updates regarding the SNS	11/19/2015 8:55 AM
3	The workshop discussions were really worthwhile as it gave organisations an opportunity to find out what is going on elsewhere and to share best practice	11/18/2015 11:35 AM
4	Meeting people involved in the same work that I'm involved in.	11/17/2015 10:07 AM
5	Good mix of attendees and chance to discuss issues in work shops	11/17/2015 9:04 AM
6	The only part which was useful was the workshop on the Scottish National Standards.	11/16/2015 1:27 PM
7	The opportunity to learn about Scottish National Stds. To see that many organisations seem to reinventing a wheel around measuring outcomes and modelling. why not everyone use MOCA pack?	11/16/2015 12:55 PM
8	The opportunity to network, meet stakeholders and have open discussions and share ideas that might not necessarily materialise within the confines of a meeting	11/16/2015 11:35 AM
9	Getting a copy of the CAB outcomes document	11/16/2015 10:07 AM
10	Being able to run a stall while also attending workshops.	11/16/2015 9:33 AM
11	CAB Measuring Outcomes framework	11/15/2015 12:28 PM
12	CAS outcomes of advice information and update on national Standards	11/13/2015 3:37 PM
13	How to make data work to your advantage when compiling reports	11/13/2015 1:38 PM
14	hearing senior officers from SG and SLAB demonstrate clear understanding of the value of advice and relationship to achieving national outcomes and addressing wider inequalities; Hearing fairly broad consensus that advice should be planned at community planning level; hearing that our work has been evidenced in this context and that funders will be encouraged to think about this.	11/13/2015 1:28 PM
15	Presentation on 'Measuring Outcomes from Citizens Advice' report	11/13/2015 1:28 PM
16	The session on new accreditation model for SNSIAP.	11/13/2015 12:57 PM
17	The opportunity to discuss the practical issues involved in reporting outcomes.	11/13/2015 10:52 AM
18	The sector coming together across many strands linking strategic frameworks with the front end delivery - joined up approach . Continued momentum following the launch earlier in the year of the Framework for Public Funding of Advice. Scottish Governments commitment to thisalso in the overall funding of this large scale event	11/13/2015 10:11 AM
19	Good overview of what government and key agencies were trying to achieve	11/13/2015 9:55 AM
20	Being part of it - meeting with other organisations and councils - hearing direct from SLAB how they are working with SNS and the formation of the MAPMF	11/13/2015 9:39 AM
21	Improvement Service Workshop	11/13/2015 9:25 AM
22	SLAB session on National Standards	11/13/2015 9:24 AM
23	Hearing first hand from frontline advice practitioners about challenges they have already faced/will face in future as a result of UKG welfare reforms.	11/13/2015 9:18 AM
24	I found the people's views around the table really interesting. It was good to see so many people from the advice agency around the table.	11/13/2015 8:42 AM
25	All of the workshops were valuable and the fact that you got to go to them all	11/13/2015 8:39 AM
26	Opportunity for everyone to feed into all workshops	11/13/2015 8:38 AM
27	Insight into all the measuring of outcomes	11/13/2015 8:20 AM

28	Workshops	11/13/2015 8:17 AM
29	The Standards workshop was the best thing for me, because it was more relevant to my current role.	11/13/2015 7:39 AM
30	Hearing the perspectives of such a wide range of practitioners	11/12/2015 8:58 PM
31	Focus on outcomes	11/12/2015 8:49 PM
32	Having so many people attend the event from different perspectives	11/12/2015 5:12 PM
33	Workshops	11/12/2015 4:36 PM
34	group work	11/12/2015 4:26 PM
35	Update on SNSIAP	11/12/2015 4:23 PM
36	Looking at the way all areas of work will link together	11/12/2015 4:21 PM

Q9 Please tell us about something you did not think was of value at the event.

Answered: 27 Skipped: 20

#	Responses	Date
1	N/A	11/20/2015 10:31 AM
2	NA	11/19/2015 8:55 AM
3	Can't really think of anything. It was good. Well focussed and the time was used well.	11/17/2015 10:07 AM
4	The remainder of the event.	11/16/2015 1:27 PM
5	The session from Improvement Service seemed to focus on Local Authority requirements and was, therefore, of less relevance to a third sector agency.	11/16/2015 12:55 PM
6	N/A	11/16/2015 11:35 AM
7	The standards workshop	11/16/2015 10:07 AM
8	N/A	11/16/2015 9:33 AM
9	Money advice performance framework - didn't know the background and was too specific	11/15/2015 12:28 PM
10	Money advice framework info	11/13/2015 3:37 PM
11	Some of the workshops were similar to one another	11/13/2015 1:38 PM
12	Concerned that Improvement Service and Money Advice Service are not quite tuned in and seem to be very focused STILL on money advice and financial capability even though the evidence shows that we need to move on to a more holistic approach.	11/13/2015 1:28 PM
13	Workshop re framework for money advice services	11/13/2015 1:28 PM
14	The session on Equalities was poorly facilitated.	11/13/2015 12:57 PM
15	Lack of a concrete perspective, there was broad agreement on a direction of travel for reporting outcomes but no plan or future development strategy to progress matters.	11/13/2015 10:52 AM
16	Too much time in the discussions groups - should have been shorter and sharper	11/13/2015 9:55 AM
17	It was very much a 'talking shop' which I understand the need for - however, I feel what was discussed has been discussed at length for sometime and someone ie SLAB or Scottish Govern maybe need to just say this is the performance information we need?	11/13/2015 9:39 AM
18	Panel session at end	11/13/2015 9:25 AM
19	Panel discussion	11/13/2015 9:24 AM
20	I do not there was anything of no value but felt there was less value in the guest speakers.	11/13/2015 9:18 AM
21	I found all the event valuable, I think however some of the presentations went on too long and this impinged on what would have been some good discussions	11/13/2015 8:42 AM
22	Some presenters spent too much time promoting their organisation as oppose to the subject of the event (e.g. CAB). It should have been assumed that everyone attending would know who CAS/CAB do!	11/13/2015 8:39 AM
23	Some facilitators better than others re breadth of discussion.	11/13/2015 8:20 AM
24	Money Advice Performance Management Framework workshop. There was not enough clarification of peoples' awareness of this, therefore some people did not know what was being talked about.	11/13/2015 7:39 AM
25	It all felt of value	11/12/2015 8:58 PM
26	None	11/12/2015 4:36 PM
27	some of the content wasn't overly relevant to my role	11/12/2015 4:26 PM

Q10 Can you tell us about one action or idea you will take back to your own organisation?

Answered: 31 Skipped: 16

#	Responses	Date
1	to share information	11/20/2015 10:31 AM
2	Make contact with other agencies and partnership working	11/19/2015 8:55 AM
3	Duty advisors on the phone as a triage system for referrals	11/18/2015 11:35 AM
4	I'll follow up contacts made with people hoping to establish advice in hospital settings.	11/17/2015 10:07 AM
5	Another look at the stats we gather and making these more focused	11/17/2015 9:04 AM
6	To continue to use MOCA in CAB as a way to evidence the value of CAB to future funders.	11/16/2015 12:55 PM
7	opportunities and invitations to visit lots of operational partners	11/16/2015 11:35 AM
8	The outcomes framework	11/16/2015 10:07 AM
9	The idea that advice can affect many aspects of someone's life for the better.	11/16/2015 9:33 AM
10	Will use performance management framework to improve performance reporting system	11/15/2015 12:28 PM
11	Parallels between our advice and CAB advice, can look for similar outcomes	11/13/2015 3:37 PM
12	An appreciation wall	11/13/2015 1:38 PM
13	Using the MOCA tool kit for planning funding application for Health and social care integration transition fund	11/13/2015 1:28 PM
14	Using ideas from 'Measuring Outcomes from Citizens Advice' report for funding applications	11/13/2015 1:28 PM
15	Info. on the new accreditation model for SNSIAP.	11/13/2015 12:57 PM
16	The best idea was only tangentially related to the conference subject. Utilising Logic Models where appropriate.	11/13/2015 10:52 AM
17	To work with others to share the learning form the event and also the actions going forward to join up and drive further improvements	11/13/2015 10:11 AM
18	Already working towards National Standards - but will look at some of the soft outcomes highlighted in the Parkhead CAB report	11/13/2015 9:55 AM
19	We have begun reviewing our recording systems to reflect the outcomes required under the MAPMF and are working on bringing our service to a level ready for SNS accreditation	11/13/2015 9:39 AM
20	The situation tree from CAB + a stronger will to get funders together to ensure they are asking for the same information from projects.	11/13/2015 9:25 AM
21	Work towards national Standards	11/13/2015 9:24 AM
22	Not at this stage	11/13/2015 8:42 AM
23	Announcement of the National Standards	11/13/2015 8:39 AM
24	I will use the MOCA kit	11/13/2015 8:38 AM
25	Ensure we are only measuring outcomes that are used and serve a purpose.	11/13/2015 8:20 AM
26	Importance of Following up client queries and acting on them	11/13/2015 8:17 AM
27	That my organisation needs to make more of an effort to be involved in events like this!	11/12/2015 8:58 PM
28	Need to develop outcomes measures.	11/12/2015 8:49 PM
29	There is still lots to do to raise the standards in money advice and we will work with others to try to achieve that aim	11/12/2015 5:12 PM
30	not sure yet as currently looking at our strategic plan	11/12/2015 4:26 PM
31	cottish National Standards for Information and Advice Providers accreditation model	11/12/2015 4:21 PM

Q11 Please add any further comments below.

Answered: 13 Skipped: 34

#	Responses	Date
1	N/A	11/20/2015 10:31 AM
2	Good event. We should do it again.	11/17/2015 10:07 AM
3	Organisation on the day was slick - were greeted and looked after very well.	11/16/2015 12:55 PM
4	It would be good to run this event next year again to follow up	11/13/2015 1:28 PM
5	Thanks very much! Great event overall.	11/13/2015 12:57 PM
6	Well done to all those involved in the planning and co-ordination of the event. It was good to see so many people come together under the one roof under the one agenda	11/13/2015 10:11 AM
7	I support the need for SNS and consistent reporting of outcomes. However, I hope it is appreciated that in the current climate of reduced budgets and resources this is a difficult task for organisations and councils to work to given their ongoing daily work.	11/13/2015 9:39 AM
8	Although the venue was good, with plenty of room, the lunch was pretty poor. It was a full day, which was good, but unless the panel at the end are able to give a new perspective or make it attractive for people to stay by telling them something useful rather than just a rehash of what's been said, the last session will always be a bit of a washout.	11/13/2015 9:25 AM
9	I think it would have been useful to have some representation from Rights Advice Scotland there and that this was an organisation that was recognised. The work that local authority advice agencies do needs to start being put on the table.	11/13/2015 8:42 AM
10	I believe strongly in joint working across the board and sharing good practice ideas and putting them in place, also targeting areas of improvement in service delivery is very important and addressing this is a priority in order to ensure continued first class delivery of service to our clients.	11/13/2015 8:17 AM
11	I would recommend the panel session take place earlier in the day, by the end of the day, many people had left and those who remained were becoming restless.	11/13/2015 7:39 AM
12	Overall, a very useful event.	11/12/2015 8:49 PM
13	1 workshop facilitator could not be heard making the time spent there very uncomfortable and in the end a waste of time. 1 workshop facilitator could not get the presentation to work also causing frustration.	11/12/2015 4:21 PM