

# outcomes

Outcomes Measurement Reporting Guidance Material

2020



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## Outcomes Measurement Reporting Guidance Material 2020



along with a video tutorial and user guides details the procedure for submission through the Outcomes System and covers the following areas:

- Outcome Collection at Scheme Level
- Outcome Measures
- Data collection period
- Data submission dates
- Data collection
- Data reporting
- Targets
- Non return of data
- Editing previously submitted data

[Link to staff and Provider guides and Online Tutorial](#)

**From April 2018, providers of Supporting People (SP) services have been required to collect and submit outcome information**

### 1. Outcome Collection at Scheme Level

Outcomes should be collected on an individual client level but reported to SP at scheme level. Short term services will report on a quarterly basis on clients who have departed the service during that quarter and long term services will report annually on all existing clients, this includes clients who have departed the service and self-funders.

### 2. Outcome Measures

There are a total of 11 outcome indicators, 7 of which we have tried to ensure are relevant to all Thematic groups/service types. The Outcomes Framework matrix at the end of this document will

offer further advice. The majority of services will report on at least one indicator and no more than 2 indicators for each of the 5 high level areas.

Crisis Accommodation Services (Crash) will report on 3 specific indicators that other services are not required to report on. Similarly, Crash services will not report on the 7 indicators associated with the other Thematic groups.

### 3. Data Collection Period

Outcome data should be collected from 6th April 2020 for both short and long term services. Data collection dates are as follows:

**Quarter 1:**  
6 April 2020 – 05 July 2020

**Quarter 2:**  
6 July 2020 – 04 October 2020

**Quarter 3:**  
5 October 2020 – 03 January 2021

**Quarter 4:**  
4 January 2021 – 4 April 2021

### 4. Data Submission Dates

Short term services are required to report on a quarterly basis, in line with the collection periods mentioned above, whereas long term services are only required to report annually (end of quarter 4 each year). Submissions should be made via the Outcomes System no later than the following dates:

**Quarter 1: 2**  
2 July 2020 – short term services only

**Quarter 2:**  
21 October 2020 – short term services only

**Quarter 3:**  
20 January 2021 – short term services only

**Quarter 4:**  
21 April 2021 – long and short term services

A reminder from the Outcomes System will be issued 2 weeks before the deadline for submissions.

### 5. Data Collection

Outcomes should be collected by providers using their own collection tools/systems aligned with the agreed indicators. Presently SP do not have an outcome collection tool. This is detailed further in the FAQ section.

### 6. Data Reporting

Providers should use the Outcomes System to submit outcomes data. There will be a comprehensive training guide issued in the form of E-Learning and a video tutorial which will provide a step-by-step guide on how to complete the outcomes submission form.

### 7. Targets

Upon implementation in April 2018 and following consultation with support providers, targets were not introduced. For the financial year 2020/21 this will remain the case. Should there come a time where targets may be introduced, SP will engage with providers before making this decision.

### 8. Non return of data

If providers have difficulty meeting the submission deadline for a specific reason, a short extension may be offered at the discretion of the Thematic Lead Officer who deals with your service.

In the case of outcome data still outstanding on the deadline date, an email will be issued reminding providers of the need to make their submission within a further 5 working days.

### 9. Editing previously submitted data

Any editing or changing of outcome indicators will be rejected unless prior consent is approved. If you need to edit any of the data submitted to SP you must provide a detailed explanation of the change in the comments box at the bottom of the submission page.





# Outcomes Measures/Indicators



## 1a. Service users supported to access relevant welfare benefits

**Q.** Number of service users supported to apply for relevant benefits

**A.** Number of service users in receipt of any relevant benefits as a result of support provided

## 1b. Service users supported to gain employment (paid or voluntary) and/or enhance skills/education

**Q.** Number of service users supported to engage in employment (paid or voluntary) and/or desired training/education

**A.** Number of service users who engaged in employment (paid or voluntary) and/or desired training/education as a result of support provided

## 2a. Service users supported to remain in own home (Long term services only)

**Q.** Number of service users supported to sustain a tenancy

**A.** Number of service users in a sustained tenancy 12 months after start of support service

## 2b. Service users supported to achieve independent living (Short term services only)

**Q.** Number of service users supported to move into permanent/stable living arrangements in the community

**A.** Number of service users living in permanent/stable accommodation in the community as a result of support provided

## 2c. Service users supported to move into alternative temporary living arrangements (Crisis Accommodation Services only)

**Q.** Number of service users supported to move to alternative temporary living arrangements

**A.** Number of service users successfully moved to alternative temporary living arrangements as a result of support provided.

## 2d. Service users supported to maintain their tenancy as a result of floating support (Floating Support services only)

**Q.** Number of service users supported to maintain their tenancy as a result of floating support

**A.** Number of service users who maintained their tenancy as a result of floating support being provided.

## 3a. Service users supported to manage their physical/mental health

**Q.** Number of service users supported to access primary health care/mental health services/social services

**A.** Number of service users who accessed primary health care/mental health services/social services as a result of support provided

## 3b. Service users supported to access healthcare (Crisis Accommodation Services Only)

**Q.** Number of service users supported to access healthcare services

**A.** Number of service users who accessed healthcare services as a result of support provided

## 4a. Service users supported to feel more secure in own home/tenancy

**Q.** Number of service users who have been supported to access services to make them feel secure in their own home/tenancy

**A.** Number of service users feeling more secure as a result of support provided

## 4b. Service users supported to feel secure and protected (Crisis Accommodation Services Only)

**Q.** Number of service users who have been supported to feel more secure and protected from availing of crisis accommodation service

**A.** Number of service users feeling more secure and protected as a result of support provided by service

## 5. Service users supported to contribute to wider society and enhance social networks

**Q.** Number of service users supported to achieve goal of improving/enhancing their social network

**A.** Number of service users who have improved or enhanced their social network as a result of support provided. (e.g. improve family relationships; participating in community projects/residents groups/ volunteering etc.)

# Frequently asked questions



## 1. Are all Outcome Measures applicable to every service or client group?

No. You will only need to report on the measures relevant to your service and these will be the only indicators you are able to view on the system for that service. If a client in a particular service does not require support or refuses support on a specific measure you do not need to record that client within that measure. Only report against client's you have supported to achieve an outcome.

## 2. What constitutes a short term service and a long term service?

The intended duration of support for short term services is for a maximum of 2 years. A service where a client is supported for over 2 years would be classified as long term. Short and long term services will both have clients that will cease receiving support under the 2 year period for various reasons although no short term service should provide support for over 2 years unless there is a valid reason for doing so.

## 3. Can I report on the same outcome for the same service user more than once (returning client only in short-term services)?

Should a client in a short-term service depart the service and then return during the same reporting

period then you can report the same outcome more than once. You should however not report on the same outcome for the same service user within a single period of support. If the client departs in one quarter and returns in the next quarter then you are entitled to report on this service user as if they were a new client. For long-term services you should not normally report on the same outcome for the same service user more than once, unless they depart the service and return, although circumstances such as this are rare.

Should the service user receive support to achieve the same (or similar) outcome in the next financial year then you can report for this outcome. There is a comments box for providers to use when instances such as this occur.

## 4. Do I report quarterly on all clients or on departures for short term services?

We have asked that short term services report quarterly on departed clients only e.g. clients who cease to receive a support service during a particular quarter. Do not report on short term service users who have not yet left your service. For long term services you will report annually on all service users (that is; those currently within the service and those who have departed the service since your last submission).

## 5. Will there be any quality assurance of the information submitted to SP in relation to Outcome Measurement?

SP contract management teams may monitor outcome information as part of their regular quality and performance monitoring. It is important that outcome information is stored in the client's file in case it should be requested by SP officers at visits/meetings.

## 6. When will the new system for outcome measurement be implemented?

Providers have been asked to begin gathering outcome information from quarter 4 of 2019/2020 and quarter 1 of 2020/2021. The new Outcomes System will be live for submissions from early October 2020 and providers will have been asked to make these submissions no later than 18th November 2020.

Any providers who are encountering difficulties with any aspect of the access or submission should refer to the user guide.

## 7. Will providers be issued with information in relation the measures to ensure they are being correctly answered?

Yes. Information relating to what the indicators are asking and guidance for answering them can be found within this guidance.

Any further queries or instances can be discussed with your SP Contract Management team.

## 8. Will training sessions be available to providers to assist with completing outcome measurement via the Outcomes System?

SP has offered providers the opportunity to avail of guidance in the form of a user guide and video tutorial which provides a step by step guide on how to complete



outcome information and submit to SP via the new Outcomes System.

A number of webinars took place in September 2020 to allow providers to familiarise themselves with the Outcomes System and to ask any questions.

#### **9. Will Supporting People be introducing a tool/system for collecting client outcome data?**

No. SP believe that many providers already have systems in place to collect outcome information and therefore felt it was unnecessary to introduce another system.

During the first pilot exercises, providers made it clear they were content to collect outcomes in a way which was comfortable/familiar for support workers.

Any recent surveys and contact with providers has indicated this is still the case. Good practice examples of systems used for outcome collection may be shared between providers.

#### **10. Will voids in services have an effect on services meeting targets?**

Voids in services will not be taken into account for outcome measurement as you will only be reporting against applicable clients. Please note you must also report on outcomes for any service users who are self-funders.

#### **11. How do I report on an outcome that has commenced in one quarter but is not achieved until the next?**

This is a more common occurrence for short term services who report quarterly. If you encounter this you should only report in the quarter the outcome has been completed. In short term services you will only report outcome information when a client departs the service, if a client departs mid-way through an outcome then you do not report on this outcome as it would not have been known whether the outcome would have been achieved or not. Should an outcome in a long term

service run over a financial year, for example start in February 2021 and complete in May 2021 then this outcome should be reported on in March 2022.

#### **12. Do Providers report on unplanned moves as well as planned moves?**

Providers should report on all clients whom they supported to complete an outcome, regardless of whether the move is planned or unplanned. Please note you are only required to report on clients who completed specific outcomes (achieved or not).

#### **13. Can I make any comments on information prior to submitting to SP?**

Yes, there is an area available for provider comments prior to submission of outcome information at the bottom of the submission page on the Outcomes System. This should be used to provide SP with any relevant information in relation to outcome measures.



## **Outcome Indicator Description**

### **1a. Service users supported to access the relevant welfare benefits**

This outcome indicator is asking you to report how many service users you supported to apply for any benefits they are entitled to, and out of those who you supported, the number who are now in receipt of these relevant benefits as a result of this support being provided. Should a client not be entitled to benefits then the outcome should not be reported on. Should a client depart the service (either planned or unplanned) prior to receiving these benefits, then you do not report on this. On occasion there can be a delay in the decision of benefits due to the time it takes to fully investigate, which may mean that this outcome starts in one quarter and is not resolved until the following quarter; in this instance only report when the outcome has been completed.

### **1b. Service users supported to gain employment (paid or voluntary) and/or enhance skills/education**

This outcome indicator is asking you to report on the number of

service users who have received support to gain employment (paid or voluntary) and/or desired training/education. The outcome will be that the service user obtains employment/training education as a result of support provided. This includes any voluntary work, attendance at day centres, classes etc. in order to make this outcome indicator inclusive to as many thematic groups as possible.

### **2a. Service users supported to remain in own home/tenancy**

This indicator must be completed by long-term services only. The indicator is asking to report on the number of service users supported to sustain a tenancy with a positive outcome being that the service user is still in any sustained tenancy 12 months after the start of the support service. Should a client move from one property to another without a break in the support service this will be counted as a positive outcome. Any service user failing to sustain a tenancy for 12 months or more will be an unmet outcome. Exceptions to this rule would be clients who move to

nursing care and long-term hospital admissions (tenancy should still be held for client).

### **2b. Service users supported to achieve independent living**

This outcome indicator must be completed by short term accommodation based services where the goal of the service is to support service users to move on into permanent living arrangements in the community. A positive outcome would be that a client has successfully moved into independent living in the community as a result of support provided. Obviously depending on the client group, this may mean the time frame for some may be longer than others; therefore the outcome will only be complete when the client is living in permanent/stable accommodation in the community. Examples of what we would deem permanent living arrangements are; service user obtains a tenancy of their own, move in with friends/family or moves to an SP funded service aligned to their thematic group e.g. Floating Support.





## 2d. Service users supported to maintain their tenancy as a result of floating support

This outcome indicator must be completed by floating support services. This indicator is asking you to report on the number of service users who have received support from your floating support service to maintain their tenancy. If a client fails to maintain their tenancy with the assistance of Floating Support intervention then this would be viewed as a unmet outcome, although we would welcome any comments as to why tenancy wasn't maintained. If a client moves property while receiving a floating support service then the support moves with them and can still be counted as a positive outcome when support is no longer required.

## 3a. Service users supported to manage their physical/mental health

This outcome indicator is asking you to report on the number of service users who have been supported to access primary health care; this includes mental health services, social services and any other relevant counselling/advocacy services. A positive outcome would be when a client engages in any of the above as a result of support provided. Although the service user may choose not to use a service provided, any sort of engagement is seen as a positive outcome. If a client does not engage this would be seen as a unmet outcome, however we would welcome any comments should this outcome not be met. This indicator is high level due to

trying to make it inclusive for all thematic groups, so instances of registering a service user with a GP or dentist or signposting to various other services would be seen as positive outcomes.

## 4a. Service users supported to feel more secure in own home

This outcome indicator is asking the service to report on the number of service users who have been supported to feel safe and secure in their own home/tenancy, where this is required. Examples of this may include getting repairs/adaptations, assistive technology, warden services etc. A positive outcome would be when a service user feels more secure as a result of the support provided. This outcome could also be met by providing reassurance through floating support, getting a service user a place in a temporary hostel or assisting in getting a service user a tenancy in sheltered housing.

## 5a. Service users supported to contribute to wider society and enhance social networks

This indicator is asking you to report on the number of service users supported to achieve the goal of improving/enhancing their social network. Examples of social networks may include engaging/re-engaging with family or friends, participating in hobbies/activities (walking, sports, arts and crafts, cooking, gardening) etc. Positive outcomes would be improved and/or enhanced social networks as a result of support.

## Crisis Accommodation only 2c. Service users supported to move into alternative temporary living arrangements

This indicator is asking you to report on the number of service users supported to move on from the crisis service into temporary living arrangements. Given the short time service users will spend in crisis accommodation, a positive outcome will be successfully moving them on to alternative temporary living arrangements. Although its possible service users may be excluded from other services, a service user who does not move onto any alternative temporary living will be viewed as a unmet outcome. Providers are welcome to provide comments for any unmet outcomes.

## 3b. Service users supported to access healthcare

This indicator is asking services to report on the number of service users who have been supported to access healthcare whilst in a crisis accommodation service. This could include healthcare for obvious signs of injury, standard health checks, and signposting to health services etc., all of which would be positive outcomes. Understandably healthcare cannot be forced on a service user, although any sort of engagement is seen as a positive outcome. We welcome any comments for any service users which have been deemed not to meet this outcome, through non-engagement etc. If no healthcare is required then you do not need to report on the outcome.

## 4b. Service users who have been supported to feel secure and protected

This indicator is asking you to report on the number of service users supported to feel they can positively engage with the service, resulting in them feeling more secure and protected. A positive outcome would be a service user positively engaging with the service and subsequently feeling more secure as a result of accessing this temporary accommodation and support. Where a client does not engage or departs the service and has no alternative accommodation this would be seen as a unmet outcome.

# Supporting People, funding services to improve quality of life and independence through housing



over **850**  
Services



**84** providers of  
housing support



over **19,000**  
service users





Final SP Outcomes Framework

					Applicable to Client Group				
Draft PfG Target(s)	SP Programme - High Level Outcome	SP Services - Outcome Indicators		Service Level Outcome Measure	MH & Disability	Older People	Homeless	Young People	Crisis Accommodation Services
We care for others and help those in need	1. Improved Economic Well-being for service users	1a. Service users supported to access welfare benefits		Number of service users in receipt of any relevant benefits as a result of the support provided	√	√	√	√	X
More people working in better jobs		1b. Service users supported to gain employment (paid or voluntary) and/or enhance skills / education		Number of service users who engaged in employment (paid or voluntary) and/or desired training/education as a result of support provided	√	√	√	√	X
We care for others and help those in need	2. Increased number of people living Independently	2a. Service users supported to remain in own home (LONG TERM SERVICES ONLY)		Number of Service users in a sustained tenancy 12 months after start of support service	√	√	√	√	X
		2b. Service users supported to achieve independent living (SHORT TERM SERVICES ONLY)		Number of service users living in permanent/ stable accommodation in the community as a result of support provided	√	X	√	√	X
		2c. Number of service users supported to move into alternative temporary living arrangements (CRISIS ACCOMMODATION SERVICES ONLY)		Number of service users successfully moved into alternative temporary living arrangements as a result of support provided	X	X	X	X	√
		2d. Service users supported to maintain their tenancy as a result of floating support (FLOATING SUPPORT SERVICES ONLY)		Number of service users who maintained their tenancy as a result of floating support being provided	√	√	√	√	X
We care for others and help those in need	3. Being Healthy	3a. Service users supported to manage their physical / mental health		Number of service users who accessed primary health care / mental health services / social services as a result of support provided	√	√	√	√	X
We enjoy long, healthy, active lives		3b. Number of service users supported to access healthcare (CRISIS ACCOMMODATION SERVICES ONLY)		Number of service users who accessed healthcare as a result of support provided	X	X	X	X	√
We care for others and help those in need	4. Living in Safety & Security	4a. Number of service users who have been supported to feel secure in own home/tenancy		Number of service users feeling more secure as a result of support provided	√	√	√	√	X
We have a safe community where we respect the law and each other		4b. Number of service users who have been supported to feel secure and protected (CRISIS ACCOMMODATION SERVICES ONLY)		Number of service users feeling secure and protected as a result of support provided by service	X	X	X	X	√
We enjoy long, healthy, active lives	5. Achieving & making a Positive Contribution	5a. Service users supported to contribute to wider society and enhance social networks		Number of service users who have improved /enhanced their social network as a result of support provided (e.g. improve family relationships; participating in community projects/residents groups/ volunteering etc.)	√	√	√	√	X



### Contact us

If you have any questions regarding outcome information that  
has not been covered in the outcomes framework  
please contact the team at  
[supporting.people@nihe.gov.uk](mailto:supporting.people@nihe.gov.uk)

**Housing**  
Executive

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[www.nihe.gov.uk](http://www.nihe.gov.uk)