supportingpeople

Performance Indicator Workbook

Short-Term Accommodation-Based Services

User Guide 2021

Housing Executive

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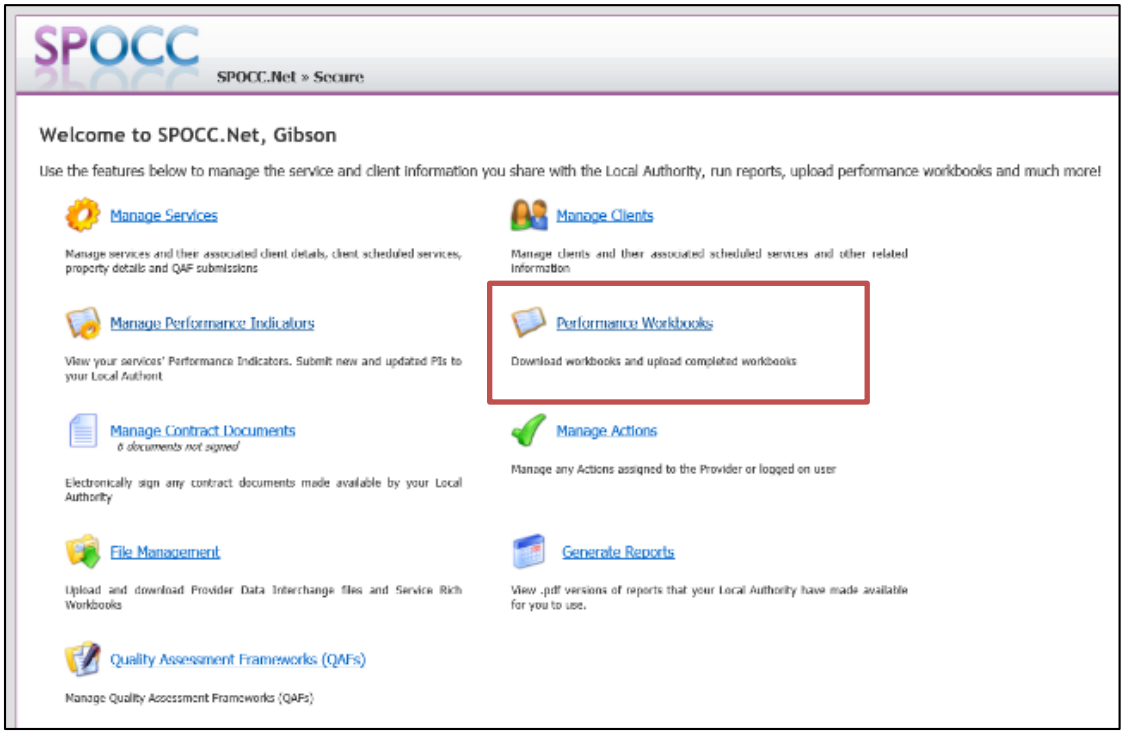
1.1 Introduction

This guide explains how to use the Supporting People (SP) Performance Workbook for short-term accommodation-based services: Revision July 2021.

SP providers operating in Northern Ireland are required to make returns every quarter against the relevant performance indicators for short-term accommodation-based services. It is important for all the service providers that there is a clear understanding of the type of data required and the definitions used; and submit accurate information on time.

1.2 How to find PI Workbook

In order to download a PI workbook you should first click on the 'Performance Workbooks' button on the SPOCC Secure Services home page which will take you to the Performance Measurement page.



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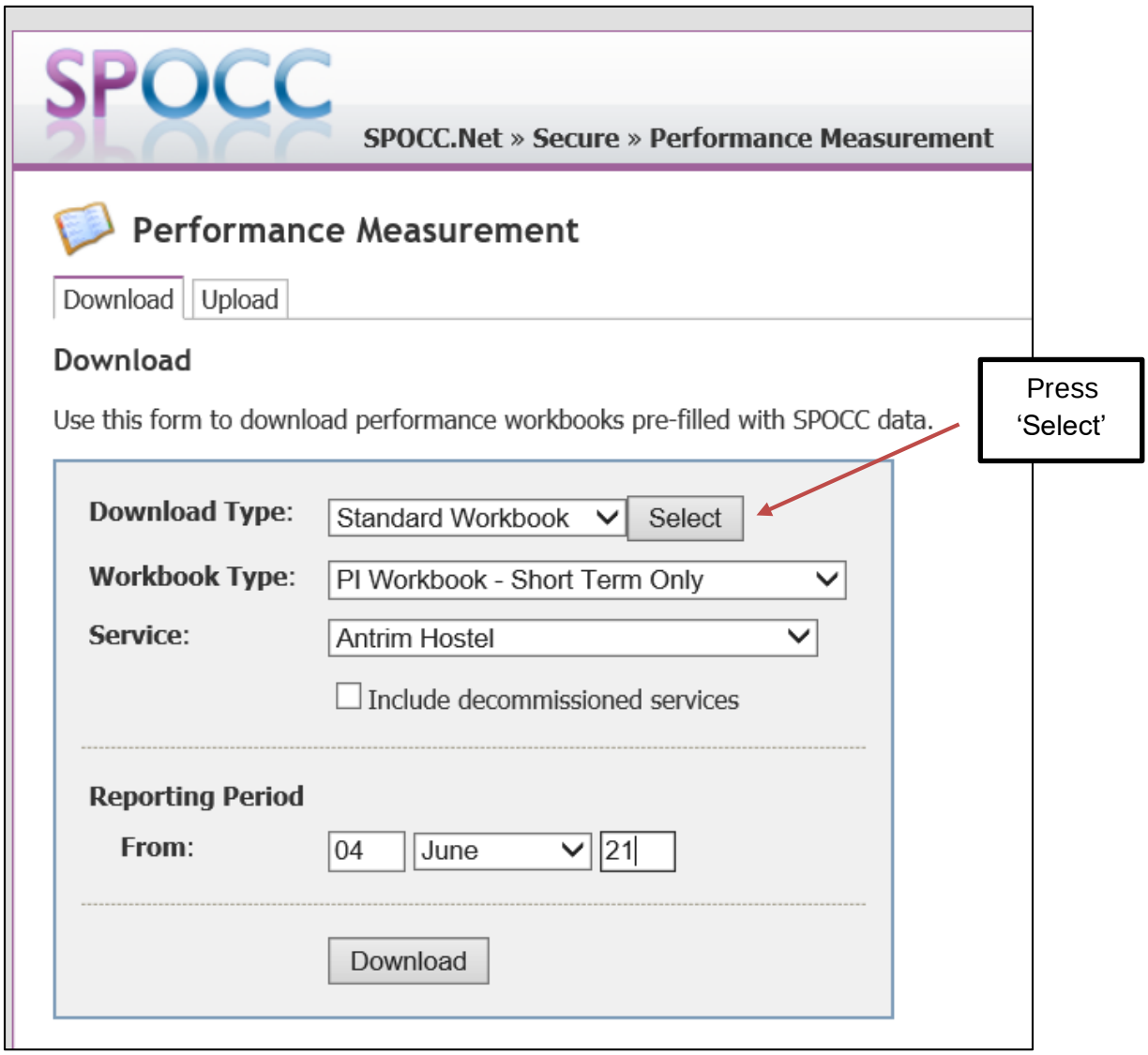
1.3 How to Download PI Workbook

Once you have selected ' Performance Measurement Workbooks' you can then download a copy of a PI workbook which will be populated with the core data as held on SPOCC about the service you select, thus helping to eliminate errors and misunderstandings.

The workbook can then be completed with the current data and submitted to Supporting People who will examine the data before approving or rejecting the workbook.



1.3 The Performance Management Download page

You should use the drop-down boxes provided to select:

- The Download Type – Standard Workbook.

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Make your selection and click on the Select button to update the Workbook type selection

- The Workbook download type is PI Workbook- Short Term Only.

The services available in the drop-down list may be limited due to your organisation's permissions and your service assignments. Select the Quarter which needs completed for the reporting period.

Clicking on the 'Download' button will now generate the pre-populated workbook ready for you to enter the current details. This workbook should now be saved. It may take a minute for the download of the workbook to start.

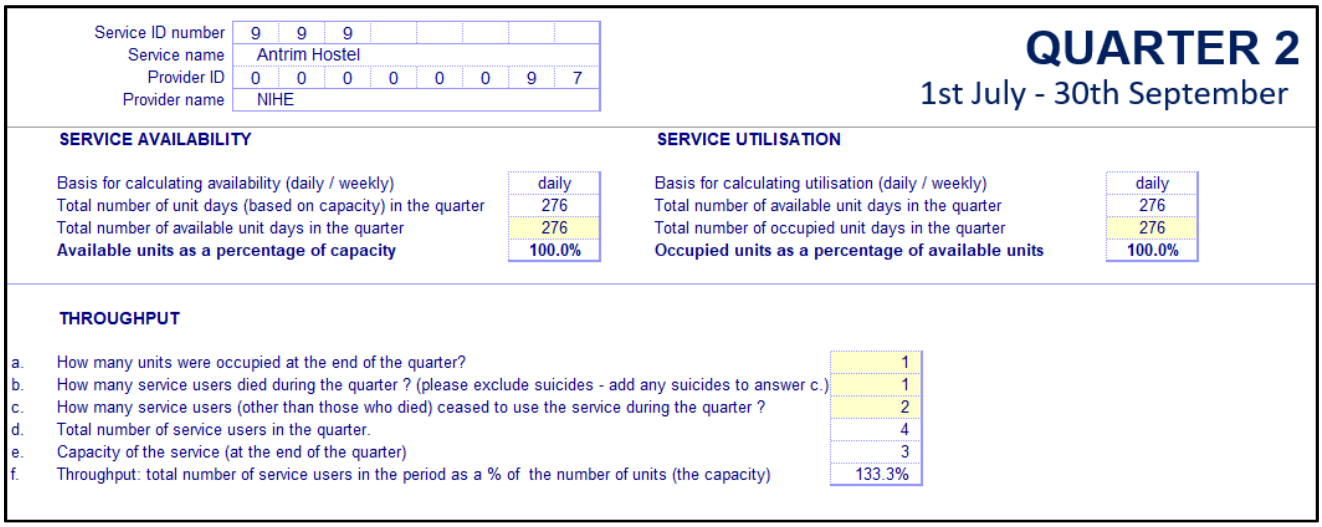
Save the workbook to your computer and complete for Q1. You may use this workbook to fill in for the subsequent quarters in the same financial year. You are only required to download one workbook per financial year.

For 21/22 you only need to complete new workbook from Q2 onwards.

1.4 Completing the quarterly return

The quarterly return provides information on the capacity, availability, and utilisation of a service. The calculation of capacity for the quarter involves multiplying the number of units by the number of days in the quarter (or weeks). The four main areas of the workbook are separated into the following areas and explained in more detail in this guide:

1. The **availability** of a service is defined by the number of days each unit is lettable during the period.
2. The **utilisation** of a service is the take up of the service. Service utilisation is usually known as occupancy and this calculation takes account of the availability of a service.
3. The **throughput** of a service is based on the number of clients who have used the support service during the quarter.
4. **Departures** of clients section collects information on those who made planned departures from short-term services.



Service ID number	9 9 9
Service name	Antrim Hostel
Provider ID	0 0 0 0 0 0 9 7
Provider name	NIHE

QUARTER 2
1st July - 30th September

SERVICE AVAILABILITY

Basis for calculating availability (daily / weekly)	daily
Total number of unit days (based on capacity) in the quarter	276
Total number of available unit days in the quarter	276
Available units as a percentage of capacity	**100.0%**

SERVICE UTILISATION

Basis for calculating utilisation (daily / weekly)	daily
Total number of available unit days in the quarter	276
Total number of occupied unit days in the quarter	276
Occupied units as a percentage of available units	**100.0%**

THROUGHPUT

a.	How many units were occupied at the end of the quarter?	1
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 ?	2
d.	Total number of service users in the quarter.	4
e.	Capacity of the service (at the end of the quarter)	3
f.	Throughput: total number of service users in the period as a % of the number of units (the capacity)	133.3%

DEPARTURES FROM SHORT-TERM ACCOMMODATION-BASED SERVICES OR OUTREACH SERVICES

This section should be completed for this type of service (Supported housing) where the planned length of the support service is less than 2 years

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	1
2	Staying with family members	1
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	
9	Moved to take up an RSL tenancy (general needs)	
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 ?	1
14	How many entered hospital other than for long term / acute car	
15	**Total planned moves, add boxes 13 and 14**	**1**
16	Unplanned moves in box 12 (box 12 less box 13)	1
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	
23	**Total unplanned moves, add boxes 16 to 22.**	**1**

Analysis of unplanned departures:

How many of those in box 23:

24	were evicted *	
25	abandoned their dwelling *	
26	unplanned other	1

* 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	1
28	Total no. unplanned departures from box 23	1
29	Total no. of departures, box 27 + box 28	2
30	Planned departures as % of all departures, box 27÷ box 29 x 100	50.0%

COMMENTS

Please use this section for comments on any of the details provided in this return.

END OF WORKBOOK

1.4.1 Service Availability

SERVICE AVAILABILITY	
Basis for calculating availability (daily / weekly)	daily
Total number of unit days (based on capacity) in the quarter	276
Total number of available unit days in the quarter	276
Available units as a percentage of capacity	**100.0%**

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.

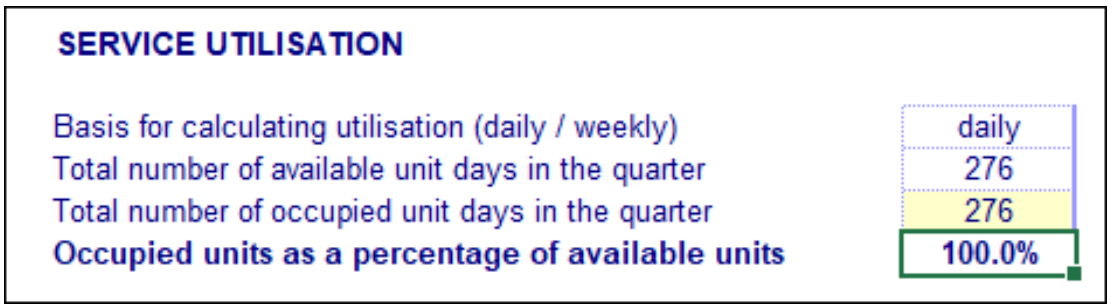
To enter data on availability:

- Select daily or weekly method for recording availability by clicking into the cell you will be given the option to choose
- Enter the number of available unit days in the quarter. In this example, 3 units were available for 92 days = 276 daily units the percentage availability is then calculated as shown in the example.

Units in a 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 program of works is underway or planned. Also, the SP Team may want to know how to support staff who are to be deployed during a long period of low availability.

Place any required narrative in the comments section of the workbook.

1.4.2 Service Utilisation



The available days are brought forward from the availability calculation. Enter the number of occupied unit days. In this example, 3 units were occupied for 92 days therefore: 3 units x 92 days = 276 units daily.

The utilisation of a service is related to the 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 a long stay. In particular high turnover services tend to have lower levels of occupancy.

1.4.3 Throughput

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 service.

The throughput for 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 workbook calculates the capacity and throughput

	THROUGHPUT	
a.	How many units were occupied at the end of the quarter?	1
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 ?	2
d.	Total number of service users in the quarter.	4
e.	Capacity of the service (at the end of the quarter)	3
f.	Throughput: total number of service users in the period as a % of the number of units (the capacity)	133.3%

1.4.4 Departures from short-term accommodation based services

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.

DEPARTURES FROM SHORT-TERM ACCOMMODATION-BASED SERVICES OR OUTREACH SERVICES

This section should be completed for this type of service (Supported housing) where the planned length of the support service is less than 2 years

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	1
2	Staying with family members	1
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	
9	Moved to take up an RSL tenancy (general needs)	
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 ?	1
14	How many entered hospital other than for long term / acute car	
15	**Total planned moves, add boxes 13 and 14**	**1**
16	Unplanned moves in box 12 (box 12 less box 13)	1
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	
23	**Total unplanned moves, add boxes 16 to 22.**	**1**

Analysis of unplanned departures:

How many of those in box 23:

24	were evicted *	
25	abandoned their dwelling *	
26	unplanned other	1

* 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	1
28	Total no. unplanned departures from box 23	1
29	Total no. of departures, box 27 + box 28	2
30	Planned departures as % of all departures, box 27÷ box 29 x 100	50.0%

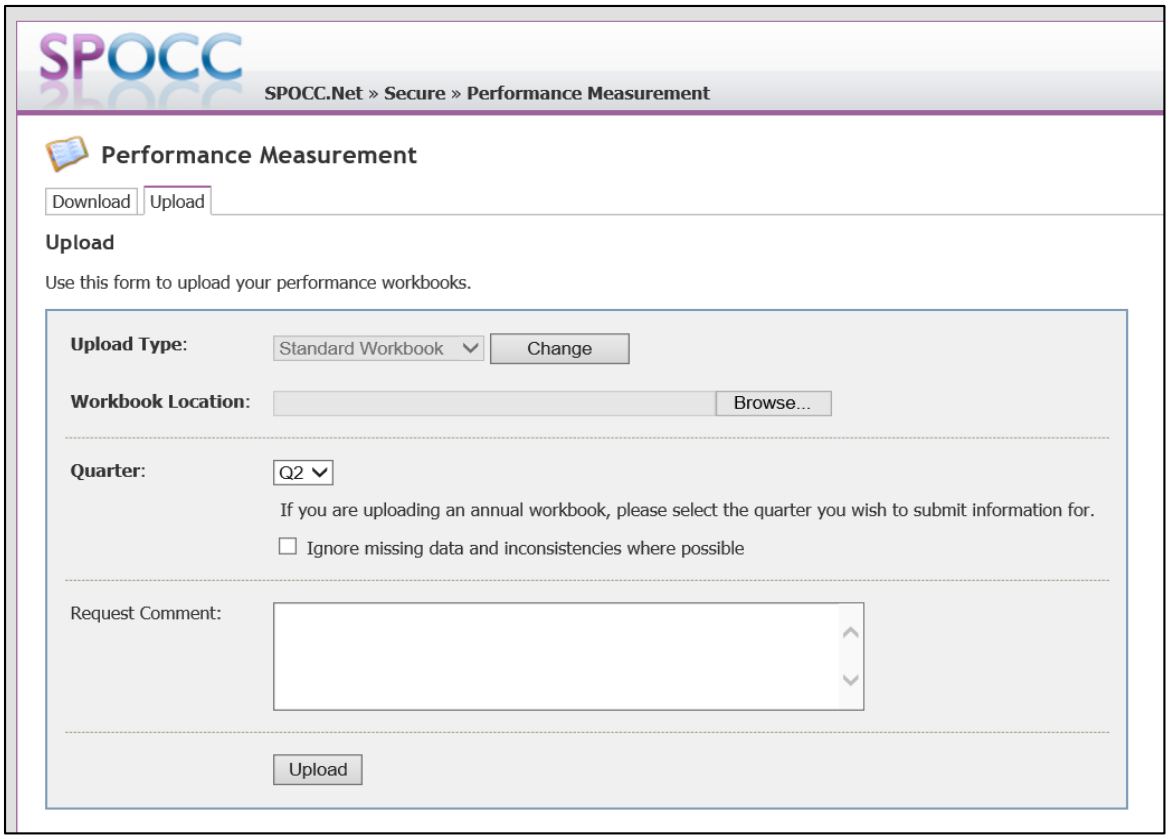
The numbers of departures should be entered as shown. This should be shown as the number of households. In box 13, the number of departures that were planned should be entered. The workbook calculates the percentage of planned moves against all moves. A planned departure for Supporting People is where an individual is moved on 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.

The SP Team has 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. 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.

1.6 How to Upload PI Workbook

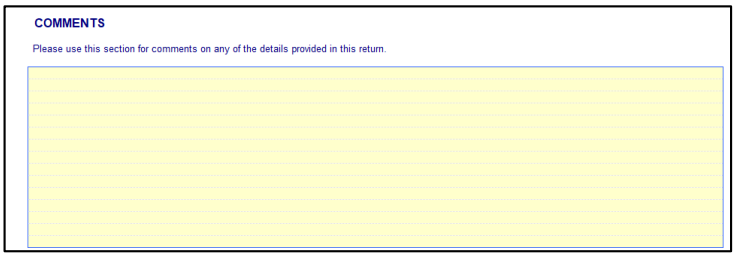
To upload a completed workbook navigate to the same area you would to download a workbook but instead choose the "Upload" tab.



- Choose Upload type as Standard
- Browse the file 'Choose File' this will enter the file path in the 'Workbook location' box
- Select the Quarter you are entering
- Tick the box to Ignore missing data and inconsistencies where possible.

Add any additional comments you may have in the Request Comments section and click on the upload tab underneath the Request comments box to complete the process.

Any comments in relation to the service performance should be noted in the comments section of the workbook itself.



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1.7 Data Definitions and Calculations

Key Performance Indicators

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; • Departures from short term accommodation based services (less than 2 years); and

• Departures from 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 = $\frac{Ax100}{B}$

Service Performance Indicators Indicator SPI 1

Service availability

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 re-let works such as redecoration cannot make a unit unavailable for letting). 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

The number of weeks in the reporting period Calculation Percentage availability = $\frac{A\ x\ 100}{BxC}$

Indicator SPI 2 Utilisation levels

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) = $\frac{Ax100}{B}$

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.

Data 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 $= \frac{(A+B)x100}{C}$

Interpretation of performance data

This data is intended to provide information on performance 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.