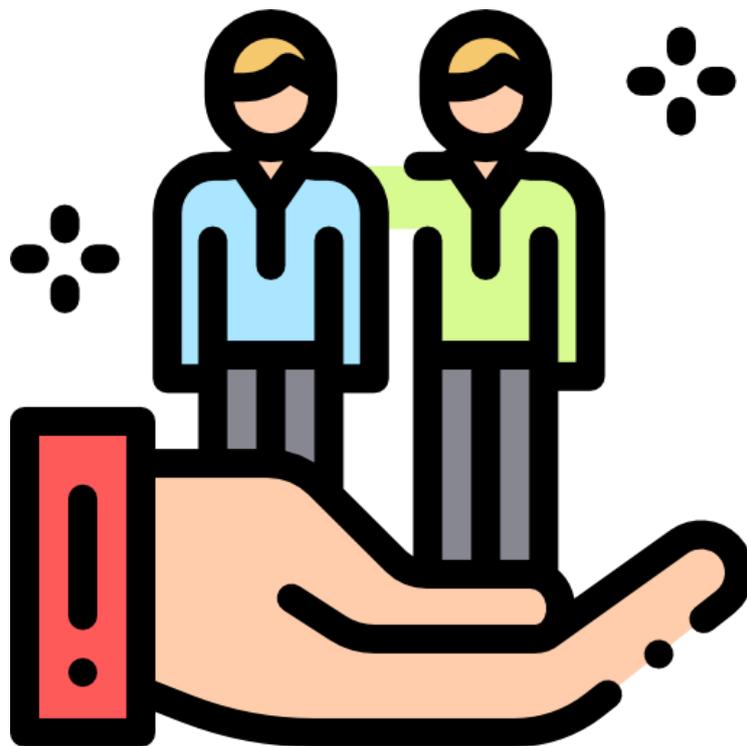


supporting**people**



Outcomes System User Guide – 2020

Housing
Executive

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Introduction

The Outcomes System is a tool used to submit outcomes measures on the Outcomes System. To view the Outcomes framework which details the outcomes measures you are required to submit for your service please [click here](#).

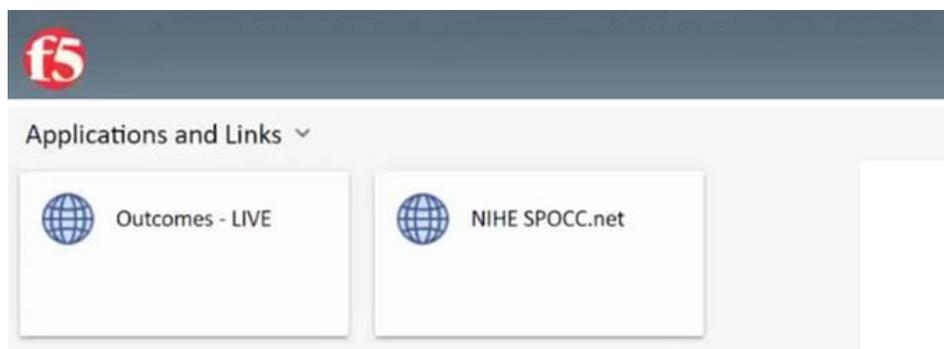
The Outcomes System interface has been designed to improve the process of submitting outcomes data, for both SP providers and SP staff. It has been created to overcome the limitations of the previous submission method. You will no longer need to submit data via SPOCC.net.

With the new Outcomes System when you submit your outcomes they will automatically be validated and will no longer need to be accepted/rejectedd by internal staff making the process a lot more efficient. The user interface aims to supply you with the information you need to successfully submit your outcomes based on the outcomes framework. If you require more information on the outcomes framework please refer to the full Outcomes framework guidance on the NIHE [website](#). This guidance will help if you are still unsure of how to interpret the questions.

Requirements to Use

To submit Outcomes **you will need an F5 account** and access to the Outcomes system. SP Provider accounts that previously accessed the SPOCC.net system to submit outcomes have been migrated to the new Outcomes system meaning there will be no need to request access.

You will see an icon called "Outcomes – LIVE" on your F5 resources screen if your account has already been migrated.



If you don't see the Outcomes live icon on your F5 resources screen or you can't find your service, please click [here](#) to contact us.

Logging in for the First Time

The first time you click the Outcomes system, a log in box may appear asking for your **F5 username and password**. You will need to prefix your F5 username with **NIHE**example name
See below.



When entering your details, your username will be **NIHE** and then your F5 username. Your password is your normal F5 password (the password you usually use first, NOT YOUR SPOCC PASSWORD).

Example: NIHE\bloggs_j

More questions? Please refer to the FAQ at the end of this document.

The User Interface Explained

Once you get access to the Outcomes homepage you should see the following screen that shows all the services related to your organisation. Your provider name will be shown with two main figures, how many submissions are overdue and how many are now due. In the below screenshot you will see that 1 submission is overdue and the red X icon should be clicked to complete the Outcomes submission for that service and quarter.

The navigation bar and footer of the webpage show handy links to guides and how to contact us should you need to.

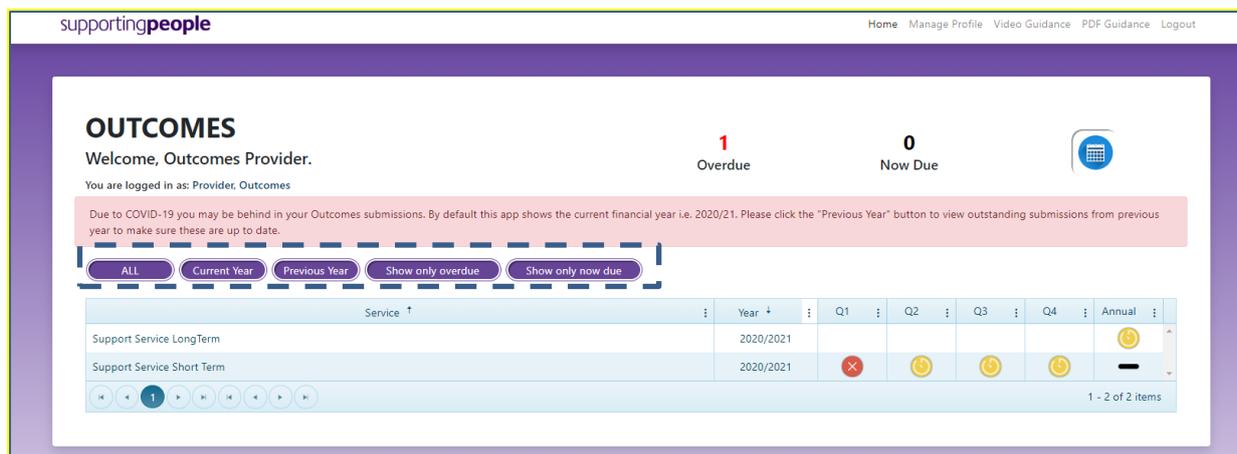
The screenshot displays the 'OUTCOMES' provider interface. At the top, it says 'supportingpeople' and includes navigation links: Home, Manage Profile, Video Guidance, PDF Guidance, and Logout. The main heading is 'OUTCOMES' with a sub-header 'Welcome, Outcomes Provider.' Below this, it indicates the user is logged in as 'Provider, Outcomes'. Two key metrics are shown: '1 Overdue' (with a red '1') and '0 Now Due' (with a black '0'). A blue calendar icon is also present. A pink notification banner states: 'Due to COVID-19 you may be behind in your Outcomes submissions. By default this app shows the current financial year i.e. 2020/21. Please click the "Previous Year" button to view outstanding submissions from previous year to make sure these are up to date.' Below the banner are filter buttons: 'ALL', 'Current Year', 'Previous Year', 'Show only overdue', and 'Show only now due'. A table lists services and their submission status across quarters and years. The table has columns for Service, Year, Q1, Q2, Q3, Q4, and Annual. The first row is 'Support Service Long Term' for '2020/2021' with yellow smiley icons in all quarters and the annual column. The second row is 'Support Service Short Term' for '2020/2021' with a red 'X' in Q1 and yellow smiley icons in Q2, Q3, and Q4. The annual column for this row is empty. At the bottom of the table, there are navigation arrows and a page indicator '1 - 2 of 2 items'. The footer contains 'Contact Us' links (Email Us, Request New Account, Request Account Removal, Report an Issue) and 'Useful Links' (Supporting People Homepage, Outcomes Guidance PDF, Outcomes Guidance Video).

Service	Year	Q1	Q2	Q3	Q4	Annual
Support Service Long Term	2020/2021	😊	😊	😊	😊	😊
Support Service Short Term	2020/2021	❌	😊	😊	😊	

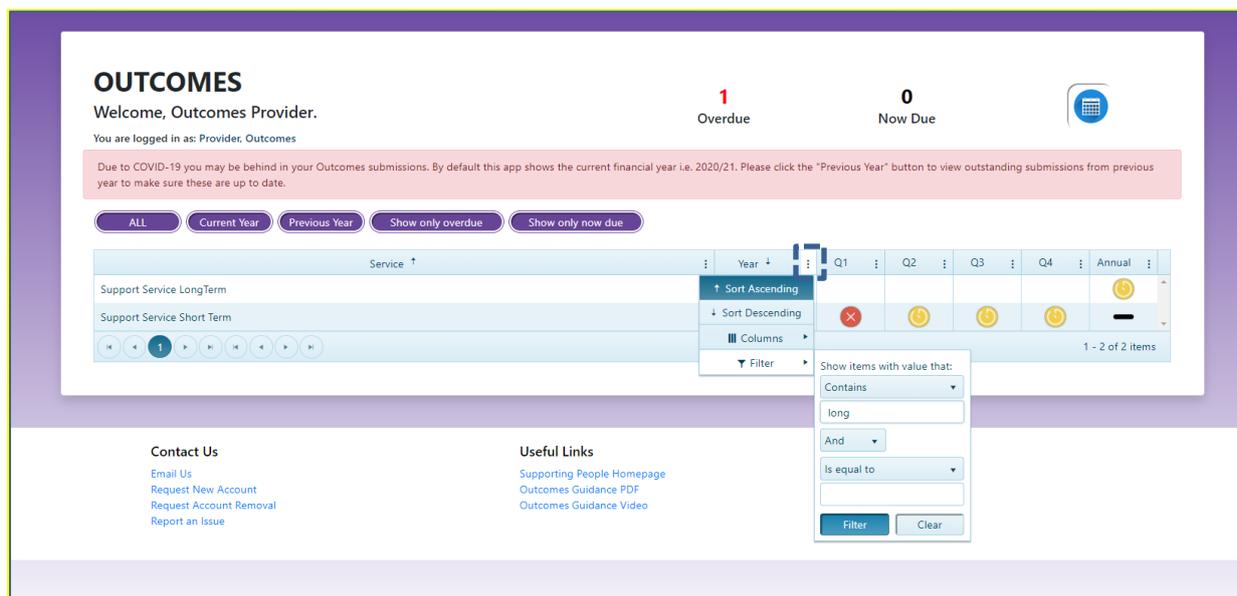
Not seeing what you expect? Please click [here](#) and email us with a screenshot for us to fix this for you.

Filter Options

You can filter the options that are displayed on the Outcomes system depending on what you want to view. The five purple buttons highlighted below will filter the services by those that are overdue (have not been completed and are passed the deadline), by those that are currently due and by those only for the current financial year or by previous years.

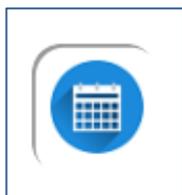


You can also sort the results in the Outcomes system by clicking on the three dots on the left-hand side of each column and using the options highlighted in the menu below.



Outcomes Timetable

There is a calendar icon located above the list of services as highlighted below. Once you click this icon the dates for each data collection period and deadline will be displayed.



Timetable for 2020/2021				
Quarter	Data Collection Period			Submission Deadline
Quarter 1	01/04/2020	to	01/07/2020	21/07/2020
Quarter 2	01/07/2020	to	30/09/2020	21/10/2020
Quarter 3	01/10/2020	to	31/12/2020	22/01/2021
Quarter 4	01/01/2021	to	31/03/2021	20/04/2021
Annual	01/04/2020	to	31/03/2021	20/04/2021

In most cases, the deadline date falls two weeks after the data collection period.

The Outcomes System will send out reminder emails to keep you notified on reporting periods and deadlines.

Not receiving reminder emails? Please contact us [here](#) to fix the issue.

The Outcome System Icons

If you are unsure of the status of your services outcome submissions, the icons and explanations below will assist you.



Outcomes submission has been completed for this quarter. Take no further action. You can click this icon to view the submission.



Outcomes submission is overdue for this quarter. Click this icon to submit now.



Outcomes submission is due. Click this icon to submit.



Outcomes submission is not yet due for this quarter. Check the timetable for the submission period.



Outcomes submission is not necessary for your service under this heading.

If your service is short term i.e. is a floating support or a short term accommodation service, you are required to submit outcomes submissions every quarter. If your service is long term i.e. peripatetic support or a long term accommodation service, you are required to submit outcomes submissions annually, at the end of quarter 4.

How Do I Find My Service?

Once you log into Outcomes homepage, all the services under your organisation will appear in list form. You can use the page numbers at the bottom of your screen or the service filters to search for a specific service. **See below.**

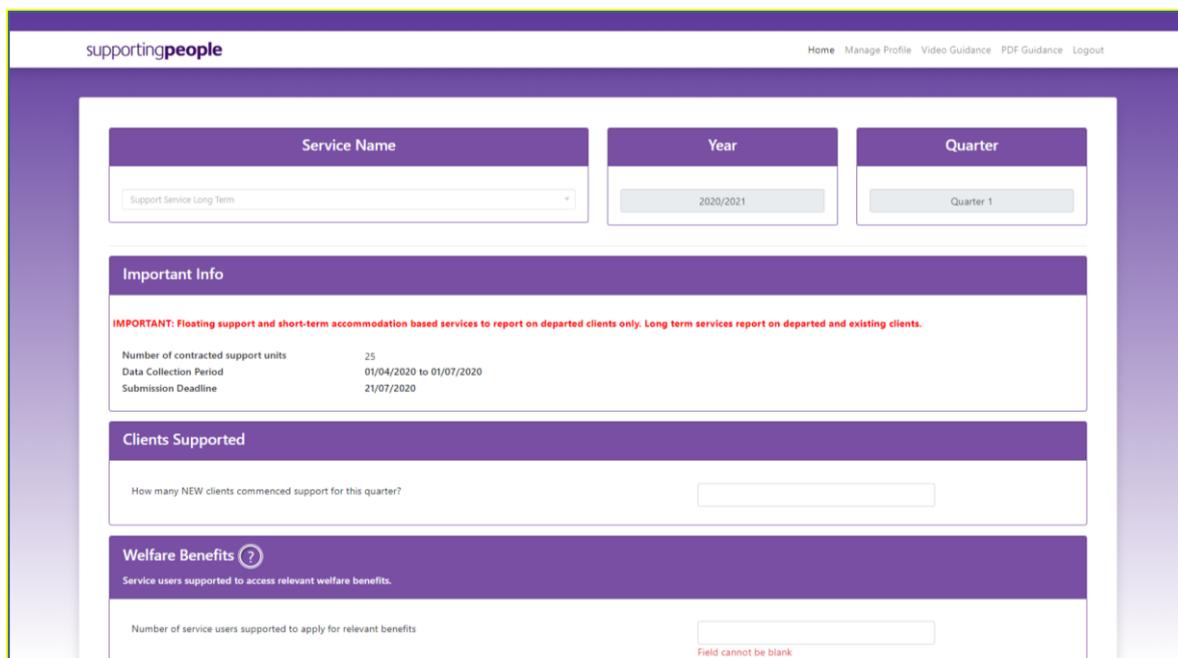
Do not see your service? Please contact us supporting.people@NIHE.gov.uk

The screenshot shows the 'OUTCOMES' dashboard for a provider. It includes a welcome message, a notification about COVID-19 submissions, and a table of services. The table has columns for Service, Year, and quarters Q1 through Q4, plus an Annual column. The 'Support Service Short Term' row shows a red 'x' in Q1 and yellow smiley faces in Q2, Q3, and Q4. The 'Support Service Long Term' row shows a yellow smiley face in the Annual column. A pagination bar at the bottom shows '1 - 2 of 2 items'.

Service ↑	Year ↓	Q1	Q2	Q3	Q4	Annual
Support Service Long Term	2020/2021					😊
Support Service Short Term	2020/2021	✖	😊	😊	😊	—

How do I Submit Outcomes?

To submit outcomes, first follow the guidance above to find your service. Select the  **outstanding** or  **plus** icon, you will be directed to the screen below which will display the outcomes measures that are applicable to your service.

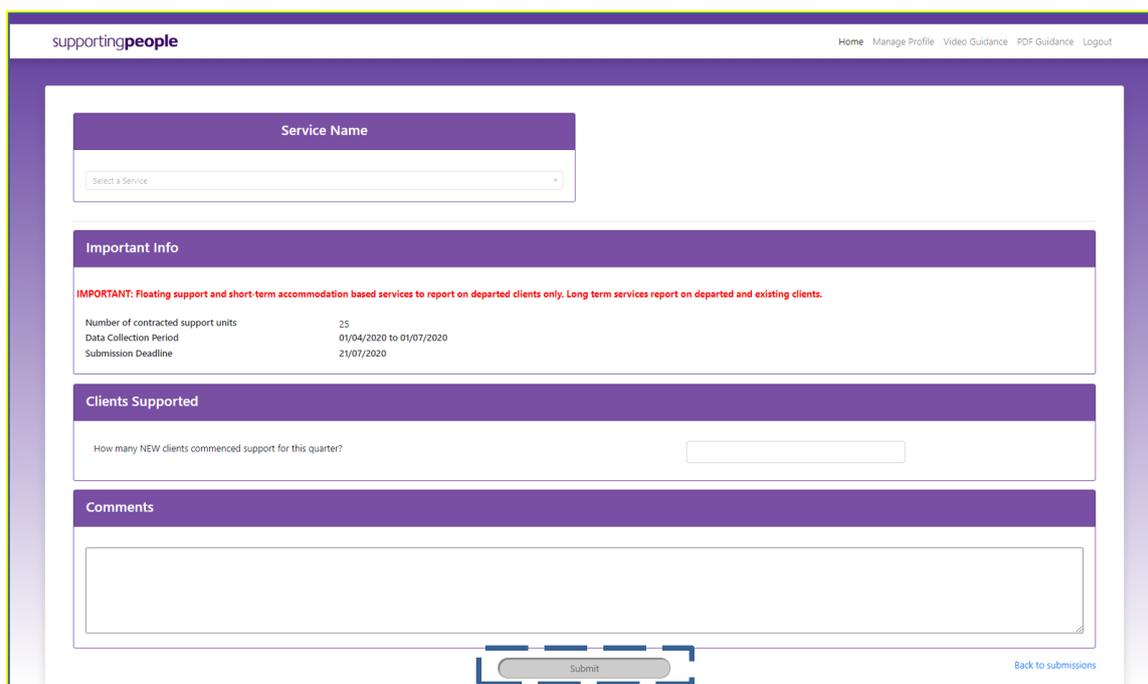


The screenshot shows the 'submittingpeople' web application interface. At the top, there is a navigation bar with 'Home', 'Manage Profile', 'Video Guidance', 'PDF Guidance', and 'Logout'. The main content area is divided into several sections:

- Service Name:** A dropdown menu with 'Support Service Long Term' selected.
- Year:** A button labeled '2020/2021'.
- Quarter:** A button labeled 'Quarter 1'.
- Important Info:** A section with a red warning: 'IMPORTANT: Floating support and short-term accommodation based services to report on departed clients only. Long term services report on departed and existing clients.' Below this are three rows of data:

Number of contracted support units	25
Data Collection Period	01/04/2020 to 01/07/2020
Submission Deadline	21/07/2020
- Clients Supported:** A section with the question 'How many NEW clients commenced support for this quarter?' and an empty input field.
- Welfare Benefits:** A section with the question 'Service users supported to access relevant welfare benefits.' and an empty input field. A red error message 'Field cannot be blank' is visible below the input field.

This page will display the year and quarter you are submitting for and all the outcome indicators you should complete. You should input your data beside each outcome indicator. Once you have input your data, select *Submit* at the bottom of the screen. **See below.**



The screenshot shows the 'submittingpeople' web application interface. At the top, there is a navigation bar with 'Home', 'Manage Profile', 'Video Guidance', 'PDF Guidance', and 'Logout'. The main content area is divided into several sections:

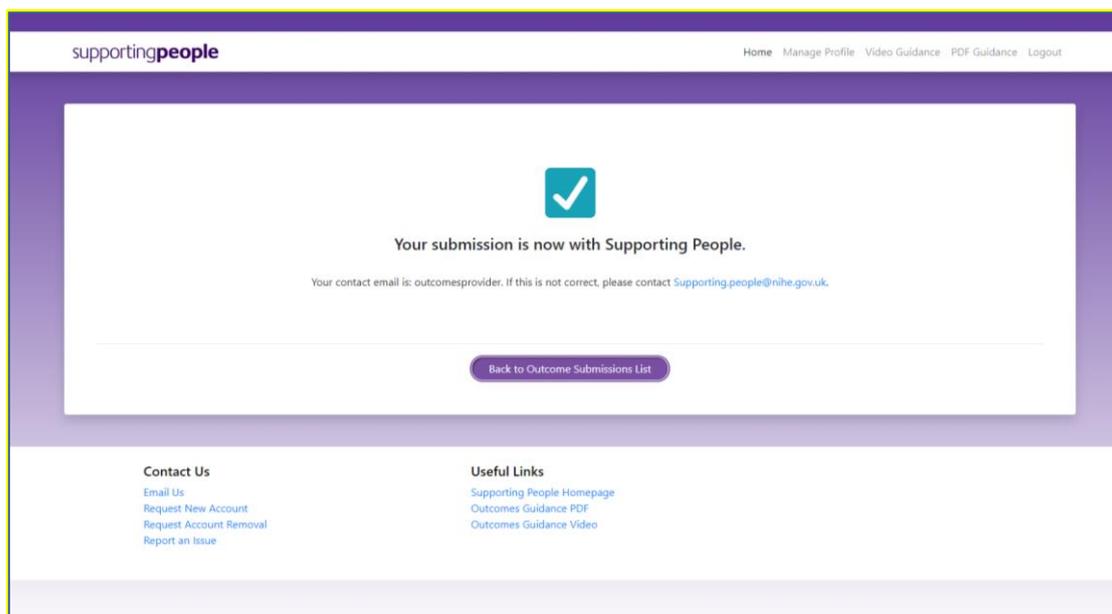
- Service Name:** A dropdown menu with 'Select a Service' selected.
- Important Info:** A section with a red warning: 'IMPORTANT: Floating support and short-term accommodation based services to report on departed clients only. Long term services report on departed and existing clients.' Below this are three rows of data:

Number of contracted support units	25
Data Collection Period	01/04/2020 to 01/07/2020
Submission Deadline	21/07/2020
- Clients Supported:** A section with the question 'How many NEW clients commenced support for this quarter?' and an empty input field.
- Comments:** A section with a large empty text area for entering comments.

At the bottom of the screen, there is a 'Submit' button highlighted with a dashed blue box, and a 'Back to submissions' link.

If there is more than one quarter of data outstanding for your service, be aware of which quarter you have selected. The data collection period is shown at the beginning of the submission to assist in clarifying the correct data to be submitted.

Once you have submitted your data, the screen below will be displayed.



Outcomes Framework

You can view the Outcomes Framework [here](#).

To aid in making the process of submitting outcomes easier, you will see on the new system that we have included information dialogs to explain what each of the outcome measures mean.

You can click on the  icon beside the outcome submission title and a dialog box similar to the image below will open and give you further detail on each measure.

Welfare Benefits

This outcome indicator is asking you to report how many service users you supported to apply for relevant benefits, and out of those who you supported, the number who were in receipt of the relevant benefits as a result of support being provided.

Should a client not be entitled to benefits then the outcome is neither positive nor negative and does not require to be reported on.

Should a client depart the service (either planned or unplanned) prior to the completion of this outcome then you are not required to 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 with the outcome not known until the following quarter; in this instance only report when the outcome has been completed.

If you have any further queries relating to Outcomes Framework or detail on the data that you are asked to collect and submit, please contact the SP Contract Manager responsible for your service.

Data Validation

Each field on the Outcomes system interface has data validation built in; the values can only be numbers, all questions require a response and an achieved value cannot be larger than the supported value. A percentage line is generated underneath each set of values which cannot be over 100%. This will prevent keying or recording errors. If a client has been supported more than once to achieve an outcome then in this case you would count the client twice in the supported field as well as achieved field.

Reporting a fault

If, while using the Outcomes system you notice a fault with the interface, please screenshot and send to Supporting.People@NIHE.GOV.UK

Have a suggestion?

Have a suggestion to improve the Outcomes System? We would like to hear about it, please email Supporting.People@NIHE.GOV.UK

Provider FAQ

I don't have an F5 account/ access to Outcomes system

To request an F5 account or access to the Outcomes system;

- Email SPOCC.net@nihe.gov.uk advising that you are a new user and you require access to F5 and Outcomes system.
- A member of SP staff will send you a new user template to complete and return.
- The member of SP staff will create an Outcomes system account and initiate a query with ITASSIST to create an F5 account.
- Once ITASSIST have created an account for you, they will email you with your login details and instructions for F5.
- Once you receive your F5 login details, a member of SP staff will email you SPOCC.net login details and advise that you should now have access to Outcomes system as well.

As NIHE business approval is required before an account is created, we would ask that you do not contact ITASSIST directly in this instance.

I have forgotten my F5 login

In the case that you have forgotten your F5 login details, please contact ITASSIST for assistance and explain that you need your F5 login reset.

ITASSIST: 0300 1234 155

Will SPOCC.net remain in use for contract details, client information and payment schedules?

Yes. The Outcomes Frontend will only be used to submit Outcomes measurements, SPOCC.net will still be used for all other areas.

How should I record a service user that has used the service twice or more during the reporting period?

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).

You can include the same service user multiple times if they have left and returned to the service. There is a comments box at the bottom of the submissions screen; you can explain the increased numbers in this section.

Do the Outcomes Submissions and the Performance Indicator Workbooks have the same reporting period and submission date now?

No, there are technical reasons why the PI workbooks reporting periods and submission dates cannot be moved which are linked to the payment periods. There is a timetable on the Outcomes Frontend showing the reporting periods and submission dates for Outcomes.

For co-ordinators of services that cover large geographical areas, do they provide separate submissions, or a joint one?

There should be one Outcomes submission added per service. If a service is covered by multiple co-ordinators, a joint submission will be required.

I would like to enquire more information on Supporting People, who do I contact?

If you would like more information on Supporting People, you can email us on Supporting.People@NIHE.GOV.UK



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