FRAMEWORK AND GUIDANCE

FOR

COMPLETING SUPPORTING PEOPLE OUTCOMES FOR SHORT-TERM SERVICES

May 2007 – March 2008

For Use with the Short Term Outcomes Form Version 1 (31/05/07)

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Version 1

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Outcomes Framework for Supporting People – Framework and Guidance Short Term Services May 2007

Section 1 – context and principles

1. Background to the need for an outcomes framework

Supporting People (SP) was launched in April 2003 and during the following three years, administering authorities (AAs) carried out service reviews looking specifically at cost, quality and strategic relevance of services which enabled AAs to really understand the range of services that they had inherited and helped to shape service delivery and drive forward future service improvements.

However, it became increasingly clear that there was a real gap in terms of information about what the SP programme was really delivering for services users and whilst the Key Performance Indicators (KPI) information is valuable, this information is presenting only a very high level picture of the success of the programme. And there was no consistent and clear information about the real tangible benefits and outcomes that were being achieved for individual service users as a result of the improved and more efficient support services that they were now receiving.

CLG was therefore keen to encourage AAs and service providers to start to capture outcomes information and began, as part of the work to develop the Draft National SP Strategy, to encourage the sector to focus more on outcomes and less on processes and inputs.

Responses to this message, both in terms of consultation responses to the draft strategy, and in terms of correspondence to CLG and our Ministers, were very positive about the need to collect and evidence outcomes. There was nevertheless also considerable concern from the third sector about the prospect of each AA developing their own approach to outcomes which could result in various different ways of asking for this information. There was therefore an enthusiasm for CLG to develop a national approach to developing a national outcomes framework.

2. Development of the Outcomes framework

CLG agreed to develop a national framework and set up a working group with a Local Authority rep from each of the 9 regions together with a range of provider organisations. This group has worked together from Spring 2006 to develop the national outcomes framework for the SP programme.

The group looked closely at existing outcomes frameworks across government, such as the approach adopted by the Department for Education and Skills (DfES) for the *Every Child Matters: Change for Children* programme and the proposals within the Department of Health White paper *My Health My Care My Say* regarding outcomes for health and scoisl care users. Following considerable research and debate, it was agreed that whilst the DH proposals may capture valuable outcomes for a proportion of SP service users, there would still be a large proportion of our more vulnerable and socially excluded users for whom these outcomes would be less relevant, and that the DfES approach was more tailored to capturing outcomes across the full

range of our service users. The basis of the SP outcomes framework was developed and uses the 5 high level outcomes from the DfES approach:

- Achieve economic wellbeing,
- Enjoy and achieve
- Be healthy
- Stay safe
- Make a positive contribution.

As well as mirroring the DfES approach, these outcomes also contribute to the CLG's *Creating Sustainable Communities* strategy, as well as linking to a range of other wider government objectives.

A set of specific indicators were then agreed which sit under each of the five high level outcomes. The detail of the SP Outcomes Form was developed and the form was modelled in part on the CLG SP Client Record Form. The SP Client Record Form is completed by service providers when a new service user enters a service (except for sheltered services which are exempt from completing this form). Information from these forms is analysed and managed by Centre for Housing Research (CHR) at St Andrews, on behalf of CLG. CLG have therefore extended the contract with CHR at St. Andrews to run the Outcomes Information System as this will augment data currently collected by the Client Record System.

Using a similar approach to collecting outcomes information offers advantages in that the administrative burden on both Administrating Authorities (AAs) & providers is significantly reduced, since the collation & analysis of data will not be the responsibility of AAs. Providers who currently complete Client Record Forms will continue to do so and all providers will be able to supply Outcomes data, although the approach for short term services and the approach for long term services will differ – see Framework and Guidance for Completing SP Outcomes For Short term Services section1: part 7 below for more information.

In developing the detail of the indicators which sit under each outcome domain, the working group considered a range of existing needs assessment and support planning tools currently in use across the sector, to ensure that the indicators agreed really represented commonality of outcomes across the different needs of service users from a range of client groups and were key outcomes of interest at service user level, local level and national level.

It is also important to emphasise that the detailed indicators which were chosen do represent a compromise in terms of all the possible outcomes seen as important for service users. Whilst this framework has developed these outcome indicators as key outcomes for collection by CLG, we do of course realise that they by no means represent all the outcomes that a user may wish to achieve in their own individual lives. So whilst we expect that support planning will capture needs and outcomes against these key outcome indicators where relevant, it is also important that needs assessment and support planning captures the many other needs that may be important in individual service users' lives.

The detailed outcome indicators that sit under each of the outcome domains are as follows:

Economic Wellbeing

- Maximise income, including receipt of the right benefits

- Reduce overall debt
- Obtain paid work/ Participate in paid work

Enjoy and achieve

- Participate in chosen training and/ or education, and where applicable, achieving desired qualifications
- Participate in chosen leisure/ cultural / faith/ informal learning activities
- Participate in chosen work like/ voluntary/ unpaid work activities
- Establish contact with external service/ family/friends

Be Healthy

- Better manage physical health
- Better manage mental health
- Better manage substance misuse
- Better manage independent living as a result of assistive technology/ aids and adaptations

Stay Safe

- Maintain accommodation and avoid eviction
- Comply with statutory orders and processes (in relation to offending behaviour)
- Better manage self harm, avoid causing harm to others, minimise harm/risk of harm from others

Make a Positive Contribution

- Greater choice and/or involvement and/or control at service level and within the wider community

The development of the detailed indicators did involve considerable debate about the difference between harder, more measurable outcomes and softer outcomes that better represent the distance travelled by service users during their receipt of support services. The distance travelled approach is clearly very relevant at an individual service user level and can provide a valuable tool within support planning processes. The ability of both providers and service users to demonstrate the achievements that support services can offer to service users via the distance travelled approach should not be underestimated.

However, the national outcomes framework needs to be able to demonstrate key measurable outcomes for service users which CLG can use to evidence consistent and clear information about the real tangible benefits and outcomes that are being achieved for individual service users as a result of the support services being funded by the SP programme.

There is also a clear distinction between outcomes for service users and service user satisfaction surveys. Outcomes capture the positive changes and benefits experienced by service users as a result of the support services they have received. Satisfaction surveys seek their views about the services they have received and ideas for improvements. Whilst satisfaction surveys are valuable tool to gain users' views and ideas, they are not the same as outcome measures. It is perfectly possible to be satisfied with a service but to have poor outcomes as a service user and vice versa.

3. Outcomes approach is underpinned by existing needs based support planning

One of the fundamental principles that underpins CLG's approach to capturing the outcomes information in the Supporting People outcome indicators is the requirement for a needs-based support plan to be in place for each service user, which is reviewed on a regular basis.

This means that each service user must have had a needs assessment which then links to a clear support plan, which is reviewed regularly. This is important because the approach only intends to measure outcomes which have been identified as needing support for achieving. For example, there would be no point in recording a positive outcome re *Be Healthy* if there were no support needs identified for the service user in relation to this area. The principle is that the outcomes data captured should reflect outcomes in relation to all the relevant support needs identified in all the relevant support plans for the service user during their time in receipt of the support service.

The intention behind our approach is that the reporting of outcomes information will not be an onerous additional activity, but will harness information that is already recorded in service users' support plans. CLG is aware that support service providers already have considerable experience and expertise in effective needs assessment and support planning processes, especially since this is an area assessed under the QAF, and that this approach offers the most simple and straightforward way to ensure that AAs and central government are also able to understand the positive outcomes that service users achieve as the result of receiving support services.

4. Coverage & regional approach

Whilst CLG is not in a position to mandate the use of the CLG SP Outcomes Framework by AAs, we do strongly recommend that all AAs use this approach across their providers and this will be included in guidance. Any AA that chooses not to use the CLG outcomes framework will need to inform CLG as a matter of urgency as to the reasons why they will not be using the framework. Clearly the value of a consistent national data set evidencing the outcomes achieved by the SP programme will be seriously undermined if there is limited coverage across AAs and regions and therefore it will be of great concern to CLG if this happens.

CLG does of course recognise that a number of AAs and several regions have been working on the development of their own outcomes framework and will be working closely with those regions to try to ensure a clear read across from the local approach to the CLG SP Outcome Framework for providers so that providers are able to comply with the CLG framework alongside any local framework with the minimum of administrative burden.

CLG strongly encourages AAs and providers to work closely together to ensure a clear shared understanding of the outcomes approach that will be used locally, both in terms of the use of the CLG approach and in terms of clear expectations as to how this will be implemented locally. The CLG SP Outcome Framework is available for use from 31 May 2007 when providers can start to gather and report outcomes data.

5. Context and interpretation of outcomes information

CLG sees the development of the SP Outcomes Framework as the final piece in the overall approach to assessing the value for money provided by support services. It is very important to emphasise that outcomes data provides one part of the overall judgement about value for money and that outcomes alone cannot provide sufficient information to judge the effectiveness of a support service. Outcomes need to be viewed in context, alongside other key pieces of data such as cost, quality, overall performance, strategic relevance and contribution to local strategic priorities, user satisfaction and stakeholders and partners views.

CLG is keen to promote a sensible approach to the use of the outcomes data and an understanding of the need to consider it in the appropriate context, being mindful of the nature and type of services and the level of needs of the users involved.

The SP Key Performance Indictors (KPI1 and KPI2) will continue to be collected and the outcomes data will be able to underpin this higher level data and provide some clear and consistent detail about the tangible benefits that service users achieve as the result of support services.

The SP Outcomes Framework may also raise some discussion at a local level about eligibility issues and SP funding. The SP Outcomes Framework does encourage joint working, joint funding and joint commissioning to ensure that services support clients to achieve the best possible outcomes across their range of support needs. Clearly, if a service is jointly funded, then issues relating to local SP eligibility become less contentious.

If the service is funded solely by SP, then the SP Outcomes Framework may raise some issues re: local eligibility criteria. It is important to emphasise that a service funded purely by Supporting People and providing only eligible housing–related support can contribute to the client achieving positive outcomes via proactive signposting and liaison, rather than via direct delivery of the outcome.

So, for example, some of the actual outcomes for clients within the framework are outcomes that can be achieved directly as a result of the support service, such as 4b) Maintaining accommodation, whereas other outcomes, such as reducing debt or finding paid work are outcomes that the support service can contribute to achieving by signposting and liaison, and ultimately by equipping the client with appropriate life skills to achieve them for themselves, but are not outcomes that the support service can directly make happen on its own. Where services are jointly funded, then clearly a different range of the actual outcomes may be directly achieved by the service and eligibility issues may be less contentious.

6. Validation and data quality

It is important for CLG, AAs and providers to have confidence in the outcomes that are reported and that the outcomes data collected by this framework is robust and reliable. Providers do therefore need to be able to evidence the basis for the outcomes they report and it is likely that some form of validation of this data will be done by AAs. Any validation that is undertaken by AAs should be proportionate and needs to take account of risk, value of the contract, knowledge of services, consideration of the overall outcomes reported across a sensible time frame (eg across one or two quarters to allow trends to emerge), and some element of random sampling and spot checks. Validation of outcomes data should sit within the overall contract monitoring approach, alongside the regular consideration of delivery against

the contract, performance and quality issues, service users' views and clearly this approach will be agreed at a local level between AAs and their providers.

Clearly, providers will need to maintain a record of the outcomes that they report to CHR and this can be done in a number of ways. The electronic methods of submission provided by CHR, on line web entry system (CROSS) and SP Digital both have facilities for saving and extracting information. Providers can also use paper forms to keep information before they are entered electronically. Providers will also need to retain users' support plans for a period following departure since AAs may wish to undertake some sampling of support plans against reported outcomes. Again, this needs to be agreed at a local level, but it needs to be proportionate.

7. The differences in the approach for Short Term and Long Term services

The SP Outcomes Framework is applicable to both short term and long term services, since the indicators chosen do represent key outcomes which are equally relevant for all service users, regardless of the intended duration of the support service they receive. However, CLG recognises that there clearly needs to be a different approach in the way that the outcomes are captured, depending on the intended duration of the service.

For all short term services, the approach is to collect outcome information for individual service users at the time the service user departs from or ceases to use the service, regardless if this departure is planned or unplanned. For long term services, the approach is that outcomes information is captured on an annual basis as part of the regular review of the support plan. The approach for long term services is currently being tested, with the intention to use a sampling approach which will collect outcomes information once a year on a snapshot basis.

For short term services the approach has been tested in two separate pilots, and has considered whether service users need to have been in receipt of the support service for a minimum length of time before outcomes can reasonably be reported. Providers of short term services which expect a high turnover and which have a high proportion of service users in receipt of their service for a very short period were nevertheless keen to be able to demonstrate some very important outcomes achieved by users during a short period of stay but did not wish to have to report outcomes for every user where this would present an administrative burden.

The simplest approach therefore is to have the expectation that all short term services will report outcomes for **all** service users at the point of departure, regardless of the length of stay and whether the departure is planned or unplanned.

Nevertheless CLG do accept that some discretion may be needed to decide on the most pragmatic approach to reporting outcomes for clients who are with those short term services which expect a high turnover and which have a high proportion of service users in receipt of their service for a very short period, i.e., less than 28 days. Therefore, CLG recommends that these types of short term services negotiate with their AA to establish a local approach to reporting outcomes for clients that depart from the services before the 28 day point and then must inform CHR of the arrangement that has been agreed. Please note though that this flexibility ONLY applies to reporting outcomes for users who have been in receipt of the service for less than 28 days. Where the service user departs from those services having been in receipt of the service for 28 days or more, then an outcomes form MUST be completed.

8. Taking a pragmatic approach to Outcomes at a local level

The SP Outcomes Framework is designed to be simple and straightforward, since it harnesses information that is already recorded in service users' support plans. The whole approach to capturing outcomes is based on the principle that that each service user must have had a needs assessment which then links to a clear support plan, which is reviewed regularly.

Alongside this principle, is the expectation that the service user and the provider will both have been closely involved in the development and agreement of the support plan throughout the time the user was in receipt of the support service. Therefore the outcomes reported at the point of departure (for short term services) or as part of a regular review of the support plan (for long term services) should reflect the user's view as well as the provider's view of the outcomes achieved.

It is positive practice that, wherever possible, the outcomes reported should be agreed with the service user. In the event of an unplanned departure or where a consensus cannot be reached between the provider and the service user as to what final outcomes are reported, then for short term services, the provider will ultimately have to make the judgement as to what is reported. This is because the outcomes are reported at the point the service user has departed from or ceased to receive the service. But providers do need to be mindful that the outcomes reported need to be reflective of the support plans at the point of departure. For long term services, there will be the ability to record if the user agrees with the reported outcomes.

Whilst there is detailed guidance produced by CLG & CHR to support the collection of the outcomes data, it is not possible to provide instructions on how to complete this information in every possible scenario and so a level of pragmatism needs to be applied, based on the provider's experience and expertise in the use of support planning. Clearly, providers already use their needs assessment and support planning skills when working with service users to develop and review support plans, and so will be equally equipped to make judgements as to when outcomes have or have not been achieved.

For example, one of the indicators (2a) captures whether a service user has participated in training and/ or education, where they had identified a support need to do so. Levels of participation can vary, and so the assessment of whether the user has successfully participated, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

The indicators agreed within the SP Outcomes Framework represent key outcomes of interest at service user level, local level and national level. The CLG approach will provide a standard set of outcome data to give authorities a consistent baseline to indicate across services what outcomes are being achieved.

However, CLG do recognise that there may the need for AAs to collect, **on an ad hoc basis**, additional specific information to support ongoing contract monitoring and to allow for further exploration of the standard outcome data received where it may need more information to interpret it. Therefore, CLG is working on a national "Basket of indicators", which would be a standard list of additional pieces of information that

AAs may wish to ask of providers in a specific and targeted way. This is NOT intended to be used as an additional "across the board" data collection tool.

This is currently being developed and will be ready later in the summer. If AAs do sign up to its use, this will avoid providers being asked to report lots of additional outcome information in lots of different ways.

9. Use of National Insurance Numbers

The Short Term Outcomes Form includes the collection of individual service users' National Insurance Numbers (NINO). The NINO is also collected on the Client Record Form. It is important to emphasise that service users have a clear choice as to whether they wish to provide their NINO or not and there is no requirement for them to do so.

However, it is important to understand why the NINO is included in both the Client Record System and the Outcomes Framework. One of the aims of the Supporting People Programme is to help vulnerable people to live independent lives. In order to measure this CLG would like to be able to look at patterns of clients moving through different services throughout England. The inclusion of the National Insurance Number on both the Client Record Form and the Short Term Outcome Form enables analysis of client movement from service to service and geographical movement within and across Administering Authorities in England. This will provide a measure of progression. The NINO will not be collected in the Long Term Outcomes Form.

National Insurance Numbers will not be linked to any database that would allow the identification of individual clients and National Insurance Numbers will NOT be included in the outcome data set that authorities will receive each quarter.

There is a client consent form available for providers to use when service users do wish to provide their NINO and a copy of this can be found at www.spclientrecord.org.uk under Client Records 2007/8 Appendix 2. The use of the consent form is recommended and once completed, it is recommended that a copy of the consent form is retained.

Domestic Violence services which do not complete the National Insurance Number for Client Record Forms can follow the same procedure for Outcome Forms.

10. When and how to complete a Short Term Outcome Form

Providers should complete a Short Term Outcome Form for every client that leaves a short term support service (funded through Supporting People) subject to the 28 day ruling.

This means that a Short Term Outcome Form needs to be completed for every client who leaves a short term support service, even if they are moving to another support service, either provided by the same organisation or provided by a different organisation. The key rule is that if a client moves between services with different service IDs, then an Outcomes Form needs to be completed.

Outcome forms must be submitted electronically. There are three methods of submission:

- On-line web entry system.

This method is accessible through our website www.spclientrecord.org.uk under 'Outcomes'. In order to send us Outcome information, providers need a log-in and password. To obtain these, providers need to visit the website at www.spclientrecord.org.uk 'CROSS' section, and 'sign up for web entry'. Please fill in the details and submit; the client record office will then send the provider a log-in and password via email. Once providers have these, they can fill in the Short Term Outcomes Forms on line, under 'Enter Outcome Form' by clicking 'submit'. If providers have previously had a log-in and password for either of the Outcome pilots or currently submit Client Record Forms by this method, the same log-in and password should be used.

- Electronic submission using SP Digital.

  An update of SP digital software will be available to download from our website www.spclientrecord.org.uk in the section 'SP Digital' 2007/8. There will be two separate updates, one for people who already use SP Digital to submit Client Record Forms and another for those who do not already use SP Digital. This method allows providers to complete the forms on screen. Providers then save the file and email it to us as an attachment to outcomedata@st-andrews.ac.uk. Providers will receive an automatic reply to confirm that we have received the email. If providers require any help with this please contact our digital helpdesk 01334 467322, or email sphelp@st-andrews.ac.uk.

- Submission using our specification for providers' own systems.

  This specification will be available as a word document from our website www.spclientrecord.org.uk in the section 'SP Digital 2007/8'. This method allows providers to submit Outcome forms to us using their own system. Data should be emailed as an attachment to outcomedata@st-andrews.ac.uk.

A Word document is available if providers wish to print off the form for their own use. There is also a Guidance Manual and Training Slides available on the website to help providers fill in the Short Term Outcomes Forms.

Short Term Outcomes Forms should be completed when a client leaves the service and data should be submitted to the Client Record Office on at least a monthly basis, for example, please submit information about clients who left the service in June by the first two weeks in July.

In developing the guidance CLG has been grateful for the invaluable input from the Outcomes Working Group and the comments received from the regional outcomes training events. All of the feedback and comments have been carefully considered and where possible these have been incorporated into the detail of this final version of the outcome framework and the guidance. CLG will also be reviewing the approach after a 12 month bedding in period to consider what improvements or changes may be needed and a feedback form will be available at www.spclientrecord.org.uk to capture suggested improvements or changes.

Section 2 – Instructions & Guidance to completing the Short Term Outcomes Form

Included Services

For the purpose of collecting outcome information, the definition of a short term service is a service that provides support for a period of up to **a maximum of 2 years**. This includes both accommodation based services and floating support services. Please note that providers should only complete a Short Term Outcomes Form for clients who leave short term services which are funded in part or in full by *Supporting People.*

The Short Term Outcomes Form should be completed using one of the electronic methods available from the Client Record Office for clients who leave any short term *Supporting People* funded services. These may include supported housing, women's refuges and other DV services, Foyers, teenage parent accommodation, direct access accommodation, adult placements, supported lodgings, floating support services, outreach services, resettlement services.

Excluded Services

Services excluded from the Short Term Outcomes Form include any long term *Supporting People* funded service that has an intended duration of a period greater than 2 years. This includes both accommodation based and floating support services. These services will collect outcome information under the long term outcome approach, which will be published in the summer. Long term services may include adult placements, supported lodgings, very sheltered housing, sheltered housing, almshouses and floating support services.

HIAs, community alarms services and leasehold services

Supporting People funded services which sit entirely outside both frameworks include leasehold services, community alarm services and HIAs. Work is in progress to consider an outcomes framework for HIAs.

Complete the outcomes information based on all the support plans for the client including the latest support plan

The SP Outcomes Framework requires that each individual client has in place a needs-based support plan, which is reviewed on a regular basis. The Short Term Outcomes Form captures outcome measures in relation to clearly identified support needs. For example, there would be no point in recording a positive outcome re *Be Healthy* if there were no support needs identified for the service user in relation to this area.

The Short Term Outcomes Form should be completed based on all the support needs identified in all the support plans for the client including the latest support plan. It is important to remember that not everyone will have every support need and therefore it is to be expected that not all outcome questions will need to be completed.

There is a standard consistent format to all the outcome indicators within the Short Term Outcomes Form. For each of the detailed indicators, the form asks if the client has an identified support need in relation to the specific outcome. If the answer is

yes, and there is an identified support need, then the next question relates to the actual outcome that has happened for the client in relation to that support need. If the answer is Yes, and actual outcome has happened, then this needs to be completed.

If the outcome has not happened, the form also enables the provider to give the reason or reasons why the outcome did not happen. These reasons can be factors to do with clients, the service or external factors that are beyond the scope or control of either the client or the service to resolve. These external factors are of particular interest both at a local level and at a national level, since they provide information about potential obstacles/ blockages which need to be addressed to ensure that support services can really deliver an effective support service to individual user – an example might be difficulties in accessing specialist mental health service services, which affects clients' ability to achieve the outcome of better managing their mental health, or a shortage of debt advice services which affects clients' ability to reduce their debt.

Minimum length of stay
The simplest approach is to have the expectation that all short term services will report outcomes for **all** service users at the point of departure, regardless of the length of stay and whether the departure is planned or unplanned.

Nevertheless CLG do accept that some discretion may be needed to decide on the most pragmatic approach to reporting outcomes for clients who are with those short term services which expect a high turnover and which have a high proportion of service users in receipt of their service for a very short period, i.e., less than 28 days. Therefore, CLG recommends that these types of short term services negotiate with their AA to establish a local approach to reporting outcomes for clients that depart from the services before the 28 day point and then must inform CHR of the arrangement that has been agreed. Please note though that this flexibility ONLY applies to reporting outcomes for users who have been in receipt of the service for less than 28 days. Where the service user departs from those services having been in receipt of the service for 28 days or more, then an outcomes form MUST be completed.

Detailed instructions and guidance for each section of the Short Term Outcomes Form

Provider, Service and Client Information Section

PROVIDER ID DETAILS

Q 0.1 National Client Record Provider ID
Please enter the **National Client Record Provider ID.** This is a five-digit number which has been allocated to you by the Client Record Office. A separate National Client Record Provider ID is allocated for each Administering Authority with whom your organization holds a contract. If you need to confirm this please contact the Client Record Office Helpdesk on 01334 461765 or email sphelp@st-andrews.ac.uk.

Q0.2 National Provider ID
This is an 8-digit number allocated to your provider organisation by Communities and Local Government (CLG). You can check this from the website www.spkweb.org.uk under Hub services 'National provider database' or contact the Client Record help desk on 01334 461765 or email sphelp@st-andrews.ac.uk.

PROVIDER AND SERVICE DETAILS

Q0.3 Organisation Name
Please enter the name of the organisation which holds the *Supporting People* contract for the support service. If the service has been subcontracted, always enter the name of the provider who holds the *Supporting People* contract and not the subcontracted organisation.

Q0.4 Name of SP Administering Authority
Enter the name of the *Supporting People* Administering Authority (SP Team) that funds your service.

Q0.5 Service Name
Please record the name of the service.

Q0.6 Is the Service Jointly funded?
Please indicate Yes or No
Detailed information is not required, but an indication of whether the service is jointly funded or not is helpful, both for analysis purposes and for understanding how best to complete the form. See Framework and Guidance for Completing SP Outcomes For Short term Services section1: part 5 for more detail on this.

Q0.7 SP Service ID
This is a unique Service ID which is allocated to each *Supporting People* service funded by the Administering Authority. This is a code that is shown on the *Supporting People* Contract Schedules issued by your funding Administering Authority. The format of the SP service ID varies across the country, some are numeric and some are a mixture of letters and numbers, for example SP206, S103, or 125A. Please record the full service ID in the boxes provided.

If you have contracts for several services funded by the same Administering Authority, each service will have its own SP Service ID.

Q0.8 Support Plan Completed
Please indicate Completed or Declined. If declined, then there may be limited further information that the provider can supply.

Q0.9 Client died whilst in receipt of service
Feedback from the outcomes pilot highlighted that in the rare instances of clients dying whilst in receipt of the support service, the provider needs to be able to indicate this on the Short Term Outcomes Form. This tick box therefore enables the provider to indicate if the client died whilst in receipt of the service and detailed outcomes information is not required – providers should simply complete the client characteristic data as far as is possible (up to National Insurance number on the form).

Q0. 10 Service Type
The Short Term Outcomes Form should be completed for clients who leave any short term *Supporting People* funded services whether departure is planned or unplanned. Where a service encompasses more than one of the definitions shown below, the predominant service type should be shown on the form.

Supported housing – the accommodation and support are provided as an integral part of the service. The service may include shared housing, self-contained housing

clustered on a single site or dispersed self-contained housing which has been designated for the scheme. Supported housing which is defined as a women's refuge, a direct access hostel, or a Foyer are shown as separate types of service.

Women's refuge – emergency or crisis accommodation, usually with shared facilities, provided specifically for women (with or without children) who have experienced domestic violence.

Foyer – hostel or other accommodation for young people where work training and employment skills training are provided in addition to housing.

Teenage parent accommodation – accommodation specifically designed for young single parents needing support, and vulnerable women in this age group who are pregnant.

Direct access – emergency or crisis accommodation, including direct access hostels, night shelters and other homelessness hostels. The service may accommodate some long-stay residents, although most will be short stay.

Floating support – floating support is delivered in the client's home, for a variable amount of time per day/week.

Outreach service – a housing related support service that engages with people sleeping rough on the street, or who are living in bed and breakfast or other unsuitable temporary accommodation, and aims to get them into suitable accommodation.

Resettlement service – a service aimed at resettling people into long-term independent accommodation.

Supported Lodgings – this is accommodation where a private individual or family provides varying levels of support to one or more people living in the individual's own home or property.

Adult Placement – short term accommodation and / or care or support provided to 1-3 adults, place by and supported through an Adult Placement carer approved by the scheme.

SUPPORT DURATION DETAILS
Q0.11 Please show the date when the service user began to receive the support.
Q0.12 Please show the date when the service user stopped receiving the support.

CLIENT CHARACTERISTICS
Q0.13 Client / Tenant Code
The Short Term Outcomes Form is designed to be anonymous: it does not record details of the client's name or date of birth. Please fill in the same code on the Outcome form that was used to complete the Client Record Form for the client in question. The Client Record Office will use this code to contact providers with any queries about the information on the form. Providers should keep a record of the codes used.

Enter the details required for the Client who is leaving the support service. Information about other members of the client's household is not required.

Q0.14 Age/Sex/ Economic
Enter age in years in whole numbers.

Sex
Enter **M** for male and **F** for female.

Economic status
This should be completed for the client, using the codes specified listed on the form:

1 Working full-time - working 24 hours or more per week in paid employment.
2 Working part-time - working less than 24 hours per week in paid employment.
3 Government training/New Deal - on a government training scheme e.g. 'Employment on Trial', or employed within the New Deal Programme. The New Deal programme includes people right across the working age range
4 Job seeker - receiving Job Seeker's Allowance. In order to do this they must be:
• aged 18 or over and aged under 65 (men) or 60 (women)
and
• capable of working and actively seeking/available for work
and
• not working or working on average less than 16 hours per week
OR
• 16-17 year olds if they are forced to live away from parents, suffer severe hardship or are a member of a couple who has responsibility for a child.
5 Retired - fully retired from work, usually in receipt of a state and/or occupational pension, usually aged 65 and above (men) or 60 and above (women).
Note: those who are receiving pension but are still in paid work should be coded under 'Working full-time' or 'Working part-time' as appropriate.
6 Not seeking work - those who are unwaged or carrying out unwaged work.
For example:

- Voluntary work
- Those caring for small children or other dependents
- Those choosing to remain at home and so not available for work

Clients described by this category would not be registered as unemployed or job seeker but may be in receipt of income support.
7 Full-time student - aged 16 or over and in full-time education at school, college university or other educational institution. Full-time is defined as at least 12 guided learning hours per week.
8 Unable to work because of long term sickness or disability - unable to work because of long-term illness or disability. 'Long-term sick' includes people who receive statutory sick pay or incapacity benefit. 'Disabled' includes people who are in receipt of Disability Living Allowance, Disabled Person's Tax Credit, Vaccine Damage Payment, War Disablement Pension, Severe Disablement Allowance or other disability allowance.
0 Other adult - other adult aged 16 years or over who does not fit into categories 1 to 8.

Q0.15 Ethnic Origin
The client should define the response to this question. If the client does not wish to answer this question, please tick the 'Did not wish to disclose' category. The categories used are the same as those for the 2001 UK Census.

Q0.16 User defined ethnic coding
Optional Use for provider to show country of origin

Q0.17 Faith

The client should define the response to this question. If the client does not wish to answer this question, then please tick the 'Did not wish to disclose' category. Whilst it is accepted good practice to collect this information, it may be the case that the provider does not currently routinely collect this information so there is also the 'Not Known' option, as the client may not be present when completing the Short Term Outcomes Form. The categories used are the same as those for the 2001 UK Census.

(Background info on this question - The 2001 Census introduced a question on religious affiliation. In 2003, the UK implemented the EU directive on non-discrimination on grounds of religion, and proposed legislation on human rights and equal opportunities will extend this to service delivery. Recent research commissioned by the Housing Corporation has confirmed that ethnic categories can hide some important communities. The 'Indian' category, for example, includes Hindus, Sikhs and Muslims, all of whom have distinctive religious and in some cases cultural requirements. Please note Christian includes Church of England, Catholic, Protestant and all other Christian denominations.)

Q0.18 Disability

The client should define the response to this question. Is the service user a disabled person within the meaning of the Disability Discrimination Act? (DDA). If their condition has a significant (more than minor or trivial) effect on day-to-day living and the adverse effect is long-term (meaning it has lasted for 12 months, or is likely to last for more than 12 months or for the rest of their life) then they would be considered a disabled person within the meaning of the DDA.
People with HIV, Cancer and Multiple Sclerosis however are covered by the Disability Discrimination Act from the date of diagnosis and do not have to demonstrate that their condition has a significant effect on their day-to-day living. Again, if the client does not wish to answer this question, then please tick the 'Did not wish to disclose' category.

Q0.19 Disability Other

State service user's disability if 'other'

Q0.20 Client group by which the client is defined

Primary Client Group

One client group should be selected from the list shown under **Primary**. The primary client group should accurately describe the **predominant needs or circumstances of the client**.

This question should only be answered in relation to the individual client and **should not be a description of the primary purpose of the service** (although in most instances they are likely to be the same). For example, where a service user has moved out of an accommodation-based service for single homeless people you will need to take into consideration the overriding needs of the individual (e.g. mental health problems) and the source of referral (e.g. Probation), to determine the client group by which the individual is defined (in this case the client group will be Mentally Disordered Offenders).

Secondary Client Groups (optional)

Up to three **additional** categories can be chosen to describe the **Secondary** client groups by which the client is defined. If the client can be defined by one Primary client group, do not tick any of the Secondary options.

Client Groups

Older people with support needs – older people with low or medium support needs. This group is described as:

- older people who are vulnerable and who, without support, would be at risk

Older people with mental health problems – older people, defined as above but with additional mental health problems, for example dementia.

Frail elderly – older people, who are physically disabled or frail from the effects of aging (for example experiencing significant pain problems, arthritis, cancer, etc) and require extra care and support to maintain their lifestyle and home.

Mental health problems – people who fall into any of the following categories:

- people with enduring but relatively low level mental health problems that interfere with their ability to cope or function on a day to day basis,
- people whose behaviour is a concern for their own safety or that of others,
- people at risk of suicide or depression or complete loss of everyday reality,
- people who have been diagnosed as mentally ill and who have had, or are having, specialist treatment.

Learning disabilities – people with mild or moderate learning disabilities, as well as those with more severe learning disabilities and/or challenging behaviour, people with deficits in social functioning or adaptive behaviour who are having difficulty in relation to sustaining their accommodation or managing to live independently as a result of their learning difficulties.

Physical or sensory disability – people with mobility difficulties, sensory impairments (for example sight, hearing), suffering any loss or abnormality of an anatomical structure or function, or suffering from a debilitating or long-term illness, for example multiple sclerosis, who are having difficulty in relation to sustaining their accommodation or managing to live independently as a result of their physical or sensory disability

Single homeless with support needs – people who have been accepted as homeless and in priority need and also those who have been turned down for re-housing or have not approached the local authority and who have a range of support needs.

Alcohol problems – people with alcohol problems who are homeless or who are having difficulty in relation to sustaining their accommodation or managing to live independently as a result of their alcohol problems.

Drug problems – people with drug problems who are homeless or who are having difficulty in relation to sustaining their accommodation or managing to live independently as a result of their drug problems.

Offenders or at risk of offending – offenders or people at risk of offending, who are homeless or who are having difficulties in relation to sustaining their accommodation or managing to live independently as a result of their offending behaviour.

Mentally disordered offenders – convicted people with mild to acute mental health needs or with learning difficulties or convicted people with mental health needs whose behaviour has roots in a personality disorder or people convicted for violent

offences relating to their mental health who are having difficulty in relation to sustaining their accommodation or managing to live independently as a result of their mental health problems

Young people at risk – young people aged 16 – 25 who are homeless or in insecure accommodation, and those who are unable to take care of themselves or to protect themselves from harm or exploitation who are having difficulty in relation to sustaining their accommodation or managing to live independently

Young people leaving care – young people leaving Local Authority care who have been looked after for a continuous period of at least 13 weeks after the age of 14 who are having difficulty in relation to sustaining their accommodation or managing to live independently

Women at risk of domestic violence – women who are experiencing, or are at risk of experiencing, domestic violence and who have left their home, or who are having difficulties in maintaining their home or their personal safety and security.

People with HIV/AIDS – people with HIV/AIDS who are requiring support to maintain their independence within the community.

Homeless families with support needs – families who have been accepted as statutorily homeless and are placed in temporary accommodation. This group includes homeless single parents with dependent children.

Refugees – people who have been officially accepted as refugees, or who have been given indefinite or exceptional leave to remain who are having difficulty in relation to sustaining their accommodation or managing to live independently

Teenage parents – Young single parents (aged less than 20) needing support and vulnerable young women in this age group who are pregnant who are having difficulty in relation to sustaining their accommodation or managing to live independently.

Rough sleeper – a person bedded down for the night on the street or sleeping out or sleeping in buildings or other places not designed for habitation, for example stations, car parks, sheds.

Traveller – a person with a cultural tradition of nomadism or of living in a caravan and all other persons of a nomadic habit of life, whatever their race or origin, including such persons who, on grounds only of their own or their family's or dependents' educational or health needs or old age, have ceased to travel temporarily or permanently and members of an organized group of traveling show people or circus people (whether traveling together or not).

***Generic* (only for primary client group)** - select this option only if the client does not fall into any particular client group, but falls into a large number of categories in terms of his/her primary needs. A small number of clients do not fit into any of the other categories, for example some of those receiving services from debt counselling, so please use this category for these people.

***Complex needs* (only for secondary client groups) –** this option should be selected for people with additional needs such as challenging behaviour or multiple needs or other particularly difficult to define needs not already listed as an option.

Q0.21 National Insurance Number (NINO)
Please enter the details of the client's National Insurance Number in the space provided. The format for this number is two letters, followed by six numbers, followed by one letter e.g. AB 12 34 56 D. **(Please note, the client is not required to provide their NINO if they do not wish to.)**

If the client does not know their National Insurance Number, please tick the box 'Client does not know'. If the client does not wish to provide this information, please tick the box 'Client declined to provide'. In some instances, the client may not have a NINO. This could be because they are an asylum seeker, a refugee or because they have no recourse to public funds - if this is case, then please tick the box 'Client does not have NINO'.

If the client is happy to provide their NINO, then it is recommended that the provider completes and retains a consent form - a client consent form has been provided and a copy of this can be found at www.spclientrecord.org.uk under Client Records 2007/8 Appendix 2.

If the NINO is provided by the client, providers need to ensure that they do not retain the NINO details on copies of the completed CLG Outcomes Form for short term services.

Domestic Violence services which do not complete the National Insurance Number for Client Record Forms can follow the same procedure for Outcome Forms. **National Insurance Numbers will not be linked to any database that would allow the identification of individual clients.** (See "Outcomes Framework for Supporting People – Guidance and Instructions for Short Term Services May2007 Section 1: part 9 – Use of National Insurance Numbers" for more information.)

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

This question is trying to capture information about the accommodation that the client will be living in at the point that they cease to receive the short term support service.

So if the short term service is accommodation based and the user is departing from that to occupy other accommodation, then the provider should tick the box to indicate the type of accommodation the client intends to move to and occupy immediately after receiving the support service. This may not always be a move to more permanent accommodation.

Where the client has been receiving a floating support service, it is likely that the client is not moving to different accommodation, but will continue to occupy the same accommodation. The provider should then tick the box that best describes the accommodation the client is living in at the point the floating support service stops being provided to the client.

Local authority general needs tenancy –General needs housing provided by a local authority under a tenancy arrangement
Local authority general needs tenancy with floating support **–** General needs housing provided by a local authority under a tenancy arrangement where the client also receives a floating support service.
Housing association general needs tenancy – General needs housing provided by a housing association under a tenancy arrangement

Housing association general needs tenancy with floating support – General needs housing provided by a housing association under a tenancy arrangement where the client also receives a floating support service
Private sector tenancy – Housing in the private sector provided under a tenancy agreement
Private sector leasing – any scheme where a local authority leases a property from a private landlord. Management of the property may be undertaken either in-house by the local authority or contracted out to a housing association.
Tied housing or rented with job – a home provided by an employer.
Owner occupation – a home owned by the client.
Shared ownership – a home partly owned by the client under some sort of shared ownership arrangement
Supported housing – housing provided with support and owned or managed by a housing association, local authority or other type of agency. This accommodation may be provided on a short or long term basis.
Direct access hostel – emergency accommodation.
Women's refuge – temporary accommodation that offers safe housing for women who have experienced domestic violence
User who has experienced DV returning home with partner – when a woman who has experienced DV ceases to receive the support service and returns to her home and her partner
User who has experienced DV returning home without partner – when a woman who has experienced DV ceases to receive the support service and returns to her home without her partner
Foyer – accommodation for young people where employment and training services are provided in addition to housing.
Housing for older people – housing specially identified for older people and usually provided with warden support (on site or peripatetic).
Residential care home – registered with the Commission for Social Care Inspection as a care home.
Hospital – an in-patient in a hospital.
Prison – in prison
Approved probation hostel – approved by the probation service.
Bed and breakfast – accommodation that provides bed and breakfast.
Short life housing – Short-life housing properties are intended for use on a temporary basis only. The properties are typically scheduled for demolition or awaiting full-scale rehabilitation.
Living with family – living with family either on a short term or settled basis.
Living with friends – living with friends but not renting the accommodation.
Mobile home/Caravan – a mobile home or caravan is the client's principal home. This does not apply to people using this type of accommodation for a holiday.
Any other temporary accommodation – non-permanent accommodation including non-static mobile homes.
Rough sleeping – bedded down for the night on the street or sleeping out.
Residential rehabilitation service for substance misuse – accommodation and treatment provided in residential rehabilitation services for substance misuse
Other – any other accommodation
Unknown – if the provider does not know

Please note, if the provider selects 'Unknown' for this question then it is assumed that this is not a planned move for the client –see question Q0.24 'Was this a planned move in accordance with the client's support plan?'

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?
This question is trying to capture information about which local authority area the client will be living in at the point that they cease to receive the short term support service. Please indicate the **name of the local housing authority** from the list shown to indicate which local authority area the client intends live in **immediately after** receiving the support service.

If the local authority area is located in a two-tier authority, then this will be the name of the district housing authority. These are available in the form of a dropdown list on the web entry form. The full list can be downloaded from www.spclientrecord.org.uk under 'Client Record 2007/8 ' Appendix 3.

Q0.24 Was this a planned move from the support service (if accommodation based) or a planned end to the receipt of the support service (if a floating support service) in accordance with the Client's Support Plan?
Please indicate Yes or No.

This question simply asks if the departure from the service (if it is an accommodation based service) or the ending of the service being provided (if a floating support service) happened in a planned way that was in line with the client's support plan.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the answer reported here needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether this happened in a planned way, in line with the support plan.

A planned move means just that – in line with the support plan. An unplanned move means that it was not in line with the support plan – such as abandonment; disappearance; being taken into custody or hospital; sleeping rough and other unplanned moves. At this point, the question is not asking if the planned move was to a more independent outcome.

If this was a planned move, please go to question Q0.25.

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

This question seeks to establish if the planned departure from the service or the planned ending to receipt of the service resulted in greater independence for the client. Greater independence does not always have to involve a client moving into their own accommodation. It can involve a client user moving back to their family home, provided that this outcome supports the individual to achieve greater independence and could include a move to a supported housing scheme (short stay or long stay), a move to permanent accommodation, a move back to the client's home or other types of move that result in greater independence. A move to the following options is not considered a move to a more independent outcome - an acute psychiatric hospital, a long stay hospital or hospice.

1 Achieve Economic Wellbeing

The SP Outcomes Framework requires that each individual client has in place a needs-based support plan, which is reviewed on a regular basis. The outcomes form captures outcome measures in relation to clearly identified support needs. Providers should only record outcomes re Economic Wellbeing if there were support needs identified for the service user in relation to this area.

Ensure that the person completing the outcomes form has access to the most recent version of a complete updated support plan as well as to any previous support plans that have been used during the client's time in receipt of the service for the client in question.

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

This question refers to an identified need in the support plan for the client to maximise their income, as far as is possible in their particular circumstance. This includes the need to apply or re-apply for any type of welfare benefit provided by the State that may be relevant to the client's circumstances. Welfare benefits relate to any practical or financial support in regard to unemployment, looking for work, low income, disability, bringing up children, retirement or benefits in relation to housing. Examples may include job seekers allowance, income support, disability allowance, carers allowance, tax credits, housing benefit or other benefits provided by the Department for Work and Pensions, local authorities, HM Revenue and Customs or other government departments. Similar monetary benefits may include releasing income from pensions, bonds or equity, fuel payments and equity release.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to access the correct expert services to assist in maximising income and receipt of the correct benefits and ultimately for the client to do this for themselves.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

Please note - Community Care Grants have been excluded as a welfare benefit as the Client will have left the service before they know if it has been awarded.

<u>1a) Actual outcome for the client</u> - Has the client now maximised their income, including receipt of the correct benefits? Yes / No

Yes – Please select if the client has maximised their income as far as is possible, including being in receipt of the relevant appropriate benefits at the point of departure from the service or ceasing to receive the service.

No – Please select if the client has not maximised their income and/or is not in receipt of the relevant appropriate benefits at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not maximised their income, including not being in receipt of the correct benefits. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely / moves to a more appropriate service/ taken into custody/taken into hospital/ had a change of circumstances.

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- Client did not qualify for benefit after being assessed
- Problems with benefit agencies – this could be with local benefit agencies, like HB, or national 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
This question refers to an identified need in the support plan for the client to reduce their overall debt. This includes any type of debt, for example debt owed for rent/mortgage arrears, domestic bills, credit cards, personal loans, service charges etc. Support to reduce debt would be aimed at helping the client to find ways to make affordable payment arrangements with creditors and ensure that critical/ priority debts are addressed as well as non-priority debts. It would also be aimed at helping the client to find ways of making payments on a sufficiently regular basis to reduce the overall debt and ensure that creditors do not pursue legal action against the client. This could be informal as well as formal debts. Any amount of debt reduction can be considered as a positive outcome – it does not matter how MUCH the debt has been reduced by the client as long as there has been an overall reduction in levels of debt

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to access the correct expert services to assist in reducing their overall debt and ultimately for the client to do this for themselves.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

<u>1b) Actual outcome for the client</u> -Has the client reduced their overall debt? Yes / No

Yes – Please select this option if the client has reduced any of their debt at the point of departure from the service or ceasing to receive the service. (Any amount of debt reduction is relevant here – so it does not matter if the debt has reduced by a small amount or by a large amount, the important outcome is that the client has reduced their overall debt.)

No – Please select this option if the client has not reduced any of their debt at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not reduced their overall debt. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely/ moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.
- Client had difficulties in making or maintaining payment arrangements – this can be defined as when the client was engaged with the support service but had difficulties in either making payment arrangements to try to reduce debt or in maintaining those payment arrangements

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- Problems with local debt management services – this covers any problems/ issues with local debt management services that are not covered by the factors listed separately below.
- 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
This question refers to an identified need in the support plan to support the client to obtain paid work. Paid work refers to all types of work for which the client receives financial payment. This includes full-time, part-time, temporary and other paid employment. This DOES NOT include voluntary/ unpaid work as this is covered in Enjoy and Achieve.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to obtain paid work and ultimately for the client to do this for themselves.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

There are 2 actual outcomes possible here – the first relates to the client actually being in paid work at the point of departure from or ceasing to receive the support service and the second relates to the client having participated in paid work whilst in receipt of the service. Both of these outcomes are of interest under Economic Wellbeing, since being in paid work at the point of departure should represent some financial and economic benefits for the client. Having been in paid work for a period of time whilst in receipt of the support service can also represent financial and economic benefits for the client which can help in obtaining future paid work.

<u>1c(i) Actual outcome for the client</u> -Is the client now in paid work? Yes / No

Yes – Please select this option if the client is in paid work at the point of departure from the service or ceasing to receive the service. (Any amount of paid work is relevant here – so it does not matter if the paid work is full time or part time, the important outcome is that the client is in paid work.)

No – Please select this option if the client is not in paid work at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client is not in paid work. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely / moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.
- Client unable to obtain paid work - this can be defined as when the client was engaged with the support service to try to obtain paid work but had difficulties in actually doing so
- Client unable to work due to health problems

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- 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 – this can be defined as those instances when obtaining paid work would not benefit the client in terms of improving overall economic well being.
- Other

1c (ii) Actual outcome for the client - Has the client participated in paid work whilst in receipt of the service? Yes / No

Yes – Please select this option if the client has participated in paid work whilst in receipt of the service. (This can be any type of paid work for any amount of time)

No – Please select this option if the client has not participated in paid work whilst in receipt of the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen
This section requests information on why the client has not participated in paid work whilst in receipt of the service. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors
- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely / / moves to a more appropriate service/ taken into custody/taken into hospital/ had a change of circumstances.
- Client unable to participate in paid work - this can be defined as when the client was engaged with the support service to try to participate in paid work but had difficulties in actually doing so

- Client unable to work due to health problems

Service Factors
These are factors that relate directly to the effectiveness of the service

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- 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 – this can be defined as those instances when participating in paid work would not benefit the client in terms of improving overall economic well being.
- Other

2 Enjoy and Achieve

The SP Outcomes Framework requires that each individual client has in place a needs-based support plan, which is reviewed on a regular basis. The Short Term Outcomes Form captures outcome measures in relation to clearly identified support needs. Providers should only record outcomes re Enjoy and Achieve if there were support needs identified for the service user in relation to this area.

Ensure that the person completing the outcomes form has access to the most recent version of a complete updated support plan as well as to any previous support plans that have been used during the client's time in receipt of the service for the client in question.

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

This question refers to an identified need in the support plan to help the client access and/or undertake/and or maintain/ and or complete training or further/higher education.

Training refers to any course which enhances the employability or develops new skills. For example, Youth Training, New Deal, Training for Work, National Traineeships or NVQs. There will not necessarily be a formal qualification associated with this but may well have a certificate to evidence completion of the course.

Education refers to any nationally recognised qualification. For example, GCSEs, A Levels, Degrees, Diplomas in higher education, teaching and nursing qualifications, HND, OND or BTEC.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to participate in training and/ or education.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

There are 2 actual outcomes possible here – the first relates to the client actually having taken part in their desired training/ education and the second relates to achieving their desired qualification(s) where applicable.

2a (i) Actual outcome for the client –Has the client participated in their chosen training and/ or education? Yes / No

Yes – Please select this option if the client has participated or is participating in their chosen training and/ or education at the point of departure from the service or ceasing to receive the service. (Levels of participation can vary, and so the assessment of whether the user has successfully participated, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user & the provider as to whether that support need was met.)

No – Please select this option if the client has not participated in their chosen training and/ or education at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not participated in their chosen training and/ or education. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely / moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.
- Client unable to participate in training and/ or education due to health problems

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors

These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- 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

2a (ii) Actual outcome for the client – if qualification(s) applicable, has the client achieved their desired qualification(s)? Yes / No / Not Applicable

Clearly, not all training courses or course or education lead to a formal qualification and this outcome may not be applicable. However, if it is applicable we are keen to capture instances where the client has achieved their desired qualification(s).

Yes – Please select this option if the client has achieved their desired qualification at the point of departure from the service or ceasing to receive the service.

No – Please select this option if the client has not achieved their desired qualification at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not achieved their desired qualifications(s). The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client did not achieve the qualification
- Client awaiting results
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely / moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances
- Client unable to continue training and/ or education due to health problems

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like

lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- Course is no longer running
- Problems with local 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? Answer –Yes/No
This question refers to an identified need in the support plan to support the client participate in a range of informal activities aimed at enhancing the client's life, which include activities that they want to do for enjoyment as well as activities that will help them improve and develop a range of skills as well as self confidence and self esteem.

Leisure activities can be defined as participation in clubs, pursuing a hobby, sporting/fitness activities etc. Leisure activities can also include social activities within the community that foster development in confidence, self-esteem and social networks, for example, socialising in the pub, as long as the activity is clearly directed and appropriate with regards to the client's support plan outcomes.

Cultural or faith activities refer to support to engage in activities specifically related to culture or identity. These could include activities concerned with religion, sexuality, gender, worship, spirituality, disability awareness, or activities targeted at making a fresh start.

Informal learning can cover a range of different scenarios, and can be learning which may take place in settings outside the service, perhaps in a community resource centre, and cover things like confidence building or parenting skills. It can also include learning opportunities delivered within the service, such as budgeting skills, development of a range of life skills or any sort of informal learning that the client is interested in.

This specifically excludes any learning that is defined in section 2(a) Training and Education.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should

be around proactive signposting, liaison and support to the client to participate in their chosen activities.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

2b) Actual outcome for the client – Has the client participated in their chosen activities? Yes / No

Yes – Please select this option if the client has participated or is participating in their chosen activities at the point of departure from the service or ceasing to receive the service. (Levels of participation can vary, and so the assessment of whether the user has successfully participated, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user & the provider as to whether that support need was met.)

No – Please select this option if the client has not participated in their chosen activities at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not participated in their chosen activities. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely/ moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.
- Client unable to participate in activity due to health problems

- Client had difficulties participating in chosen activities – this can be defined as when the client was engaged with the support service to try to participate in chosen activities but had difficulties in actually doing so

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors

These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- Local facilities are limited or unavailable
- Local 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

This question refers to an identified need in the support plan to help the client access and/or undertake/and or maintain work like activities. Work-like activities refer to any work that is unpaid including unpaid work experience or work placement and any voluntary work. This can be voluntary work done as a route to potential employment or voluntary work done because the client enjoys it. This might also include traineeships which are also designed as a route in to potential employment. Work-like activities are all those that have not been captured in 2(a) or 2(b).

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to participate in their chosen activities.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

2c) Actual outcome for the client – Has the client participated in their chosen activities? Yes / No

Yes – Please select this option if the client has participated or is participating in their chosen activities at the point of departure from the service or ceasing to receive the service. (Levels of participation can vary, and so the assessment of whether the user has successfully participated, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user & the provider as to whether that support need was met.)

No – Please select this option if the client has not participated in their chosen activities at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not participated in their chosen activities. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely / moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.
- Client unable to participate in activity due to health problems
- Client had difficulties participating in chosen activities – this can be defined as when the client was engaged with the support service to try to participate in chosen activities but had difficulties in actually doing so

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service

- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- Local opportunities for work-like experience 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
This question refers to an identified need in the support plan for the client to establish contact with a range of other specialist support agencies, that may be statutory or non-statutory or other sorts of 3rd sector agencies/ services or groups that the client may wish to establish contact with in order to access specialist support that is not provided by the service.

It also refers to where there is an identified support need in the support plan for the client to establish/ re-establish contact with friends/ family. Clearly, the need for support in terms of rebuilding contact with family networks/ friends will have been considered within the needs assessment & support planning process for the client in question, since not all previous connections/ relationships will have been ones that were beneficial to the client. This may include directing clients to agencies that support the rebuilding of family ties.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to establish contact with the desired services/ groups or with friends/ family.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

There are 2 actual outcomes possible here – the first relates to the client having established contact with external services/ groups and the second relates to establishing contact with friends/ family.

2d (i) Actual outcome for the client – Has the client established contact with external services/ groups? Yes / No / Not Applicable

Yes – Please select this option if the client established contact with external services/ groups at the point of departure from the service or ceasing to receive the service. (Levels of contact can vary, and so the assessment of whether the user has successfully established contact, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user & the provider as to whether that support need was met.)

No – Please select this option if the client has not established contact with external services/ groups at the point of departure from the service or ceasing to receive the service.

N/A – Please select this option if this outcome is not applicable to the client

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not established contact with external services/ groups. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely/ moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.
- Client unable to establish contact due to personal difficulties – this can be defined as when the client was engaged with the support service to try to establish contact with external services/ groups but had difficulties in actually doing so

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors

These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- Local services are limited or unavailable
- Long waiting lists for external services
- External services/ groups were unwilling to provide services to the client
- Other

2d (ii) Actual outcome for the client – Has the client established contact with friends/ family? Yes / No / Not Applicable

Yes – Please select this option if the client established contact with friends/ family at the point of departure from the service or ceasing to receive the service. (Levels of contact can vary, and so the assessment of whether the user has successfully established contact, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user & the provider as to whether that support need was met.)

No – Please select this option if the client has not established contact with friends/ family at the point of departure from the service or ceasing to receive the service.

N/A – Please select this option if this outcome is not applicable to the client

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not established contact with friends/ family. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely / moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.
- Client unable to establish contact due to personal difficulties – this can be defined as when the client was engaged with the support service to try to establish contact with friends/ family but had difficulties in obtaining actually doing so

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- Problems with local mediation services or related services
- Friends/ family unwilling to have contact
- Other

3 Be Healthy

The SP Outcomes Framework requires that each individual client has in place a needs-based support plan, which is reviewed on a regular basis. The Short Term Outcomes Form captures outcome measures in relation to clearly identified support needs. Providers should only record outcomes re Be Healthy if there were support needs identified for the service user in relation to this area.

Ensure that the person completing the outcomes form has access to the most recent version of a complete updated support plan as well as to any previous support plans that have been used during the client's time in receipt of the service for the client in question.

3a) Did the client need support to better manage their physical health? Yes / No
This question refers to an identified need in the support plan for support to enable the client to better manage their physical health. This covers all aspects of the client's physical health and could include supporting access to primary health care, such as supporting the client to register with and access a local GP, as well as supporting the client to make appropriate use of primary health care, such as visiting the GP when unwell rather than making use of A&E.

It could also include supporting the client to develop better awareness around food and nutrition, fitness and exercise and other areas which may be relevant for the client in terms of being better able to manage their physical health. It is important to remember that this will not always be about the client's physical improving, since that is not within the remit of the service to achieve, but it is about supporting the client to better manage their physical health.

Primary health care services may include GPs, Dental Practitioners, Pharmacists and Opticians and also services provided by Community health practitioners such as community doctors, dentists, nurses, maternity services including midwives, health visitors and other allied professions such as chiropody, physiotherapy or occupational therapy. Primary health care services relate to health care services that are provided outside hospital that meet the physical health needs of the client and does not include mental health or drug or alcohol services, since these are covered in the next 2 outcomes.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to better manage their physical health.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and

the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

3a) Actual outcome for the client – Is the client managing their physical health better? Yes / No

Yes – Please select this option if the client is managing their physical health better at the point of departure from the service or ceasing to receive the service. (Success in managing physical health can vary, and so the assessment of whether the user is better managing their physical health, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user & the provider as to whether that support need was met.)

No – Please select this option if the client has not managing their physical health better at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client is not managing their physical health better. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely/ moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service

- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- 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
This question refers to an identified need in the support plan for support to enable the client to better manage their mental health. This covers all aspects of the client's mental health and could include supporting access to specialist mental health services when needed, as well as supporting the client to make appropriate use of mental health services, such as contacting them when unwell rather than only making use of emergency provision.

It could also include supporting the client to develop better awareness of managing everyday stresses and recognising how to better manage their own mental health issues. It is important to remember that this will not always be about the client's mental health improving, since that is not within the remit of the service to achieve, but it is about supporting the client to better manage their mental health.

Mental health services refer to services defined as outpatient appointments with a psychiatrist, psychologist, involvement with Community Mental Health Teams including CPNs and Social Workers in the field of mental health. This also includes involvement with a counsellor provided by a GP or involvement with a specialist mental health worker. Local day centres or drop in centres do not count as mental health services.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should

be around proactive signposting, liaison and support to the client to better manage their mental health.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

3b) Actual outcome for the client – Is the client managing their mental health better? Yes / No

Yes – Please select this option if the client is managing their mental health better at the point of departure from the service or ceasing to receive the service. (Success in managing mental health can vary, and so the assessment of whether the user is better managing their mental health, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user & the provider as to whether that support need was met.)

No – Please select this option if the client has not managing their mental health better at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client is not managing their mental health better. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely / moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors

These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- Problems in accessing local mental health services
- Local mental health cervices are unavailable
- Access to 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

This question refers to an identified need in the support plan for support to enable the client to better manage their substance misuse issues. This covers all aspects of the client's substance misuse issues and could include supporting access to specialist substance misuse services when needed, as well as supporting the client to make appropriate use of substance misuses services, such as contacting them when unwell/ in crisis rather than only making use of emergency provision.

It could also include supporting the client to develop better awareness around of managing everyday stresses and recognising how to better manage their own substance misuse. It is important to remember that this will not always be about the client's substance misuse stopping, since that is not necessarily within the remit of the service to achieve, but it is about supporting the client to better manage substance misuse.

Substance misuse services refer to in-patient drug treatment, home based detox, residential rehabilitation, specialist prescribing, GP prescription, structured day programme or other specialist counselling.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to better manage their substance misuse.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

3c) Actual outcome for the client – Is the client managing their substance misuse better? Yes / No

Yes – Please select this option if the client is managing their substance misuse better at the point of departure from the service or ceasing to receive the service.

(Success in managing substance misuse can vary, and so the assessment of whether the user is better managing their substance misuse, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user & the provider as to whether that support need was met. Where services support clients who have recently completed a course of rehab, the client will arrive at the service completely abstinent from substance misuse. In such situations, where the support service has supported the client to continue to remain free from substance misuse at the point of departure from the service, then it seems logical to conclude that the client is managing their substance misuse better, since they continue to remain abstinent. Of course, a relapse would mean that the outcome is unlikely to have been achieved, since they are not managing their drug/ alcohol use better at the point of departure from the service.)

No – Please select this option if the client has not managing their substance misuse better at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client is not managing their substance misuse better. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service

- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely/ moves to a more appropriate service./ taken into custody/taken into hospital/ had a change of circumstances.

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors

These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- 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 their independence? Yes/No

This question refers to an identified need in the support plan for assistive technology/aids and adaptations to assist the client to establish or maintain independent living and the impact that this type of support has had on the client.

For example, if aid has been provided to the client to improve their mobility, did their mobility improve therefore allowing them greater independence? Similarly, if aid has been provided to the client to help them avoid falling, did the client experience fewer falls as a result of having these aids or did the aids make no difference? Therefore, when answering this question, please focus on the impact that assistive technology/aids and adaptations have had on the client since these aids have been in place.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting & liaison & support to the client to access assistive technology and / or aids and adaptations. It is important to remember that a service funded solely by SP can play a key role in signposting, liaison and support to access assistive technology and / or aids and adaptations rather than actually directly providing those aids/ adaptations or technology, unless they are provided under a handypersons service.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

This question is trying to capture the impact that assistive technology/aids and adaptations have had on the client since these aids have been in place, rather than simply whether assistive technology/ aids and adaptations have been provided.

It may be the case that the client is in need of assistive technology/ aids and adaptations but has yet to receive them, due to waiting lists. If there is an identified need in the support plan for assistive technology/aids and adaptations to assist the client to establish or maintain independent living, but the client is not able to manage independent living better as a result of assistive technology/ aids and adaptations because they have yet to be provided, then this should be reported as NO to actual outcome and the relevant external factor used to indicate this.

3d) 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

Yes – Please select this option if the client is now able to manage independent living better as a result of assistive technology/ aids and adaptations.
No – Please select this option if the client is not able to manage independent living better as a result of assistive technology/ aids and adaptations.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client is not able to manage independent living better as a result of assistive technology/ aids and adaptations. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely / moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors

These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- 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 or 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

4 Stay Safe

The SP Outcomes Framework requires that each individual client has in place a needs-based support plan, which is reviewed on a regular basis. The Short Term Outcomes Form captures outcome measures in relation to clearly identified support needs. Providers should only record outcomes re Stay Safe if there were support needs identified for the service user in relation to this area.

Ensure that the person completing the outcomes form has access to the most recent version of a complete updated support plan as well as to any previous support plans that have been used during the client's time in receipt of the service for the client in question.

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

This question refers to an identified need in the support plan to enable the client to maintain their accommodation and avoid eviction/ unplanned loss of accommodation up to the point of departure from or ceasing to use the support service.

This is intended to focus on those clients who have a specific identified support need to enable them to maintain their accommodation and avoid eviction, such as those who have previously had difficulties, such as clients with a history of tenancy breakdown or repeat unplanned loss of accommodation, those who have been served with a formal Notice of Intent to Seek Possession or Notice to Quit or those who are subject to suspended possession orders.

It can also cover clients who may be currently experiencing difficulties in maintaining their accommodation, such as client receiving SP funded tenancy support services, clients who may not have lived independently prior to receiving the support service and are likely to have a specific need around learning the skills to maintain their accommodation.

Not all clients in receipt of SP funded services will have this support need, since not all of them will previously had difficulties maintaining their accommodation, or have existing difficulties in doing so, and not all of them will have had no previous experience of independent living.

4a) Actual Outcome for the Client: Has the client maintained their accommodation? Yes / No

Yes – Please select this option if the client has maintained their accommodation up till the point of departure from the service or ceasing to receive the service.

No – Please select this option if the client has not maintained their accommodation up till the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not maintained their accommodation. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client did not observe conditions of tenancy/ occupancy

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors

These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- 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
This question refers to an identified need in the support plan to support the client to comply with statutory orders. This should include clients who are subject to a range of statutory orders and related processes within the criminal justice system.

Statutory orders and related processes refer to the following:

- Youth Justice Orders (Crime and Disorder Act 1998)
- Anti-Social Behaviour measures (Anti-Social Behaviour Order [ASBO} or individual Support Order [ISO]
- Sentences in the Community (Supervision Order, Community Rehabilitation Order, Community Punishment Order, Action Plan Order, Attendency Centre Order, Referral Order, Reparation Order, Fine Conditional Discharge or Absolute Discharge.)
- All sentences to the community are open to the following orders: Curfew Order, Parenting Order, Drug Treatment and Testing Order
- Sentences to Custody (Detention and Training Order Section 90/91) – although these are custodial sentences they can lead to community based restrictions following release part way through a sentence, for example, tagging.
- Noise Abatement Notices, Litter Abatement Notices,
- Early Release/Licence arrangements, Bail Restrictions and Conditions, Restraining orders.
- Community orders relating to: unpaid work, specified activities, programmes aimed at changing offending behaviour, prohibition from certain activities, curfew (usually with electronic monitoring), exclusion from certain areas (usually with electronic monitoring), residence requirement, mental health treatment, drug rehabilitation requirement, alcohol requirement, alcohol treatment, supervision requirement, attendance centre requirement (for under 25s) and suspended sentence order (custody minus).
- Any child protection orders.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to comply with ALL statutory orders and processes.

This means all statutory orders and processes in place for the client that the provider is aware of at the time when the client began to receive the support service and any subsequent statutory orders and process that the client acquires during the time they are in receipt of the support service of which the provider becomes aware.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

4b) Actual Outcome for the Client: Has the client complied with their statutory orders/related processes? Yes / No

Yes – Please select this option if the client has complied with ALL their statutory orders/ related processes at the point of departure from the service or ceasing to

receive the service. (This can only be reported if the client has complied with all the orders and processes known to be in place whilst the client is in receipt of the service.)

No – Please select this option if the client has not complied with ALL their statutory orders/ related processes at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not complied with ALL their statutory orders/ related processes. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely/ moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.
- Client has personal difficulties relating to restrictions within statutory orders - this can be defined as when the client was engaged with the support service to try to comply with all their statutory orders/ processes but had difficulties in actually doing so.

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively

- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- 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

4ci) Did the client need support to better manage self harm? Yes/ No
This question refers to an identified need in the support plan for clients who are at risk of harming themselves and who need support to enable them to better manage this self harm. Self harm is when someone deliberately hurts or injures themselves.
This covers all aspects of the client's self harming and could include supporting access to specialist support services when needed, as well as supporting the client to make appropriate use of specialist services.

It could also include supporting the client to develop better awareness of managing everyday stresses and recognising how to better manage their own self harm issues. It is important to remember that this will not always be about the client's self harm stopping, since that is not necessarily within the remit of the service to achieve, but it is about supporting the client to better manage their self harm.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to better manage their self harm.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

<u>4ci) Actual outcome for the client</u> – Is the client better managing their self harm? Yes / No

Yes – Please select this option if the client is managing their self harm better at the point of departure from the service or ceasing to receive the service. (Success in managing self harm can vary, and so the assessment of whether the user is better managing their self harm, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the

support plans at the point of departure and the views of the user & the provider as to whether that support need was met.)

No – Please select this option if the client has not managing their self harm better at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client is not managing their self harm better. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely/ moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively

- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- Problems with local specialist services
- Local specialist services are unavailable
- Long waiting lists for specialist services
- Specialist services unwilling to provide services to the client
- Client awaiting assessment
- Treatment ongoing
- Other

4cii) Did the client need support to avoid causing harm to others? Yes/ No
This question refers to an identified need in the support plan for clients who are at risk of causing harm to others and who need support to enable them to avoid causing harm to others. For example, clients likely to cause harm to others may include those who are known or likely to demonstrate ASB, be violent to others, who have a criminal conviction/s regarding violence to others, who are under MAPPA supervision, who are known sexual offenders, clients who have committed domestic violence offences or clients who have present concerns related to abuse under POVA.

This covers all aspects of the client's potentially harmful behaviour to others and could include supporting access to specialist support services when needed, as well as supporting the client to make appropriate use of specialist services.

It could also include supporting the client to develop better awareness of managing everyday stresses and recognising how to avoid causing harm to others. It is important to remember that this outcome is about the client **avoiding** cause to harm to others.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to avoid causing harm to others.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

<u>4cii) Actual outcome for the client</u> – Has the client avoided causing harm to others? Yes / No

Yes – Please select this option if the client has avoided causing harm to others at the point of departure from the service or ceasing to receive the service.

No – Please select this option if the client has not avoided causing harm to others at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not avoided causing harm to others. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely/ moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- Problems with local specialist services
- Local specialist services are unavailable
- Long waiting lists for specialist services
- Specialist services unwilling to provide services to the client
- Client awaiting assessment
- Other

4ciii) Did the client need support to minimise harm/risk of harm from others? Yes/ No
This question refers to an identified need in the support plan for clients who are at risk of harm from others and who need support to enable them to minimise this harm or risk of harm. Clients at risk of harm from others include people with a range of vulnerabilities who need the protection of POVA to safeguard them from harm or abuse, young people who may be at risk, clients at risk of DV, clients who are at risk of racial violence or racial harassment, clients who may be at risk of harm as a result of previous links in community or their previous lifestyle, such as links to gangs/ prostitution etc.

This covers all aspects of minimising the client's risk of harm from others and could include supporting access to specialist support services when needed, as well as supporting the client to make appropriate use of specialist services.

It could also include supporting the client to develop better awareness of managing the risks of harm from others and recognising how best to minimise the risk of harm from others. It is important to remember that this will not always be about avoiding harm or risk of harm caused by others, since that is not necessarily within the remit of the service or the client to achieve, but it is about supporting the client to minimise the risk of harm from others.

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to minimise the risk of harm from others.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

<u>4ciii) Actual outcome for the client</u> – Is the client minimising the harm/ risk of harm from others? Yes / No

Yes – Please select this option if the client is minimising the harm/ risk of harm from others at the point of departure from the service or ceasing to receive the service. (Success in minimising the harm/ risk of harm from others can vary, and so the assessment of whether the user is minimising the harm/ risk of harm from others, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the support plans at the point of

departure and the views of the user & the provider as to whether that support need was met.)

No – Please select this option if the client is not minimising the harm/ risk of harm from others at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client is not minimising the harm/ risk of harm from others. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely/ moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively

- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors
These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- Problems with local specialist services
- Local specialist services are unavailable
- Long waiting lists for specialist services
- Specialist services unwilling to provide services to the 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

5 Making a positive contribution

The SP Outcomes Framework requires that each individual client has in place a needs-based support plan, which is reviewed on a regular basis. The Short Term Outcomes Form captures outcome measures in relation to clearly identified support needs. Providers should only record outcomes re Make a Positive Contribution if there were support needs identified for the service user in relation to this area.

Ensure that the person completing the outcomes form has access to the most recent version of a complete updated support plan as well as to any previous support plans that have been used during the client's time in receipt of the service for the client in question.

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

This question refers to an identified need in the support plan to enable the client to develop confidence and the ability to have greater choice and/or control and/or involvement.

Often clients who are receiving support and/or are resident in support services feel that their independence, including opportunities to be more involved, being able to have greater choice and/or control in their own lives, is restricted. In many cases, clients would wish to be more involved in the decisions concerning their own lives including those in relation to their support and progress. We also accept that often clients who are receiving support do not wish to become more involved in their service delivery or within the wider community but still wish to have more control over their life therefore this outcome can be achieved and should be answered even if there is only an identified need for more control in the client's life.

This question enquires whether clients have been able to develop confidence and ability to have greater choice over their lives by making positive changes that have contributed to improving their overall well-being, including choices that have contributed to strengthening their links to the community. For example, the client

may have taken part in voluntary work or engaged in activities that have contributed to the client's own:

- Improved health and emotional wellbeing
- Improved quality of life
- Freedom from discrimination
- Economic wellbeing
- Personal safety and dignity
- Sense of achievement
- Sense of empowerment
- Integration within the community
- Choice of service via Individual Budgets

Whilst this outcome may not be solely within the remit of the service to achieve, where this is an identified support need, then the role of the support service should be around proactive signposting, liaison and support to the client to have greater choice and/or control and/or involvement.

The support plans used during the client's time with the service should be clear as to the progress and outcomes achieved in relation to each identified support need and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user and the provider as to whether that support need was met.

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

Yes – Please select this option if the client has had more choice and/or involvement and/ or control at the point of departure from the service or ceasing to receive the service. (Levels of choice and/or involvement and/ or control can vary, and so the assessment of whether the user has successfully participated, at the point of departure, needs to be made. A pragmatic approach is needed here and the outcome reported needs to be reflective of the support plans at the point of departure and the views of the user & the provider as to whether that support need was met).

If **YES**, please also indicate whether this was more involvement & control at service level or at a wider community level?

Please describe the factors that led the client to achieve more involvement and control over their lives using the text box provided.

No – Please select this option if the client has not had more choice and/or involvement and/ or control at the point of departure from the service or ceasing to receive the service.

If **No,** please complete the following section requesting reasons why the outcome did not happen.

If the outcome did not happen

This section requests information on why the client has not had more choice and/or involvement and/ or control. The outcome may not have happened because of one specific factor or there may have been several factors.

Providers can choose from factors relating to either the client, the support service or other external factors within the context of the local environment. Providers can choose up to 3 reasons to explain why the outcome did not happen. Providers must indicate the main factor for why the outcome did not happen and then if there were other factors, then please choose a second and third reason.

Client Factors

- Client unable to engage with the support service – this can be defined as when the client has complex support needs or a lack of insight which prevents them from engaging with the support service
- Client unwilling to engage with the support service – this can be defined as when client is not yet prepared or ready to change in order to engage with the support service
- Client ceased to receive the support service before outcome was achieved – this covers a range of scenarios and can be defined as when the client departs from the service, whether the departure is planned or unplanned, or ceases to receive the support service before the outcome has been achieved. It covers when a client abandons or leaves a service or when the client is asked to leave/ evicted/ has to make an emergency move/ can no longer be accommodated safely/ moves to a more appropriate service/ taken into custody/ taken into hospital/ had a change of circumstances.

Service Factors

- Factors relating to staff skills and experience – this can be defined as problems within the service resulting from a current or ongoing shortage of staff with the necessary skills and/ or experience to be able to deliver an effective support service
- Factors relating to overall staffing levels – this can be defined as problems within the service resulting from a current or ongoing problems with overall staffing levels which means that the service is not able to operate effectively
- Funding difficulties within organisation – this can be defined as funding problems within the provider organisation, such as loss of non SP funding like lottery/ charitable/ other funding, which mean that the service is not able to operate effectively
- Difficulties with support planning – this can be defined as problems within the service resulting from difficulties with or a lack of effective support planning processes for service users which means that the service is not able to operate effectively
- Service restrictions due to local eligibility criteria – this can be defined as where the service is not able to achieve fully effective outcomes for users due local SP eligibility criteria

External Factors

These are factors that are external to both the client and the service, and therefore, beyond the control and scope of the client or service to change. They do however provide valuable information across the wider SP partnership.

- 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