

Quick Reference Card for April 2008 – March 2009

Outcomes



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

Short and Long Term Forms

Support Plan completed, Q0.8 has been reworded to say 'Agreed Support Plan in Place', Yes/No

A 'Not Applicable' category has been added to Question 3d Assistive Technology

Short-Term Service

For the purpose of collecting outcome information, the definition of a short term service is a service that provides support for a period of up to 2 years. This includes both accommodation based services and floating support services. Short term Outcomes should only be completed for clients whose service is funded through Supporting People. Short-Term Outcomes should be completed when a client leaves the service.

Long-Term Service

For the purpose of collecting outcome information, the definition of a long term service is a service that provides support for a period of 2 years or more. This includes both accommodation based services and floating support services. Please note that providers should only complete a Long-Term Outcome form for current clients who are included in the sample (see below for further instructions) of service users in receipt of Supporting People funding. Long Term Outcome forms should be completed once a year and not when a client leaves the service.

Sampling Instructions for Long Term Outcomes

Services for Older People

This includes supported housing, sheltered housing and floating support. Providers should take a 10% sample of each Long term SP funded service. Where a household unit in the sample has more than one service user, you should complete an Outcomes form for only one person. If you have fewer than 10 household units, you should complete for the first household on the list. Outcomes forms should be completed at the time of the support plan review, once per year.

For all Other Services

Providers should take a 50% sample of each Long Term SP funded service. Where a household unit in the sample has more than one service user, you should complete an Outcomes form for only one person. Please note that Learning Disability Services and Mental Health Services should complete a 50% sample irrespective of whether their clients are older or younger people. Outcomes forms should be completed at the time of the support plan review, once per year.

Outcome Information available from www.spclientrecord.org.uk

Questions on the Forms (Short-term & Long-term)

Q0.1 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 are completing forms for your organisation in various AAs, please ensure you are using the correct number. If you require further IDs, or are unsure which ID to use, please contact us for further advice.

Q0.2 National Provider ID – This is the 8 digit ID allocated by CLG. Your organisation should have only one ID for all services provided in England.

Q0.6 Joint Funding – Other streams of funding may include NHS, Probation service and other Government funding.

Q0.7 SP Service ID – This is an important ID which details what your service is. If you do not know this ID, please contact your local SP team at your Administering Authority for this number.

Q0.12 End Date – Forms should only be submitted after the end date on the form.

Q0.12/ 0.13 Client/Tenant code – You must assign a code on each form (service providers define their own codes). This enables you to identify the correct form if we need to contact you with queries. If you have previously filled in a Client Record Form, you should use the same Client/Tenant Code on your Outcomes Form.

Q0.16/0.17 Religion – Please select 'Not Known' or 'Did not wish to disclose' rather than leave blank.

Q0.21 (short-term) National Insurance Number – If you are not completing this number, please tick one of the three boxes provided to give a reason why.

Q1c(ii) and Q2d(ii) Please answer both outcomes

For each of the five high level Outcomes:

- Please answer the first question on whether there is a need
- Please answer the second question regarding outcome if Yes to first question
- Please indicate on the third question (long term only) if there is ongoing need
- Please give reasons if the need has not been met and leave blank if the need has been met

Data Submission – data must be submitted electronically.

- CROSS On Line Web Entry. Enter and submit data on line. Information is downloaded automatically. This method requires a log in and password.
- SP digital. Download software from website or install CD. E-mail data to outcomedata@st-andrews.ac.uk. You will receive an automatic reply.
- Use our EDT specification for use on your own system. E-mail data to outcomedata@st-andrews.ac.uk. You will receive an automatic reply.

Please note no other methods of submission (Word documents, Spreadsheets, Paper Forms) are acceptable.

Contact details: CHR – SP Client Record Office (Outcomes),

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

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Thank you for your time and effort in completing Outcome data