MEAM

MEAM Approach evaluation Year 2 mid-year report

October 2018

CordisBright

NATIONAL LOTTERY FUNDED

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1 Introduction

1.1 Overview

This is the Year 2 mid-year report for the longitudinal evaluation of the MEAM Approach. The evaluation has been commissioned by the Making Every Adult Matter (MEAM) coalition and is being delivered by Cordis Bright, an independent research and consultancy organisation, in conjunction with the MEAM coalition team, local areas using the MEAM Approach and people with lived experience of multiple disadvantage. The evaluation will take place over five years between 2017 and 2022.

1.2 The MEAM Coalition

MEAM is a coalition of three national charities – Clinks, Homeless Link, and Mind, formed to improve policy and services for people facing multiple disadvantage[1]. Collective Voice, representing the substance misuse sector, is an associate member.

The five year period from 2017 to 2022 represents an exciting period for the MEAM coalition as it expands its work in local areas across England and works towards four ambitious strategic aims. These are:

- Supporting areas across the country to change the way that services, systems and people work for, and with, people facing multiple disadvantage.

- Helping policymakers and commissioners to understand the challenges experienced by individuals facing multiple disadvantage and ensuring local and national policy helps people to get the right support.

- Promoting the value of every adult in our society and improving insight and attitudes towards people facing multiple disadvantage.

- Continuing to build a strong MEAM coalition.

1.3 The MEAM Approach

In order to achieve these aims, the MEAM coalition is expanding the number of local areas that are using a framework called the MEAM Approach.

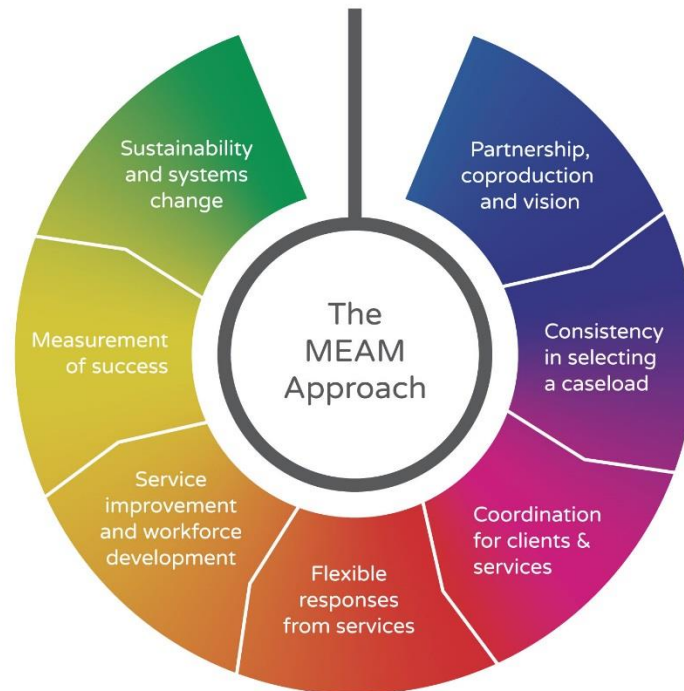The MEAM coalition developed the MEAM Approach in 2013 as a non-prescriptive framework to help local areas to design and deliver better coordinated services for people facing multiple disadvantage[2].

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[1] Until recently the MEAM coalition and local areas tended to use the term "multiple needs" but have recently replaced this with multiple disadvantage
[2] MEAM coalition (2013). FAQs. www.meam.org.uk/the-meam-approach

The MEAM Approach includes seven core elements that should be considered by all local areas, but it does not prescribe a particular way in which these elements should be achieved. The framework has recently been updated by MEAM and is presented in Figure 1.

Figure 1: The MEAM Approach

Source: The MEAM Approach website (2018)[3]

1.4   Local areas in the MEAM Approach network

The MEAM Approach network has been developing since 2013. In 2017, supported by the Big Lottery Fund, the coalition put in place a new fixed cohort of MEAM Approach areas, which are receiving support from the MEAM Local Networks Team and working together to share practice and provide peer support.

Participating areas

Local areas in the new cohort were recruited through an open and competitive Expression of Interest process which ran during the second half of 2017-18 (year 1 of the programme) and the network was formally launched in November of that

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[3] The MEAM Approach website: www.meam.org.uk/the-meam-approach

year. The evaluation began to collect data from the areas at the beginning of year 2 (2018-19).

As at October 2018, 22 local areas are involved in the MEAM Approach network. The areas are:

- Adur and Worthing
- Basingstoke and Deane
- Blackburn with Darwen
- Cambridgeshire
- Coventry
- Cornwall
- Doncaster
- Exeter
- Hackney
- Halton
- Hull

- North Lincolnshire
- Norwich
- Plymouth
- Preston
- Reading
- Slough
- Southend-on-Sea
- Sunderland
- Surrey
- West Berkshire
- York

1.5   This report

This report includes:

- A summary of evaluation activity in the first six months of 2018-19.

- An analysis of the first set of quarterly data returns submitted by local areas under the Common Data Framework (CDF). These were submitted in July and August 2018 and were intended to include data for the period up to and including 30 June 2018[4]. The analysis focused primarily on return rates and data quality but also contained an overview of the profile of clients for whom data was submitted.

- An analysis of the quarterly reports on each local area which are produced by the national MEAM team. We have reviewed the reports for year 1 quarter 4 (January – March 2018) and year 2 quarter 1 (April – June 2018)[5]. This provides a picture of how the local areas are performing against the seven elements of the MEAM Approach.

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[4] A second set of quarterly returns, intended to cover the period up to and including 30 September 2018, were due for submission by local areas by 26th October 2018. These were not included in the analysis for this mid-year report, because this analysis was conducted in September 2018, prior to receipt of the second set of returns.

[5] The year 2 quarter 2 (July – September 2018) quarterly reports on each local area were produced in mid-October 2018 and are therefore not included in the analysis for this mid-year report, which was conducted in September 2018.

2   Progress in implementing the evaluation

2.1   Introduction

This chapter outlines the key developments in implementing the evaluation since April 2018. This activity relates primarily to preparation for field work and to establishing the reporting mechanisms for the CDF.

2.2   Recruitment and training of expert by experience of research group

We have established an expert by experience research group to co-produce the evaluation with Cordis Bright, in consultation with MEAM and local areas involved in the MEAM Approach network.

The research group has eight members who have lived experience of multiple disadvantage. These experts have connections either to one of the local areas in the MEAM Approach network, to one of the Fulfilling Lives areas and/or to MEAM (having taken part in other events and activities organised by MEAM).

Two days of initial training for the research group members were delivered by the Cordis Bright team in September 2018.

The research group met on Thursday 18th October 2018 and focused on developing the topic guides for interviews with clients and staff in the MEAM Approach areas.

Following this, it is expected that the research group will play a role in all aspects of the evaluation, including: conducting field work, analysis of qualitative data from field work, developing evaluation reports, sense testing findings, and presenting findings.

2.3   Development and refinement of Common Data Framework data collection approach

The evaluation framework (available on the MEAM website) includes a description of the CDF and the indicators included in it, outlines that data will be collected quarterly from local areas, and provides exemplar consent forms and guidance on information sharing arrangements for local areas.

Following agreement of the framework, Cordis Bright developed a spreadsheet to allow for the quarterly collection of data under the CDF from all local areas involved in the MEAM Approach network. The dates for receipt of quarterly data returns relating to 2018-19 have been set for the last Friday in the month following the end of the quarter. They are as follows:

Quarter 1 2018-19: Friday 27th July 2018

Quarter 2 2018-19: Friday 26th October 2018

Quarter 3 2018-19: Friday 25th January 2019

Quarter 4 2018-19: Friday 26th April 2019

The first set of data returns (to cover quarter 1 of 2018-19) were therefore due on Friday 27th July. Local areas were provided with support by phone and email during the completion of their data returns.

Returns were received from 11 local areas, though most of these were returned after the deadline (and generally by mid-late August 2018). The data quality within these returns has been reviewed and is discussed Chapter 3. Of the remaining 11 areas, six did not have a caseload of clients and so we were not expecting a return in Q1. Reasons for non-returns from the other five local areas are outlined in Chapter 3.

Following receipt of the first set of data returns, the CDF data collection spreadsheet was amended based on feedback from local areas who had completed a return. The aim was to make the spreadsheet more user-friendly and to increase consistency of completion across areas.

The second set of data returns (to cover quarter 2 of 2018-19) are due on Friday 26th October 2018. All local areas have confirmed receipt of the data collection spreadsheet. 16 local areas have confirmed that they will submit a return by this date. 4 further areas have confirmed that they will not be submitting a return as they were not working with a cohort of clients by the end of quarter 2 of 2018-19. One further area has yet to confirm whether or not they will submit a return[6].

The process of data cleaning, sharing updated spreadsheets with local areas and requesting the next quarterly return will continue throughout the evaluation. In addition, we will increase our emphasis on the importance of a.) submitting a return and b.) ensuring that any gaps in this return are filled as soon as possible.

2.4 Development of draft research tools

2.4.1 Case study template

A template for completing case studies focusing on clients supported by local work using the MEAM Approach was initially developed alongside the evaluation framework. This was so that local areas which wished to make a start on gathering case studies had a tool to use.

This tool was subsequently piloted in two local areas and minor amendments were made based on feedback from two staff members and one client who used the tool to complete case studies.

This updated version was sense-tested with the expert by experience research group at the research tools workshop on Thursday 18th October in order to find

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[6] There are currently 21 areas in the MEAM Approach network from which returns were requested for Q2. This is because Slough has now left the network.

out whether it covered the right topics and was accessible to clients and staff. Following amendments it will be circulated to local areas, to replace the previous version.

2.4.2   Survey for local areas

The survey template for local areas has been developed and a draft has been shared with MEAM. We are in the process of agreeing a final version of this survey with MEAM, in order for it to be ready to introduce into the field in November 2018.

The E-survey will target staff and volunteers working in local areas which are developing work using the MEAM Approach. The primary functions of this E-survey will be:

- Capturing data about the attitudes and beliefs of people working in the local areas in relation to valuing people with lived experience, partnership working and coordination between agencies, flexibility, person-centred support and other elements which might act as enablers to providing better support and services for people facing multiple disadvantage.

- Capturing data about the extent to which staff working with people facing multiple disadvantage feel that they are given appropriate autonomy, support and supervision and have job wellbeing and satisfaction.

2.5   Next steps in implementing the evaluation

2.5.1   Establishing evaluation steering group

We would like to establish an evaluation steering group to guide the evaluation. We asked for expressions of interest from local area leads to join the steering group and received positive responses from Exeter and North Lincolnshire. All members of the expert by experience research group expressed an interest and we are aware that a number of MEAM staff are also interested in joining the steering group.

We plan to establish the steering group virtually in the first instance and to hold a first face-to-face meeting in summer 2019, to coincide with the production of the draft evaluation report for Year 2.

2.5.2   Year 2 field work

Year 2 field work will take place between November 2018 and March 2019 and will include:

- **Interviews with clients in five local areas**, conducted in pairs by a Cordis Bright researcher and a member of the expert by experience research group. These will take place face-to-face during visits to the local areas. Areas to be visited in year 2 have been selected on the basis that they have been working with the MEAM Approach for longer than the other areas in the network. We

would ideally visit five out of the following six areas: Adur and Worthing, Basingstoke and Deane, Blackburn with Darwen, Cambridgeshire, Hackney and York. We have not yet approached the areas to ask whether they would be willing to facilitate interviews or to make arrangements, but will do so in early November.

- **Interviews with a range of staff in the five local areas**, which are likely to be the same five areas as those who facilitate client interviews. Again, these can take place face-to-face during visits to the area and can be conducted in pairs by a Cordis Bright researcher and a member of the expert by experience research group.

- **Interviews with local leads in all areas currently involved in the MEAM Approach network**, which will take place by phone and be conducted by the Cordis Bright research team between December 2018 and January 2019.

- **E-survey of local staff**. This is described in section 2.4.2. It will be in circulation from November 2018 to January 2019.

- **Consultation with MEAM staff**. This is likely to take place via a focus group but could be supplemented by telephone interviews if required. It is scheduled to take place in December 2018.

2.5.3   Analysis and reporting

A draft final report for year 2 of the evaluation will be produced in early June 2019. This will reflect on the implementation and impact of local work using the MEAM Approach between April 2018 and March 2019.

The primary reason that the draft report will be produced in early June 2019 is to allow for the inclusion and analysis of data from the CDF data returns for quarter 4 of 2018-19. These will not be submitted by local areas to Cordis Bright until 26 April 2019 and will then require significant time to be cleaned and analysed by the Cordis Bright team.

3 Common Data Framework: data quality of first quarterly returns

3.1 Introduction

This chapter summarises the quality of the data within the first set of quarterly data returns submitted by local areas under the Common Data Framework for the MEAM Approach evaluation, which were submitted in July and August 2018 and were intended to include data for the period up to and including 30 June 2018.

The data returns relating to quarter 2 of 2018-19 (July-September 2018) are due for submission to Cordis Bright by the end of October 2018 and as noted above are not included in this analysis.

The chapter provides an overview of the quality of the data submitted across the five key areas of the CDF:

- Client personal information,
- Homelessness Outcomes Star (HoS),
- New Directions Team Assessment (NDTA),
- Previous service use,
- Service use during and post MEAM.

It also provides a summary of the demographic profile of the clients about whom data has been submitted to date.

As this is the first data return for the evaluation we expected there to be some problems. This report highlights the issues identified and we expect the returns in Q2 to be stronger as a result.

3.2 Key findings

3.2.1 Number of data returns received

For the first submission of the MEAM Approach evaluation CDF (the Y2Q1 submission) we received data returns from 11 local areas. This represents 69% of the 16 local areas who were eligible to submit a data return because they reported that they had begun working with a cohort of clients before 30 June 2018.

Of the five areas eligible to submit a return which did not do so, three areas (60%) have agreed to roll over their Y2Q1 data return and include it in their Y2Q2 data return[7]. We are in discussions with the other two areas about their data

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[7] These areas are: Basingstoke and Deane, Hackney and Southend.

returns and expect to receive data returns from these areas by Y2Q3 at the latest.

All six areas which were ineligible to submit a data return (because they reported that they were not yet working with a cohort of clients as at 30 June 2018) are expected to become eligible to submit a return before the end of year 2.

3.2.2 Summary of data quality for the Y2Q1 data submission

The Y2Q1 CDF data submission included:

- Data entries for personal information for 249 individual clients across 11 local areas. These 249 clients form the Y2Q1 CDF cohort.

- Homelessness Outcomes Stars for 37% of the Y2Q1 CDF cohort (91 clients) from six local areas. Of these:

    o 96% (141 HoS referring to 85 clients) were fully complete, and 4% (6 HoS referring to 6 clients) were partially complete.
    o Only 13 (16%) baseline HoS for individual clients were completed on, or within a week either side of, the MEAM start date for that client.

- NDTA scores for 60% of the Y2Q1 CDF cohort (150 clients) from 9 local areas. Of these:

    o 100% (222 NDTAs referring to 150 clients) were fully complete.
    o Almost half of baseline NDTAs (73; 49%) for individual clients were completed on, or within a week either side, of the client's MEAM start date.

- Previous service use data for 31% of the Y2Q1 CDF cohort (76 clients) from 5 local areas. Of this data:

    o 71% (records for 59 clients) were fully complete.
    o 29% (records for 24 clients) were partially complete.

- Data on service use during and post-MEAM for 52% of the Y2Q1 CDF cohort (129 clients) from 9 local areas. Of this data:

    o 57% (records for 73 clients) were fully complete.
    o 43% (records for 56 clients) were partially complete.

- Overall, 32% of data submissions on service use from local areas used partner data, 44% used self-report data, and 24% used a mixture of partner data and self-report data.

3.2.3 Key strengths of the Y2Q1 data submission

Key areas of strength of the Y2Q1 data submission include:

- Overall, where local areas have submitted data for a client using a particular tool or for a particular set of indicators, this data is fully complete. Across the cohort there are few issues with incomplete sets of data for individual clients.

- With regards to data on previous and current service use, those local areas gathering data from partners appear to be particularly effective at gathering data for the clients in their cohort.

- Local areas appear to have understood the submission spreadsheet well, and there appear to be few mistakes in data entry.

3.2.4 Key areas for improvement of the Y2Q1 data submission

Key areas of improvement in the Y2Q1 data submission include:

- Overall, the number of local areas submitting data for reasons other than not yet having a cohort could be brought down. Five out of 22 local areas failed to report this quarter for reasons ranging from issues with data sharing to issues with overall engagement with MEAM.

- Reporting was particularly low for previous service use data and the Homelessness Outcomes Stars.

- Across local areas, where clients had been engaging long enough to require multiple HoS, NDTA and service use data submissions, these additional submissions had only been completed in a minority of cases. In order for the evaluation to effectively track the progress of clients over time, we need consistent data submissions for clients.

- The analysis of CDF data will need to bear in mind that in many cases there have been delays of over one month between clients starting to engage with work developed using the MEAM Approach and clients and/or staff members completing the NDTA or HoS.

3.2.5 Implications of data quality for our analysis

From our initial review of the data quality, we have drawn the following conclusions regarding the implications of the data quality for subsequent analysis:

- While the total sample size of 249 is adequate, were the current level of missing data submissions to continue it would have a negative impact on our ability to assess the programme as a whole. This applies both to areas not submitting a return at all and to areas submitting partial data returns. However, as noted above, we expect data returns to improve from Y2Q2 onwards.

- In terms of baseline data, we are currently missing a baseline for:

  o At least 63% of clients in relation to the HoS, even if we use baseline data from HoS which have not been completed on or near to a client's MEAM start date.

- At least 40% of clients in relation to the NDTA, even if we use baseline data from NDTA which have not been completed on or near to a client's MEAM start date.
- 69% of clients in relation to previous service use.
- 48% of clients in relation to current and post-MEAM service use.

Missing baseline data will affect our ability to measure change over the course of a client's engagement with work developed using the MEAM Approach, but again we expect this data to improve with the next quarterly returns.

3.3 Number of data returns

A summary of the number of CDF data returns received in the first submission from local areas, as well as the reasons reported by local areas for non-submission, is presented in Table 1.

Table 1: CDF data returns received for Y2Q1 and self-reported reasons for non-submission (n=22)

Status	Submission status and self-reported reason	Number of areas	Name(s) of local areas
Eligible to submit a return	Return submitted	11	Adur and Worthing, Blackburn with Darwen, Cambridgeshire, Coventry, Doncaster, Exeter, Halton, Hull, North Lincolnshire, West Berkshire, York
	Return not submitted – data collation issues	2	Hackney, Preston
	Return not submitted – staffing issues	1	Southend
	Return not submitted – IT issues	1	Basingstoke and Deane
	Return not submitted – wider issues with network involvement	1	Slough
Not eligible to submit a return	Return not submitted – not yet working with a cohort	6	Cornwall, Norwich, Plymouth, Reading, Sunderland, Surrey
Total number of areas in network		**22**	

Of the 22 areas currently developing work using the MEAM Approach, 16 areas were eligible to submit a first CDF data return to cover the period up to the end of quarter 1 2018-19. (This is henceforth referred to as the Y2Q1 data return).This is because they reported that they had begun working with a cohort of clients before 30 June 2018. 11 (69%) of these 16 areas submitted a return.

Of the five areas eligible to submit a return which did not do so, three areas (60%) have agreed to roll over their Y2Q1 data return and include it in their Y2Q2 data return[8]. We are also in discussions with the other two areas about their data returns and expect to receive data returns from these areas by Y2Q3 at the latest.

All six areas which were ineligible to submit a data return (because they reported that they were not yet working with a cohort of clients as at 30 June 2018) are expected to become eligible to submit a return before the end of year 2.

3.4   Number of clients for whom data was received

Across the 11 areas who submitted a Y2Q1 data return, data was submitted for 249 clients. This constitutes the Y2Q1 CDF cohort. A breakdown of the number of clients in each of the local areas is provided in Table 2. At this stage, we do not know the size of the total cohort of people being supported by local work using the MEAM Approach. This is because we have asked for submissions of data only for those clients who have consented to sharing their data as part of the CDF. When requesting future data returns, we intend to also ask each local area to report the total size of their caseload supported by the MEAM Approach (including those who have not consented to any client-level data being shared about them). This will enable us to estimate the proportion of clients being supported by local work using the MEAM Approach whose data is included in the CDF.

Table 2: Clients per local area in the Y2Q1 CDF cohort (n=249)

Local area	Number of clients
Adur and Worthing	22
Blackburn with Darwen	18
Cambridgeshire	14
Coventry	2
Doncaster	78
Exeter	34
Halton	30

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[8] These areas are: Basingstoke and Deane, Hackney and Southend.

Local area	Number of clients
Hull	15
North Lincolnshire	9
West Berkshire	8
York	19
Total	**249**

3.5 Client personal information

3.5.1 Data quality

The CDF collects data on a series of indicators relating to clients' personal details and circumstances.

Table 3 indicates the number and percentage of clients in the Y2Q1 CDF cohort for whom data was missing in relation to each indicator within client personal information. Transgender identity was the characteristic for which we were most likely to see data missing, followed closely by sexual orientation. Conversely, there was very little missing data for age, gender and accommodation at first contact.

As transgender identity and sexual orientation are likely to be perceived as more sensitive topics for discussion with a client, it may be that staff completing the CDF require additional support in order to feel able to ask these questions to clients.

Table 3 also shows how many of the local areas which submitted a Y2Q1 data return had data missing for one or more client(s) in relation to each indicator. In addition, it lists the areas which had data missing in relation to particular indicators for 10% or more of their clients. These areas may require follow-up from their MEAM partnership manager to explore whether they are likely to be able to reduce the rate of missing data against these indicators.

Table 3: Quality of data submission by indicator for client personal information (n=249)[9]

Category	Number of clients for whom data is missing (across whole cohort)	Percentage of clients for whom data is missing (across whole cohort)	Number of local areas with missing data for 1 or more client(s)	Areas with missing data for 10% or more of their clients
Age	6	2%	3	None
Gender	7	3%	2	Cambridgeshire (29%)
Transgender identity	118	47%	5	Cambridgeshire (43%) Coventry (100%) Doncaster (95%) Exeter (100%)
Sexual orientation	90	36%	3	Cambridgeshire (57%) Coventry (100%) Doncaster (100%)
Nationality	85	34%	3	Cambridgeshire (43%) Doncaster (100%)
Ethnicity	85	34%	4	Cambridgeshire (43%) Doncaster (100%)
Accommodation at first contact	7	3%	2	Cambridgeshire (43%)

[9] Please note this only includes the 11 areas which submitted a Y2Q1 data return. The remaining 11 areas in the MEAM Approach network as at October 2018 did not submit any data as discussed above.

3.5.2 Overview of demographic characteristics for the Y2Q1 CDF cohort

This section provides a brief overview of the demographic characteristics of the 249 clients within the Y2Q1 CDF cohort.

A note on methodology

The 'missing data' reported in the graphs below, does not take into account the 11 'non-reporting areas' that did not submit any data through the CDF for Y2Q1. This is in order to focus on data completion for the individual indicators among local areas that did report.

Age

The average age of clients in the Y2Q1 CDF cohort was 38 years. The average age for female clients was slightly younger (36), while the average age for males was slightly older (40). Ages of clients ranged from 18 to 71. Data for this indicator was missing for 2% of the cohort (6 clients).

Gender identity

As shown in Figure 2, the majority (69%, 171 clients) of the Y2Q1 CDF cohort was male, with a significant minority (28%, 71 clients) of female clients. Data for this indicator was missing for 3% of the cohort (7 clients)[10].

Figure 2: Gender of Y2Q1 CDF cohort (n=249)

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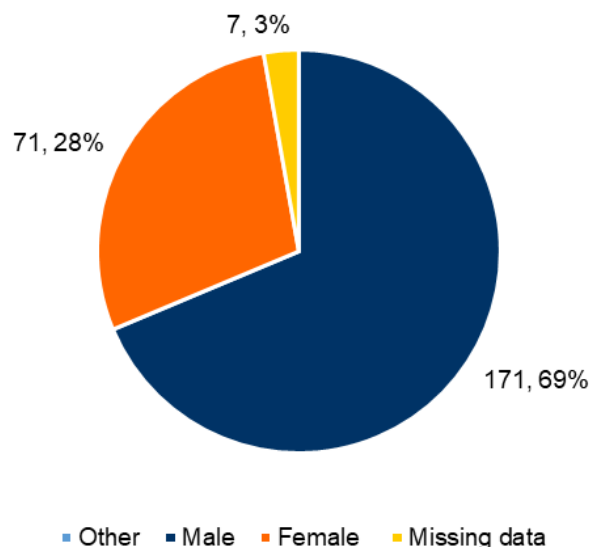
[10] All figures are rounded to the nearest whole number.

Transgender identity

As shown in Figure 3, while data on transgender identity was missing in almost half of cases, the majority of clients in the Y2Q1 CDF cohort for whom data on this characteristic was recorded did not identify as transgender.

Figure 3: Transgender identities among the Y2Q1 CDF cohort (n=249)
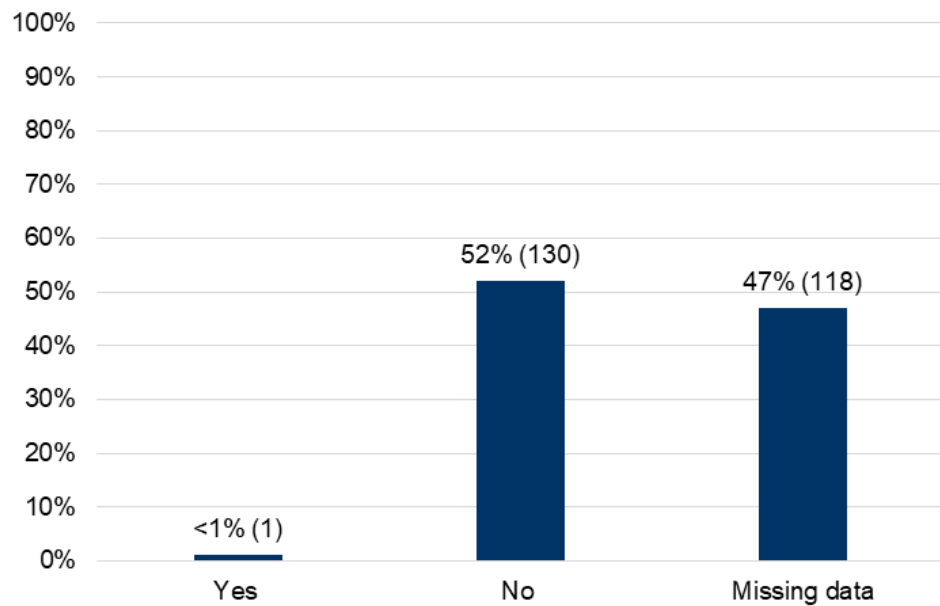
Sexual orientation

While data on sexual orientation was missing in over a third of cases, as shown in Figure 4 the majority of clients for whom data was recorded identified as heterosexual (61%, 152 clients), with a small minority identifying as bisexual (2%, 5 clients), gay (<1%, 1 client) or other (<1%, 1 client).

Figure 4: Sexual orientations among the Y2Q1 CDF cohort (n=249)
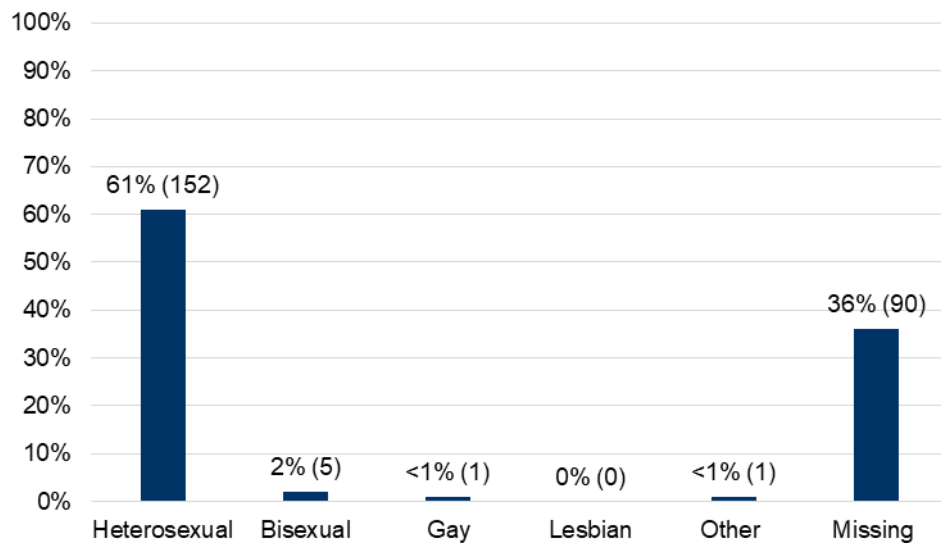
Nationality

As shown in Figure 5, while a significant proportion (34%) of client data was missing, where data was reported, the majority of clients were from the UK.

Figure 5: Nationalities among the Y2Q1 CDF cohort (n=249)
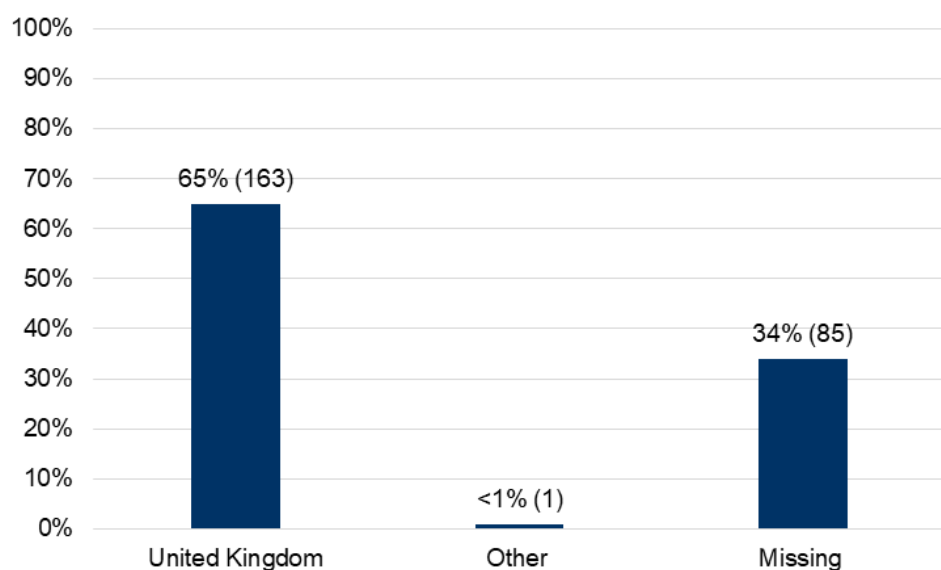
Ethnicity

As shown in Figure 6 the majority also identified as White British. Again, a significant proportion (34%) of client data was missing for this category.

Figure 6: Ethnicities among the Y2Q1 CDF cohort (n=249)

Accommodation

As shown in Figure 7, data on accommodation at first contact was well completed. Almost half (48%, 120 clients) were rough sleeping at the time of their first contact with work developed using the MEAM Approach. Significant minorities of clients were in emergency or assessment beds within a service (8%, 22 clients), in their own tenancy in social housing (7%, 19 clients) or in prison (5%, 14 clients).

Figure 7: Accommodation at first contact among the Y2Q1 CDF cohort (n=249)

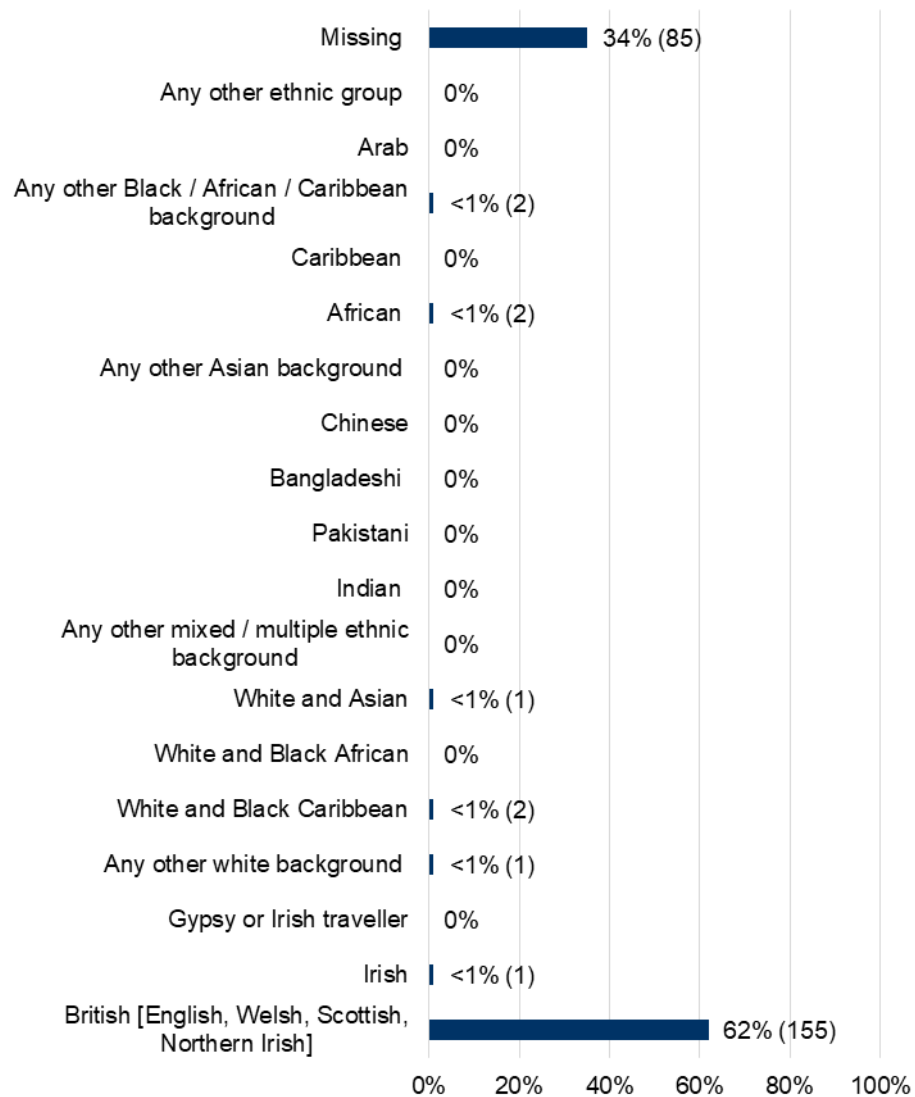| Accommodation	Value
Missing	2% (7)
Other	2% (5)
Short-term supported accommodation – i.e. hostel, refuge	2% (6)
Local authority temporary accommodation	3% (8)
Prison	5% (14)
Shared tenancy	<1% (1)
Own tenancy (owner occupier)	0%
Own tenancy (private rented)	3% (9)
Own tenancy (social housing)	7% (19)
Supported accommodation (licence)	<1% (1)
Supported accommodation (tenancy)	4% (11)
Emergency or assessment bed within a service	8% (22)
B&B/private hostel	3% (8)
Nightshelter	<1% (1)
Rough sleeping	48% (120)
Living with family/friends	7% (17)

Average length of engagement

Among the Y2Q1 CDF cohort, clients had been engaging with work developed using the MEAM Approach for an average of 9 months as at 30 September 2018.

3.6 Homeless Outcomes Star (HoS)

3.6.1 Data quality

The CDF collects data from HoS completed with clients. These capture information about clients' circumstances and progress in relation to ten outcome areas, which are:

- Motivation and taking responsibility.

- Self-care and living skills.

- Managing money and personal administration.

- Social networks and relationships.

- Drug and alcohol misuse.

- Physical health.

- Emotional and mental health.

- Meaningful use of time.

- Managing tenancy and accommodation.

- Offending.

Overall, in Y2Q1 we received HoS for a total of 91 clients out of 249 clients in the total Y2Q1 CDF cohort (37%). All HoS came from six of the 11 local areas which submitted a Y2Q1 data return.

Table 4 outlines the reporting of HoS data for Y2Q1. It indicates that four of the six areas who submitted any HoS submitted these for all of their clients. It also, indicates, however, that the remaining areas may require support or encouragement to introduce the HoS and/or to include completed HoS in their CDF data returns in future.

In almost all instances where data from a HoS was submitted this data was complete for all of the 10 indicators that make up the tool.

Table 4: Overview of submissions of HoS data for Y2Q1[11]

Number of clients with at least 1 HoS	Percentage of clients with at least 1 HoS	Areas with at least 1 HoS for all clients		Areas with at least 1 HoS for some clients		Areas whose return did not include any HoS	
		Number	Names	Number	Names	Number	Names
91	37%	4	Adur and Worthing Coventry Hull West Berkshire	2	Blackburn with Darwen (completed for 61% of clients), Doncaster (completed for 42% of clients)	5	Cambridgeshire Exeter Halton North Lincolnshire York

[11] Please note this only includes the 11 areas which submitted a Y2Q1 data return. The remaining 11 areas in the MEAM Approach network as at October 2018 did not submit any data as discussed above.

3.6.2   Proportion of HoS completed within timescales that are useful for the evaluation

A note on the use of HoS

We recognise that it is not always possible for workers in local areas to complete HoS with (or about) new clients for some time after the client had begun engaging with them. We understand that workers may not have enough information to complete the HoS and need to prioritise building trust with a client to support their engagement over gathering this type of information.

When considering how close to the start of engagement a HoS has been completed, we are primarily focusing on the extent to which this HoS might capture baseline information about that client's circumstances, wellbeing and self-assessment.

Equally, we appreciate that completing updated HoS to explore change over time with and for a client may also present challenges. Again, in reviewing the data on repeat completion of HOS we are primarily aiming to weigh up how much data there is likely to be available to the evaluation to consider change over time in client's HoS scores.

Therefore these findings do not represent a criticism of the approach being taken in local areas to completion of the HoS; they are more about weighing up how we might be able to use the HoS data within the evaluation of the MEAM Approach.

Based on the Y2Q1 returns alone, it appears that work is required to increase both the number of HoS available for use within the evaluation and the timeliness of completion for evaluation purposes.

As shown in Table 5, only 13 (16%) baseline HoS for individual clients were completed within one week either side of the client's initial engagement with support using the MEAM Approach. (These are shaded in green).

The majority were completed more than one month after the MEAM start date, on average 3.8 months after the client's first contact with MEAM. For those HoS that were completed before the MEAM start date the average time was three months prior to the client's first contact.

Table 5: Overview of completion dates for the HoS for Y2Q1 (n=91)

	First HoS completed before MEAM start date	First HoS completed on[12] MEAM start date	First HoS completed less than 1 month after MEAM start date	First HoS completed more than 1 month after MEAM start date	Total
Number of HoS completed at this time.	12 (13%)	0 (16%)	1 (12%)	55 (60%)	91

The HoS is intended to be completed once per quarter. Of the 87 clients who had been engaging with work developed using the MEAM Approach for more than one quarter, 15% (13 clients) had received the appropriate number of additional HoS.

3.7 New Directions Team Assessment (NDTA)

3.7.1 Data quality

The CDF collects data from NDTA completed with clients. These capture information about clients' circumstances and progress in relation to ten areas, which are:

- Engagement with frontline services.

- Intentional self-harm.

- Unintentional self-harm.

- Risk to others.

- Risk from others.

- Stress and anxiety.

- Social effectiveness.

- Alcohol/drug abuse.

- Impulse control.

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[12] Or a within a week either side of the MEAM start date.

- Housing.

Overall, in Y2Q1 we received NDTA data for a total of 150 clients, out of 249 clients in the total Y2Q1 CDF cohort. This equates to 60% of clients in the Y2Q1 CDF cohort. All NDTA data came from nine of the 11 local areas which submitted a Y2Q1 data return.

Table 6 outlines the reporting of NDTA data for Y2Q1. It indicates that seven of the nine areas which submitted any NDTA submitted these for all of their clients. In addition, it shows that the remaining two areas which submitted any NDTA submitted them for the vast majority of their clients. Therefore there are only two areas which submitted a Y2Q1 data return who may require support or encouragement to introduce the NDTA and/or to include completed NDTA in their CDF data returns in future.

In all instances where data from a NDTA was submitted this data was complete for all of the 10 categories that make up the tool.

Table 6: Overview of submissions of NDTA data for Y2Q1[13]

Number of clients with at least 1 NDTA	Percentage of clients with at least 1 NDTA	Areas with at least 1 NDTA for all clients		Areas with at least 1 NDTA for some clients		Areas whose return did not include any NDTA	
		Number	Names	Number	Names	Number	Names
150	60%	7	Adur and Worthing Coventry Exeter Hull North Lincolnshire West Berkshire York	2	Cambridgeshire (completed for 86% of clients) Halton (completed for 97% of clients)	2	Blackburn with Darwen Doncaster

[13] Please note this only includes the 11 areas which submitted a Y2Q1 data return. The remaining 11 areas in the MEAM Approach network as at October 2018 did not submit any data as discussed above.

3.7.2 Proportion of NDTA completed within timescales that are useful for the evaluation

As shown in Table 7, almost half of baseline NDTAs (73; 49%) for individual clients were completed on, or within a week either side of, the client's initial engagement with support using the MEAM Approach. (These are shaded in green).

36 baseline NDTAs (24%) were completed more than a month after the client's MEAM start date, the average time being 7.5 months after the client's MEAM start date. 41 baseline NDTAs (27%) were completed before the MEAM start date, the average time being one month before the client's MEAM start date.

Table 7: Overview of completion dates for the NDTA for Y2Q1 (n=150)

	First NDTA completed before MEAM start date	First NDTA completed on[14] MEAM start date	First NDTA completed less than 1 month after MEAM start date	First NDTA completed more than 1 month after MEAM start date	Total
Overall	41 (27%)[15]	73 (49%)	0 (0%)	36 (24%)	150

The NDTA is intended to be completed once per quarter. Of the clients who had been engaging with work developed using the MEAM Approach for more than one quarter, 31% (46 clients) had received the appropriate number of additional NDTAs.

3.8 Previous service use

3.8.1 Data quality

The CDF collects data on an individual's service use for the twelve months before their start date.

We received complete previous service use data for 57 clients (23%) in the Y2Q1 CDF cohort and partial previous service use data for 19 clients (8%) in the cohort. However, we did not receive any previous service use data for the majority of clients (69%, 173 clients).

All the previous service use data was submitted by five of the 11 local areas which submitted a Y2Q1 data return. Table 8 summarises the reporting of previous service use data. It indicates that the local areas which were able to submit data against all previous service use indicators were able to do this for all or the majority of their clients. Similarly, the local areas which were able to submit data only against some of the previous service use data indicators were able to

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[14] Or a within a week either side of the MEAM start date.
[15] Of these 41 clients, 2 (5%) had additional NDTAs completed on their MEAM start dates.

do this for all of their clients. It also suggests that the remaining areas may require support to establish mechanisms for collating and reporting previous service use data. As noted above, we expect this to improve in future quarterly reporting.

Table 8: Overview of submissions of previous service use (PSU) data for Y2Q1[16]

Number of clients with complete PSU data	Number of clients with partial PSU data	Number of clients with no PSU data	Areas with complete PSU data for the majority of clients		Areas with partial PSU data for the majority of clients		Areas whose return did not include any PSU data	
			Number	Names	Number	Names	Number	Names
57 (23%)	19 (8%)	173 (69%)	3	Blackburn with Darwen (submitted for 72% of clients) Halton (submitted for 83% of clients) York (submitted for 100% of clients)	2	North Lincolnshire (submitted for 100% of clients) West Berkshire (submitted for 100% of clients)	6	Adur and Worthing Cambridgeshire Coventry Doncaster Exeter Hull

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[16] Please note this only includes the 11 areas which submitted a Y2Q1 data return. The remaining 11 areas in the MEAM Approach network as at October 2018 did not submit any data as discussed above.

3.8.2   Most frequently-reported types of previous service use data

The indicators against which data was reported by the largest number of local areas were: mental health admissions, arrests and nights in prison, while data on A&E attendances and non-elective hospital admissions (NELs) was less well reported. Overall, the majority of data received against previous service use data was partner data (rather than self-reported data). This is shown Table 9.

Table 9: Number of local areas submitting data against each previous service use indicator for Y2Q1

Data source	No. local areas with data reported against A&E attendances	No. local areas with data reported against NELs	No. local areas with data reported against MH admissions	No. local areas with data reported against arrests	No. local areas with data reported against nights in prison
Partner data	1	1	3	3	3
Self-reported data	1	1	0	0	0
Both partner and self-reported data	1	1	1	1	1
Y2Q1 return submitted but no data against indicator	8	8	7	7	7
No Y2Q1 return submitted	11	11	11	11	11
Total	**22**	**22**	**22**	**22**	**22**

3.9 Service use during and post MEAM

3.9.1 Data quality

The CDF collects data about an individual's service use during and post their involvement with work developed using the MEAM Approach. This is collected quarterly from their start date.

Overall, we received complete data on service use during and post MEAM for 73 clients (29%) in the Y2Q1 CDF cohort and partial service use during and post MEAM data for 56 clients (22%) in the cohort. We therefore did not receive data on service use during and post MEAM for almost half of clients in the Y2Q1 CDF cohort (48%, 120 clients). As noted above, we expect this to improve in future returns.

This data came from nine of the 11 local areas which submitted a Y2Q1 data return. Table 10 presents a summary of the reporting of the service use during and post MEAM data. It shows that the local areas which were able to submit data against all service use indicators were able to do this for all or the majority of their clients. In addition, the local areas which were able to submit data only against some of the previous service use data indicators were able to do this for all of their clients. It also suggests that the remaining two areas may require support to establish mechanisms for collating and reporting service use data.

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Table 10: Overview of submissions of data on service use during and post MEAM (SU data) Y2Q1[17]

Number of clients with complete SU data	Number of clients with partial SU data	Number of clients with no SU data	Areas with complete SU data for the majority of clients		Areas with partial SU data for the majority of clients		Areas whose return did not include any SU data	
			Number	Names	Number	Names	Number	Names
73 (29%)	56 (22%)	120 (48%)	4	Adur and Worthing (submitted for 100% of clients) Blackburn with Darwen (submitted for 72% of clients) Halton (submitted for 87% of clients) York (submitted for 63% of clients)	5	Cambridgeshire (submitted for 100% of clients) Coventry (submitted for 100% of clients) Hull (submitted for 100% of clients) North Lincolnshire (submitted for 100% of clients) West Berkshire (submitted for 100% of clients)	2	Doncaster Exeter

[17] Please note this only includes the 11 areas which submitted a Y2Q1 data return. The remaining 11 areas in the MEAM Approach network as at October 2018 did not submit any data, as discussed above.

3.9.2 Most frequently-reported types of service use during and post MEAM data

Health and criminal justice service use

Table 11 provides a more detailed breakdown of submissions of this service use data by indicator. This illustrates that the indicator against which data was reported by the largest number of local areas was mental health admissions. In contrast, fewer areas were able to report any data against A&E attendances.

Interestingly, the data on mental health admissions, arrests and nights in prison were most often taken from partner data. In contrast, data on A&E attendances and NELs was more likely to be taken from self-reported data or from a combination of self-reported data and partner data.

Table 11: Number of local areas submitting data against each service use during and post MEAM indicator for Y2Q1

Data source	No. local areas with data reported against A&E attendances	No. local areas with data reported against NELs	No. local areas with data reported against MH admissions	No. local areas with data reported against arrests	No. local areas with data reported against nights in prison
Partner data	1	1	4	4	3
Self-reported data	2	1	1	0	0
Both partner and self-reported data	1	2	1	0	1
Not specified	0	2	2	2	2
Y2Q1 return submitted but no data against indicator	7	5	3	5	5
No Y2Q1 return submitted	11	11	11	11	11
Total	**22**	**22**	**22**	**22**	**22**

Accommodation use

Submission of data was relatively consistent across the different types of available accommodation, with the majority of accommodation types having complete or partially complete data submitted by between five and seven local areas. The majority of these local areas used self-reported data to report against these indicators. This is summarised in Table 12.

Table 12: Overview of sources of submissions of data on accommodation during and post MEAM Y2Q1 by indicator (n=4-7)

	Number of local areas with data of this type for…										
	Living with family & friends	Rough sleeping	In night shelters	B&B or private hostel	Emergency or assessment bed	Supported accom - tenancy	Supported accom - license	Own tenancy - social	Own tenancy - private	Own property	Shared tenancy
Partner data	1	1	1	2	1	1	1	1	1	1	1
Self-reported data	5	6	5	5	2	4	3	4	3	3	4
Both partner and self-reported data	0	0	0	0	1	1	1	1	1	1	1
Y2Q1 return submitted but no data against indicator	5	4	5	4	7	5	6	5	6	5	6

	Number of local areas with data of this type for…										
	Living with family & friends	Rough sleeping	In night shelters	B&B or private hostel	Emergency or assessment bed	Supported accom - tenancy	Supported accom - license	Own tenancy - social	Own tenancy - private	Own property	Shared tenancy
No Y2Q1 return submitted	11	11	11	11	11	11	11	11	11	11	11
Total	**22**	**22**	**22**	**22**	**22**	**22**	**22**	**22**	**22**	**22**	**22**

Engagement with support and accommodation status

As shown in Table 13, while the majority of the nine areas which submitted data in relation to service use during and post MEAM reported data against frequency of contact and number of services, data was less frequently reported for the type of accommodation that the client was living in at the end of the quarter.

Table 13: Number of local areas submitting data about engagement with support and accommodation status[18]

Indicator	Number of local areas reporting data for all clients	Number of local areas reporting data for some clients	Number of local areas reporting no data against indicator
Frequency of contact with MEAM Coordinator	7	2	2
Number of services providing support	6	2	3
Accommodation type at end of quarter	4	2	5

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[18] Please note this only includes the 11 areas which submitted a Y2Q1 data return. The remaining 11 areas in the MEAM Approach network as at October 2018 did not submit any data, as discussed above.

4 Analysis of MEAM quarterly reports

4.1 Introduction

This chapter explores data from the quarterly reports produced by the national MEAM team for Y1Q4 through to Y2Q1 for the local areas developing work using the MEAM Approach. The chapter provides a breakdown of local areas' scores in relation to each of the seven fidelity statements (see below), and provides a profile of each participating local area, as well as a summary of performance by region.

Description of the MEAM quarterly reports

The MEAM quarterly reports are produced each quarter by the national MEAM team. One report is produced for each local area participating in the MEAM Approach network, and the production of this report is led by the MEAM regional partnerships manager working with that local area.

The reports include a 1-10 rating for the local area's fidelity in relation to statements about each of the seven core elements of the MEAM Approach. (These are referred to in this chapter as "fidelity statements").

They also include a short summary of current implementation and progress, as well as a section outlining the 12-month vision for the local area for each of the seven core elements, aims for the quarter in relation to the vision, and delivery against these aims.

A note on interpreting the MEAM quarterly reports

When interpreting the MEAM quarterly reports, and the findings drawn from them, it is important to note that the use of the reports by the team is a new and experimental approach to:

- Understanding local areas' fidelity to the MEAM Approach.
- Monitoring the progress made by local areas in aligning themselves to the Approach and delivering improved support, services and systems for and with people experiencing multiple disadvantage.

Therefore the way in which the reports are produced and interpreted is still developing. It is not yet clear whether they are the most useful and accessible way of representing local areas' fidelity and performance, and whether the MEAM team will continue to use them in the longer-term.

As a result, findings in relation to individual local areas should be treated with caution, as should comparison of the findings for different local areas.

4.2   Key messages

The mid-year analysis of quarterly reports has identified fidelity statements where local areas are tending to perform better on average. These are all statements for which we might expect to see progress come more easily earlier on in the development of work using the MEAM Approach and are:

- Audit and consistency.

- Coordination for clients and services.

- Measurement of success.

- Partnership and co-production.

The analysis has also identified fidelity statements where local areas are tending to perform less well on average. In contrast, these are all longer-term outcomes that local areas are more likely to achieve as a result of having established partnerships, co-production practices, and improved coordination of services. They are:

- Flexible responses.

- Workforce development.

- Sustainability and systems change.

Overall, the average fidelity score increased between Y1Q4 and Y2Q1 for the majority of statements, the only exceptions being sustainability and systems change and audit and consistency where there were slight decreases.

Performance varied across local areas and analysis identified examples of local areas that are excelling across the different fidelity statements, as well as those that may benefit from additional support.

Finally, the report makes several recommendations in relation to the use of the fidelity scores. These include:

- Considering whether it may be useful to weight scores in future.

- Clarifying how the scores are being applied by different partnership managers, to ensure that they are being used consistently.

4.3   Breakdown by fidelity statement

In this section we provide a summary of how local areas developing work using the MEAM Approach are performing against each of the seven fidelity statements.

4.3.1 Summary of fidelity statement scores

Figure 8 and Table 14 show the average score on each fidelity statement for all 22 areas in the MEAM Approach network combined. This indicates that the fidelity statements where local areas are tending to achieve higher scores are:

- Audit and consistency.

- Coordination for clients and services.

- Measurement of success and partnership.

- Co-production.

The fidelity statements where local areas tend to achieve lower scores are:

- Flexible responses.

- Workforce development.

- Sustainability and systems change.

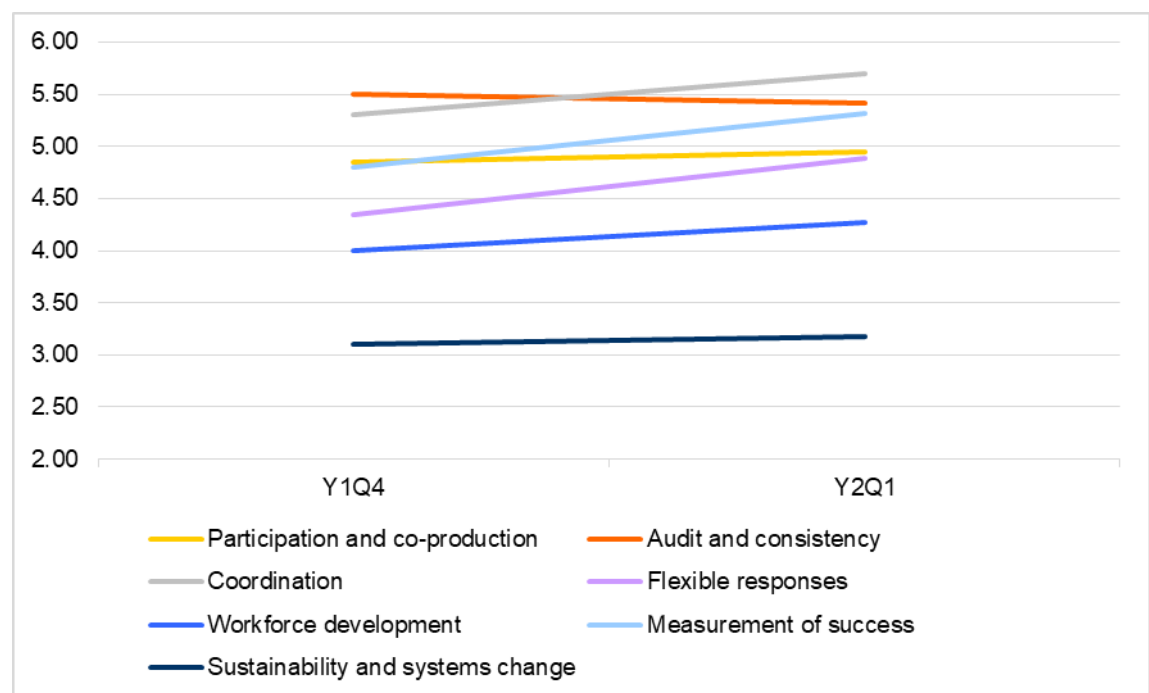*Figure 8: Summary of fidelity statement performance Y1Q4 – Y2Q1*

Table 14: Summary of fidelity statement performance Y1Q4 – Y2Q1

Fidelity statement	Y1Q4 Mean	Y1Q4 Range	Y2Q1 Mean	Y2Q1 Range	Change between Y1Q4 & Y2Q1
Participation and coproduction	4.85	7.00	4.95	7.00	+0.10
Audit and consistency	5.50	7.00	5.41	7.50	-0.09
Coordination for clients and services	5.30	7.00	5.70	6.00	+0.40
Flexible responses from services	4.35	8.00	4.89	8.00	+0.54
Workforce development and service improvement	4.00	8.00	4.27	7.00	+0.27
Measurement of success	4.80	6.00	5.32	7.00	+0.52
Sustainability and systems change	3.10	8.00	3.18	7.00	+0.08

Overall, the statements in relation to which areas are performing better on average at this stage are those for which we would expect to see progress come more easily earlier on in the development of work using the MEAM Approach.

For example, from the comments provided in the quarterly reports, the majority of partnership and co-production scores would appear to hinge on whether a local area has an operational and/or strategic group in place, a key early-stage step that many local areas have already taken. Similarly, the majority of the coordination for clients and services scores appear to hinge on whether the local area has a well-functioning operational group in place, another important early-stage step in developing work using the MEAM Approach.

In contrast, local areas are currently performing less well on average in relation to statements such as sustainability and systems change, and flexible responses from services, longer-term outcomes that local areas are more likely to achieve as a result of having established partnerships, co-production practices, and improved coordination of services.

Overall, the average fidelity score increased between Y1Q4 and Y2Q1 for the majority of statements, the only exceptions being sustainability and systems change and audit and consistency where there were slight decreases. The range of fidelity scores was also relatively consistent across the different statements with all ranges falling between 6 and 8.

The fidelity statements where local areas showed the most improvement between Y1Q4 and Y2Q1 were flexible responses from services and measurement of success. The fidelity statements where local areas showed the least improvement between Y1Q4 and Y2Q1 was in relation to audit and consistency (although it's worth noting that the average scores for this indictor tended to be relatively high already).

4.3.2   Partnership and co-production

Partnership and co-production fidelity statements:

My local area has a cross-sector strategic partnership of statutory and voluntary providers, people with lived experience, and decision makers who can influence at a strategic level. All relevant agencies that need to be involved attend regularly and commit to actions agreed as a partnership.

In my local area there is a clear plan for enhancing coproduction, meaning that people with lived experience have the necessary skills and support required to play a central role in the partnership and decision making.

The average fidelity scores for partnership and co-production were:

- **4.85** out of 10 in Y1Q4, with a range of 7.

- In Y2Q1 this **increased to 4.95** out of 10, with a range of 7.

4.3.3   Audit and consistency

Audit and consistency fidelity statements:

Our partnership has worked together to build a shared understanding of what multiple disadvantage looks like in our area, built on evidence provided from a range of key stakeholders. We also understand that those most in need of support may be furthest away from services and have built this consideration into our understanding of the local problem.

Our partners understand that some people face additional vulnerability and barriers to support that may need additional consideration, such as gender, sexuality, disability or ethnicity. We have procedures in place to ensure equality of access to our coordinated support.

Our partnership has developed a clear process for referring clients, for agreeing who will be supported through our coordination model and for providing advice for those referred who we don't end up working with.

The average fidelity scores for audit and consistency were:

- **5.50** out of 10 in Y1Q4, with a range of 7.

- In Y1Q2 this **decreased to 5.41** out of 10, with a range of 7.5

4.3.4   Coordination for clients and services

> **Coordination for clients and services fidelity statements:**
>
> *Our local area has a well-resourced coordination model, meaning that clients have a single point of contact to coordinate and deliver support and advocacy.*
>
> *My local area has an operational group of cross sector voluntary and statutory frontline workers who regularly meet to explore flexible Approaches for individuals. Barriers and blockages are regularly resolved through this group.*
>
> *Support is person-centred, led by and built around the client's aspirations and strengths. There is a good understanding of the impact of trauma and this shapes our Approach to support.*

The average fidelity scores for coordination for clients and services were:

- **5.30** out of 10 in Y1Q4, with a range of 7.

- In Y1Q2 this **increased to 5.70** out of 10, with a range of 6.

4.3.5   Flexible responses from services

> **Flexible responses from services fidelity statements:**
>
> *An increase in effective, meaningful engagement with services has been seen in my local area through providing a flexible response to clients who previously struggled to engage.*
>
> *Frontline workers in my area understand the need for a flexible response and actively look for ways to create flexibility.*

The average fidelity scores for flexible responses from services were:

- **4.35** out of 10 in Y1Q4, with a range of 8.

- In Y1Q2 this **increased to 4.89** out of 10, with a range of 8.

4.3.6 Workforce development and service improvement

Workforce development and service improvement fidelity statements:

Continual improvement of existing services

Identifying and filling gaps in services

The average fidelity scores for workforce development and service improvement were:

- **4.00** out of 10 in Y1Q4, with a range of 8.

- In Y1Q2 this **increased to 4.27** out of 10, with a range of 7.

4.3.7 Measurement of success

Measurement of success fidelity statements:

Our partnership has developed and implemented effective information sharing agreements and client consent, allowing for information to be shared safely and adequately to achieve a coordinated response that can be measured.

Our partnership participates fully with the MEAM Approach evaluation, providing outcomes data and participating in qualitative data collection activities.

The average fidelity scores for measurement of success were:

- **4.80** out of 10 in Y1Q4, with a range of 6.

- In Y1Q2 this **increased to 5.32** out of 10, with a range of 7.

4.3.8 Sustainability and systems change

Sustainability and systems change fidelity statements:

My partnership has developed a systems change strategy, based on an agreed set of values chosen by the partnership, prioritising key opportunities for change with shared responsibility and accountability across the partnership.

My local area is able to evidence sustainable changes to the system achieved through a coordinated Approach

The average fidelity scores for sustainability and systems change were:

- **3.10** out of 10 in Y1Q4, with a range of 8.

- In Y1Q2 this **increased to 3.18** out of 10 with a range of 7.

4.4 Use of the fidelity scoring system

Our analysis of the quarterly reports and fidelity scores highlighted two key points in relation to the use of the scoring system, which it may be beneficial for MEAM colleagues to consider. These are summarised in sections 4.4.2 and 4.4.1.

4.4.1 Weighting of the scores

Our analysis of the fidelity scores, suggests that it is easier for areas to make progress on some indicators in comparison to others. From the commentary provided alongside the fidelity scores, it appears relatively easy for local areas to increase their scores for 'measurement of success' by assisting with the evaluation through piloting evaluation tools, and to increase their scores in relation to 'workforce development' by attending additional training events. This stands in contrast to other indicators such as sustainability and systems change where there don't appear to be any equivalent simple actions to increase one's score.

Accordingly, it might be worth considering weighting scores to reflect the relative ease or difficulty with which progress might be made against different statements.

In addition, it will be important to clarify with local areas that some fidelity statements, such as sustainability and systems change, are more difficult to make progress on during early stages of work developed using the MEAM Approach.

4.4.2 Application of scores

At present, it is not clear when analysing the fidelity scores whether the scores are being used as dynamic or fixed measures of progress.

To take 'coordination for clients and services' as an example, it is not clear whether the fidelity score given is based on fixed parameters (i.e. a local area will only achieve this score if it has done certain things), or whether the fidelity score is based on how well a local area is doing given how far along in development it is, or in terms of its progress since the last quarter.

It would be useful to have more clarity regarding the way that the fidelity scores are being applied, and to ensure that they are being applied using a consistent method.

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