

2017

Guidance on completion of North Wales Supporting People Services Outcomes / Exit Questionnaire



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Contents

1. Background	3
2. Questionnaire / Exit Survey	3
a. On-line	
b. Paper copy	
3. Completion of the form	
a. When do I fill it in?	3
b. How do I fill it in on-line?	3
c. Do I have to answer every question?	4
d. Which County is the Project in?	4
e. How long can people access your services for?	4
f. Client ID	4
g. Gender	5
h. Date of Birth	5
i. Address and Postcode	5
j. Ethnicity	5 and 6
k. Referral Source	6
l. Referral Date	6
m. Other agency involvement	6
n. Disability	6 and 7
o. Support Worker ID	7
p. At what period in time are you recording the outcomes information?	7
q. Please tick relevant needs	7
r. Lead, Second and Third Need	7
s. Measure of achievement – Steps 1 - 5	7
4. Barriers	9
5. Support Ending	9
6. Homelessness Status	10
7. Comments Boxes	11
8. How does the survey get into the database?	11
9. What happens after the data is received?	11

1. Background

Welsh Government introduced a mandatory framework from April 2012.

Purpose of the framework

- To adopt a system to collect meaningful outcome information
- To utilise the information to measure, maintain and improve the quality of service provision
- To recognise the effectiveness of the Supporting People Programme

2. Questionnaire / Exit survey

a. On-line

If you are completing the questionnaire on-line you will find it at

<http://www.conwy.gov.uk/sp-outcomes>

b. Paper copy

If you do not have access to the internet, paper copies will be available for completion. Copies are available from your Supporting People Teams.

3. Completion of the form

a. When do I fill it in?

The form must be completed at the start of support, every 6 months or when a person exits the service.

Only one form must be submitted in each period

The periods are

- January to June
- July to December

Note if you have completed a start or review in a period and the service user leaves you must complete an end form – this is the only time you would put two outcomes in the same period

b. How do I fill it in on-line?

The form consists of tick boxes just like the paper version however your answers prompt the next appropriate question.

An example is:

Feeling part of the community

Relevant
 NOT relevant

Measure of Achievement

Step 1
 Step 2
 Step 3
 Step 4
 Step 5

Barriers that may have limited the progress for the client?

Welfare Reform
 Lack of Training / Facilities
 Lack of support
 Lack of accommodation
 Lack of opportunity / employment
 Lack of funding
 Unable to access complementary / other services
 Non engagement
 Poverty
 Ill Health
 Not applicable
 Other

If other please state

Comment (max 200 characters)

If you choose “NOT relevant to service user’s needs”, in Q8.1, the following questions, Q8.2 and Q8.3 will not be asked. If you choose “NOT relevant to service user’s needs” for all the outcomes you will be prompted to review your choices.

You can also view a video of how to complete the form here

<http://www.youtube.com/watch?v=-QXv1HWyUms>

c Do I have to answer every question?

Yes, all the questions you are presented with are mandatory

d Which County is the Project in?

Please select the county where the project is based. You will then see a list of Providers for this Local Authority, please select the appropriate authority where your project is based.

e How long can people access your service for?

The question does not reflect the actual length of time a client has been engaged with the project, this is how long someone can access your service for, so your answer for this question should always be the same.

f Client ID

The client ID is a unique reference relevant to the client so we can track progress. This is a reporting requirement for Welsh Government return. Please ensure that you use the same reference for the client each time you do an outcomes return.

An example of a client ID is LAM121179F

g a. Gender

Options here are

- Male
- Female
- Other

h Date of Birth

Please enter the date of birth in the following format

D.O.B (DD/MM/YYYY)

i Address and Postcode

- Please enter the address of the project where it is appropriate to do so
For refuges please enter the office address of the organisation / provider or the local authority address
- Please enter the postcode where it is appropriate to do so
For refuges please enter the postcode of the office of the organisation / provider or the local authority postcode

Address Line 1

Address Line 2

Address Line 3

Address Line 4

Address Line 5

Postcode

j Ethnicity

Please enter the client's ethnicity as follows

Ethnicity

- White
- Mixed - White & Asian
- Mixed - White & Black African
- Mixed - White & Black Caribbean
- Mixed - Other
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Asian or Asian British - Bangladeshi
- Asian or Asian British - Chinese
- Asian or Asian British - Filipino
- Asian or Asian British - Other
- Black or Black British - Caribbean
- Black or Black British - African
- Black or Black British - Other
- Other groups - Arab
- Other groups - Gypsy / Traveller
- Other groups - Other

k Referral source

Please confirm who referred the client for supporting people services?

Referral Source

- Statutory Agency
- Voluntary Agency
- Family / Friend
- Self

l Referral Date

Please confirm the date the client was referred to your service?

Note

This date may differ from the start date of services

m Other agency involvement

Please confirm if there are other agencies involved with the client

Other agency involvement

- Social Services
- Mental Health Services
- Probation Services
- Alcohol / Substance Misuse Services
- Communities First
- Families First
- Flying Start
- None
- Other

If other please specify

n Disability

Please confirm if the client has a disability?

Disability

- Yes
- No
- Not specified

o Support Worker ID

Please enter a support worker ID in here if you need to track who is completing forms in your organisation.

p At what period in time are you recording the outcomes information?

For this question you would select one of the following which matches what period in time you are recording the information:

- At the start of the support
- At the 6 monthly review
- At the end / exit from the service

If you select Review / Re-assessment (service continuing) or Service coming to an end you will be prompted to input two dates

1. Date support started – please enter the date that the support started
2. Date service reviewed or ended – please enter the date of the review or the date the service ended

q Please tick relevant needs

The needs shown here reflect the changes recently agreed by Welsh Government to match those in the Spend Plan.

r Lead Need, Second and Third Need

Please select one option for each of these questions

Please note that Lead need is Mandatory but the others are not

s Measure of achievement – Steps 1 to 5

The form includes brief prompts, as shown below.

Measure of Achievement

- Step 1
- Step 2
- Step 3
- Step 4
- Step 5

Step 1

- ❖ The goal for service provider at this stage is to prevent or minimise harm to service user and others and to develop trust with the service user
- ❖ At this stage the service user may be unwilling to discuss this area of their life or may be difficult to engage with
- ❖ Service Users should be supported in preventing the situation from getting 'any worse' until progression in this area can begin

Step 2

- ❖ Service users may be willing to discuss this area, however unclear of how to make progress and needs considerable support in order to take the next steps
- ❖ The service provider is focused on supporting the service user to increase their stability and give access to resources that help set a goal in this area
- ❖ Service users may need considerable support to accept that they can control this area of their life
- ❖ This may be where support is in initial stages and due to a number of factors (e.g. risk, health, capacity, prioritisation) support worker may be taking lead in number of life areas

Step 3

- ❖ Service users will have started to believe they can make a difference / change to this area of their life and will accept use of specific time-bound goals in order to achieve expected outcome
- ❖ This stage should focus on encouraging service users to work towards achievable goals on their own whilst providing support should they need it, but not doing it for them
- ❖ Service users should be supported to reflect on what has gone well and positively supported when things have not gone well

Step 4

- ❖ Service users should be supported to deal with difficulties themselves and to become more self-reliant and knowledgeable of how to seek support from an organisation without their support worker

Step 5

- ❖ Service users should now be able to manage most issues in this area on their own

- ❖ Service users should be accessing services without support majority of time and supported to understand when/if they need extra support in this area
- ❖ Service users should feel confident enough to start supporting themselves in dealing with issues in this area
- ❖ In long term services, service users will accept they may always need support in this area but they are maintaining their optimum level of independence in achieving their goal or preventing loss of optimum independence by having long-term support

4. Barriers

Please use this section to enter any barriers that may have stopped the client achieving a particular outcome or you from helping the client achieve an outcome. If you select other you will need to give details of this barrier, it is only barriers you are detailing here.

Please use this section to evidence which barriers have prevented the client from achieving a particular outcome and select which barriers have affected you as the provider when helping your client.

Please select from the drop down – you can choose more than one option

Barriers that may have limited the progress for the client?

- Welfare Reform
- Lack of Training / Facilities
- Lack of support
- Lack of accommodation
- Lack of opportunity / employment
- Lack of funding
- Unable to access complimentary / other services
- Non engagement
- Poverty
- Ill Health
- Not applicable
- Other

 If other please state

We will use this information to pass on to relevant agencies and to inform strategies. It will also be reported to the North Wales Regional Collaborative Committee on an annual basis for discussion.

5. Support Ending

Please select a reason why the support ended

Please indicate why support ended

<input type="radio"/> Moved into short term Supported Housing	<input type="radio"/> Receiving Direct Payments
<input type="radio"/> Moved into long term Supported Housing	<input type="radio"/> Entered prison/young offenders institution
<input type="radio"/> Moved into Sheltered Housing	<input type="radio"/> Entered a Residential detox facility
<input type="radio"/> Moved into a Care Home	<input type="radio"/> Health needs stabilised
<input type="radio"/> Moved into Sustainable accommodation	<input type="radio"/> Non-engagement with support
<input type="radio"/> Entered a long stay hospital or hospice	<input type="radio"/> Moved out of the area
<input type="radio"/> Now in extra care scheme	<input type="radio"/> Other (please provide details)
<input type="radio"/> Entered a Mental Health Unit	<input type="radio"/> Transfer to a longer term service e.g. Homecare (please state which below)
<input type="radio"/> Transfer to another support agency - SP (please state which below)	<input type="radio"/> Deceased
<input type="radio"/> Transfer to another support agency - non SP (please state which below)	<input type="radio"/> Unable to contact
<input type="radio"/> Housing related support needs have been met	<input type="radio"/> Service user did not want support
	<input type="radio"/> Needs not identified
	<input type="radio"/> Already supported SP
	<input type="radio"/> Consent not given by service user

Other

Transferred - please give details.

Note – there are a few more options in this question than previously – the new options are

- Transfer to another support agency - non Supporting People (please state which below)
- Unable to contact
- Service user did not want support
- Needs not identified
- Already supported Supporting People
- Consent not given by service user

6. Homelessness Status

The following questions are mandatory

6.1 Start of Support

Please answer this question when you are completing a start outcome. The system will prompt you to do so.

Homelessness Status at start of support

Homelessness

At Threat of Homelessness within 56 days

In Interim Accommodation

Need Support to Remain in Own Home

6.2 End of Support

Please answer this question when you are completing an exit outcome. The system will prompt you to do so.

- Homelessness Status at end of support
- Homelessness
 - At Threat of Homelessness within 56 days
 - In Interim Accommodation
 - Need Support to Remain in Own Home
 - Maintaining Stable Accommodation Independently (6 months +)

7. Comments boxes

There are comments boxes throughout the questionnaire.

Please use these to provide relevant feedback for Supporting People Teams to discuss at review meetings.

8. How does the survey get into the database?

a. Paper copy

Please post to

- Supporting People Lead Officer
Conwy County Borough Council
Regulatory and Housing Services
Civic Offices, Abergele Road
Old Colwyn, LL29 8AR

b. On-line

Please click the submit button at the end of the survey

Important Note – if you don't see the 'Thank You' message after clicking submit your information will not get to us – you must wait for this message before you leave the survey.

9. What happens after the data is received?

- a. Conwy Supporting People Team will extract the data from the database
- b. Conwy Supporting People Team will send the data to each Local Authority Supporting People Team who will then send it out to individual Providers for checking and verifying
- c. Providers will then send the correct data back to their Supporting People Team for collection purposes

d. The Local Authority will then prepare the return to send to Welsh Government