

St Mungo's Broadway – Housing First Service

Quarterly Reporting

The following describes periodic monitoring requirements for the Housing First Service.

This is subject to consultation with the service provider and as long as meeting Commissioners requirements, the detail can be organised to suit.

Feedback will be requested at quarterly intervals consisting of:

1. A free-format document giving narrative and graphical feedback on Service User Outcomes and ongoing service improvement.
2. Data and brief comments on outputs and events in an Excel workbook.

1 OUTCOMES DOCUMENT

The document focuses on developments in maximising outcomes. It is an opportunity to promote the service and contents may be shared with councillors, press and public. The report does not need to be extensive, a paragraph on each area will suffice.

The document should cover the following areas:

1.1 Introduction

- Outline service description
- Commissioned aims of service

1.2 Soft Outcomes

- Some examples of outcomes for individual service users in the period

1.3 Trends and innovation

- Developments and innovation in practice overall
- Changes observed in outcomes, either due to support needs or working practice
- Particular needs and challenges the local authority needs to be aware of

1.4 Multi-agency working

- News on work with health and other community services for holistic support

1.5 Involvement

- How service users have been consulted
- Volunteering and peer support opportunities
- Examples of service user feedback

1.6 Case Study

- A case study to illustrate how support has helped an individual sustain their accommodation and make positive lifestyle changes

2 WORKBOOK

[with acknowledgements to Sitra:

Housing Related Support Performance Indication Multi Sheet Workbook Guidance. April 2012]

The Housing-related Support Performance workbook is designed to enable providers and commissioners to collect service management information. The workbook is completed by providers each quarter for each contracted service they deliver.

This workbook can be filled in using any version of Excel. The workbook contains formulas which calculate the figures. Providers need to enter data in the **yellow** and **pink** cells only.

The commissioner will complete the 'Contract' worksheet at the beginning of the financial year. Providers need to fill in the following worksheets: 'Quarter n', 'Qn Local' and an annual snapshot when requested.

The 'Quarter n' worksheets follow the template drawn up by Sitra with some modification to allow for local approaches to monitoring Utilisation, for example.

The 'Qn Local' and annual worksheets are Brighton & Hove additions for collecting further data and feedback as required for contract management.

When you open the workbook click the button 'Enable Editing', 'Enable Content' or 'Enable Macros' to ensure that the workbook updates.

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3 Quarter n worksheet

The information from the Contract page automatically populates the other tabs.

Providers can overwrite the contact details in the top left-hand corner to advise of any changes to roles.

The following describes how to complete the sections in this worksheet.

3.1 Change in Capacity

Capacity can only be changed with the prior agreement of the Commissioner, To record an agreed change in capacity choose the date that the change was agreed, and state by how much the change has been made, for example +5 for an increase of 5 units or -5 for a decrease of 5 units.

The fields are not used for indicating unavailable units or voids in service.

3.2 Utilisation

Service utilisation is the number of days support is provided as a percentage of service capacity. Levels may fluctuate over time as individuals move in and out of the service.

All days in the period in which the service user is receiving support are included: in response to the first question about the working week, select "7" if your totals include weekends, otherwise "5".

For calculation of placement days, please refer to the diagram overleaf.

3.3 Throughput

The throughput of a service is based on the number of service users who have used the support service during the quarter. The calculation takes account of the number of service users who have ceased receiving support as well as those that continue to use the support service.

3.4 Length of Stay

Please enter the length of stay for all clients who were in the service on the last Sunday of the quarter, and how long those who have left the service used the service for. The total number of clients in length of stay must match the total number of clients under Throughput.

3.5 Maintaining Independent Living

Details of all exits from the service should be entered here. The total should match the number in Throughput box c.

3.6 Comments

Please use this box for any comments on service take-up, departures or any other aspect of support.

Text exceeding Excel's character limit may be displayed as ###'s but will still be visible in the "Formula" box.

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Yr	20../..	Quarter	1		No. of weeks	13
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Capacity at the start of the quarter:	55
Change in capacity from:	
Capacity at the end of the quarter:	55
.....	
.....	

SERVICE UTILISATION

Select 5 or 7 day working week for recording service utilisation
 Total number of placement days (based on service capacity) in the quarter
 Total number of placement days provided in the quarter
Placement days provided as a % of the capacity for the quarter

5
3,575
2,909
81.4%

Total capacity: 55 units x 13 weeks x 5 days = 3,575

Placement days as a percentage is calculated by the spreadsheet as:

Days provided / Total units x 100 = percentage
 e.g. (2909 / 3575) x 100 = 81.4%

Total placement days provided:

Total capacity = 3575

Support service used:

30 clients for 65 days each = 1950 days

13 clients for 50 days each = 650 days

2 clients for 45 days each = 90 days

6 clients for 33 days each = 198 days

1 client for 21 days = 21 days

Total = 2909 days utilised

4 Qn Local

These pages provide additional local feedback on service delivery.

4.1 Support

Please enter the number of service users engaged in each provision, and the number of each listed event occurring in the quarter.

4.2 Sustainment

For each age group, count the number of former clients re-contacted 6 months or more after their support ended, and the number who continue to sustain their tenancy.

4.3 Staffing

Please include here any developments affecting cover or how the service is delivered, mentioning any long term absence / recruitment underway.

4.4 Concerns / Complaints

To feedback on any service user or community concerns about the service, please briefly describe the nature of any **formal** complaints received and how resolved.

4.5 Health & Safety

This is for reporting any significant Health and Safety incidents involving staff, Service Users or the public, occurring at any service location.

Incidents to be reported are as classified in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR):

- Accidental death
- Major injury or acute illness
- Occupational disease, infection, poisoning
- Dangerous occurrence (or near-miss accident, i.e. an event which could have resulted in a reportable injury)
- Gas leak, combustion
- Water or fire damage
- Electrical or structural failure

For more detail, please visit the Health & Safety Executive's website, <http://www.hse.gov.uk/riddor/reportable-incidents.htm>.

4.6 Safeguarding

For any new alerts in the quarter, enter the number referred to the Council's Adult or Children's Services (as required by the "Sussex Multi-Agency Policy and Procedures for Safeguarding Vulnerable Adults", <http://pansussexadultsafeguarding.proceduresonline.com/index.htm>).

In the textbox, please enter brief details of any and all investigations either ongoing or completed in the quarter.

5 Mid-year

This tab is an annual snapshot of clients in receipt of support at the end of September.

5.1 Households

Enter the type of households where clients are receiving support.

5.2 Age

Enter the number of current service user within each age range.

5.3 Gender

In regards to Trans service users, Service users should themselves define the response to this question. The Trans box encompasses:

Transsexual

A person who experiences a mismatch of the sex they were born as and the sex they identify as. A transsexual sometimes undergoes medical treatment to change his/her physical sex to match his/her sex identity.

Transgender

Where ones psychological self ("gender identity") differs from the social expectations for the physical sex they were born with. For example, a female with a masculine gender identity or who identifies as a man.

Intersex

Describes a person whose sex chromosomes, genitalia and/or internal reproductive system are determined to be neither exclusively male or female. A person with intersex may have biological characteristics of both the male and female sexes.

Gender Variant

Equivalent to Transgender - displaying gender traits that are not normatively associated with one's biological sex. "Feminine" behaviour or appearance in a male is gender-variant as is "masculine" behaviour or appearance a female. Gender-variant behaviour is culturally specific.

5.4 Health needs

For each health category, enter the number of current Service Users with the condition and where specified, the level.

An individual's needs may be reflected in multiple categories.

5.5 Wellbeing needs

Enter the number of current Service Users with needs in relation to each of the listed categories.

5.6 Linked support

The number of Service Users receiving support under the following frameworks:

Care Management (Social Services) –

where a client has been allocated a social worker or is eligible for social work assistance. Clients will have an individual care plan and receive a package of services organised through Social Services.

Community Mental Health Services –

where a client is under the care of the secondary mental health service (health and social care) or Child and Adolescent Mental Health Services.

Probation Service or Youth Offending Teams –

where a client is under the supervision of the Probation Service or is in receipt of services provided by a Youth Offending Team.

Specialist drug or alcohol services –

where a client receives support provided by a Drugs Interventions Programme worker or organisations specialising in addiction services, e.g., Pavilions, RU-OK, Oasis, Equinox.

The Drug Interventions Programme (DIP) was launched in 2003 with the aim to support offenders who misuse drugs out of crime and into treatment.

Domestic abuse services –

where a client receives support from an organisation specialising in domestic abuse, e.g., Rise.

Behaviour Support service –

where a client or their keyworker is also receiving behavioural or reflective support from the commissioned Behaviour Support service.

Teen to Adult Personal Adviser -

young persons who are also receiving this NHS mental health support and advice service

Number of clients assessed as a higher risk under:

Care Programme Approach –

where a client is receiving Care Programme Approach support and co-ordination. This Approach is intended for those who require multiagency support; active engagement; intense intervention; support with dual diagnoses; and who are at higher risk.

Multi Agency Public Protection Arrangements –

where a client is subject to the Multi Agency Public Protection Arrangements, i.e., has been assessed as being a risk to members of the public. This includes violent and sexual offenders.

Multi Agency Risk Assessment Conference (MARAC) –

victims of domestic violence identified (often by the police) at high or very high risk (i.e., of serious injury or of being killed). Services have a primary risk management role, providing professional support and reducing the risk of harm and repeat victimisation.

Subject to requirements under:

Anti-Social Behaviour Order / Public Space Protection Order

If the client discloses they are subject to either of these orders, please check that the order still stands.

5.7 Referral source

Enter the number of current Service Users originally referred from each of the listed agencies.

5.8 Type of accommodation service users living in

Please identify the number of service users in each type of accommodation, wherever they are receiving Housing First support. In some cases the situation may be temporary, e.g., rough sleeping, while accommodation options are being explored.

5.9 Ethnicity, Religion, Sexual identity

Service users should define the response to these questions. Those who do not wish to answer, are included in the 'Do not wish to disclose' category.

The categories used are based on the 2011 Census.