

Outcome Form for Short-Term Services

PLEASE NOTE – We are asking you to complete a form for every client that leaves the support service regardless of whether their departure was planned or unplanned. You must complete a form if the client has been in receipt of the service for 28 days at the point of departure. You will need to agree the approach with your local authority for clients who leave prior to 28 days. See guidance for more info.

Provider, Service and Client Information Section

Provider ID Details

Q0.1 National Client Record Provider ID: _____ *5 digit ID allocated by CHR Client Record Office*

Q0.2 National Provider ID: _____ *8 digit ID allocated by CLG*

Provider and Service Details

Q0.3 Organisation Name: _____

Q0.4 SP Administering Authority: _____

Q0.5 Service Name: _____

Q0.6 Is service jointly funded? (Yes / No)

Q0.7 SP Service ID: _____

Q0.8 Support Plan Completed: Completed/ Declined

Q0.9 Client Died whilst in receipt of service: (Yes/ No)

Q0.10 Service Type: (choose one)

Supported housing	<input type="checkbox"/>
Womens' refuge	<input type="checkbox"/>
Foyer	<input type="checkbox"/>
Teenage parent accommodation	<input type="checkbox"/>
Direct access	<input type="checkbox"/>
Floating support	<input type="checkbox"/>
Outreach service	<input type="checkbox"/>
Resettlement services	<input type="checkbox"/>
Supported Lodgings	<input type="checkbox"/>
Adult Placement	<input type="checkbox"/>

Support Duration Details

Q0.11 Start Date: __/__/__

Q0.12 End Date: __/__/__

Client Characteristics

Q0.13 Client/Tenant Code: _____

Q0.14 Enter age, sex, economic status of the client.

	Age	Sex	Economic status
		M or F	See list below for code
Client			

Categories for Economic status:

Description	Code	Description	Code
Other adult	0	Retired	5
Full-time work (24 hrs or more/week)	1	Not seeking work	6
Part-time work (less than 24 hrs/week)	2	Full-time student	7
Govt training/New Deal	3	Long-term sick/disabled	8
Job seeker	4		

Q0.15 Ethnic origin of client (as defined by client):

White: British		Black/Black British: Caribbean	
White: Irish		Black/Black British: African	
White: Other		Black/Black British: Other	
Mixed: White & Black Caribbean		Chinese/Other ethnic group: Chinese	
Mixed: White & Black African		Chinese/Other ethnic group: Other	
Mixed: White & Asian		Did not wish to disclose	
Mixed: Other			
Asian/Asian British: Indian			
Asian/Asian British: Pakistani			
Asian/Asian British: Bangladeshi			
Asian/Asian British: Other		<i>Note: categories from 2001 UK Census</i>	

Q0.16 User-defined ethnic coding (optional) _____

Q0.17 What is the client's religion? (Please choose one - optional)

None		Muslim	
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)		Sikh	
Buddhist		Any other religion	
Hindu		Not known	
Jewish		Do not wish to disclose	

Q0.18 Is the service user a disabled person? Yes/No

Please state the nature of the disability (please tick all that apply)

Mobility	
Visual Impairment	
Hearing Impairment	
Progressive disability/ Chronic Illness (e.g. MS, Cancer)	
Mental Health	
Learning Disability	
Did not wish to disclose	
Other	

Q0.19 If Other, please state the nature of service user's disability _____**Q0.20 Client group by which the client is defined:**

	Primary	Secondary (choose up to three)		
		1	2	3
Older people with support needs				
Older people mental health				
Frail elderly				
Mental health problems				
Learning disabilities				
Physical or sensory disability				
Single homeless with support needs				
Alcohol problems				
Drug problems				
Offenders or at risk of offending				
Mentally disordered offenders				
Young people at risk				
Young people leaving care				
Women at risk of domestic violence				
People with HIV/AIDS				
Homeless families with support needs				
Refugees				
Teenage parents				
Rough sleeper				
Traveller				
Generic				
Complex Needs (secondary only)				

Q0.21 Client's National Insurance Number _____ (format AB123456C)

Or tick ONE box:

Client does not know	
Client declined to provide	
Client does not have NINO	

Q0.22 Type of accommodation the client intends to occupy immediately after departing the support service or ceasing to receive the service if floating support was being provided

Local authority general needs tenancy		Direct access hostel		Bed and breakfast	
Local authority general needs with floating support		Women's refuge		Short life housing	
Housing association general needs tenancy		User who has experienced DV returning home with partner		Living with family	
Housing association general needs with floating support		User who has experienced DV returning home without partner		Living with friends	
Private sector tenancy		Foyer		Mobile Home/Caravan	
Private sector leasing		Housing for older people		Any other temp accom	
Tied housing or rented with job		Residential care home		Rough sleeping	
Owner occupation		Hospital		Residential rehabilitation service	
Shared ownership		Prison		Unknown	
Supported housing		Approved probation hostel		Other	

Q0.23 Which local authority area will the client be living in immediately after departing the support service or after ceasing to receive the service if floating support was being provided? (drop down list of local authority area names): _____

Q0.24 Was this a planned move from the support service (accommodation based) or a planned end to the receipt of service (floating support) in accordance with client's support plan? Yes/ No

Q0.25 Did this planned move or planned end to the support service result in greater independence for the client? Yes/ No

Section 1 - Achieve Economic Wellbeing

1a) Did the client need support to maximise their income, including receipt of the correct welfare benefits? Yes / No

If No, please go to question 1b

If Yes, please continue

Actual outcome for the client – Has the client now maximised their income, including receipt of the correct benefits? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
Service unable to meet the support need - List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Client did not qualify for benefit after being assessed			
○ Problems with benefit agencies			
○ Limited funds for benefits award within benefit agencies (limited discretionary funds)			
○ Problems as a result of rules relating to access to public funds (common in DV provision)			
○ Assessment of benefits pending			
○ Long waiting lists for Benefit Agency or welfare rights advice			
○ Other			

1b) Did the client need support to reduce their overall debt? Yes / No

If No, please go to question 1c

If Yes, please continue

Actual outcome for the client -Has the client reduced their overall debt? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
○ Client had difficulties in making or maintaining payment arrangements			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within the organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems with local debt management services			
○ Local debt management services are limited or unavailable			
○ Long waiting lists for local debt management services			
○ Awaiting acceptance of debt management arrangement			
○ Awaiting results of legal action			
○ Other			

1c) Did the client need support to obtain paid work? Yes / No

If No, please go to question 2a

If Yes, please continue and answer both outcome questions

(i) Actual outcome for the client – Is the client now in paid work? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
○ Client unable to obtain paid work			
○ Client unable to work due to health problems			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems with local employment and/or careers services			
○ Local employment or career services are limited or unavailable			
○ Highly competitive local job market			
○ Lack of affordable / available childcare			
○ Paid work would not improve economic wellbeing			
○ Other			

(ii) Actual outcome for the client – Has the client participated in paid work whilst in receipt of the service? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
○ Client unable to participate in paid work			
○ Client unable to work due to health problems			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems with local employment and/or careers services			
○ Local employment or career services are limited or unavailable			
○ Highly competitive local job market			
○ Lack of affordable / available childcare			
○ Paid work would not improve economic wellbeing			
○ Other			

Section 2 - Enjoy and Achieve

2a) Did the client need support to participate in training and/or education? Yes / No

If No, please go to question 2b

If Yes, please continue

(i) **Actual outcome for the client - Has the client participated in their desired training and /or education? Yes / No**

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
○ Client unable to participate in training and/or education due to health problems			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulty with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems with local training/education services			
○ Local training/education services are limited or unavailable			
○ Course of training/education has not started by the time of client departure			
○ Waiting list for chosen training/education			
○ Lack of affordable / available childcare			
○ Training / education services unwilling to provide training and / or education to client			
○ Other			

(ii) Actual outcome for the client - If qualification (s) applicable, has the client achieved this? Yes / No / Not Applicable

If Yes or Not Applicable please go to question 2b. If No, please continue.

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client did not achieve the qualification			
○ Client awaiting results			
○ Client ceased to receive support service before outcome was achieved			
○ Client unable to continue training/education due to health problems			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Course is no longer running			
○ Problems with training/education services			
○ Local training/education services are limited or unavailable			
○ Course is still in progress by the time of client departure			
○ Training education services unwilling to provide training and / or education to client			
○ Other			

2b) Did the client need support to participate in leisure /cultural / faith and /or informal learning activities? Yes / No

If No, please go to question 2c)

If Yes, please continue

Actual outcome for the client - Has the client participated in their chosen activities? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before the outcome was achieved			
○ Client unable to take part in activity due to health problems			
○ Client had difficulties participating in chosen activities with social relations			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Local facilities are limited or unavailable			
○ Local services / facilities unwilling to enable client to participate			
○ Lack of affordable / available childcare			
○ Other			

2c) Did the client need support to participate in any work-like activities, e.g. unpaid work /work experience /work-like experience / voluntary work? Yes/No

If No, please go to question 2d)

If Yes, please continue

Actual outcome for the client - Has the client participated in their chosen work-like activities? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
○ Client unable to participate due to health problems			
○ Client had difficulties participating in chosen activities			
Service unable to meet the support need - List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Local opportunities for work-like activities are limited or unavailable			
○ Lack of affordable / available childcare			
○ Local services / employers / organisations were unwilling to provide work like opportunities to the client			
○ Other			

**2d) Did the client need support to establish contact with external services /groups /friends /family?
Yes / No**

If No, please go to question 3a)

If Yes, please continue and answer both outcome questions

(i)Actual outcome for the client - Has the client established contact with external services /groups? Yes / No / Not Applicable

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
○ Client unable to establish contact due to personal difficulties			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Local services are limited or unavailable			
○ Long waiting lists for external services			
○ External services/ groups unwilling to provide service to the client			
○ Other			

(ii) Actual outcome for the client - Has the client established contact with friends/family? Yes / No / Not Applicable

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
○ Client unable to establish contact due to personal difficulties			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems with local mediation services or related services			
○ Friends/ family unwilling to have contact			
○ Other			

Section 3 - Be Healthy

3a) Did the client need support to better manage their physical health? Yes / No

If No, please go to question 3b)

If Yes, please continue

Actual Outcome for the Client: Is the client managing their physical health better? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems in accessing local primary health care services			
○ Local primary health care services are unavailable			
○ Access to primary health care services limited due to funding pressures			
○ Long waiting lists for primary health care services			
○ Primary health care services unwilling to provide services to the client			
○ Client awaiting assessment			
○ Treatment ongoing			
○ Other			

3b) Did the client need support to better manage their mental health? Yes / No

If No, please go to question 3c)

If Yes, please continue

Actual Outcome for the Client: Is the client managing their mental health better? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems in accessing local mental health services			
○ Local mental health services are unavailable			
○ Access to local mental health services limited due to funding pressures			
○ Long waiting lists for mental health services			
○ Mental health services unwilling to provide services to the client			
○ Client awaiting assessment			
○ Treatment ongoing			
○ Other			

3c) Did the client need support to better manage their substance misuse issues? Yes / No

If No, please go to question 3d)

If Yes, please continue

Actual Outcome for the Client: Is the client managing their substance misuse issues better? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
Service unable to meet the support need – List of reasons to choose from			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems accessing drug services			
○ Problems accessing alcohol services			
○ Local treatment services are unavailable			
○ Access to local substance misuse services limited due to funding pressures			
○ Long waiting lists for treatment services			
○ Substance misuse services unwilling to provide services to client			
○ Client awaiting assessment			
○ Treatment ongoing			
○ Other			

**3d) Is assistive technology / aids and adaptations helping the client to maintain independence?
Yes/No**

If No, please go to question 4a)

Actual Outcome for the Client: Is the client now able to manage independent living better as a result of the assistive technology/aids and adaptations? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within the organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Assistive technology/aids and adaptations have made no difference			
○ Inefficiencies or difficulties with providers of the assistive technology / aids and adaptations			
○ Assistive technology/ aids and adaptations services are unavailable			
○ Funding difficulties within the assistive technology/ aids and adaptations services			
○ Long waiting lists			
○ Client awaiting assessment or is in the process of obtaining the assistive technology/ aids and adaptations			
○ Assistive technology/ aids and adaptations services are unwilling to provide services to client			
○ Client obtained inappropriate assistive technology/ aids and adaptations			
○ Other			

Section 4 - Stay Safe

4a) Did the client need support to maintain their accommodation and avoid eviction? Yes / No

If No, please go to question 4b)

If Yes, please continue

Actual Outcome for the Client: Has the client maintained their accommodation? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client did not observe conditions of tenancy / occupancy			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems with housing management services/ landlord			
○ Housing management services/ landlord unwilling to support client to help them maintain their accommodation			
○ Specialist services not available to support the client			
○ Client awaiting assessment			
○ Client was refused access to housing management services			
○ Other			

4b) Did the client need support to comply with statutory orders and related processes in relation to offending behaviour? Yes / No

If No, please go to question 4c)

If Yes, please continue

Actual Outcome for the Client: Has the client complied with their statutory orders/related processes? Yes / No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
○ Client has personal difficulties relating to restrictions within statutory orders			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems with statutory organisations			
○ Statutory organisations unwilling to provide additional support in line with statutory orders			
○ Problems with integrated service delivery under MAPPA, across a range of statutory organisations			
○ Problems with agreed integrated service delivery generally, across a range of statutory organisations			
○ Other			

4c) (i) Did the client need support to better manage self harm? Yes/No

If No, please go to question 4c(ii)

If Yes, please continue

4c) (i) Actual Outcome for the Client: Is the client better managing self harm? Yes /No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems with local specialist support services			
○ Local specialist support services are unavailable			
○ Long waiting lists for specialist services			
○ Specialist support services are unwilling to provide services to client			
○ Client awaiting assessment			
○ Treatment ongoing			
○ Other			

4c) (ii) Did the client need support to avoid causing harm to others? Yes/No

If No, please go to question 4c(iii)

If Yes, please continue

4c) (ii) Actual Outcome for the Client: Has the client avoided harm to others? Yes /No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems with local specialist support services			
○ Local specialist support services are unavailable			
○ Long waiting lists for specialist services			
○ Specialist support services are unwilling to provide services to client			
○ Client awaiting assessment			
○ Other			

4c) (iii) Did the client need support to minimise harm / risk of harm from others? Yes/No

If No, please go to question 5

If Yes, please continue

4c) (iii) Actual Outcome for the Client: Is the client minimising the harm/ risk of harm from others? Yes /No

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility criteria			
Factors in the external environment - List of reasons to choose from:			
○ Problems with local specialist support services			
○ Local specialist support services are unavailable			
○ Long waiting lists for specialist services			
○ Specialist support services are unwilling to provide services to client			
○ Problems resulting from previous experience/ risk of DV/ abuse			
○ Problems in the wider community contributing to risk of client being harmed by others			
○ Other			

Section 5 - Make a Positive Contribution

5 Did the client need support in developing confidence and ability to have greater choice and / or control and / or involvement? Yes / No

If Yes, please continue

Actual Outcome for the Client: Did the client have more choice and /or involvement and/ or control? Yes / No

If yes, was this at: Service level or within the Wider community or both?

If the outcome did not happen, please provide reasons:

	Main reason	Second reason (optional)	Third reason (optional)
Factors to do with client – List of reasons to choose from:			
○ Client unable to engage with support			
○ Client unwilling to engage with support			
○ Client ceased to receive support service before outcome was achieved			
Service unable to meet the support need – List of reasons to choose from:			
○ Factors relating to staff skills and experience			
○ Factors relating to overall staffing levels			
○ Funding difficulties within organisation			
○ Difficulties with support planning			
○ Service restrictions due to local eligibility			
Factors in the external environment - List of reasons to choose from:			
○ Activities relating to increased involvement and control are limited or unavailable			
○ Client was refused access to services/ activities related to increasing choice/involvement/control			
○ Other			

Answer all questions as fully as possible. Always complete the client / tenant code on every form. This will ensure that you can identify the form from your own records if the Client Record Office needs to contact you with queries. Do not return paper forms. Data must be submitted electronically.

- Please submit Outcome forms (short-term) for clients who have left the service to the Client Record Office at the end of the month in which the support ceased.
- If you are using SP Digital, please export your data and email the text file to outcomedata@st-andrews.ac.uk
- If you are using CROSS web entry, please enter and validate your data. Entries that have passed the first level of validation will be downloaded automatically by the Client Record Office.