

GUIDANCE FOR COMPLETING
THE PERFORMANCE INDICATOR WORKBOOK

Contents

Introduction.....3

Enabling Macros.....3

Completing the Contract Page.....5

Setting up the staff team.....6

Completing the Quarterly Return.....11

Capacity.....12

Availability.....13

Utilisation.....13

Throughput.....16

Length of stay.....17

Staff team input.....18

Departures.....18

Data Definitions and Calculations.....22

Introduction

This guidance explains how to use the Supporting People (SP) Performance Workbook that SP have introduced with effect from April 2010.

All SP providers operating in Northern Ireland are required to make returns on a quarterly basis against the relevant PIs for all long and short term services, with the exception of floating support services (Except for providers involved in the SPOCC.net Pathfinder project).

It is essential that the performance workbook is completed accurately and that there is a clear understanding of the type of data required and the definitions used. From time to time SP will need to audit the data submitted and it is essential that good records are kept and that all the relevant evidence is available.

About the Workbook

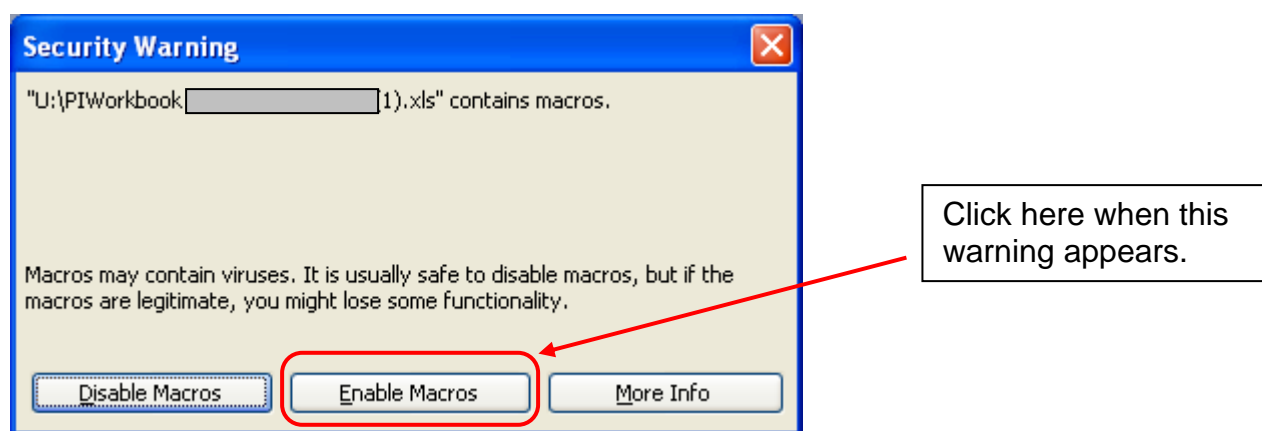
You need to download one workbook for each service at the start of the financial year.

If you do not yet have access to SPOCC.net you will receive a workbook for each of your services via email from the SP Team.

You will use this same workbook to make your quarterly performance returns for the whole year.

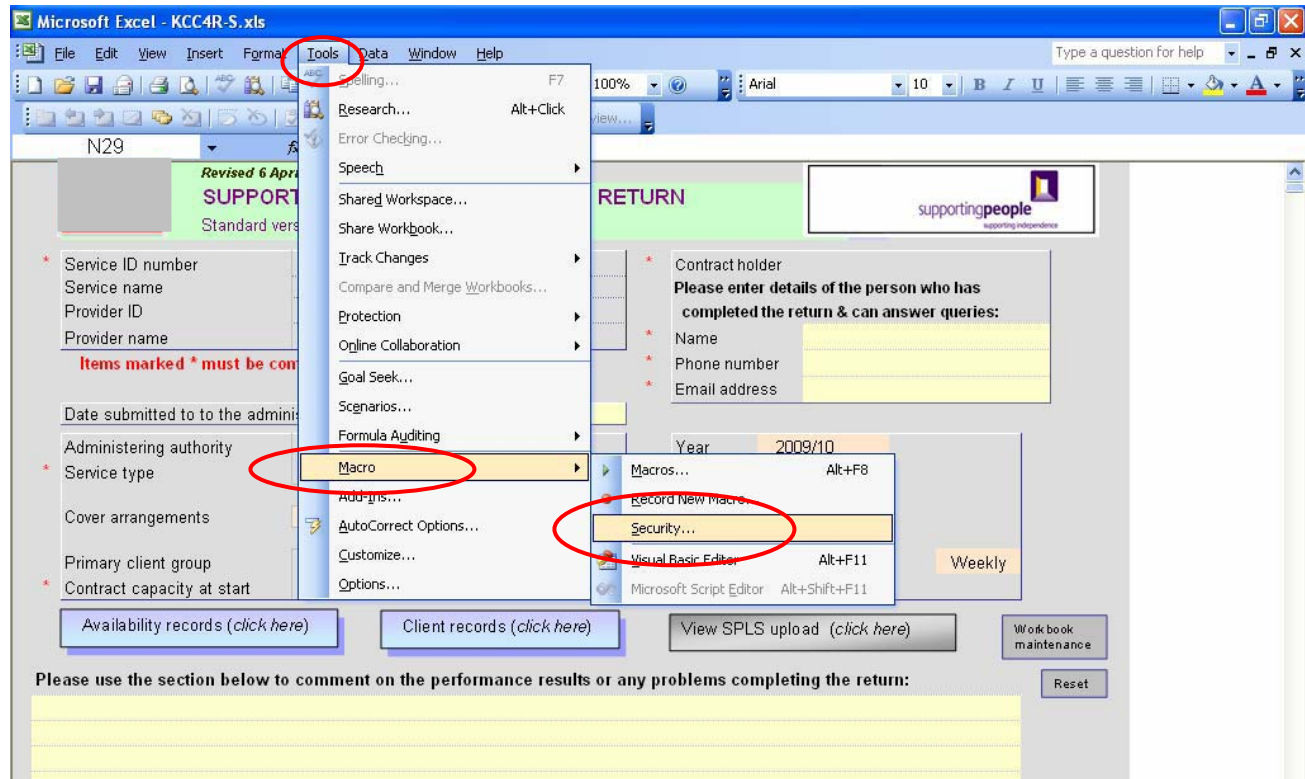
The P.I. workbook contains macros. For the workbook to work properly macros need to be enabled. For Microsoft Excel 2003 users, when you first open the workbook you should be asked if you wish to enable macros (fig. 1) you should click the enable macros button.

Fig. 1



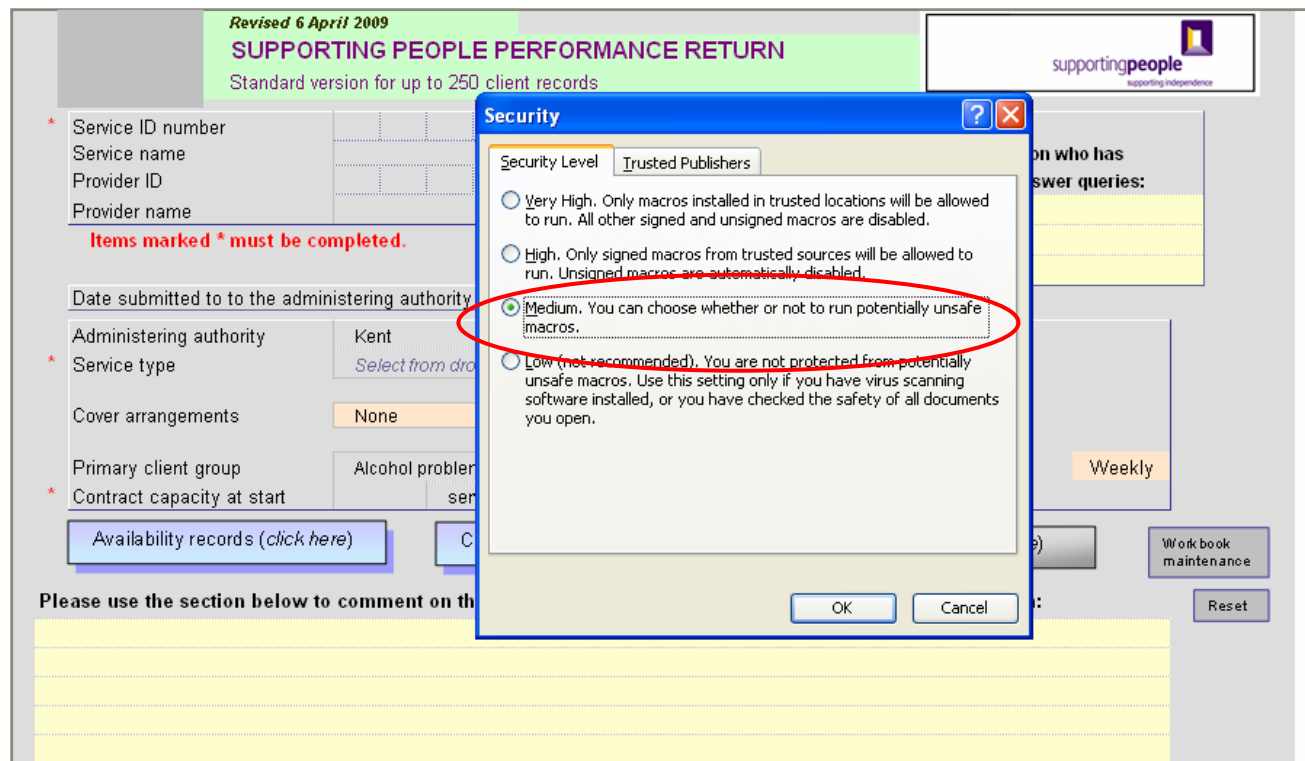
In some cases you may need to adjust your security settings to enable macros. To do this you need to go to the Tools menu at the top of the page, select Macro, and then select Security. (See fig. 2 below)

Fig. 2



In the dialogue box that appears, select "medium" (See fig. 3)

Fig. 3



Close the workbook and reopen as normal.

If you are using MS Excel 2007 you will receive a slightly different warning and should respond to the yellow warning box by ticking the box to “Enable this content”

Answer ‘Yes’ when asked ‘Do you want to enable Macros’

The Workbook contains a number of tabs (separate worksheets).

Select the one marked Cover and read the guidance there.

You only need to enter data into the Yellow cells not the White cells.

White cells are protected. **DO NOT** unprotect the document to allow you to enter figures in the White cells. This will corrupt the workbook and make it unusable.

If you have no info to enter leave the cell blank – do not type nil or enter 0

You must also select an entry for the Peach cells – they have a drop-down list you must select from.

Completing the Contract Page

The contract page should be filled in at the start of each financial year and the details entered should reflect the information in your contract. Once you have completed your contract page and submitted your Performance Return for Quarter 1 you should not need to go back and alter the contract page unless changes are made to the contract itself, with the agreement of the SP Team, e.g. changes to the service staffing model, in terms of numbers or types of posts. In this case, you will be issued with a new workbook from the effective date of the changes.

While a lot of the details on the contract page are prepopulated you are able to edit the information in the yellow boxes if it is not accurate.

Service ID Number

Each service has a unique Supporting People reference number. This should be prepopulated, if it is not please contact the SP Team who can provide details of this reference number.

Service ID number

1	2	3	4				
---	---	---	---	--	--	--	--

Service Name

The name of the service should already appear in this box.

Service name

“Service Name”

Provider ID

You should enter your provider ID in these boxes, one digit per box as shown below.

If you do not know your Provider ID number you can contact the SP Team who will provide you with this reference number.

Provider ID

1	2	3	4				
---	---	---	---	--	--	--	--

Provider Name

The Provider name should be prepopulated in this field.

Provider name

Contact Name

In these boxes you should enter the name of the contact for this service along with all relevant contact details if they are not already shown.

Contact name *	<input type="text" value="Contact for the Service"/>	
Position	<input type="text" value="Position"/>	
Contact address 1	<input type="text" value="Address for Contact"/>	
2	<input type="text"/>	
3	<input type="text"/>	
4	<input type="text"/>	
5	<input type="text"/>	
Postcode	<input type="text" value="Post Code"/>	<input type="text"/>
Telephone	<input type="text" value="Telephone No."/>	
Email	<input type="text" value="Email address"/>	

Setting up the Staff Team

Staffing input

The staffing information on the contract page giving details of the staffing model for the service is only required to be completed once at the start of each financial year.

Enter details of *all* staff members who are required to spend some or all of their time working at the service. The return divides the staff into three groups:

Group 1: Front line staff who work directly with clients and spend some or all of their time on the support service.

Front line staff who spend some or all of their time on support work should be included in this group – these are people who have direct contact with clients and deliver the front line support service. Staff who spend all their time on other activities such as personal care, housing management, cooking, training should not be included.

The return asks for staff time to be apportioned to support duties. Where front line staff spend some of their time on activities such as care, cooking, housing management etc these hours should not be included when apportioning staff time to support.

STAFF TEAM

Click here to see service headings

Click here to lock the staff team headings

Members of staff who spend some or all of their time on support services and work directly with clients.

Post(s) Group posts with the same hours and percentage time spent on this service and on support.	Number of days normally worked in each week (all duties) <i>days</i>	No. of posts <i>No.</i>	Total hrs worked each week on all duties <i>hrs.</i>	Total hours worked each week on this service <i>hrs.</i>	Percentage of time in Col e. that is spent on support <i>%</i>
<i>Col a.</i>	<i>Col b.</i>	<i>Col c.</i>	<i>Col d.</i>	<i>Col e.</i>	<i>Col f.</i>

Group 2: Managers of front line staff who spend some or all of their time on support work at the service

Managers who have direct line management responsibility for the front line staff shown in group one. Only those managers who spend some or all of their time managing front line support staff should be included. The return asks for managers' time to be apportioned to support duties and this time should only relate to the management of the support activities provided by front line staff (and not personal care and other non support activities). Central office staff should not be included unless they directly line manage front line support staff.

Post(s) Group posts with the same hours and percentage time spent on this service and on support.	Number of days normally worked in each week (all duties) <i>days</i>	No. of posts <i>No.</i>	Total hrs worked each week on all duties <i>hrs.</i>	Total hours worked each week on this service <i>hrs.</i>	Percentage of time in Col e. that is spent on support <i>%</i>
<i>Col a.</i>	<i>Col b.</i>	<i>Col c.</i>	<i>Col d.</i>	<i>Col e.</i>	<i>Col f.</i>
Managers of front-line staff charged in total or in part to support activities at this service.					

Group 3: Staff members who spend some of all of their time working at the service but do not provide support services

This group of staff should include:

- Care staff – who provide personal care but none of whose time is charged to the support service.
- Staff carrying out basic housing management duties only
- Finance and administrative staff
- Waking night cover (where no time is spent on support)

- Employment support staff in foyers (where their duties do not include the provision of support services)
- Childcare workers. Some childcare support in refuges may be eligible for Supporting People grant and where this is the case they should be shown in group 1.
- Catering staff
- Cleaners where not funded under Supporting People
- Any other staff who work at the service but who do not provide support.

Other staff, including admin staff, who work at the service but whose time is NOT spent on the direct provision of support to clients..		

Completing the staffing sections

The following explains the type of information that should be included in the return for staffing input

Post(s) Group posts with the same hours and percentage time spent on this service and on support.	Number of days normally worked in each week (all duties) <i>days</i>	No. of posts <i>No.</i>	Total hrs worked each week on all duties <i>hrs.</i>	Total hours worked each week on this service <i>hrs.</i>	Percentage of time in Col e. that is spent on support <i>%</i>	Weekly support hours (this service) <i>hrs.</i>	Support hrs (this service) as percentage of total weekly hrs. <i>%</i>
<i>Col a.</i>	<i>Col b.</i>	<i>Col c.</i>	<i>Col d.</i>	<i>Col e.</i>	<i>Col f.</i>	<i>Col g.</i>	<i>Col h.</i>
Housing and Support Worker	5.00	1.0	35.00	20.00	90.0%	18.00	51.4%

Column b: Number of days normally worked in each week all duties

Column b shows the number of days normally worked each week by each member of staff on that row. Column b will not accept an entry greater than 7 (days).

Note, column b should include days worked on all services – not just those which are the subject of the return. It should also include days worked on other duties such as housing management or personal care.

For those staff that are employed on a rota and who work a different number of days each week, the average number days worked each week over the rota period should be shown.

Column c: Number of posts

The number of individual posts should be identified as more than one post can be included on each line.

Column d: Total hours worked in each week on all duties

Column d shows the total hours spent on all services and all duties (not just the support work). The entry should be calculated as follows:

Number of days worked each week (column b) x hours worked each day x number of posts (column c).

The hours shown are those that would be included in a contract of employment for each member of staff (contracted hours).

Total hours worked each week on this service

The amount of staff time apportioned to service should be shown in Column e. This includes all work, including (for example) housing management and personal care.

Percentage of time that is spent on support

In Column f, enter the percentage of the time staff spent on support (this service only). The support hours will be calculated and displayed in column g. Column h shows the hours in column g as a percentage of all hours worked (column d).

Annual leave

The last entry needed on the Contract Page is the annual leave entitlement for each post.

The workbook automatically allows 8 statutory days for each full time post, if staff members are entitled to more than this you should add the extra statutory days on to the annual leave allowance.

<div style="border: 1px solid black; background-color: #e0e0ff; padding: 5px; text-align: center; width: fit-content; margin: 0 auto;"> Click here to lock the staff team headings </div> Post(s) Group posts with the same hours and percentage time spent on this service and on support. Col a.	Number of days worked in each week (all duties) days Col b.		For each individual post, total no. days in a full year Annual leave days Col i.		other leave days Col j.
	No. of posts Col c.				
Support worker	7.00	2.0	22.5	11.2	

The contracted amount of annual leave should be shown in Col i for each post. Where there is more than one post shown on each line the average annual leave entitlement should be entered.

Other leave in Col j shows a pre-set standard amount that is allowed for sick leave and other leave such as jury service.

Example:

Post(s) Group posts with the same hours and percentage time spent on this service and on support.	Number of days normally worked in each week (all duties)	No. of posts	Total hrs worked on all duties	Total hours worked on this service	Percentage of time in Col e. that is spent on support	Weekly support hours (this service)	Support hrs (this service) as percentage of total weekly hrs.
	days Col b.	No. Col c.	hrs. Col d.	hrs. Col e.	% Col f.	hrs. Col g.	% Col h.
Project Worker	5.00	1.0	35.00	21.00	85.0%	17.85	51.0%
Senior Housing and Support Worker	3.00	1.0	21.00	14.00	95.0%	13.30	63.3%
Support worker	2.50	4.0	70.00	56.00	100.0%	56.00	80.0%
Support worker	5.00	2.0	70.00	56.00	100.0%	56.00	80.0%

The illustration above shows the members of the staff team who work directly with clients (group 1). Similar entries should be made for first-tier managers (group 2).

- There is one Project Worker (1 is entered in column c) who works a five-day week (column b). They spend three days of their working week at this service, therefore 21 hours in entered in column e. Finally, 85% of their work is attributable to support services and this is entered in column f. Column g shows the support hours worked:

$$21 \text{ hours} \times 85\% = 17.85 \text{ hrs}$$

In column h, the support hours at this service are shown as a proportion of all hours worked:

$$17.85 \div 35 \times 100 = 51\%$$

- There is one Senior Housing and Support Worker (1 is entered in column c) who works a three-day week (column b). Only two of those days are spent working at this service, therefore 14 hours (2 x 7 hours) is entered in column e. In this case 95% of their work is attributable to support services (column f)
- Four Support Workers each work 2½ days each week and spend two of those days working at the service. The entries are therefore:
 - Column b: 2.5 days (the hours worked by each of the four workers)
 - Column c: 4 posts
 - Column d: 4 posts x 2.5 days x 7 hours = 70 hours worked in total
 - Column e: 4 posts x 2 days x 7 hours = 56 hours worked at the service.

All of the support workers hours are spent on the support service, therefore 100% is entered in column f. Column h shows that this group of workers spend 80% of their total hours on support work at this service.

$$56 \text{ support hours} \div 70 \text{ total hours} \times 100 = 80\%$$

The dates covered by the quarter are shown and can be changed using the drop down list within the yellow cells next to the “Actual dates:” label. You should only change the actual dates if:

- The service was not in management at the start of the quarter. In this case, select the actual starting date from the drop down list. (The Monday after the start date)
- The service closed before the end of the quarter. Select the Sunday at the end of the week in which the service closed from the drop down list.

If you change the start and end dates, the number of weeks will change accordingly.

The date of submission to the SP Team should be entered.

Capacity, availability and utilisation

Introduction

The quarterly return provides information on the capacity, availability and utilisation of a service.

The capacity of a service is the number of units (bedspaces or self contained units) for accommodation-based services or the number of placements for support-only services. The calculation of capacity for the quarter involves multiplying the number of units by the number of weeks (or days) for accommodation-based services and the number of placements by the number of days (or weeks) for support only services.

The availability of an accommodation-based service is defined by the number days each unit is lettable during the period. There is no indicator for the availability of support-only services

The utilisation of a service is the take up of the service. For an accommodation based service utilisation is usually known as occupancy and this calculation takes account of the availability of a service.

Capacity

The capacity of a service can change in the quarter. Please note:

- The capacity should only be changed if the number of units or placements in the contract changes.

- The change will not become effective unless the “from:” date is also entered using the drop down list within the cell. This is the date from which the change in the number of units or placements is agreed with SP.
- The capacity does not change if a unit is unavailable for letting or is empty, unless a change in the contract has been agreed with the SP Team.

Availability

SERVICE AVAILABILITY

Select daily or weekly method for recording service availability	weekly
Total number of unit weeks (based on capacity) in the quarter	260
Total number of available unit weeks in the quarter	230
Available units as a percentage of capacity	88.5%

Accommodation based services. If a unit is unavailable for lettings because it requires or is undergoing major repairs or improvement works, it should be recorded as unavailable. This should not include units awaiting redecoration or minor repairs. To enter data on availability:

- Select daily method for recording availability.
- Enter the number of available unit days in the quarter. In this example, 13 units were available for 13 weeks. 5 units were closed for major repairs for 3 weeks and 1 unit for 2 weeks. So the available unit weeks were: 230 weeks

The percentage availability is then calculated as shown in the example.

Support-only services – there is no data required on the availability of support-only service as availability is related to the available staffing input.

Utilisation

SERVICE UTILISATION

Select daily or weekly method for recording service utilisation	weekly
Total number of available unit weeks in the quarter	230
Total number of occupied unit weeks in the quarter	200
Occupied units as a percentage of available units	87.0%

Accommodation-based services

The available days are brought forward from the availability calculation. Enter the number of occupied unit days. In this example, 9 units were occupied for 13 weeks, 3 units were occupied for 11 weeks and 5 units were occupied for 10 weeks. The occupied unit weeks were therefore:

9 units x 13 weeks + 3 units x 11 weeks + 5 units x 10 weeks = 200 unit weeks.

Support only services

SERVICE UTILISATION

This service is NOT accommodation-based

* *The number of placement days provided should be calculated as the total number of days for which the service was available to each service user.*

Select daily or weekly method for recording service utilisation

Total number of placement days (based on service capacity) in the quarter

Total number of placement days provided in the quarter *

Placement days provided as a % of the capacity for the quarter

daily
1,820
1,600
87.9%

To enter the utilisation for support only services.

- Select the “daily” or “weekly” method for recording utilisation.
- Enter the number of days (or weeks) each service user was signed up for the service during the quarter. For example:
1 service user x 6 days, plus
2 clients x 12 days, plus
6 clients for 30 days, etc.

$$1 \times 6 + 2 \times 12 + 6 \times 30 + 11 \times 90 = 1200 \text{ days}$$

When using the daily basis calculation, all days including weekends are counted as it is assumed the service is available continuously throughout the period as long as there is a support plan in place with the service user.

Where there has not been any face to face contact with the service user for 28 days, the service user should be counted as ceasing to use the service (for the purpose of completing the return), even where the service continues to be available. Where face to face contact resumes the service user should be treated as utilising the support service from the date at which this contact takes place (provided that there is a support plan in place).

Interpretation of performance data

Units in an accommodation-based service should only be unavailable where major repairs or improvement works are taking place or are required. The SP Team may want to know the reasons for low availability (e.g. poor planned maintenance) and whether a programme of works is under way or planned. Also the SP Team may want to know how support staff are to be deployed during a long period of low availability.

The utilisation of an accommodation-based service is related to occupancy of those units that are available. It is possible to have low availability and high utilisation. The occupancy levels in accommodation-based services are unlikely to be at 100% unless the service is long stay. In particular high turnover services tend to have lower levels of occupancy. The SP Team have developed benchmark figures to establish the levels of occupancy that are considered to be reasonable. Where occupancy levels fall below 85% the SP Team will be required to take further action which may include seeking an explanation from the provider. Occupancy levels should be analysed over a period of time to understand trends.

Utilisation levels for floating support services may fluctuate over time, as individuals move in and out of a service. In some instances utilisation levels may be greater than 100%, where a significant proportion of clients have lower support needs and in other instances may be lower than 100% where users have higher support needs. Generally utilisation levels should not be less than 90% as assessment processes should be effective in selecting individuals who require the level of support provided.

Throughput and length of stay

Introduction

The throughput of a service is based on the number of clients who have used the support service during the quarter. The calculation takes account of the number of clients who have departed as well as those that continue to use the support service.

Data on the length of stay provides management information for the SP Team to assess the actual length of time that clients have received a service against the intended length of stay for a service.

Accommodation based services

The throughput for accommodation-based services is calculated by the number of clients who have used the service as a percentage of the capacity of the service. Women with children are treated as a household.

Departures from sheltered housing should only be shown where a tenancy has come to an end. The throughput format for sheltered housing is different to that for other types of services.

The entries needed are: the number of occupied units at the end of the period and the number who died or left during the quarter. The workbook calculates the capacity and throughput.

THROUGHPUT

a.	How many units were occupied on Sun 3 Jly 2005 ?	18
b.	How many service users died during the quarter ? (please exclude suicides - add any suicides to answer c.)	1
c.	How many service users (other than those who died) ceased to use the service during the quarter ?	4
d.	Total number of service users in the quarter.	23
e.	Capacity of the service (at the end of the quarter)	20
f.	Throughput: total number of service users in the period as a % of the number of units (the capacity)	115.0%

Support only services

Throughput in support-only services is the number of people who used the service as a percentage of the capacity.

THROUGHPUT

a.	How many service users were signed up for the service as at Sun 3 Jly 2005 ?	18
b.	How many service users died during the quarter ? (please exclude suicides - add any suicides to answer c.)	-
c.	How many service users (other than those who died) ceased to use the service during the quarter ?	7
d.	Total number of service users in the quarter.	25
e.	Capacity of the service (at the end of the quarter)	20
f.	Throughput: total number of service users in the period as a % of the support-only placement capacity	125.0%

The number of users signed up at the end of the period and the number who died or ceased to use the service during the quarter should be entered as shown. The workbook calculates the throughput.

Length of stay

The length of stay for clients remaining with the service and for those who left during the quarter should be entered. Sheltered housing services are not required to provide this data.

LENGTH OF STAY

	Users at end of the quarter	Users who died or left during the quarter
Length of time with the service		
g. More than two years	14	3
h. Between one and two years	2	1
i. Up to one year	2	1
j. Total	18	5

Interpretation of performance data

The throughput data allows the SP Team to assess whether the number of clients that have used the support service is more or less than expected. The throughput indicator includes existing clients as well as those that have departed. Throughput for a long-term support service should be about 100%, provided that it is well utilised, as turnover tends to be low. However for short-term services the throughput figure should be in excess of 100%. Where long term services are well in excess of 100% or short-term services at or below 100% then the SP Team will seek to find out the reasons why.

As the throughput figure is influenced by availability and utilisation levels it will be important to look at all these indicators together. For instance the throughput for a short-term accommodation based service may be less than 100% where there has been a high level of departures at the end of the period (and there have been no new lettings). If the availability and utilisation levels are high then this indicates that the units are available and have not been vacant for a long period.

Floating support services can be long-term or short-term and the throughput indicator will need to be assessed within the context of the intended duration of the support service provided.

Staff Team Input

This section relates to the SPI for staffing which is not currently reported against in Northern Ireland. The SP Team does not therefore require the staffing section to be completed every quarter. As long as the staffing model has been completed on the contract page, this section can be left blank each quarter.

Departures from short-term accommodation based services or outreach services

Introduction

This part of the return collects information on those who made planned departures from short-term services. Short-term services are defined as accommodation based services with an intended length of stay less than 2 years or outreach services. Floating support services and resettlement services, that are intended to provide support for less than 2 years, should be treated as providing support to people in permanent or long-term housing. (Therefore this section is not relevant to floating support services.)

Please enter in boxes 1 to 11, box 14 and boxes 17 to 22, the numbers of service users who ceased to use the service and moved on to each of the following destinations:

1	Staying with friends	
2	Staying with family members	
3	Moved into bed and breakfast accommodation	
4	Moved into supported housing	
5	Moved into sheltered housing	
6	Moved into a care home	
7	Moved in to accomm as an owner occupier	
8	Renting privately owned accommodation	1
9	Moved to take up an RSL tenancy (general needs)	1
10	Moved to take up a local authority tenancy (general needs)	
11	Returned to previous home	
12	Sub-total, add boxes 1 to 11	2
13	How many of the departures in box 12 were planned ?	2
14	How many entered hospital other than for long term / acute care	
15	Total planned moves, add boxes 13 and 14	2
16	Unplanned moves in box 12 (box 12 less box 13)	
17	Committed suicide	
18	Taken into custody	
19	Sleeping rough	
20	Entered a long stay hospital or hospice	
21	Entered an acute psychiatric hospital	
22	Not known - 'Throughput', box c. less boxes 12,14 and 17 to 21	2
23	Total unplanned moves, add boxes 16 to 22.	2

Analysis of unplanned departures:

How many of those in box 23:

24	were evicted *	
25	abandoned their dwelling *	
26	unplanned other	2

* For outreach services, only show eviction or abandonment where this was the reason for the service ceasing.

Planned departures as a percentage of all departures

27	Total no. planned departures from box 15	2
28	Total no. unplanned departures from box 23	2
29	Total no. of departures, box 27 + box 28	4
30	Planned departures as % of all departures, box 27÷ box 29 x 100	50.0%

The numbers of departures should be entered as shown. This should be shown as the number of households. In box 13, the number of departures that were planned should be entered. The workbook calculates the percentage of planned moves against all moves.

A planned departure for Supporting People is where an individual is moved in a planned way to a more independent outcome e.g this could be from a direct access hostel to living in supported housing or returning home. There are particular types of outcomes that are always treated as a less independent outcome, for instance sleeping rough and being taken into custody. Where an individual moves into a hospital (or custody), and continues to pay rent on their accommodation the move should not be counted as a departure.

The return asks for an analysis of unplanned departures. An eviction is where a household has departed as a result of a notice being serviced.

Interpretation of performance data

This data is intended to provide information on outcomes for different types of services across Northern Ireland. At an individual service level the data should be treated as management information. It is important to interpret this management information within the context of the type of service being provided.

For instance very short term services (e.g. less than a month) are likely to have a much higher proportion of unplanned departures than services with a stay of more than a year. The SP Team will look at trends over the quarterly periods, as data for one quarter can be misleading. It would be unusual for a short stay service to achieve 100% planned departures as a percentage of all departures and some very short stay services may achieve a considerably lower figure. The SP Team will benchmark the percentage of planned moves according to the type of service.

Departures from long-term accommodation based services or support-only services

Introduction

This part of the return collects information on departures from long-term accommodation based services or support-only services. The definition of a long-term accommodation based services is that which is intended to provide a stay of more than two years.

1	Completed a programme of support and no longer need the service. (Support-only services)		
2	Moved on from an accommodation-based service to independent housing, with or without long-term support.		
3	Moved to (other) sheltered accommodation		
4	Moved to (other) long-term supported housing	1	
5	Died **	1	
6	How many units were occupied on Sun 3 Jly 2005 ?	18	from 'Throughput'
7	Total service users at the end of the quarter + those who died or moved to independent housing, boxes 1 to 6	20	
8	Committed suicide		
9	Taken into custody		
10	Entered a long-stay hospital or hospice		
11	Entered an acute psychiatric hospital	1	
12	Moved to a care home		
13	Moved to a nursing care home		
14	Moved to short-term supported housing		
15	Evicted *	1	
16	Abandoned tenancy *	1	
17	Unknown / lost contact: 'Throughput', box c. less boxes 1 to 4 and 8 to 16		
18	Total: boxes 8 to 17	3	
19	Box 7 plus box 18	23	
20	Service users who established or maintained independent living as % of all users in the quarter. Box 7 ÷ box 19 x 100		87.0%

The numbers of departures should be entered as shown. This should be shown as the number of households. For sheltered housing the data on departures should only be entered when a tenancy has terminated. The workbook calculates the number of users who have established or maintained independent living during the quarter (this includes those who have departed as well as those who continue to receive support to maintain their independence).

The return changes the text in box six for floating support to say: *How many clients were signed up for the service*. Only providers who are involved in the SPOCC.net Pathfinder exercise are currently using workbooks for reporting on Floating Support Services.

Where a service user in receipt of floating support decides that he/she no longer wishes to engage with the service, and has established independence, the outcome should be shown as 'completed a programme of support and no longer needs the service'. However, where the service user clearly needs a support service to maintain independence, and contact has been lost, then the outcome should be shown as 'lost contact'.

Interpretation of performance data

This data is intended to provide information on outcomes for different types of services. At an individual service level the data should be treated as management information.

Generally long-term services should support the majority of clients to establish and maintain independent living. Sheltered housing schemes may legitimately need to move clients into care homes and long-term hospital, although there may be concerns about this where levels fall below 90%. Some types of floating support services are provided to client groups with a history of abandoning their tenancies and these services may not be able to establish independent living for all their clients.

Other Outputs

Quarters 2, 3 and 4

The entries to be made at the end of quarters 2, 3 and 4 are very similar to quarter 1.

Actual dates, changes in capacity and changes in the contact details can be entered as required.

The weekly or daily method for recording availability and utilisation selected in quarter 1 is fixed for the remaining quarters.

SAVE THE WORKBOOK TO YOUR COMPUTER.

DATA DEFINITIONS AND CALCULATIONS

Key Performance Indicators

Indicator **KPI 1 Clients who are supported to establish and maintain independent living**

Definition The number of services users who have established or are maintaining independent living as a percentage of the total number of clients who have been in receipt of support services during the period.

Independent living is defined as someone living in their own home or in long-stay accommodation. A care home (both residential and nursing care), a hospice, long stay hospital and prison are not defined as independent living.

The number of clients living independently includes clients currently in receipt of support services, as well as clients who are living independently at the point when the support service ceases. Those clients who have died are counted as no longer requiring support (other than suicides which should be shown in data item C).

This KPI will be analysed according to the following types of services, all of which are intended to support people to live independently:

- sheltered housing;
- very sheltered
- accommodation based services (other than sheltered housing) with an intended stay of over two years;
- floating support; and
- resettlement services.

The analysis of accommodation based services can be broken down further, if necessary (e.g. adult placements, supported lodgings).

Data source The data for this indicator is obtained by the provider sending a quarterly return to Supporting People.

Data Items **A** Clients currently in receipt of support to maintain independence
B Clients who have established independence or no longer require the support
C Clients who are no longer living independently

Calculation Percentage of clients who have established and are maintaining independent living
=
$$\frac{(A + B) \times 100}{A + B + C}$$

Indicator KPI 2 Clients who have moved on in a planned way from temporary living arrangements

Definition The number of clients who moved on in a planned way (from temporary living arrangements to a more independent outcome, with or without support) as a percentage of clients who departed from the service. Deaths are excluded from the calculation (apart from suicides which are defined as unplanned).

The KPI will be analysed according to the following types of services:

- direct access/emergency;
- short term accommodation based services (less than 2 years); and
- outreach services.

Data Source The data for this indicator is obtained by the provider sending a quarterly return to Supporting People.

Data Items **A** Number who have moved on in a planned way
B Total number of clients who have moved on

Calculation Percentage of clients who moved on in a planned way
$$= \frac{A \times 100}{B}$$

Service Performance Indicators

Indicator SPI 1 Service availability (accommodation based services)

Definition The number of units available for letting as a percentage of the number of units included in the support contract. Units not available for letting are those which require works before a service user can move in (minor relet works such as redecoration cannot make a unit unavailable for letting).

This indicator is not applicable to support-only services. Instead staffing levels can act as an indicator for support service availability.

Data Source The data for this indicator is obtained by the provider sending a quarterly return to Supporting People.

Data Items **A** The total number of days each unit was available for letting in the reporting period
B The number of units included in the contract
C The number of days in the reporting period

Or

A The total number of weeks each unit was available for letting in the reporting period
B The number of units included in the contract

C The number of weeks in the reporting period

Calculation Percentage availability = $\frac{A \times 100}{B \times C}$

Indicator SPI 2 Utilisation levels (accommodation based services)

Definition Number of units occupied as a percentage of the number of units available.

Data Source The data for this indicator is obtained by the provider sending a quarterly return to Supporting People.

Data Items **A** The total number of days each unit was occupied in the reporting period
B The total number of days each unit was available for letting in the reporting period

Or

A The total number of weeks each unit was occupied in the reporting period
B The total number of weeks each unit was available for letting in the reporting period

Calculation Percentage utilisation (accommodation based) = $\frac{A \times 100}{B}$

Indicator SPI 2 Utilisation levels (support services)

Definition Number of days of support provided as a percentage of the number days of support contracted (capacity of the service). Where appropriate this indicator can be calculated in weeks.

The number of days support provided to a service user is defined by the number of days a support plan applies to an individual during the reporting period. The number of clients for whom the service is contracted, multiplied by the number of days in the reporting period, defines the capacity of the service.

Data Source The data for this indicator is obtained by the provider sending a quarterly return to Supporting People.

Data Items **A** The total number of days that a support plan applies to each service user during the reporting period.
B Number of clients specified in the support contract
C Number of days in the reporting period (where a contract for support is in place)

Or

Data Items **A** The total number of weeks that a support plan applies to each service user during the reporting period.
B Number of clients specified in the support contract

C Number of weeks in the reporting period (where a contract for support is in place)

Calculation Percentage utilisation (support) =
$$\frac{A \times 100}{B \times C}$$

Indicator SPI 3 Staffing Levels

This additional SPI collects information on the number of support hours worked in providing the service.

Information against this PI is not being collected in Northern Ireland except for a few providers involved in the SPOCC.net pathfinder project.

Indicator SPI 4 Throughput

Definition The number of clients using the services during the period as a percentage of the number of units or support placements contracted. The calculation takes account of the number of clients who have departed as well as those that continue to use the service.

Data Source The data for this indicator is obtained by the provider sending a quarterly return to Supporting People.

Date Items **A** The number of clients at the end of the period
B The number of clients who departed during the period
C Capacity of the service (number units or placements)

Calculation Percentage throughput =
$$\frac{(A + B) \times 100}{C}$$