

Quick Reference Card for April 2008 – March 2009

Client Records



For more detailed information please refer to the Guidance Manual and training slides. These can be downloaded from www.spclientrecord.org.uk.

New for 2008/9

Additional questions on the Client Record Form for 2008

- Disability - Is the client a disabled person?
- Homelessness – now a question with four categories of homelessness, rather than Yes/No/Don't know

Amendments to Client Record Form for 2008/9

1) Additional categories for Question 12a Previous type of accommodation

- 'Owner occupation' is replaced by two categories: 'Owner occupation (private)' and 'Owner occupation (low cost home ownership)'
- Home Office Asylum Support

2) Change of category for Question 10 Source of Referral

'MoveUK' is replaced by 'Relocated through a recognised National, Regional or Sub-Regional Housing Mobility scheme'

Other changes

CLG has decided that paper copies of the Client Record Form, the Guidance Manual and the User Guide for SP Digital are no longer to be printed and distributed by the Client Record Office. These can be downloaded by service providers from the Client Record website (www.spclientrecord.org.uk).

National Insurance Number

The DWP have developed a consent form for providers to use with clients about providing National Insurance information. The completion of this form is not mandatory, but CLG recommend that it be completed. It is unchanged from last year: a copy of the consent form is available in Appendix 2 of the Guidance Manual. Please note that completed consent forms should be kept by the service provider - these should NOT be returned to CLG or the Client Record Office.

When to complete a Client Record Form – When a new client starts to receive one of your SP funded services OR when an existing client starts to receive a different type of service provided by you.

Data submission – remember that data must be submitted electronically.

- CROSS-on-line web access – enter and validate data on-line. Information will be downloaded automatically, by the Client Record Office.
- Using SP Digital – email data to spdata@st-andrews.ac.uk. You will receive an automatic message acknowledging receipt.

NOTE: IT helpdesk – email sphelp@st-andrews.ac.uk or tel. 01334 461766.

Excluded Services

You should not complete Client Records for clients starting to receive the following services. These services remain exempt: Very sheltered housing; Sheltered housing with warden; Almshouse; Peripatetic warden; Home improvement agency; Community alarm; Leasehold scheme.

Client Record Information available from www.spclientrecord.org.uk

Tips for questions on the Client Record Form

- **National Client Record Provider ID** – Your organisation should have one 5-digit number for each Administering Authority with whom you hold an SP contract. If you require further IDs, or are unsure which ID to use, please contact us for further advice.
- **National Provider ID** – This is an 8 digit ID allocated by CLG. Your organization should have only one ID for all services provided in England.
- **Q6 Disability** – Please tick one option to record whether the client defines themselves as having a disability (under DDA definitions). If YES, then please tick the category or categories that best describe their disability.
- **Q9a, c and d Statutory Frameworks** – Please tick one option in each row (Yes, No, or Don't Know)
- **Q9b Homelessness** – this question is a new format, please choose the category that best describes the client before they started to receive your service.
- **Q11 Type of referral** – Consider only where the client spent the night before they started to receive your SP service. **HOST** – Any client who spent the previous night in the Administering Authority area entered in Q1 (i.e. your funding authority's area). **NON-HOST** – Any client who spent the previous night outside the Administering Authority area entered in Q1. Choose the most appropriate description of the referral (see guidance manual for more information).

TICK ONLY ONE BOX FOR Q11.

- **Q12a Type of previous accommodation** – Please select the category that best describes the client's accommodation the night before they started to receive your service.
- **Q12c Location of this accommodation** – This refers to the previous accommodation described in Q12a. The location you enter here should agree with your answer to Q11 i.e. for a "host" referral the local authority you enter should lie within the Administering Authority area entered at Q1. The ONS LA Codes are listed in Appendix 2 of Guidance Manual and on our website.
- **Q12c Postcode** – Record the postcode of the previous accommodation in Q12a, not the postcode of the accommodation service you provide. If the previous accommodation was temporary or if you are unable to obtain the client's previous postcode, then please tick the tick box.
- **Q13a and b.** For Host referrals please record the length of time the client has lived in your Administering Authority area (Q13a). If this is less than six months, please record the local housing authority area in which the client lived prior to moving to your authority and the length of time the client lived there (Q13b).
- **Q14.** For non-Host referrals, please record the length of time the client lived in the local housing authority area recorded at Q12c.

For information about Outcomes, see our website or contact the office. Please note that there is a similar Quick Reference Card focusing on Outcomes (Short & Long-term).

Contact details: CHR - SP Client Record Office,

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Client Record Helpdesk 01334 461765

Fax: 01334 463920

Email: sphelp@st-andrews.ac.uk

Please email electronic data to spdata@st-andrews.ac.uk

SP Digital Helpdesk 01334 461766

Web: www.spclientrecord.org.uk

(Client Record documentation available from here)



Thank you for your time and effort in completing Client Record data