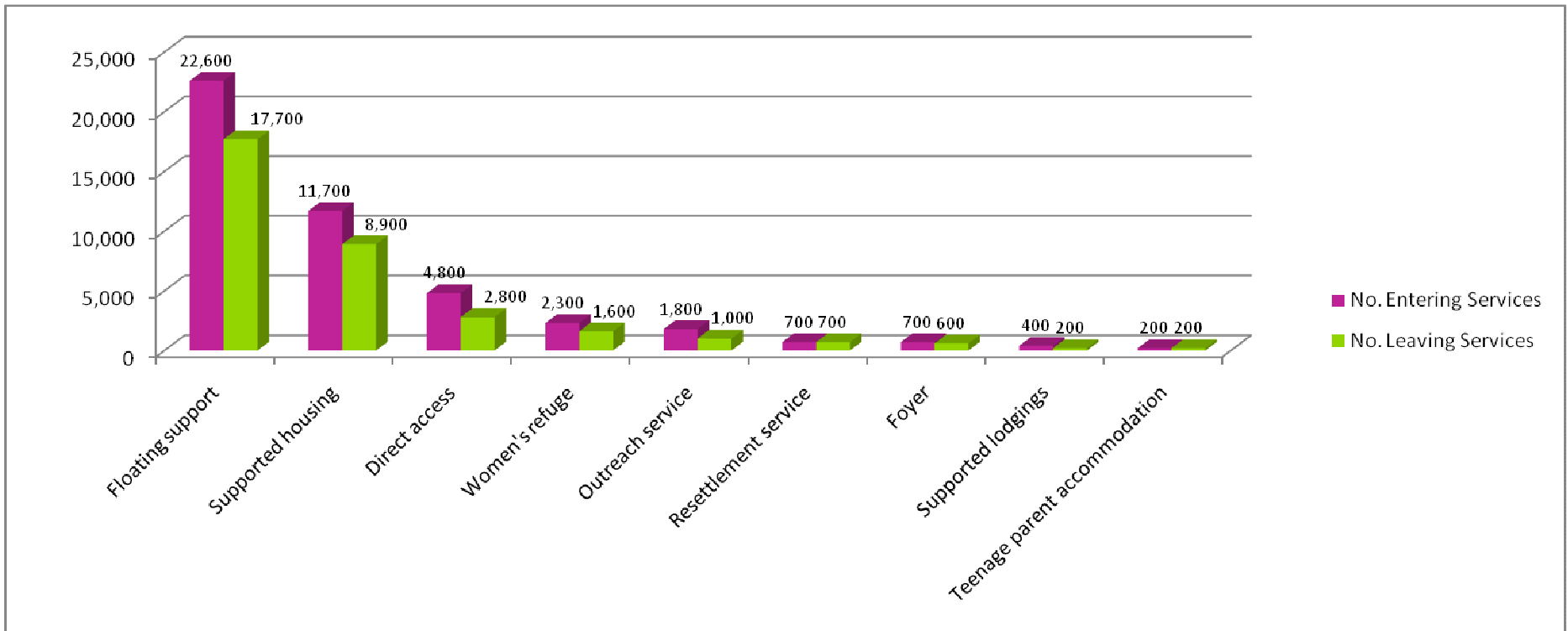


SUPPORTING PEOPLE CLIENT RECORDS & OUTCOMES

Quarter 1 Data: April – June 2010

All services accepting new service user who enters a Supporting People service are expected to complete a client record form (except for sheltered housing services). Data collected from these forms are used to record client details such as client demographics, characteristics, needs, source of referral, etc. This is then used to analyse overall trends and spot gaps or increased demand for services by particular groups. **45,100 Client Record Forms** were received between **April and June 2010**.

Number of clients entering and leaving the service by service type, Q1.

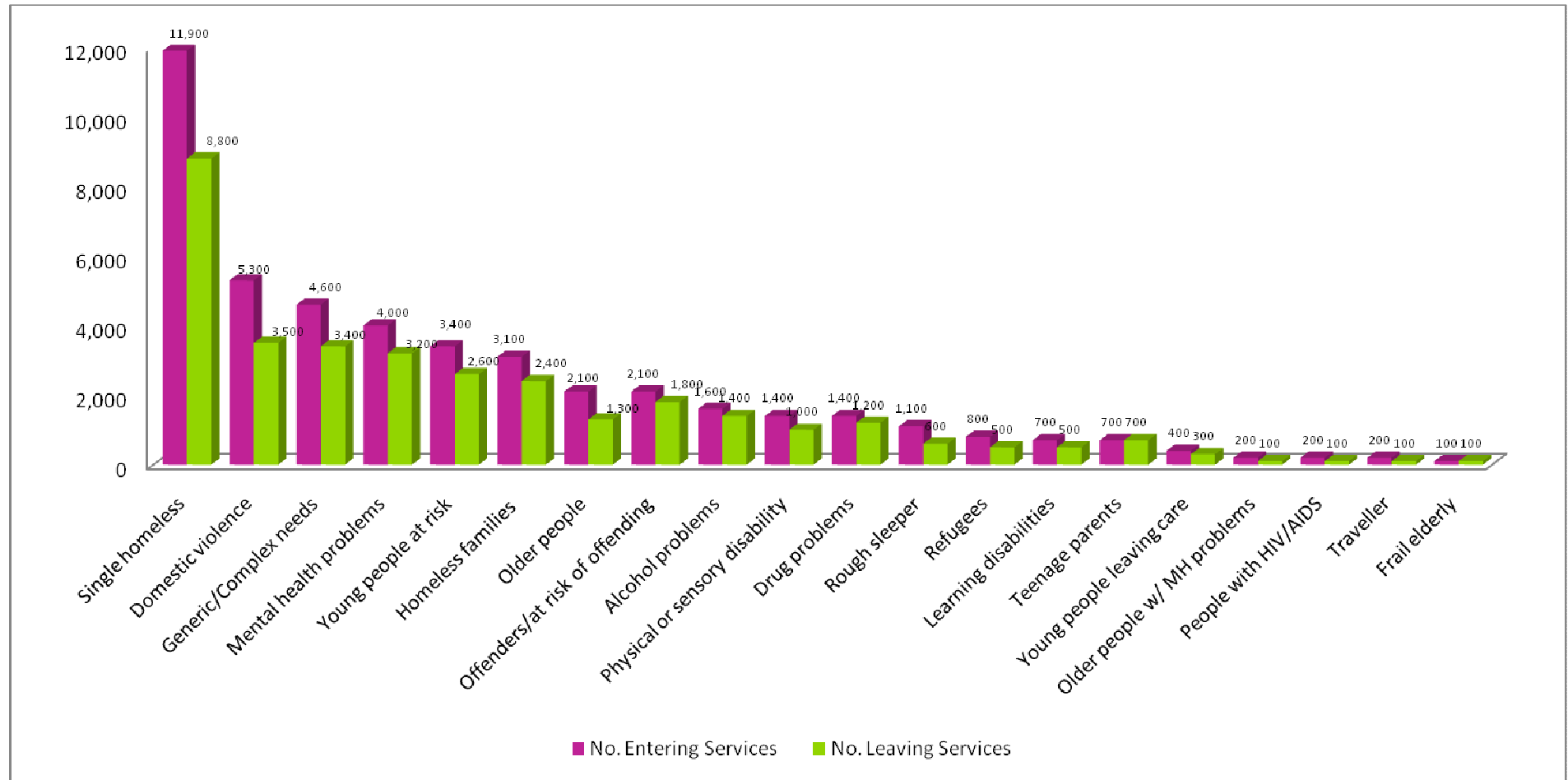


In the period between April and June 2010, the highest recorded number of clients were seen entering **Floating Support** (50.1%), followed by **Supported Housing** at 11,700 (25.9%) and **Direct Access Hostels** at 4,800 (10.6%).

Number of clients entering and leaving the service by Client Group, Q1.

More than a quarter of the clients recorded as entering services was from the **Single Homeless** category (11,900 recorded, 26.4% of total records), followed by **People at risk of Domestic Violence** (5,300 recorded, 11.7% of total records) and those with **Generic/Complex Needs** (4,800 recorded, 10.6% of total records). There were 2,600 records of **Young People at Risk** (8%) and 1,100 **Rough Sleepers** (2%) entering the services in this period.

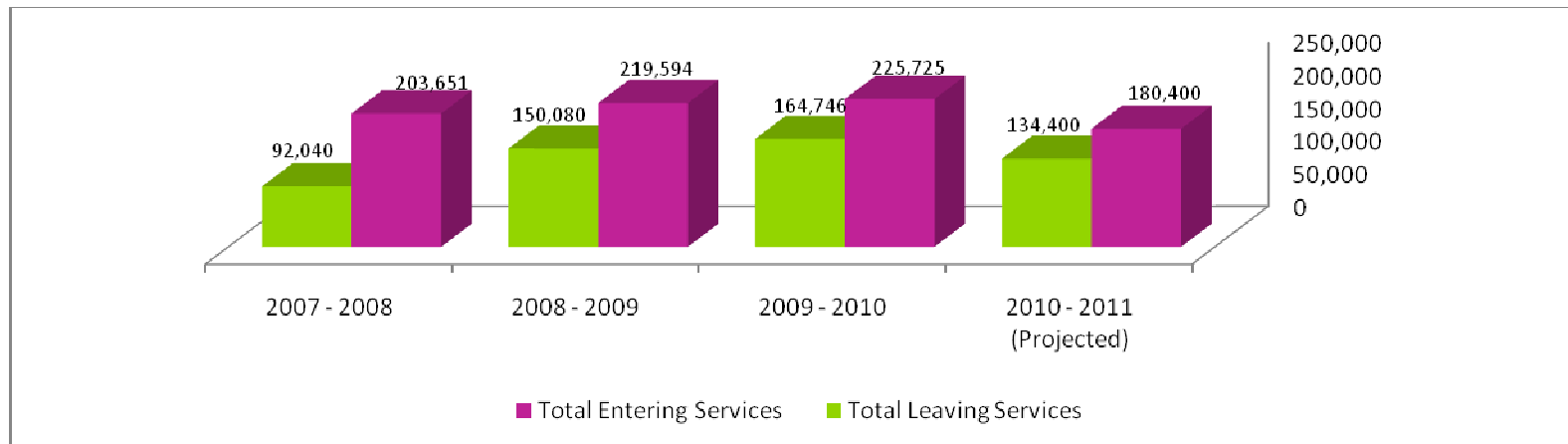
Similarly, more than a quarter of the clients recorded as leaving the service were **Single Homeless** (8,800; 26.2%). This is followed by **people at risk of domestic violence** (3,500; 10.4%), **generic/multiple needs** (3,400; 10.1%), and **mental health problems** (3,200; 9.5%). There were 3,400 records of **Young People at Risk** (8%) and 600 **Rough Sleepers** (2%) leaving the services in this period.



Ratio of Clients leaving and entering the services.

Overall, between April – June 2010, the ratio between people leaving and entering the service was roughly 3:4. This means that **for every 3 people leaving** the SP services, **roughly 4 people enter** the services. This ratio is true for the Single Homeless and Young People at Risk groups. However, the ratio is slightly higher for the Rough Sleeper group; for **every 1 person leaving, 2 people would enter** SP services.

The table below summarises the trend over the past few years. In general, there has been an improvement on the ratio of people entering and leaving the services year after year since 2007, when data collection on outcomes began. Please note that the 2010 – 2011 figures are estimated from the data collected in Q1, which does not take into account potential seasonal variations. There was a big improvement on the ratio from 2007 – 2008, which was roughly 1:2 to 2008 – 2009's ratio of 4:5. These figures suggest that roughly, **between 2007 – 2008, for every 2 people who entered SP services, 1 individual left**; while in **2008 – 2009 for every 5 individuals who entered services, 4 left**. The ratio declined slightly in 2009 – 2010 to 3:4, which was very similar to this year's first quarter data.



Number of clients leaving services with outcome achieved, Q1.

As well as the data analyses from the Client Record Forms when a client enters a service, information is also collected when clients leave their services. Providers submit outcomes forms in short term services (between 28 days and 2 years) when a client leaves their service, which details whether the service has helped to meet their desired needs.

Data received for Quarter 1 of 2010 – 2011 suggest that services are very good at helping clients achieve soft outcomes. This is measured by calculating the percentage of individuals who achieved the outcomes desired within the number of individuals who were identified as having that support need. For example, the highest percentage of outcomes achieved are found in **helping to maintain independence (91% achieved**

outcome), **maximising income** (90% achieved outcome), **establishing contact with external services/groups** (88% achieved outcome), **developing confidence and greater choice/control/involvement** (87% achieved outcome, which is a similar figure to 2009-2010), **minimising risk of harm from others** (86% achieved outcome), and **managing physical health better** (83% achieved outcome).

In contrast, it would seem that services were not as effective at helping individuals achieve the hard outcomes around employment and education. Current data would suggest that the lowest percentage of outcomes achieved are found around paid employment; **clients currently participating in paid work** (26% achieved outcome compared to 33% from 2009-2010) and **participation in paid work while receiving service** (33% achieved outcome) despite the relatively high percentage of individuals participating in work-like activities including volunteering and work experience (61%). Similarly around education and learning, although 61% of clients participated in education and/or training, only **28% clients achieved qualification**. Details of the outcome achieved for the period of April – June 2010 can be found on the table below.

Outcomes achieved in Single Homeless, Rough Sleeper, and Young People at Risk.

The outcome achieved in three particular client subgroups were explored, namely in the Single Homeless, Rough Sleeper, and Young People at Risk subgroups. In general, the percentage of these subgroups were comparable to the main All Clients group, except in some areas which is discussed below.

Single Homeless subgroup: In most categories of outcomes, this subgroup seems to be fairly similar to the main All Client group. The areas that services did not seem to be as effective in helping the Single Homeless subgroup are **reducing debt** (62% of subgroup compared to 73% of main group) and **maintaining accommodation** (66% of subgroup achieving compared to 76% of main group). On the other hand, a higher percentage of the Single Homeless subgroup are achieving the **establishing contact with family** (64% of subgroup) compared to the main group (55%).

Rough Sleeper subgroup: Services seem to be less effective in helping this subgroup in **obtaining paid work**. Compared to the main All Client group, a lower percentage of the Rough Sleeper subgroup are achieving both subcategories of the outcome, **currently in paid work** (18% of subgroup, 27% main group) and **participated in paid work whilst receiving service** (21% subgroup, 33% main group). In addition, the proportion of this subgroup achieving the outcome **maintaining accommodation** (66%) is lower than the main group (76%). Conversely, more individuals in the Rough Sleeper subgroup seem to be achieving the outcomes **participating in work-like activities** (74% compared to 61% of the main group) and **establishing contact with family/friends** (71% compared to 55% of the main group).

Young People at Risk subgroup: Services seem to be less effective in helping this subgroup in **the health section**. Compared to the main All Client group, a lower percentage of the Young People at Risk subgroup are achieving **management of substance misuse issues** (53% of subgroup, 62% main group) and **help to maintain independence** (82% subgroup, 91% main group). Like the previous two subgroups, a higher percentage of the Young People at Risk subgroup are achieving the **establishing contact with family/friends** (71%) compared to the main group (55%).

Outcomes	All Client Groups			Single Homeless			Rough Sleepers			Young People at Risk		
	No. with support need	No. Achieved outcome	% achieved outcome	No. with support need	No. Achieved outcome	% achieved outcome	No. with support need	No. Achieved outcome	% achieved outcome	No. with support need	No. Achieved outcome	% achieved outcome
Economic wellbeing												
Maximise income, including receipt of correct benefits	24,600	22,200	90%	6,859	6,213	91%	339	308	91%	2,257	2,056	91%
Reduce debt	13,600	9,900	73%	3,483	2,170	62%	173	118	68%	1,145	787	69%
Obtain paid work	6,400			2,609			114			812		
<i>Now in paid work</i>		1,700	27%		616	24%		20	18%		234	29%
<i>Participated in paid work whilst in receipt of service</i>		2,100	33%		795	30%		24	21%		322	40%
Enjoy & achieve												
Participate in training and/or education	11,000			3,813			147			1,513		
<i>Participated in training and/or education</i>		6,800	62%		2,290	60%		97	66%		1,079	71%
<i>Achieved qualifications</i>		2,100	19%		742	19%		25	17%		327	22%
Participate in leisure/cultural/faith/informal learning activities	8,500	6,800	80%	2,276	1,784	78%	114	91	80%	830	726	87%
Participate in work-like activities (e.g. work experience/volunteering)	5,700	3,500	61%	2,060	1,219	59%	117	86	74%	557	353	63%
Establish contact with external services/groups/family/friends	17,200			4,603			266			1,476		
<i>Establish contact with external services/groups</i>		15,100	88%		3,958	86%		232	87%		1,276	86%
<i>Establish contact with family/friends</i>		9,400	55%		2,924	64%		190	71%		997	68%
Be healthy												
Better manage physical health	12,500	10,400	83%	3,404	2,750	81%	253	207	82%	960	805	84%
Better manage mental health	11,400	8,800	77%	2,737	1,946	71%	172	125	73%	731	550	75%
Better manage substance misuse issues	9,100	5,600	62%	3,258	1,841	57%	278	173	62%	547	292	53%
Help of assistive technology/aids and adaptations to maintain independence	2,200	2,000	91%	235	209	89%	50	43	86%	51	42	82%
Stay safe												
Maintain accommodation	18,000	13,700	76%	5,584	3,679	66%	292	194	66%	1,718	1,260	73%
Secure/obtain settled accommodation	21,400	15,700	73%	7,050	4,984	71%	532	379	71%	1,880	1,462	78%
Comply with statutory orders and related processes, in relation to offending behaviour	4,700	3,600	77%	1,646	1,205	73%	109	86	79%	348	261	75%
Better manage self harm	2,900	2,300	79%	892	683	77%	75	58	77%	243	198	81%
Avoid causing harm to others	2,600	1,900	73%	832	561	67%	48	36	75%	240	163	68%
Minimise risk of harm from others	7,300	6,200	85%	1,285	1,009	79%	65	55	85%	483	394	82%
Positive contribution												
Develop confidence and greater choice/control/involvement	20,700	17,900	86%	4,984	4,166	84%	276	233	84%	1,826	1,600	88%
TOTAL	199,800	167,700	84%	57,610	45,744	79%	3,420	2,780	81%	17,617	15,184	86%

Legend:



Higher %age achieving outcome than All Client Group



Lower %age achieving outcome than All Client Group