GUIDANCE

Supporting People
Outcome Form
Long Term Services
Contents Page

Section 1. Introduction
Section 2. Completing the Outcome Form

Contact Details

CHR – SP Client Record Office
The Observatory
University of St Andrews
Buchanan Gardens
St Andrews
Fife
KY16 9LZ

SP Outcome Helpdesk – Tel: 01334 467258
Email: sphelp@st-andrews.ac.uk
fax: 01334 463920
Website: www.spclientrecord.org.uk
1. INTRODUCTION

Supporting People Outcome Form Long-Term Services

A new outcomes framework for Supporting People has been developed by CLG in partnership with a working group, which had representations from a number of Administering Authorities and providers. The outcomes framework will be implemented nationally in the summer of 2007.

CLG have asked the Centre for Housing Research in St. Andrews to run the Outcomes Information system as this will augment data currently collected by the Client record system.

(For info, the Client Record system was developed by Communities and Local Government (CLG) to record standard information about clients starting to receive services through the Supporting People Programme in England. The data collection, processing and preliminary statistical analysis is carried out by the Client Record Office at the Centre for Housing Research (CHR) in St Andrews. The Supporting People Programme was launched on 1 April 2003 and the Client Record system began at the same time).

The SP Outcome Form for long term services will collect client outcome information from clients currently receiving long term support. The information will be collected once a year on a snapshot basis. The intention would be for the outcomes form to be completed at the time of the review of the support plan. The Outcome Form will be piloted during May and June 2007 with full implementation from summer 2007. All data submission will be electronic.

For the pilot, all providers of long term services for older people and frail elderly will complete a 30% sample of their users. This will be done by selecting the 1st user on the provider’s list of clients, followed by the 4th and so on. All other providers of long term services not specifically for older people or frail elderly should complete long term outcome forms for all their users. A final sampling approach will be instigated for full implementation.

Smaller services such as almshouses and some Abbeyfields (those that are not part of Abbeyfield UK) can discuss an exemption from the outcomes framework with their AA. Leasehold and HIA services and Community Alarm services are automatically exempted from the current framework.
Long-term services include services provided for various client groups, including older people, people with learning disabilities, people with physical or sensory disabilities, people with mental health problems and other types of client groups that are likely to require ongoing support to live independently.

As a wide variety of client groups are being monitored through the long-term outcomes form, questions have been included to capture information from all client groups. Therefore, some questions may seem more relevant than others depending on the client. For example, whilst questions concerning paid work may not be relevant in the case of frail older people, they may however be very relevant for people aged 16-65 with mental health problems or learning difficulties.

Please remember that this form is being piloted for Long - Term services only and that there is a separate form for Short – Term services.

### Included Services
For the purpose of collecting outcome information, the definition of a long-term service is a service that provides support for a period greater than 2 years. This includes both accommodation based services and floating support services.

The Outcome Form Long Term for the pilot should be completed using our web entry based system – CROSS, for clients who are funded through the following Supporting People services:

- Supported housing - which provides support for more than 2 years
- Sheltered Housing
- Very Sheltered Housing
- Peripatetic Warden
- Supported Lodgings - which provides support for more than 2 years
- Adult Placement- which provides support for more than 2 years
- Almshouses- Where these are run by volunteers or are very small scale services, they can choose whether they wish to participate, in discussion with their AA.

Please note that you should only complete an Outcome Form Long Term for clients who use services which are funded by Supporting People, in part or in full.

### Excluded Services
The following services are excluded from the Outcome Form Long-Term Services:
Any short term service that has an intended duration of 2 years or less – this includes both accommodation based and floating support services.

- Community Alarms
- Leasehold Schemes
- Home Improvement Agencies
- Almshouses and some Abbeyfields - see above
Information from Outcome Forms Long Term Services

There is a wide range of types of service provider, including voluntary organisations, housing associations, and local authorities.

Between 40 and 50 providers are taking part in the pilot for the Outcomes Form for Long Term services. These providers have been selected by their Administering Authority.

Each organisation that provides services through Supporting People is allocated a **National Client Record Provider ID for each Administering Authority with whom they hold a contract**. The same numbers will be used on the Outcome Form Long Term Services. This ID is allocated by the Client Record Office at the CHR.

The Outcome Form Long Term captures information about clients who are in long term Supporting People services in England. The pilot data will be processed by the Client Record Office and distributed to the CLG and the relevant Administering Authorities.

This Manual
The guidance given in this manual should be followed when completing the Pilot Outcome Form Long Term for clients who are in a Supporting People funded service **from the live start date of the pilot** 1st May 2007. It is anticipated that the pilot will run for six weeks.

Confidentiality
Please note that the Outcome Form Long Term does not record the client’s name or date of birth. This is why we require you to assign your own code on each form at the section called ‘Client/Tenant code’

When to send Pilot Outcome Form Information
Service providers are asked to submit Outcome Form data as soon as possible for the sample of clients within their service. Information submitted during the pilot will not be used other than to help develop the final version of the form.

How to send Pilot Outcome Form Long Term Information
Outcome pilot forms Long Term should be completed using a web based entry form, similar to the existing CROSS on-line web entry system for Client Records. You should have applied for and received a log in and password to enable you to use this method of submission. If you do not already have a log in and password, please complete your contact details by using the on line sign up form. This can be accessed through our website [www.spclientrecord.org.uk](http://www.spclientrecord.org.uk); under the heading CROSS. Please follow the instructions and we will supply you with log in details by email.
What happens to the Outcome Pilot data when it arrives at the Client Record Office?

The team at the Client Record Office will download the information submitted by you. The Client Record Office will collate the information submitted. This will help in deciding on the final Outcome Form Long Term that will be used nationally. The data will be analysed and reported back to the CLG.

Helpdesk
The telephone helpdesk number for Outcome Form enquiries is 01334 467258. The email help account is sphelp@st-andrews.ac.uk.

Training
Training slides are available from our website (www.spclientrecord.org.uk). These give general information about completing the Outcome Forms and also more detailed information about individual questions on the form. The training slides are available in PowerPoint or in Word format. All of these can be used for reference or for training within your organisation. Further help and advice is available from the Client Record Office and your AA.

Website – www.spclientrecord.org.uk
All documentation relating to Client Records and SP Outcomes can be downloaded from our website. The method of submission for the Pilot Outcome Form Long Term – CROSS, can also be accessed from here.

2. COMPLETING THE OUTCOME FORM

Essential Requirements

All the proposed Supporting People outcome indicators require 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 will have had a needs assessment that links to a clear support plan and which is reviewed regularly. This is because the outcomes form only 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.

So it is essential that the person completing the outcomes form has access to the most recent version of a complete updated support plan for the client in question and any relevant support plans that applied during the last 12 month period. For the purposes of the outcomes framework, we are interested in the 12 months prior to the date of
completing the outcomes form in terms of capturing the support needs & outcomes for the client over the previous 12 month period.

The Outcome Form should be completed based on the support needs identified in 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 some answers to the initial part of each question may be No.

Given that AAs may, in the longer term, wish to validate the outcomes data captured on these forms, it is essential that the service provider has a clear audit trail & evidence base within the support planning approach to account for the data submitted. Whilst this is less of an issue for the pilot, it is essential for the implementation of the outcomes framework.

**PROVIDER AND SERVICE DETAILS**

**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.

**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.

**NAME OF THE SERVICE PROVIDER**

**Organisation Name**

Please enter the name of the organisation who 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.

**Service Name**

Please record the name of the service.
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.

Name of SP Administering Authority

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

Is the Service Jointly funded?

Please indicate Yes or No

This question seeks to clarify whether the service in question receives only SP funding or whether there are a number of funding streams involved. 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.

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 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.

Support Plan Refused

Please indicate Yes or No. If Yes, then there may be limited further information that the provider can supply!

Service Type

You should fill in a Long Term Outcomes Form for the following Services:

*Long Term Supported housing (i.e. average service duration of over 2 years)* – 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.

*Very sheltered housing/ extra care housing?* – sheltered accommodation for physically or mentally frail older people, with on site support and enhanced communal facilities, specialist design features and the capacity to offer a range of care and support services.

*Sheltered housing with a warden* – housing specifically identified for older people and provided with a warden (on site or peripatetic). It may have communal facilities and services and the accommodation may include flats, bedsits and bungalows.

*Almshouse* – Almshouses are charitable organisations generally set up by companies or landowners for the benefit of local people or retired workers. Where these are run by volunteers or are very small scale services, they can choose whether they wish to participate, in discussion with their AA.

*Peripatetic warden* – a warden service that could be linked to a number of accommodation sites spread over a geographical area.

*Long Term Adult placement (i.e. average service duration of over 2 years)* – long-term accommodation and/or care or support provided to 1-3 adults, placed by and supported through an Adult Placement Scheme or by an Adult Placement Carer approved by the Scheme.

*Long Term Supported lodgings* – this is accommodation where a private individual or family provide varying levels of support to one or more people living in the individual’s own home or property.
You should not complete a Long Term Outcome Form for clients in short term services (i.e. with a duration of 2 years or less). Information from these services will be collected by a separate pilot.

Level of involvement of the client in deciding outcomes

Please select from “Agreed as part of the review of the support plan” or “Other”.

This question is designed to capture how much involvement the service user has had in agreeing the outcomes that are being reported. Since this information is being captured as part of the review of the support plan, we anticipate that service users will be involved in and in agreement with the assessment of the actual outcomes being captured for them in relation to their identified needs. If this is not the case, there is the option to indicate “other” and a free text box enables more details to be supplied.

DATE OF COMPLETION

Please show the date when the form was completed.

CLIENT CHARACTERISTICS

Client / Tenant Code

The Long Term Outcome Form is designed to be anonymous: it does not record details of the client’s name or date of birth. You should use a code which will identify the client to you, it can contain numbers and/ or letters in any format. The Client Record Office will use this code to contact you with any queries about the information on the form. You should keep a record of the codes you use.

Enter the details required for the Client for whom you are completing the Long Term Outcomes Form. It is essential that the person completing the outcomes form has access to the most recent version of a complete updated support plan for the client in question and any relevant support plans that applied during the last 12 month period and that the outcomes form is completed as part of the review of the support plan. Where the Client is part of someone else’s household (e.g. a young person living with a family), only information about the client is required.

Age
Enter age in years in whole numbers.
**Sex**  
Enter M for male and F for female

**Economic status**  
This should be entered for each member of the household, who received services under the same support plan, 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 and who received services under the same support plan.

Ethnic Origin

The client should define the response to this question. Where there was more than one member of the household in receipt of services under the same support plan, then the client should define the ethnic origin of the household. If the client refuses to answer this question, please tick the ‘refused’ category.

The categories used are the same as those for the 2001 UK Census.

Faith

This question is not mandatory – providers may not know this and clients may not wish to give this.

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.

Disability

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.
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 is in receipt of a service that is an accommodation based service for older people with mental health problems 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. social services), to determine the client group by which the individual is defined (in this case the client group will be Older people mental health.).

*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:

- people whose survival in the community is at severe risk, or who are dependent on others,

- people who are vulnerable and who, without support, would be at risk i.e. those who are sufficiently physically incapacitated as to be unable to cope with maintaining their home,

- people who need the assistance of others for support in coping with some domestic tasks.

*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 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 of a nomadic habit of life or a person who travels or wanders for the purpose of making or seeking their livelihood.

**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.

**Is the Client intending this service to provide a home for life? Yes/No** – Please indicate
Regardless of the person’s health problems, level of frailty or disability, the service user considers and intends that the service will provide a home for life for them.
1 Achieve Economic Wellbeing

All the proposed Supporting People outcome indicators require 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 will have had a needs assessment that links to a clear support plan and which is reviewed regularly. This is because the outcomes form only captures outcome measures in relation to clearly identified support needs. For example, there would be no point in recording a positive outcome re Achieve Economic Wellbeing if there were no support needs identified for the service user in relation to this area.

So it is essential that the person completing the outcomes form has access to the most recent version of a complete updated support plan for the client in question and any relevant support plans covering the last 12 months.

1a) Does the client need support in relation to maximising their income?

This question refers to an identified need in the support plan for the client to apply or re-apply for any type of welfare benefit, tax relief, tax credits, pensions or similar supplementary monetary benefits provided by the State or other independent organisations. 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.

Actual client outcome

Actual outcome for the client - Is the client now maximising their income? Yes / No This question refers to whether the client is now maximising their income.

Yes – Please click this option if the client is maximising their income
No – Please click this option if the client is not maximising their income

If Yes, does the client need ongoing support with this? Yes/ No
Yes – Please click this option if the client requires ongoing support to maximise their income

We are aware that in long term services the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.
There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If No the client has not been able to maximise their income, please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where the support worker is not an expert and where this is not solely within the remit of the service to achieve, e.g., in this case, the support worker may well not be a welfare rights finance expert, and may feel that they are not able to judge whether the client has maximised their income. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct expert services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period the support plan should be clear as to the progress & outcomes achieved in relation to each identified support need.

**If the outcome did not happen**

This question requests information on why the client has not been able to maximise their income. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

**Client**
- Failed to engage with support
- Difficulties in keeping appointments with benefit agency
- Assessment of benefits or similar applications pending
- Did not qualify for welfare benefit or other monetary benefits after being assessed
- Barred from assessment due to client’s own actions
- Client not yet ready to address
Client had complex issues

Service
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

External Environment
- Problems with benefit agencies
- Limited funds for benefits award within benefit agencies (limited discretionary funds)
- Difficulties gaining access to information and advice concerning financial welfare because of a lack of external sources
- Financial support inaccessible to client group
- Client group denied access to mainstream financial services
- Other

The Outcomes form aims to capture information relating to the three categories of **client**, the **service** or the **external environment**. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under **main reason**. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.

**External environment**
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided. The form includes the option of “Other” if you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.

1b) Does the client need support in relation to managing any debt?

This question refers to an identified need in the support plan for the client to manage any type of debt, for example debt owed for rent/mortgage arrears, domestic bills, credit cards, personal loans, service charges etc. Support to manage debt would be aimed at
helping the client to find ways of making payments on a sufficiently regular basis to reduce the 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. CLG understand that this is a potentially sensitive question for some clients, and are also aware of the difficulties that debts present, especially to vulnerable people, and that there are increasing levels of debt being experienced by a large section of the population, including older people, so an effective needs assessment & support planning process should pick this up where relevant.

**Actual client outcome**

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

**Yes** – Please click this option if the client is successfully reducing their debt.

**No** – Please click this option if the client is not successfully reducing their debt.

**If Yes, does the client need ongoing support with this? Yes/ No**

**Yes** – Please click this option if the client requires ongoing support to manage the debt

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If **No** the client is not successfully reducing their debt please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where the support worker is not an expert – e.g., in this case, the support worker may well not be a debt advice expert, and may feel that they are not able to judge if the
client has reduced any of their debt. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct expert services and ultimately for the client to do this for themselves. So all the relevant support plans should be clear as to the progress & outcomes achieved in relation to each identified support need.

**If the outcome did not happen**

This question requests information on why the client is not successfully reducing their debt. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

**Client**
- Failed to engage with or had difficulties engaging with support
- Difficulties in making or maintaining arrangements
- Awaiting acceptance of debt management arrangement
- Awaiting results of legal action
- Client not yet ready to change
- Client had complex issues

**Service**
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

**External Environment**
- Problems with local debt management services
- Local debt management services are limited or unavailable
- Long waiting lists for local debt management services
- Other

The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were...
other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2\textsuperscript{nd} reason and 3\textsuperscript{rd} reason.

\textit{External environment}

In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the \textbf{main reason and/or second and/or third reason relates to the External Environment}, please select an option from the drop down list provided. The form includes the option of “Other”. If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.

\textbf{1c) Does the client need support in relation to paid work?}

This question refers to an identified need in the support plan to enable the client to enter \textbf{and/or remain} in employment. 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. Whilst we are aware that this support need may be less relevant for some clients, such as older people, it may be very relevant for others such as people with MH problems or LD who are aged 16-65 and wish to obtain or maintain employment. We also recognise that increasing numbers of older people do wish to carry on with paid work, either through desire or necessity.

\textbf{Actual client outcome}

\textbf{Actual outcome for the client} - Is the client now in paid work? Yes / No

\textbf{Yes} – Please click this option if the client is now in paid work
\textbf{No} – Please click this option if the client is not in paid work

\textbf{If Yes, does the client need ongoing support with this? Yes/ No}

\textbf{Yes} - Please click this option if the client requires ongoing support in relation to entering/ maintaining paid work

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.
“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If No the client is not in paid work please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where the support worker is not an expert – e.g., in this case, the support worker may well not be a employment advice expert, and it is not solely within the remit of the service to ensure that the client enters paid work if this was an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct expert services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.

**If the outcome did not happen**

This question requests information on why the client has not successfully undertaken paid work. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

**Client**
- Failed to engage with or had difficulties engaging with support
- Difficulties in time-keeping or organisational skills
- Lack of experience/qualifications
- Client was refused paid work
- Client unable to continue paid work due to health problems
- Client not yet ready to change
- Client had complex issues
Service
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

External Environment
- Problems with local employment and/or careers services
- Local employment or career services are limited or unavailable
- Highly competitive local job market
- Other

The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.

External environment
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided. The form includes the option of “Other” If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.

2 Enjoy and Achieve

All the proposed Supporting People outcome indicators require 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 will have had a needs assessment that links to a clear support plan and which is reviewed regularly. This is because the outcomes form only captures outcome measures in relation to clearly identified support needs. For example, there would be no point in recording a positive outcome re Enjoy & Achieve if there were no support needs identified for the service user in relation to this area.

So it is essential that the person completing the outcomes form has access to the most recent version of a complete updated support plan for the client in question and any relevant support plans covering the last 12 months.

2a) Does the client need support in relation to training and/or education?

Some clients in long stay services may wish to undertake training or complete further/higher education courses or become involved in life-long learning initiatives. This question refers to an identified need in the support plan to help the client access further/higher education or any certificated initiative that contributes to their learning aspirations. This includes support which aims to help the client throughout their period of training or 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.

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.

We consider that this support need can be relevant across all client groups within receipt of long term services, including older people as well as those with Learning Disabilities or Mental Health problems who may be aged 16-65.

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).

(i) Actual client outcome

Actual outcome for the client – Has the client participated in their desired training/education? Yes / No

Yes – Please click this option if the client has or is participating in training or education
No – Please click this option if the client is not participating in training or education.

If Yes, does the client need ongoing support with this? Yes/ No
Yes – Please click this option if the client requires continual support in relation to training and/or education.

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If No the client is not participating in training or education please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.

**If the outcome did not happen**

This question requests information on why the client is not participating in training or education. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.
Examples of factors relating to the client, service or external environment:

**Client**
- Failed to engage with support
- Difficulties in time-keeping or organisational skills
- Lack of experience/qualifications
- Client was refused course placement
- Client unable to continue training/education due to health problems
- Client not yet ready to address
- Client had complex issues
- Client unable to undertake training/education due to loss of benefits combined with increased service/rent charges

**Service**
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

**External Environment**
- 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
- Other

The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.

**External environment**
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the main reason and/or second and/or third reason relates to the External Environment, please select an option.
from the drop down list provided. The form includes the option of “Other”. If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.

(ii) Actual client outcome

Actual outcome for the client - If applicable, has the client achieved this? Yes / No

Yes – Please click this option if the client has achieved their desired qualification(s).
No – Please click this option if the client has not achieved their desired qualification(s).

If No the client did not achieve their desired qualification please complete the following section requesting information regarding why the outcome did not happen.

If the outcome did not happen

This question requests information on why the client has not achieved their desired qualification(s). The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

Client
- Failed the assessment for this qualification
- Awaiting results
- Client unable to continue training/education due to health problems
- Client unable to undertake training/education due to loss of benefits combined with increased service/rent charges
- Client not ready to fulfil course requirements for qualification

Service
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

External Environment
- Course is no longer running
Problems with training/education services
- Local training/education services are limited or unavailable
- Course is still in progress
- Other

The Outcomes form aims to capture information relating to the three categories of **client**, the **service** or the **external environment**. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under **main reason**. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.

**External environment**
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. **If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided.** The form includes the option of “Other”. **If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.**

2b) **Does the client need support in relation to leisure / cultural / faith and/or informal learning activities?**

This question refers to an identified need in the support plan that helps the client partake in informal activities aimed at improving and developing.

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 be defined as that which may take place in a community resource centre such as confidence building or parenting skills. This specifically excludes any learning that is defined in section 2(a) Training and Education. We consider that this
support need can be relevant across all clients within long term services, regardless of client group – so equally relevant to older people, those with Learning Disabilities or Mental Health problems etc.

**Actual client outcome** - Is the client participating in their chosen activities Yes /No

Yes – Please click this option if the client has or is participating in their chosen activities
No – Please click this option if the client is not participating in their chosen activities

**If Yes, does the client need ongoing support with this? Yes/ No**
Yes -  Please click this option if the client requires ongoing support to participate in their chosen activities

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If No the client is not participating in their chosen activities please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.
If the outcome did not happen

This question requests information on why the client is not participating in their chosen activities. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

Client
- Failed to engage with support
- Difficulties in time-keeping or organisational skills
- Lack of experience/qualifications
- Client was refused entry
- Client unable to continue activity due to health problems
- Client not yet ready to address
- Client had complex needs
- Client had difficulties with social relations

Service
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

External Environment
- Local facilities are limited or unavailable
- Other

The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.
**External environment**

In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. **If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided. The form includes the option of “Other” If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant**

2c) **Does the client need support in relation to work-like activities, e.g. unpaid work / work experience / work – like experience?**

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 work that is unpaid including unpaid work experience and voluntary work undertaken as a route to potential employment. Work-like activities are all those that have not been captured in 2(a) or 2(b).

We are aware that this support need may have difference relevance for different clients – so we do understand that work experience or work like experience may be less relevant for older people and more relevant for people with Mental Health problems or Learning Disabilities, but unpaid voluntary work may be more relevant for a bigger range of clients within long term services.

**Actual client outcome**

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

**Yes** – Please click this option if the client has or is participating in work-like activities

**No** – Please click this option if the client is not participating in work-like activities

**If Yes, does the client need ongoing support with this? Yes/ No**

Yes - Please click this option if the client requires ongoing support to participate in work-like activities?

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.
“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If No the client is not participating in work-like activities please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.

If the outcome did not happen

This question requests information on why the client has not undertaken work-like activities. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

Client
- Failed to engage with support
- Difficulties in time-keeping or organisational skills
- Lack of experience/qualifications
- Client was refused entry
- Client unable to continue activity due to health problems
- Client not yet ready to address
- Client has complex needs

Service
Unauthorized to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

**External Environment**
- Local opportunities for work-like activities are limited or unavailable
- Other

The Outcomes form aims to capture information relating to the three categories of **client**, the **service** or the **external environment**. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under **main reason**. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.

**External environment**
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. **If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided.** The form includes the option of “Other”. If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant

**2d) Does the client need support in relation to contact with external services /groups / friends / family?**

This question refers to an identified need in the support plan in relation to 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 have required to access support that is not provided by the service. Examples include directing clients to agencies that support the rebuilding of family ties or support in managing trauma or crisis. 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.

We consider that this support need can be relevant across all clients within long term services, regardless of specific client group.
**Actual client outcome**

**Actual outcome for the client** - Has the client made contact with external services/groups/friends/family? Yes / No

**Yes** – Please click this option if the client has made contact with external services or groups

**No** – Please click this option if the client was unable to make contact with external services or groups

**If Yes, does the client need ongoing support with this? Yes/ No**

Yes - Please click this option if the client requires ongoing support to make contact with external services or groups

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If **No** the client has not made contact with external services or groups please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.
If the outcome did not happen

This question requests information on why the client has not made contact with external services or groups. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

**Client**
- Failed to engage with support
- Difficulties in time-keeping or organisational skills
- Client was refused contact
- Client unable to continue contact due to personal difficulties
- Client not yet ready to address
- Client had complex needs
- Client relations deteriorated

**Service**
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

**External Environment**
- Problems with local mediation services or related services
- Friends/ family unwilling to have contact
- Local services are limited or unavailable
- Other

The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.
External environment
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided. The form includes the option of “Other” If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.

3 Be Healthy

All the proposed Supporting People outcome indicators require 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 will have had a needs assessment that links to a clear support plan and which is reviewed regularly. This is because the outcomes form only 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.

So it is essential that the person completing the outcomes form has access to the most recent version of a complete updated support plan for the client in question and any relevant support plans covering the last 12 months.

We consider that this support need can be relevant across all clients within long term services, regardless of client group – so equally relevant to older people, those with Learning Disabilities or Mental Health problems etc.

Question 3 relates to helping clients get their physical and emotional health needs met. Question 3(a) relates to physical needs, 3(b) concerns mental health needs, 3(c) relates to drug and alcohol needs 3(d) concerns needs relating assistive technology/aids and adaptations to maintain independent living.

3a) Does the client need support in relation to primary health care?

This question refers to an identified need in the support plan in relation to primary health care services. For the purposes of this question, primary health care relates to health services that are provided outside hospital that meet the physical needs of the client, (this does not include mental health or needs relating to assistive technology/aids and adaptations to maintain independent living).
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, midwives, health visitors and other allied professions such as chiropody, physiotherapy or occupational therapy. This could include supporting access to primary health care, appropriate use of primary health care, etc and services to assist in managing long term conditions, such as diabetes type 1, and epilepsy.

**Actual client outcome**

*Actual Outcome for the Client: Is the client managing their physical health better?*

**Yes / No**

**Yes** – Please click this option if the client is managing their physical health better.

**No** – Please click this option if the client is not managing their physical health better.

**If Yes, does the client need ongoing support with this? Yes/ No**

*Yes - Please click this option if the client requires ongoing support to manage physical health better*

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

This outcome is rather more subjective than some of the others, but we are keen to try to achieve a consistent approach to capturing it, so the person completing the outcomes form needs to base their response on the evidence available within the latest support plan – for example, a person who is managing their physical health better will be someone who goes to their GP if they are feeling unwell, rather than going straight to A&E.
If No the client is not managing their physical health better, please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.

**If the outcome did not happen**

This question requests information on why the client is not managing their physical health better. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

**Client**
- Failed to engage with support
- Difficulties in time-keeping or organisational skills
- Client awaiting assessment
- Client not yet ready to address
- Client has complex needs

**Service**

Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

**External Environment**
- Problems with local primary health care services
- Local Primary health care services are limited or unavailable
- Access to primary health care services limited due to funding pressures
- Long waiting lists
- Primary health care services unwilling to provide services to the client
- Other
The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.

*External environment*
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided. The form includes the option of “Other” If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant

3b) Does the client need support in relation to mental health services?

This question refers to an identified need in the support plan in relation to mental health services. 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. Referral to a local day centre or drop in centre does not count as a referral to a mental health service.

We consider that this support need can be relevant across all clients within long term services, regardless of client group – so equally relevant to older people, those with Learning Disabilities or Mental Health problems etc.

This could include supporting access to mental health services, appropriate use of mental health services, etc.
**Actual client outcome**

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

**Yes** – Please click this option if the is managing their mental health better.  
**No** – Please click this option if the client is not managing their mental health better.

**If Yes, does the client need ongoing support with this? Yes/ No**

Yes - Please click this option if the client requires ongoing support to manage their mental health better

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If **No** the client is not managing their mental health better, please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.
If the outcome did not happen

This question requests information on why the client is not managing their mental health better. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

Client
- Failed to engage with support
- Difficulties in time-keeping or organisational skills
- Client awaiting assessment
- Client was refused access to mental health services
- Client not yet ready to address
- Client has complex needs

Service
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

External Environment
- Problems with local mental health services
- Local Mental health services are limited or unavailable
- Access to local mental health services limited due to funding pressures
- Long waiting lists
- Mental health services unwilling to provide services to the client
- Other

The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.
*External environment*
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. **If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided.** The form includes the option of “Other”. If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.

3c) **Did the client need support in relation to drug and/or alcohol services? Answer – Y/N**

This question refers to an identified need in the support plan in relation to drug/alcohol services. Drug and alcohol services refer to in-patient drug treatment, home based detox, residential rehabilitation, specialist prescribing, GP prescription, structured day programme or other specialist counselling.

We consider that this support need can be relevant across all clients within long term services, regardless of specific client group.

This could include supporting access to drug/alcohol services, appropriate use of drug/alcohol services etc.

It is important to try to interpret this outcome in a consistent way, especially for those services that support clients who have recently completed a course of rehab and therefore arrive at the service completely abstinent from drug/alcohol use. In such situations, where the support service has supported the client to continue to remain drug/alcohol free, then it seems logical to conclude that the client is managing their drug/alcohol use 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.

**Actual client outcome**

**Actual Outcome for the Client:** Is the client managing their drug/alcohol use better?

Yes / No

**Yes** – Please click this option if the client is managing their drug/alcohol use better.

**No** – Please click this option if the client is not managing their drug/alcohol use better.

**Yes** - Please click this option if the client requires ongoing support to manage their drug/alcohol use better.
We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If No the client is not managing their drug/alcohol use better, please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plans will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the support plans used during the client’s time with the service should be clear as to the progress & outcomes achieved in relation to each identified support need.

**If the outcome did not happen**

This question requests information on why the client is not managing their drug/alcohol use better. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

**Client**
- Failed to engage with support
- Difficulties in time-keeping or organisational skills
- Client awaiting assessment
- Client was refused access to drug/alcohol services
Client not yet ready to address
Client has complex needs

Service
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

External Environment
- Problems with drug/alcohol services
- Local Drug/alcohol services are limited or unavailable
- Access to local drug/alcohol services limited due to funding pressures
- Long waiting lists
- Drug/alcohol services unwilling to provide services to client
- Other

The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.

External environment
In addition, CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the main reason and/or second and third reason relates to the External Environment, please select an option from the drop down list provided. The form includes the option of ‘Other’. If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.
3d) Is assistive technology / aids and adaptations helping the client to maintain their independence?

This question refers to an identified need in the support plan for assistive technology/aids and adaptations to assist the client to maintain independent living. We wish to measure 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. 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.

If the client required support in the form of assistive technology/aids and adaptations to maintain independent living but this support has made no difference to the independence of the client please tick No for this outcome and continue to complete the section on ‘If the outcome did not happen.’ If the client required this form of support but has been unable to obtain it please also tick No for this outcome and continue to complete the section on ‘If the outcome did not happen.’

We consider that this support need can be relevant across all clients within long term services, regardless of client group – so equally relevant to older people, those with Learning Disabilities or Mental Health problems etc.

**Actual client outcome** – Is the client now able to manage independent living better as a result of the assistive technology/ aids and adaptations?

**Yes** – Please click this option if the client is now able to manage independent living better as a result of the assistive technology/aids and adaptations.

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

**If Yes, does the client need ongoing support with this? Yes/ No**

Yes - Please click this option if the client requires ongoing support to manage independent living better as a result of assistive technology/ aids and adaptations

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.
There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If No the client is not able to manage independent living better as a result of the assistive technology/aids and adaptation, please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.

**If the outcome did not happen**

This question requests information on why the client has not been able to manage independent living better as a result of the assistive technology/aids and adaptations. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

**Client**

- Client continues to experience mobility and/or related problems that should have been resolved as a result of assistive technology/aids and adaptations
Client unable to correctly use the assistive technology/aids and adaptations
Client awaiting assessment or is in the process of obtaining the assistive technology/aids and adaptations
Client was refused access to the assistive technology/aids and adaptations
Client was not eligible
Client not yet ready to address
Client had complex needs

Service
Unable to meet the support need due to issues concerning
  - Capacity problems
  - Staffing levels
  - Lack of resources
  - Funding difficulties
  - Difficulties with support planning
  - Service restrictions

External Environment
  - The assistive technology/aids and adaptations have made no difference
  - Inefficiencies or difficulties with providers of the assistive technology/aids and adaptations
  - The assistive technology/aids and adaptations services are limited or unavailable
  - Funding difficulties within the assistive technology/aids and adaptations services
  - Long waiting lists
  - The assistive technology/aids and adaptations services unwilling to provide services to client
  - Client did not obtain assistive technology/aids and adaptations
  - Client obtained inappropriate assistive technology/aids and adaptations
  - Other

The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.

External environment
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided. The form includes the option of “Other” If you
select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant

4 Stay Safe

All the proposed Supporting People outcome indicators require 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 will have had a needs assessment that links to a clear support plan and which is reviewed regularly. This is because the outcomes form only captures outcome measures in relation to clearly identified support needs. For example, there would be no point in recording a positive outcome re Stay Safe if there were no support needs identified for the service user in relation to this area.

So it is essential that the person completing the outcomes form has access to the most recent version of a complete updated support plan for the client in question and any relevant support plans covering the last 12 months.

4a) Does the client need support in relation to protection from harm (this would be harm to others and themselves and being harmed by others)?

This question refers to an identified need in the support plan for clients who are at risk of harming themselves or others. For example, clients likely to cause harm to others may include those who are known or likely to be violent to others, who have criminal conviction/s regarding violence to others, who are under MAPPA supervision, who are known sexual offenders, or clients who have committed domestic violence offences. Clients at risk of harming themselves may include those displaying suicidal tendencies, adopting self-harming behaviours or showing high-risk behaviour relating to dependency problems that may result in overdose. Clients who are at risk of harm from others may include older people, vulnerable clients or those requiring constant care and attention.

This indicator seeks to cover any Protection of Vulnerable Adults (POVA) issues that may be relevant to the service user as long term services are provided to adults with a range of vulnerabilities. POVA issues can cover a range of potential risks, not just physical abuse, but also mental, emotional, financial etc. This indicator also seeks to cover any issues relating to potential harm from DV or being at risk of DV and it seeks to cover potential child protection issues that may be of relevance to the service user.

We consider that this support need can be relevant across all clients within long term services, regardless of client group – so equally relevant to older people, those with Learning Disabilities or Mental Health problems etc.
Actual client outcome

Actual Outcome for the Client: Is the client avoiding self harm? Yes/No/Not applicable

Yes – Please click this option if the client has avoided self harm
No – Please click this option if the client has not avoided self harm

Not Applicable – Please go to Question 4a (ii)

If Yes, does the client need ongoing support with this? Yes/No
Yes - Please click this option if the client requires ongoing support to avoid self harm

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If No the client has not avoided self harm, please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.
If the outcome did not happen

This question requests information on why the client remains a danger to themselves. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

Client
- Failed to engage with support
- Client awaiting assessment
- Client was refused support
- Client not yet ready to address
- Client has complex needs

Service
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

External Environment
- Problems with local specialist support services
- Local Specialist support services are limited or unavailable
- Long waiting lists for specialist services
- Specialist support services are unwilling to provide services to client
- Problems resulting from previous experience / risk of DV/ abuse
- Other

The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2\textsuperscript{nd} reason and 3\textsuperscript{rd} reason.
**External environment**

In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. **If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided.** The form includes the option of “Other” If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.

**Actual client outcome**

**Actual Outcome for the Client:** Is the client avoiding causing harm to others? Yes/No/ Not Applicable

**Yes** – Please click this option if the client has avoided causing harm to others

**No** – Please click this option if the client has not avoided causing harm to others

**Not Applicable** – Please go to Question 4a (iii)

**If Yes, does the client need ongoing support with this? Yes/ No**

**Yes** - Please click this option if the client requires ongoing support to avoid causing harm to others

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If **No** the client has not avoided causing harm to others, please complete the following section requesting information regarding why the outcome did not happen.
It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.

**If the outcome did not happen**

This question requests information on why the client remains a danger to others. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

**Client**
- Failed to engage with support
- Client awaiting assessment
- Client was refused support
- Client not yet ready to address
- Client had complex issues

**Service**
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

**External Environment**
- Problems with local specialist support services
- Local Specialist support services are limited or unavailable
- Long waiting lists for specialist services
- Specialist support services are unwilling to provide services to client
- Problems resulting from previous experiences / risk of DV/ abuse
- Other
The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.

**External environment**

In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided. The form includes the option of “Other”. If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.

**Actual client outcome**

*Actual Outcome for the Client:* Is the client avoiding harm caused by others
Yes/ No/ Not Applicable

**Yes** – Please click this option if the client has avoided harm caused by others

**No** – Please click this option if the client: has not avoided harm caused by others

**Not Applicable** – Please go to Question 5

**If Yes, does the client need ongoing support with this? Yes/ No**

Yes - Please click this option if the client requires ongoing support to avoid harm caused by others

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.
“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If No the client has not avoided harm from others, please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.

If the outcome did not happen

This question requests information on why the client is still at risk of harm from others. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

**Client**
- Failed to engage with support
- Client awaiting assessment
- Client was refused support
- Client not yet ready to address
- Client has complex needs

**Service**
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions
External Environment
- Problems with local specialist support services
- Local Specialist support services are limited or unavailable
- Long waiting lists for specialist services
- Specialist support services are unwilling to provide services to client
- Problems resulting from previous experience/ risk of DV/ abuse
- Other

The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2\textsuperscript{nd} reason and 3\textsuperscript{rd} reason.

External environment
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided. The form includes the option of “Other” If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.

4b) Does the client need support in relation to maintaining their accommodation?

This question refers to an identified need in the support plan in relation to clients with an identified need for support in relation to maintaining their accommodation. This should include those clients who are experiencing difficulties in maintaining their accommodation, including those who have previously had difficulties, such as clients with a history of tenancy breakdown, those who have been serviced with a formal Notice of Intent to Seek Possession or Notice to Quit, those who are subject to suspended possession orders or those in temporary accommodation of any sort who have been asked to leave.

We consider that this support need can be relevant across all clients within long term services, regardless of client group – so equally relevant to older people, those with Learning Disabilities or Mental Health problems etc.
Actual client outcome

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

Yes – Please click this option if the client has maintained their accommodation.
No – Please click this option if the client has not maintained their accommodation.

If Yes, does the client need ongoing support with this? Yes/ No

Yes - Please click this option if the client requires ongoing support to maintain their accommodation

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.

If No the client has not maintained their accommodation, please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.
If the outcome did not happen

This question requests information on why the client has not successfully maintained their accommodation. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

**Client**
- Failed to engage with support
- Difficulties in time-keeping or organisational skills
- Client awaiting assessment
- Client was refused access to housing management service
- Client not yet ready to change
- Client had complex issues

Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

**External Environment**
- Problems with housing management service/ landlord
- Housing management service/ landlord unwilling support to client to help them maintain their accommodation
- Other

The Outcomes form aims to capture information relating to the three categories of **client**, the **service** or the **external environment**. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under **main reason**. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2\(^{nd}\) reason and 3\(^{rd}\) reason.
External environment
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided. The form includes the option of “Other” If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant

5 Making a Positive Contribution

All the proposed Supporting People outcome indicators require 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 will have had a needs assessment that links to a clear support plan and which is reviewed regularly. This is because the outcomes form only captures outcome measures in relation to clearly identified support needs. For example, there would be no point in recording a positive outcome re Making a positive contribution if there were no support needs identified for the service user in relation to this area.

It is essential that the person completing the outcomes form has access to the most recent version of a complete updated support plan for the client in question and any relevant support plans covering the last 12 months.

We consider that this support need can be relevant across all clients within long term services, regardless of client group – so equally relevant to older people, those with Learning Disabilities or Mental Health problems etc.

5 Does the client need support in having more involvement and control?

Often clients who are receiving support and/or are resident in support services feel that their independence, including making choices and controlling 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. This question enquires whether clients who have requested more involvement and control over decisions concerning them are able to make more choices and achieve greater control over their lives.

This question enquires whether clients have been able to achieve greater control over their lives by making positive choices that have contributed to improving their health, their development and their well-being, particularly 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

If the answer to 5) is YES, then further information needs to be provided to understand the outcome for the client in relation to this specific support need.

**Actual client outcome** - has the client achieved more involvement and control over their lives

**Yes** – Please click this option if the client has achieved more involvement and control over their lives

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

**No** – Please click this option if the client has not achieved more involvement and control over their lives

**If Yes, does the client need ongoing support with this? Yes/ No**

Yes - Please click this option if the client requires ongoing support to achieve more involvement and control over their lives

We are aware that in long term services that the actual outcome for the user may have been achieved but that continual support will be needed to maintain this outcome for the foreseeable future due to the longer term needs of the user.

There is a clear distinction between the outcome of “Yes”, where the outcome has been achieved and the support need has been met and no further support is required in relation to this support need and the outcome of “Yes but ongoing support still needed”.

“Yes” means that the support need has been met and that the actual outcome in question has been achieved and that no further support is needed.

“Yes but ongoing support still needed” means that the support need is being met, that the actual outcome is being achieved but that the client still needs an ongoing level of support to ensure that the outcome continues to be achieved for them as they are unlikely to be able to manage the outcome without ongoing support.
If No please complete the following section requesting information regarding why the outcome did not happen.

It is important to emphasise throughout the form that the support need in question may be an area where it is not solely within the remit of the service to ensure that the client achieves the outcome in relation to an area where they needed support. However, the expectation is that the needs assessment and support plan will have captured any needs in this area and the role of the support service will have been around proactive signposting & liaison & support to the client to access the correct services and ultimately for the client to do this for themselves. So all the relevant support plans for the last 12 month period should be clear as to the progress & outcomes achieved in relation to each identified support need.

**If the outcome did not happen**

This question requests information on why the clients have not achieved greater choice and involvement over their lives. The outcome may not have happened because of one specific reason. However, there may be other contributory factors. Factors considered as contributory to the failure of an outcome are thought to stem from issues relating to either the client, the service or other factors within the context of the local environment.

Examples of factors relating to the client, service or external environment:

**Client**
- Failed to engage with support
- Difficulties in time-keeping or organisational skills
- Difficulties in identifying need
- Client demonstrated inappropriate displays of involvement and control
- Client was refused access to services/activities that afforded more involvement and control
- Client not yet ready to address
- Client has complex needs

**Service**
Unable to meet the support need due to issues concerning
- Capacity problems
- Staffing levels
- Lack of resources
- Funding difficulties
- Difficulties with support planning
- Service restrictions

**External Environment**
- Activities relating to increased involvement and control are limited or unavailable
- Authority not able to provide Individual Budget
- Other
The Outcomes form aims to capture information relating to the three categories of client, the service or the external environment. The form provides the opportunity to select, in order of importance, the category or categories that best describe the reason why the outcome did not happen. For example, if the main reason why the outcome did not happen related to the client, please select this option under main reason. If there were other contributory factors, it is possible to cite a second and/or third reason by selecting client, service or external environment from the drop down list under the headings of 2nd reason and 3rd reason.

**External environment**
In addition, the CLG wish to specify the extent to which outcomes did not happen as a result of external factors. For this reason, the form provides an additional entry for specific reasons relating to the external environment. If the main reason and/or second and/or third reason relates to the External Environment, please select an option from the drop down list provided. The form includes the option of “Other” If you select ‘Other’, please give details as we are keen to use the pilot to capture any additional external factors that may be relevant.