

Better Futures

a housing support outcomes
framework

user guide

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Better
Futures: **user guide**

foreword

It has never been more important to demonstrate the impact of services on people's lives and to express this in terms of actual outcomes rather than simply in terms of the amount of support provided or the time spent on different tasks. The Better Futures outcomes framework has been designed to help services record the focus of their work with individuals and to chart the progress that those individuals make. The associated web-based recording tool has been designed to capture this information and produce individual and aggregated reports. It is hoped that these will be useful for service managers, service commissioners (usually local authorities) and individuals using services.

The origins of Better Futures goes back to the Supporting People Outcomes Framework and the evaluation which was carried out in 2007. This was funded by the Scottish Government with a view to further developing the framework as a national reporting tool under Supporting People. The evaluation of the pilot showed that there was support for the framework from those who had used it, but that further development was required to refine it.¹

With the establishment of the Concordat between local authorities and the Scottish Government at the end of 2007, the requirement for a national reporting tool faded – not least because funding for housing support ceased to be ringfenced from 1.4.08 and with it the need for local authorities to report separately on housing support. The need for a tool to demonstrate the impact of housing support remained, however, and it was quickly realised that the set of outcomes which the framework deals with related very well to national outcomes and indicators.

In 2008 the Scottish Government decided to provide funding for the Housing Support Enabling Unit to develop the renamed Better Futures outcomes framework, including a web based recording and reporting system.

It is hoped that the framework and recording tool will assist organisations that currently do not use an outcomes system. In other cases, organisations may be using an outcomes system but do not have a way of recording and reporting on those outcomes. If this is the case, Better Futures may be of interest to them also.

The purpose of this guidance document is to provide an introduction to Better Futures which will help organisations to decide whether or not to use it. This guidance also covers the use of the electronic recording and reporting tool.



The Housing Support Enabling Unit is a partnership initiative between Coalition of Care and Support Providers in Scotland (CCPS) and the Scottish Federation of Housing Associations (SHFA), funded by the Scottish Government.

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David Hanley, Argyll and Bute Council

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Chris Bruce, Scottish Government

Jane Arroll, Scottish Government

Cheryl Sutherland Stewart, Scottish Women's Aid

Sandra Brydon, Viewpoint Housing Association

Sharon Ward, Ark Housing Association

Tony Bennett, South Lanarkshire Council

Amy McKay, Link Housing Association

Contact:

Housing Support Enabling Unit, 8 – 12 Torphichen Street, Edinburgh EH3 8JQ

Tel. 0131 229 9468 Email: hs.unit@ccpscotland.org

www.ccpscotland.org/hseu

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1. introduction

1.1 about the guidance

1.2 basic concepts underpinning better futures

1. introduction

1.1 About the guidance

This guidance has been designed for support staff working with service users as well as for managers and commissioners of services.

It has been written with the following aims:

- to introduce the Better Futures framework
- to outline its use and the role it can play in assessing individual progress
- to explain how to use the web-based recording tool most effectively.

This guidance manual can be used to complement training on Better Futures and to assist with the preparation of staff briefing sessions. It can also help support workers to explain its purpose and key aspects to people using services.

The guide has a glossary which may be useful to refer to from the outset. This is located in Appendix 3. To help support the use of Better Futures, a series of forms is provided which services may adapt for their own use. These are located in appendix 7. A section on ‘troubleshooting’ (appendix 6) provides guidance on who to contact to resolve queries about using Better Futures generally or about using the electronic recording system. This section can be added to by organisations to identify staff within their own organisations leading on the use of the tool and acting as the first point of enquiry (referred to elsewhere in this manual as ‘superusers’).

Whilst training will be delivered by the HSEU during the trial use of the system (February – November 2011) the expectation is that staff within organisations will cascade training subsequently. Training resources are therefore included in this manual to assist with such subsequent training.

1.2 Basic concepts underpinning Better Futures

Better Futures provides a framework for identifying and measuring the impact housing support has on people’s lives. It is frequently referred to as an outcomes framework which measures ‘distance travelled’.

What is an outcome?

An outcome is a measure which demonstrates that something is ‘making a difference’. In the case of Better Futures, the outcomes measures relate to accommodation, health, safety & security, social and economic wellbeing as well as employment and meaningful activity.

What is ‘distance travelled’ and why should we measure it?

‘Distance travelled’ is a way of marking the change in an individual’s situation between assessments or reviews. Distance travelled helps track an individual’s progress towards an agreed goal or outcome.

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1. introduction

Example:

A person who has been sleeping rough may state their goal is to obtain a permanent home. When that person moves into temporary accommodation as a step towards their overall goal then that improvement can be reflected as a measured change in their circumstances.

Introducing the counterfactual

There are services working with individuals who may make less obvious progress especially where they face physical decline due to age or progressive illness.

In these cases the maintenance of a person's current situation and prevention of further deterioration may be a more appropriate outcome than distance travelled as described above. Better Futures can still be useful because it can also record what a person's situation would be like if they did not use support. This is referred to as the 'counterfactual'.

Example:

A person with physical health problems who uses support to help make and attend appointments with their GP could record that without that support they would not be able to access health care.

How can Better Futures help you?

Better Futures provides an individual picture of a person's progress against their objectives as well as an aggregated picture across a service, an area and/or types of services. Because of this Better Futures can be helpful at an individual service user level as well as at a service manager level and at a local authority commissioner level.

There are a number of reasons why organisations may chose to use Better Futures. The most likely reasons are so that:

- people using services can chart their own progress
- support workers can show that their input has a positive impact on the lives of the people they work with
- managers can evidence that the organisation is achieving its core aims
- commissioners can demonstrate funded services are effective and make decisions about future funding on that basis.

1. introduction

Outcomes-based Commissioning (e.g. through local authority
Single Outcomes Agreements)



Better Futures



Person-centred approaches measured
through person-centred outcomes



Meeting strategic outcomes of
the service

2. key aspects of better futures

- 2.1 profile information about people using services
- 2.2 outcomes: goals and elements of support
- 2.3 the scoring system
- 2.4 attributing scores
- 2.5 support plan and targets

2. key aspects of better futures

This section outlines the various aspects of the Better Futures outcomes tool:

- profile information about people using services
- outcomes: goals and elements of support
- the scoring system
- attributing scores
- support plan and targets.

2.1 Profile information about people using services

Gathering and recording profile information about people using services is important for two reasons:

- it allows individual records to be identified with individuals using services and their outcome scores
- collecting profile information will allow providers to create reports which bring together information about outcomes according to characteristics of people using services and about the services themselves.

Profile information recorded through Better Futures includes:

- name
- date of birth
- gender
- ethnicity
- housing situation
- local authority where a person lives. Where a person may be confused with someone else because of similar name and date of birth, a further identifier such as national insurance number and/or another name also known by can be recorded.

Some other information about individuals can also be recorded e.g. first language but it is not mandatory. Such information is referred to as discretionary. Service managers are encouraged to decide from the outset what sort of information they wish to generate for the system in order to determine the discretionary information to be recorded.

Further details about the profile information which can be recorded and reasons for recording it are provided in section 4 of this guidance.

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2. key aspects of better futures

2.2 Outcomes: goals and elements of support

Support plans and outcome reviews are structured around five broad goals. Each of these is made up of a number of elements of support.


GOALS	ELEMENTS OF SUPPORT
ACCOMMODATION	Suitability of property Security of tenure Other
HEALTH	Physical health Mental health Addictions Other
SAFETY AND SECURITY	Domestic abuse Legal issues Safety from harassment and abuse Safety risks and emergency procedures Use of technology Other
SOCIAL AND ECONOMIC WELLBEING	Life skills Money matters and personal administration Leisure Social interaction Self-esteem Other
EMPLOYMENT	Core skills Training and education Looking for work Sustaining employment Meaningful activity Other

Each element of support can be scored according to a scoring system detailed below.

2.3 The scoring system

Better Futures involves a scoring system whereby individuals can place themselves on a 5 point scale. Each part of the scale equates to a level of support required as shown below.

2. key aspects of better futures

RISK	ELEMENTS OF SUPPORT	SCORE
 HIGH	Crisis	4
	High risk	3
	Addressing issue with intensive support	2
	Addressing issue with support	1
	LOW	No support needed

Taken together the outcomes and scoring system form of the matrix scoring system and can be seen in full in section 4.2.

2.4 Attributing scores

To promote consistency in the way scores are attributed to people's situations there is a **matrix scoring guide** which provides descriptions for each score within each element of support.

The following extract from the matrix scoring guide includes the descriptions for each score within the element of support, 1.2 Security of Tenure.

1.2 Security of Tenure

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I am at immediate risk of losing my home	4
I could lose my current home in the next few months due to action being taken against me	3
I need support to keep my home Support is helping me to deal with any issues that may put the home at risk	2
I am able to manage my home assisted by my support worker	1
I am dealing with any legal responsibilities to do with my home by myself	0

The full matrix scoring guide is provided in Appendix 1 within section 7 of this guide.

2.5 Support plans and targets

The electronic recording system allows for each support plan to be tailored to individuals. It is not the case, therefore, that every person has to be assessed against the entire list of elements of support. It may be that some services will decide that in general they do not need to use all the elements of support or perhaps some of the goals.

2. key aspects of better futures

Each of the goals includes the option of 'other' as an element of support. This option allows support workers to include measures relating to any additional outcomes an individual is working on which they may wish to record, although the 20 elements set out should be enough in most cases.

Commissioners may have a view on the range of goals and elements of support reported on and should make it clear to services at an early stage if they wish to see particular elements scored and reported on as a matter of course.

Each element of support can be scored in four different ways:

- a target score - completed at the support plan stage
- a baseline score - completed when a service user enters the service (for those service users who are already with a service, it is the level of support required at the time of their first assessment)
- a review score - completed after the baseline score and reflects the current situation with support. There is no limit on the number of times reviews are carried out. The minimum requirement is one per year. If no reviews have been carried out then the progress a person makes cannot be measured
- a counterfactual score - reflecting a service user's situation if the support was taken away (this is not the same as if a person had never received support).

Using averages to attribute a score for each goal

Whilst the 5 goals are not scored in themselves, the scores for individual elements of support falling within each goal can be averaged out by the recording system so that reports can be generated based on an average score for each goal.

3. using better futures

- 3.1 adapting better futures
- 3.2 carrying out assessments and reviews
- 3.3 involving people
- 3.4 reporting available through better futures

3. using better futures

This section looks at how to use Better Futures in more detail.

3.1 Adapting Better Futures

A generic version of Better Futures has been produced. Better Futures has been designed to allow adaptation to suit organisations and commissioners/funders. This allows for a more localised approach towards outcomes. Services can decide which of the sections within the matrix will be covered and can miss out altogether those which are not relevant for their service. To put this into practice service managers need to guide support workers as to which goals or elements of support are to be used as standard practice.

Alternatively, service managers may decide to leave it to people using services and their support workers to identify those elements of support which are and are not relevant in their situation through the support planning process.

The section on addictions, for example, may not be relevant to the majority of older people and people with learning difficulties. However, it is an important section for those with substance misuse problems and some people who are homeless.

Where elements of support are omitted, no score is registered by the recording system so that omissions do not influence reports on distance travelled at an individual or at an aggregate level.

3.2 Carrying out assessments and reviews

Customising descriptions

Organisations can create a customised version of the matrix scoring guide by going to the HSEU website and downloading it as a word document, www.ccpscotland.org/hseu/information/better-futures. Services can customise descriptions by adding or removing some to make it easier to score each element of support appropriately. Services can also 'unpack' the descriptions by adding in more detail about what these can look like in the situations they work in. It is important to ensure that the descriptions relate well to the scoring system so that a consistent approach to scoring can be achieved.

Frequency of completion

The decision about frequency of reviews should be based on the individual's needs as far as possible, although the minimum frequency is annual.

Changing circumstances

If a person has been discharged from hospital, a review may be beneficial to ensure the package of support in place is still appropriate.

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Reviewing new support arrangements

Where an annual assessment is used, it may nevertheless be useful to complete a review shortly after the service user joins a service to help determine if the package of support in place is sufficient.

Standardising review periods

Commissioners and service managers may wish to consider standardising the frequency of outcome reviews across similar services or within services. Typically those services working with people for a shorter time e.g. homelessness resettlement services, will find it helpful to conduct more frequent reviews as there are likely to be changes to record, whereas services working with people on a longer term basis e.g. sheltered housing, may find it more appropriate to conduct annual reviews only.

Identifying the 'lead provider'

Where a person is using more than one service an agreement needs to be reached as to which organisation will conduct and record a person's outcomes. One 'lead provider' should take on the recording and reviewing of a person's outcomes. This is best done in conjunction with the individual using the service. The recording tool will assist in highlighting where a record for a person already exists.

Accuracy and consistency

Accuracy:- Support workers need to be confident about the scoring system. This will come from familiarity with it and discussion with others who are using it.

Consistency:- It is important that staff teams agree at a service or organisational level how they will approach Better Futures. This should include examination of the descriptions laid out in the matrix and agreeing what these mean in specific service settings.

Updating

It is important that staff teams close off records as people leave services so that reports can be generated about length of time using services and reasons for leaving them.

Preventative benefits – measuring the counterfactual

The counterfactual can be assessed by considering what a person's current situation would be like without support. It can be undertaken with or without the involvement of the person, depending on how appropriate it is to invite the individual to think about their situation if the service were to be removed. It is down to each organisation to decide how and whether to assess the counterfactual.

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Assessing the counterfactual with or without people using services

Organisational culture may dictate that people using services are involved in assessments as a matter of course. Other organisations may take the view that for some people it would be inappropriate to have a discussion about how they would be if the service were removed (for example, if a person has learning difficulties or mental health problems). In these instances, support workers should record their professional view about a person's situation if the service were to be removed.

3.3 Involving people

Basic principles

The guiding principle for completion of Better Futures is that those using services should be involved wherever possible, because the aim of Better Futures is to examine and report on outcomes from an individual's perspective. Where people may have difficulty relating to Better Futures in a written form, for example, people with dementia, services may wish to develop pictorial tools to help. An easy-read version of the matrix has been developed to help people with learning difficulties.

Getting started

Better Futures is best used as part of a support planning and on-going assessment/review process, and included in discussions taking place with people using services about their goals and targets.

It may be helpful to publicise Better Futures to people using services and to look for opportunities to present it to groups before starting to use it with individuals. This could generate useful discussion and promote an understanding of it.

Data protection

From the outset a person must be alerted to the purpose of Better Futures and to the sensitive nature of the information being recorded. Individual consent must be recorded on a **consent form**. A form has been created within the Better Futures recording system. A copy should be printed off for a service user to keep. Alternatively, a service provider may decide to adapt an existing information consent form so that it covers the use of Better Futures.

Carrying out the initial baseline assessment

The initial assessment will establish the baseline, as outlined earlier in this guidance. The timing of the initial baseline assessment will depend on individual situations. In some cases it could be carried out early on after a referral or initial contact. In other cases a person may not be able to undertake the process initially due to misuse of alcohol or drugs or due to ill health.

At the initial assessment it may be appropriate to have a discussion with the service user about

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goals and target scores. Where the aim is to maintain the current situation or prevent decline it should be clarified that the maintenance of scores or limited decline will be viewed as a success.

Key Points:

People using services should be involved as much as possible in placing themselves on the scoring system used in Better Futures.

Better Futures can be integral to support planning and/or assessment processes.

The frequency of assessment will depend on the type of service and the needs of individuals.

Support workers should encourage individuals to see their current score set in the context of their target scores.

3.4 Reporting available through Better Futures

This section examines the sort of reports which will be available from Better Futures.

Profile information

As described earlier, the profile information collected about individuals is important to enable the generation of reports. Deciding from the outset what information will be collected will be key to generating the sort of reports an organisation needs. Go to Appendix 4.1 for a list of the sort of information Better Futures can gather about people using services.

Standard reports

A series of standard reports has been developed for the Better Futures system to produce:

- 1 - 4. Needs profile by element of support
5. Length of service use
6. Needs profile by goal scores
7. Distance travelled by number of reviews
8. Distance travelled by goal scores
9. Distance travelled at different times
10. Needs profile at different times
11. Distance travelled by age band at different times
12. Distance travelled by support hours at different times
13. Percentage of clients returning at different times

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14. Planned/unplanned departures
15. Distance travelled between counterfactual and last review

Details about how to run these reports are provided in Section 5.5.

4. the better futures matrix

- 4.1 profile information gathered
- 4.2 the matrix scoring system

4. the better futures matrix

4.1 Profile information gathered

The table below shows the type of information which Better Futures can collect and the reason for collecting it.

Information collected about people using a service	Reason for collecting
PERSON'S NAME	This links individuals with score sets.
CONSENT FORM SIGNED	The system will record that a person has agreed to information being recorded about them on the electronic system.
DATE OF ENTRY TO THE SERVICE	This allows a comparison of outcomes with their situation when a person first used a service.
DATE OF EXIT FROM THE SERVICE	This will allow calculation of time using services.
PROVIDER NAME	This will allow analysis of outcomes by provider organisation.
SERVICE (WITHIN PROVIDER)	This will allow analysis by service.
HOUSING SITUATION AND DATE	This gives the potential to compare housing situation at baseline stage with housing at review stage.
HOURS INPUT	This will allow analysis by intensity of support.
CLIENT GROUP	This will allow analysis by client group.
CASE WORKER	This will allow analysis by support worker.
HOSPITAL ADMISSIONS	This will allow comparisons to be made according to rate of hospital admissions at different times.
LOCAL AUTHORITY AREA	This will allow reporting on outcomes in particular local authority. (Note: area where a person is based, not area which is funding a service.)
END PLACEMENT DATE	This must be recorded in order that the system can pick up repeat users of services for reporting
END PLACEMENT REASON	This must be recorded in order that the system can generate reports about the levels of planned and unplanned departures from services.
GENDER	This will allow analysis by gender
DATE OF BIRTH	This will allow analysis by age
ETHNICITY	This will allow analysis by ethnicity
DATES OF REVIEWS	This will allow reports to be created based on last reviews, previous 2 reviews, last review compared to baseline review etc.

4. the better futures matrix

4.2 The matrix scoring system

The Better Futures Outcomes Framework is made up of five goals. A number of elements of support are considered within each of these goals.

	high support	→			low support
1. Accommodation	④	③	②	①	①
1.1 Suitability of property	④	③	②	①	①
1.2 Security of accommodation	④	③	②	①	①
1.3 Other	④	③	②	①	①
2. Health	④	③	②	①	①
2.1 Physical health	④	③	②	①	①
2.2 Mental health	④	③	②	①	①
2.3 Addictions	④	③	②	①	①
2.4 Other	④	③	②	①	①
3. Safety and security	④	③	②	①	①
3.1 Domestic abuse	④	③	②	①	①
3.2 Legal issues	④	③	②	①	①
3.3 Safety from harassment and abuse	④	③	②	①	①
3.4 Safety risks and emergency procedures	④	③	②	①	①
3.5 Use of technology	④	③	②	①	①
3.6 Other	④	③	②	①	①
4. Social and economic wellbeing	④	③	②	①	①
4.1 Life skills	④	③	②	①	①
4.2 Money matters and personal administration	④	③	②	①	①
4.3 Leisure	④	③	②	①	①
4.4 Social interaction	④	③	②	①	①
4.5 Self-esteem	④	③	②	①	①
4.6 Other	④	③	②	①	①
5. Employment and meaningful activity	④	③	②	①	①
5.1 Core skills	④	③	②	①	①
5.2 Training and education	④	③	②	①	①
5.3 Looking for work	④	③	②	①	①
5.4 Sustaining employment	④	③	②	①	①
5.5 Meaningful activity	④	③	②	①	①
5.6 Other	④	③	②	①	①

5. the recording system

- 5.1 introduction
- 5.2 logging on and the home page
 - 5.2.1 the logon screen
 - 5.2.2 the end user licence agreement
 - 5.2.3 the home page
- 5.3 setting up a new client record
 - 5.3.1 the client consent form
 - 5.3.2 placing a client with a service
 - 5.3.3 ending a placement for a client
- 5.4 recording outcomes
 - 5.4.1 recording outcomes for a client – plan tab
 - 5.4.2 recording outcomes for a client – outcome scores tab
 - 5.4.3 recording outcomes for a client – score comparisons tab
- 5.5 reporting

5. the recording system

5.1 Introduction

The purpose of this section is to provide an easy reference guide to the Better Futures web-based recording tool. The guide explains how to register with the system and how to start using it. Useful tips about using the system are provided throughout and a list of useful contacts is provided within 'troubleshooting and useful tips' in Appendix 6.

5.2 Logging on and the home page

5.2.1 The logon screen

The web address of the recording system is <https://outcomes.capitasupport.co.uk>. The logon screen appears:



The logon screen gives two options:

Option 1 – Log On – You will enter the username you have been given for the system and the password. Selecting Log On will take you to step 5.2.2.

Option 2 – please note 'Register' is for providers who wish to register with the system. A screen will appear. Complete the information required and your request to register will be processed by the HSEU. You should receive an email with logon details and confirmation that registration has been successful within 5 working days.

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5.2.2 The end user licence agreement

After logging on to the system you will be presented with the screen below.



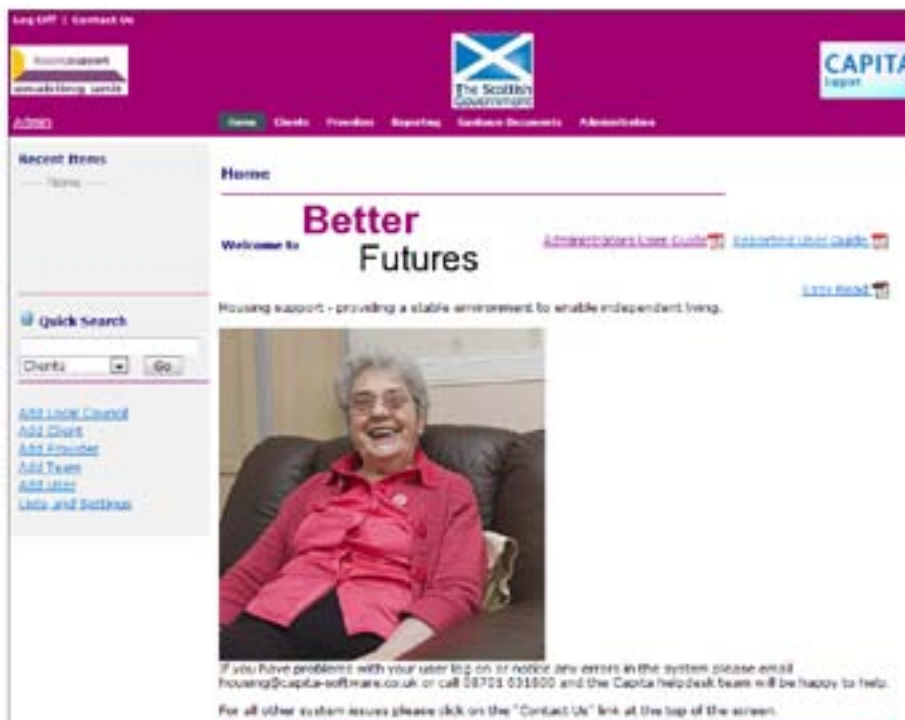
Step 1 – Please scroll down and read the agreement, if you agree to the statement select the “accept” button. This will take you to the Home page of the system. The next time you logon, you will be presented with this message again. If you select the “Always Accept This Licence” this will place a tick on the box, and on selecting accept you will no longer receive the End User Licence Agreement unless a change has been made to the detail contained within it.

Step 2 – If you select decline, you cannot progress any further within the system and you will be presented with the logon screen.

5. the recording system

5.2.3 The home page

After accepting the User Licence Agreement you will see the screen below:



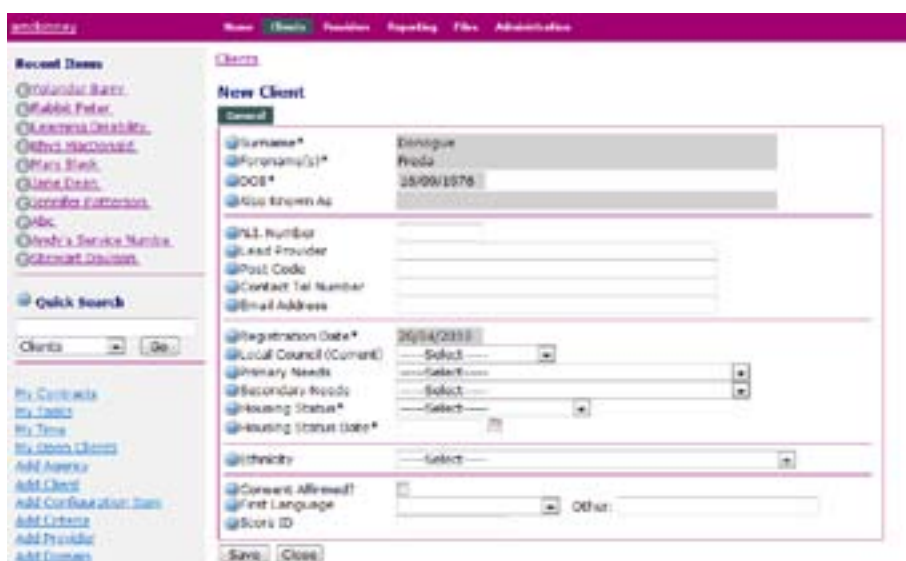
5.3 Setting up a new client record

From the home page select either Clients (if selected this will show the search screen in the graphic below), or from the quick links Add Client. The add client link is the quickest option to add a client. You may search for a client before creating a new record by entering any of the parameters below. Once you have discovered that the client does not exist on the system select “Add Client”.

5. the recording system



The system has 4 mandatory input fields for the above screen, these are identified with an *. After entering data in these 4 fields, the user can select Exists?. Using the 4 mandatory criteria the system will check for the existence of a client, and if they match, it will populate the client screen fields. If not, you will have to enter the data on the next screen.



You will see from the above the information entered is “greyed out”. If you have entered a “unique identifier” this would also be displayed but will not be checked against an existing record.

NI Number – This will check for the proper structure of a NI Number (not mandatory)

Lead Provider – This field is to identify if the support is shared, and if so, who will be entering the outcomes for the client. (not mandatory)

Postcode – The client’s current postcode is not in any format. If the client does not have a post-code, N/A could be entered. (mandatory)

Contact Tel Number – the most appropriate number to telephone the client on (not mandatory)

5. the recording system

Email Address – Enter the client’s email address if appropriate (not mandatory)

Registration Date – this is the date the client was entered onto the system (mandatory)

Local Council Current – This is the area a person is living in and is not necessarily the council paying for the service. This will assist in reporting on outcomes by local authority area.

Primary Needs – The primary needs of the client (mandatory)

Secondary Needs – The secondary needs of the client (not mandatory)

Housing Status – The housing situation of the client at the time prior to support. On registration this should be where the client is now. It can be updated when the client changes their housing status later on. (mandatory)

Housing Status Date – This will default to the date the client record is registered. If the Housing Status is changed then the date of the change in housing status should be entered here. (mandatory)

Ethnicity – The ethnic origin of the client is a mandatory field

Consent Affirmed – Select , if a client has given their consent to information about themselves being recovered on Better Futures. You should not continue creating the client record if the client does not want information about themselves recorded. The system will not save the record if the consent box is not selected by clicking in it.

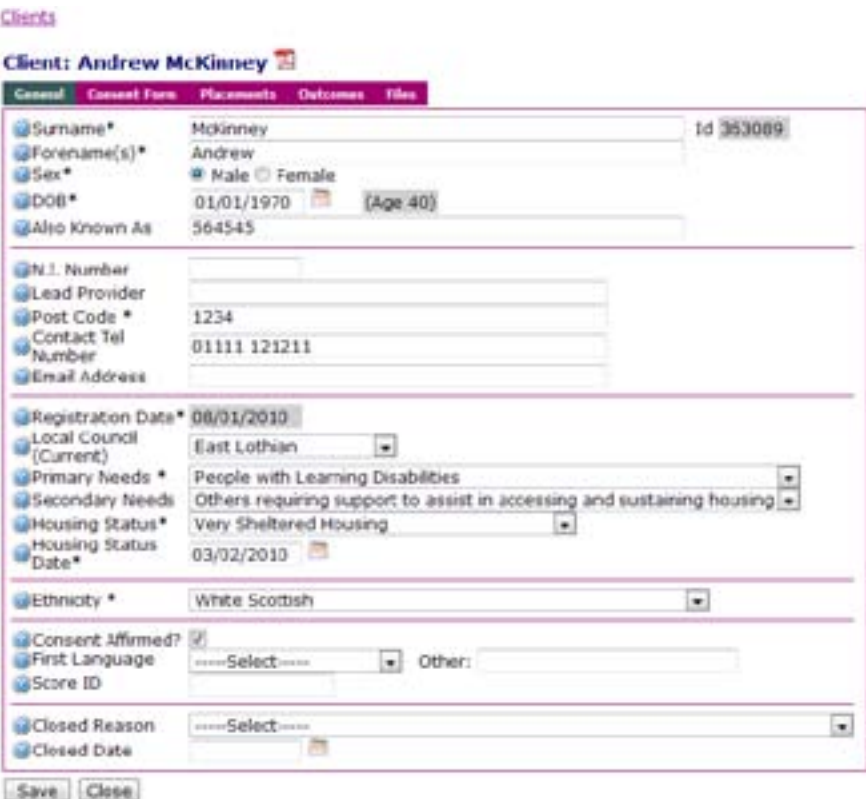
First Language – The first language of the client (their common language)

First Language Other – Free text area for languages not included in the dropdown list

Score ID - Score ID may be used by accommodation based services (i.e. those using the Scottish Continuous Recording System). Other services may wish to enter their own client ID number here. This is not mandatory

Once you have entered all the mandatory fields, and selected or entered some optional fields please select save. The client is now on the system. **If you select close all the data will be lost.**

5. the recording system



Client: Andrew McKinney

General Consent Form Placements Outcomes Files

Surname* McKinney Id 353089
Forename(s)* Andrew
Sex* Male Female
DOB* 01/01/1970 (Age 40)
Also Known As 564545

N.I. Number
Lead Provider
Post Code* 1234
Contact Tel Number 01111 121211
Email Address

Registration Date* 08/01/2010
Local Council (Current) East Lothian
Primary Needs* People with Learning Disabilities
Secondary Needs Others requiring support to assist in accessing and sustaining housing
Housing Status* Very Sheltered Housing
Housing Status Date* 03/02/2010

Ethnicity* White Scottish

Consent Affirmed?
First Language ----Select---- Other:
Score ID
Closed Reason ----Select----
Closed Date

Save Close

From the above screen you will see that there are now four additional tabs that have become available.

Also, you will see there are two additional fields, Closed Reason and Closed Date.


We are now going to select the placements tab near the top of the screen.

Note: When closing a client – enter the appropriate Closed Reason, and enter the closed date. This is when the client is no longer in receipt of support. If the client subsequently requires support, simply remove the Closed Date and Closed Reason fields. Reactivating a client will be recorded by the system’s Event log.

5.3.1 The client consent form

Every client that has their data captured on the system MUST be shown the consent form. This is the next tab to the right of the client general tab.

The screen should display as follows. Select the “Add Form” button



Home Clients Providers Reporting Guidance Documents Administration

Client: Andrew McKinney Add Form

General Consent Form Placements Outcomes Files

There are no available forms for this client.

Save Close

5. the recording system

You will now be presented with this screen:



In the dropdown box select INFORMATION_SHARING_CONSENT. The form version name will then be populated with version 1 automatically. If at a later date this is revisited with the client and a new consent form is required, it will appear as version 2 automatically when it is created. The form version name can be overwritten to something more meaningful. By selecting 'Copy answers' the answers from a previous version will copy across, allowing the user to simply amend the necessary fields. Select Save.

5.3.2 Placing a client with a service

Now that the client record has been set up, we must link it with the Provider and appropriate Service.



On selecting the Placements tab for a client for the first time the screen above will be displayed. Please select the "Add Placement" button.

This will bring up the following screen:



5. the recording system

You will need to select your provider name and service name. This will then populate the Address for the service.

Notification date and vacancy date(s) are not used - enter the date on which the service started working with a person (otherwise the system will default to today's date).

Select save.

5.3.3 Ending a placement for a client

Clients

The screenshot shows a web application interface for a client named 'Sunny Mayday'. At the top right is an 'Add Placement' button. Below the client name are tabs for 'General', 'Current Form', 'Placements', 'Outcomes', and 'Files'. The 'Placements' tab is active, displaying a table with the following data:

Provider	Service	Address	Started
Aspire Housing	Tenancy Support Team	not applicable, EH22 3WW	01/12/2010
Andy's Test Site	Andy's Service Number 1	15 High Street, HH1 1AA	04/05/2010
Edinburgh Women's Aid	Edinburgh Women's Aid	EHL 100	04/05/2010

At the bottom of the table are 'Save' and 'Close' buttons.

You will need to access this screen when you wish to end a placement. Select the hyperlink of the address of the placement that you want to end.

This will display the placement screen as before, only this time, you will be entering a closed date after the Vacancy Date(s).

Note: this field must be used in order that the system can pick up information about length of time of service use (report 5) and repeat users of services (report 13) and reasons for leaving a service (report 14).

Two new fields then appear:

a. Placement Close Reason – This is a dropdown box which contains the reasons “Planned Departure” and “Unplanned Departure”, select the appropriate response.

The following reasons are classed as ‘planned’: planned move to other accommodation without support provided by current provider, person moved to a care home or nursing home, person no longer needs support, person has gone elsewhere for support and/or care.

The following reasons are classed as ‘unplanned’: person died, person admitted to hospital, eviction or abandonment, provider withdrawn service, person refuses to engage with service.

Please note that the running of Report 14 depends on ‘Placement Close Reason’ being completed.

b. End Comments – This is a free text field for the user to record any detail in regard to the end of the placement (vacancy).

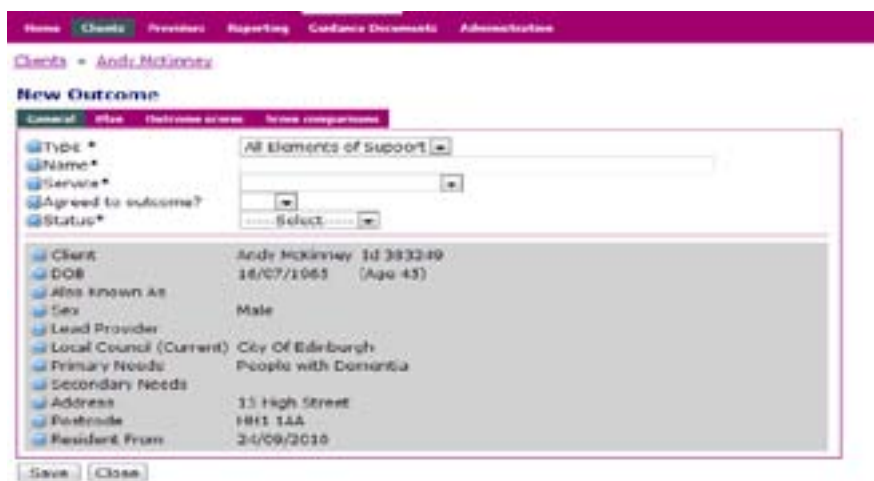
Once these fields have been completed select save.

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Only when a client has been placed will you be able to record the Outcomes for the client. To do this select the tab called “Outcomes”. You will then be presented with the screen above. After selecting the “Add New Outcome” button, you will be presented with the following screen:



Important Note: This screen is to be treated like a support plan, i.e. when a review is due you would not create a new support plan but review the existing plan. You should only use this screen if a support plan is not current or if the circumstances are that they have changed service. If more than one provider is supporting the client, it must be agreed that only one will record the plan and the corresponding outcome measures.

In this screen you have mandatory fields that are marked with an asterisk *.

Field name	Description
Type	The type of support plan you would like to create. (Mandatory)
Name	The name of the Support Plan. (Mandatory)
Service	Select your service from the list. (Mandatory)
Agreed to Outcome	Has the person agreed to the Support Plan? (Optional)
Status	The status of the Support Plan, options are open or closed. (Mandatory)

5. the recording system

5.4 Recording outcomes

5.4.1 Recording outcomes for a client – plan tab

The screenshot displays the 'Outcome' page for a client named Andy McKinney. The page is titled 'Clients > Andy McKinney' and features a 'Build/Modify Plan' button. Below the title, there is a message: 'The Outcome details have been saved.' The main content area is divided into several sections, each with a list of outcome elements:

- Accommodation:** Suitability Of Property, Security of Accommodation, Other
- Health:** Mental health, Physical health, Additions, Other
- Safety and security:** Domestic abuse, Legal issues, Safety from harassment and abuse, Safety risks and emergency procedures, Use of technology, Other
- Social and economic wellbeing:** Life skills, Money matters and personal administration, Leisure, Social interaction, Self-esteem

Each element is listed in a table with columns for 'Last Review', 'Next Review', and 'Current Outcome'. The 'Plan' tab is currently selected, and other tabs include 'General', 'Outcome scores', and 'Score comparisons'. On the left side, there is a 'Recent Items' list and a 'Quick Search' bar.

This screen shows the complete list of all “**Elements of Support**” that a client may be working on. To customise the plan to suit the client select the “Build/Modify Plan” button.

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Andy McKinney : Support Plan

- Accommodation 
 - Suitability Of Property 
 - Security of Accommodation 
 - Other 
- Health 
- Safety and security 
- Social and economic wellbeing 
- Employment and Meaningful Activity 

Available Objectives

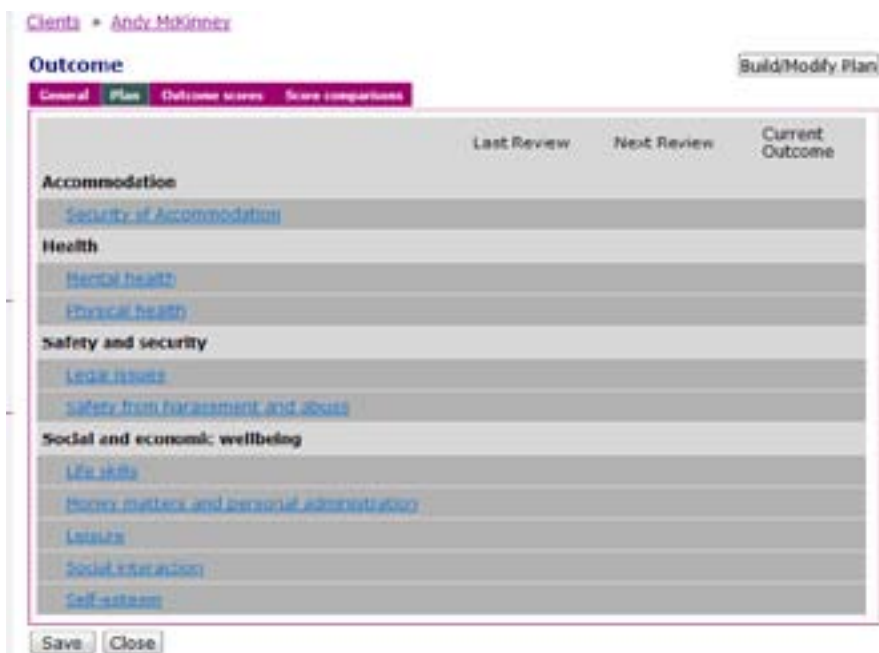
- Accommodation
- Health
- Safety and security
- Social and economic wellbeing
- Employment and Meaningful Activity

The Support Plan builder will allow you to delete whole areas by selecting the X. Or, if you just want to remove certain elements, then select the + sign to the left of the Headers. You will see from the above picture that the + has been selected against the “Accommodation” header and that the related Elements of Support appear below. To remove a specific element of support, select the X symbol. When complete select Save and Close. This will update your plan page.

If an error has been made and you have de-selected the wrong element of support, you can add it back in by selecting the option from the Available Objectives list.

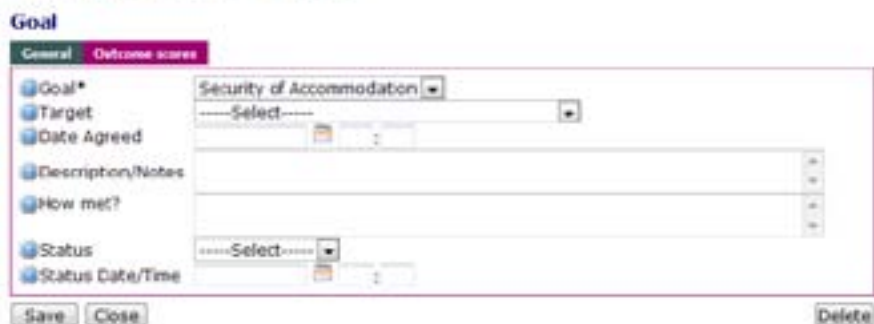
Once you have chosen the appropriate elements of support, press save and close. This will take you back to the Outcomes screen. To view the support plan you have just created, go to the Plan tab.

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To record a target score, select an element of support. This will take you to the Goals screen where you can select a target score from the pick list e.g. security and accommodation.

Clients > Andy McKinney > Support Plan



if you wish to add or delete further elements of support, click on the Build/Modify Plan button as described in section 5.4.1

5.4.2 Recording outcomes for a client – outcome scores tab

Go to the Outcome Scores tab and you will be presented with the screen below:



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To enter a review, select the “Add Review” button. You will then be presented with the following screen:

This screen is where you record Outcome measures. You will only see the Elements of Support that were created when you used the Support Plan builder (see section 5.4.1).

The following descriptions of the fields at the top of the New Outcome Review screen help to explain how each field can be used:

Field Name	Description
Review type	This can be either Baseline, Counterfactual or Standard (this field is mandatory). It is very important to select the appropriate review type because the reporting tool uses them.
Description	A more detailed description of the review can be entered into this free text box (optional field).
By	Select from the dropdown the person who performed the review with the client (this field is mandatory).
Notes	A free text field for recording notes in regard to the review (optional field).

5. the recording system

Support Hours	The number of support hours that the client receives weekly.
No. of Hospital Admissions	This is the number of hospital admissions since the client's last review (optional field).
Review Date	The actual date of the review. Please note, the system will not accept 2 reviews with the same date (regardless of review type). You must ensure, for example, that a counterfactual and a standard review are given different dates.
Review Comments	Comments made by the client for recording or by the reviewing officer.

When these fields have been completed the outcome scores can be recorded.

If you are unsure which score is appropriate, select the hyperlink against the element of support and this will produce descriptions associated with each score in the form of a table.

Client's > Andy Johnson > Support Plan

Outcome Review

The Review details have been saved.

Review Type* Baseline

Description 1st Review

By* jonathonny

Notes test

Support Hours 2

Number Of Hospital Admissions 0

Review Date* 22/04/2020 09:00

Review Comments Client happy with scores recorded

Goal	Outcome
Accommodation - Avg 2	4 3 2 1 0
Essentials of Accommodation	4 3 2 1 0
Health - Avg 2	4 3 2 1 0
Mental health	4 3 2 1 0
Physical health	4 3 2 1 0
Safety and security - Avg 1.5	4 3 2 1 0
Local issues	4 3 2 1 0
Safety from harassment and abuse	4 3 2 1 0
Social and economic wellbeing - Avg 3	4 3 2 1 0
Life skills	4 3 2 1 0
Money matters and personal administration	4 3 2 1 0
Leisure	4 3 2 1 0
Local extension	4 3 2 1 0
Self-esteem	4 3 2 1 0

Save Close Default

On selecting a number, the button will change to yellow. To deselect the number, either select the same number or select a different number. On saving the Outcome a message will be displayed at the top of the screen “The Review details have been saved”.

Remember to select save when you have scored all the elements of support.

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5.4.3 Recording outcomes for a client – score comparisons tab

On selecting this tab you will see the outcomes you have just created as an outcomes wheel. You can change this view to a “Segmented Bar Chart” by selecting this from the dropdown list. Each review will be layered with the legend displayed of the reviews being compared.

The screenshot displays a software interface for recording outcomes. On the left is a sidebar with 'Recent Items' and 'Quick Search' sections. The main area is titled 'Clients - Add Outcome' and contains an 'Outcome' table with columns for 'Target' and 'Score'. Below the table is a 'Choose Chart' dropdown menu set to 'Outcome Wheel'. The 'Outcome Wheel' is a radar chart with ten axes representing different outcome categories. A red line connects the data points on these axes, forming a polygon. At the bottom of the chart area are 'Save' and 'Close' buttons.

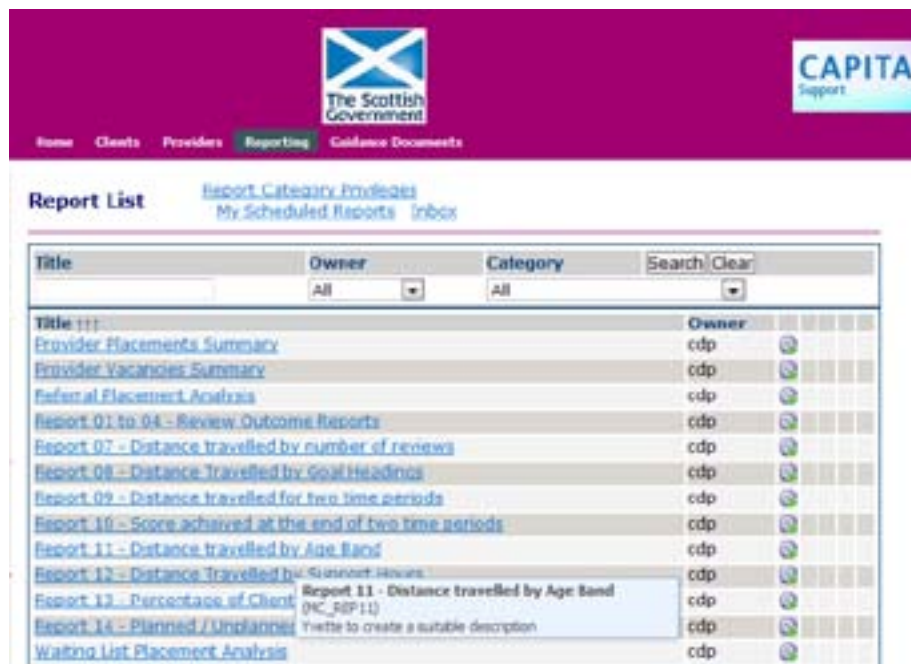
Outcome	Target	Score
Accommodation		
Security of Accommodation	2	
Health		
Mental health	2	
Physical health	2	
Safety and security		
Legal issues	1	
Safety from harassment and abuse	2	
Social and economic wellbeing		
Life skills	1	
Money matters and personal administration	2	
Leisure	2	
Social interaction	1	
Self-esteem	4	

Each review will be layered with the legend displayed of the reviews being compared.

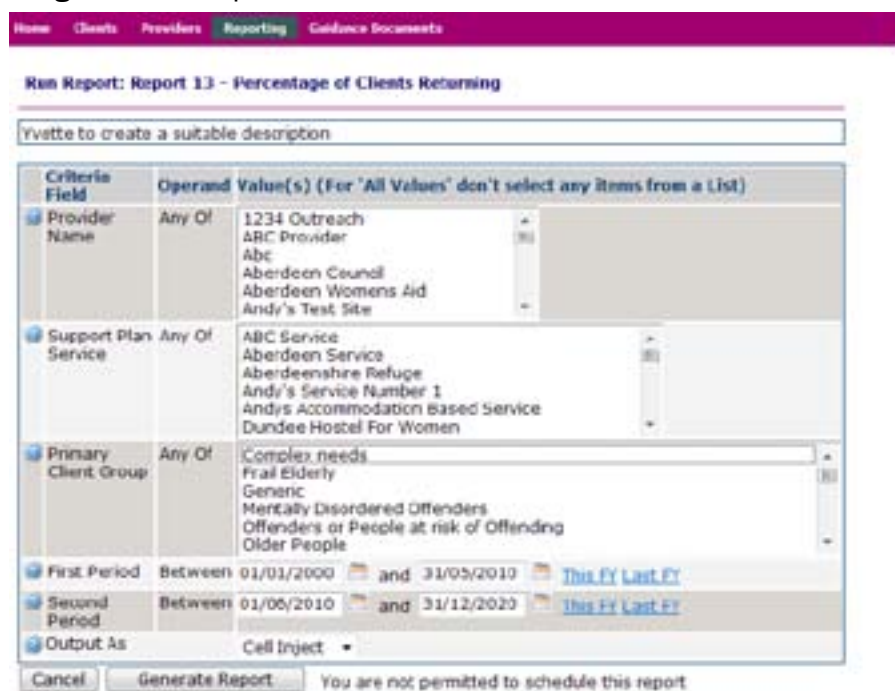
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5.5 Reporting

On selecting the Reporting option from the main headings, you will be supplied with a list of reports that you can run.



Search for the report you want to run. If you hold the mouse over the title, it will display a description as above. The icon at the right will allow you to run the report. It will allow you to enter report ranges. An example of this is shown below:



5. the recording system

The report will then allow the user to select from the screen as per the options above. The user will only be restricted to client data that they are entitled to view.

Note 1: If you wish to select more than one option from a list i.e. Frail Elderly and Generic, select the Frail Elderly, then select Generic but you must have the “Ctrl” key pressed, this will highlight both entries.

Note 2: The Output As field has been defaulted and should not be changed as these reports were designed to run in the format stated.

Select the Generate Report button to run the report. See appendix 2 for a full list and description of reports which can be generated by the system.

6. training resources

- 6.1 model training programme
- 6.2 exercise 1: getting to know the matrix
- 6.3 exercise 2: creating a typical profile
- 6.4 exercise 3: creating a basic journey through a service
- 6.5 step by step guide: setting up and maintaining individual records:
- 6.6 exercise 4: walk through setting up a client record
- 6.7 exercise 5: updating an existing record
- 6.8 exercise 6: creating reports

6. training resources

6.1 Model training programme

09.30am Introductions

09.45am Background and overview of Better Futures

10.00 am Use of Better Futures in services – Exercise 1

10.30 am Creating a profile and baseline assessment – Exercise 2

11.00am Tea/coffee break

11.20am Introduction to the recording system

Creating an individual journey through a service – Exercise 3

Steps needed to set up clients (refer to Step by Step guide)

Data protection form and gaining consent

Setting up a new record – Exercise 4

Outcome graphics

1.00pm Lunch

2.00pm Accessing and updating client records – Exercise 5

Searching for clients

Outcome reviews

Counterfactual review

Moving on – end placement

Moving on – close case

2.30pm Tea/coffee break

2.50pm Reporting function and running reports - Exercise 6

- overview

- examples

3.30pm Troubleshooting and final queries

4.00pm Evaluation and Close

6. training resources

6.2 Exercise 1 – Getting to know the matrix

Purpose

The purpose of this exercise is to help people examine each element of support and to consider how the descriptions would apply to their own services and situations people are in.

Task

In small groups look at each of the goals of the Better Futures outcomes matrix and examine carefully the elements of support and descriptions that flow from it e.g.

Goal: 1 Accommodation

Elements of Support: 1.1 Suitability of Property and 1.2 Security of Accommodation

Take 20 minutes to do this – ideally allowing each group to consider and discuss all goals and elements of support – noting down any particular issues they present for the services or people they work with.

Concluding the task

Bring everyone back together for 10 minutes to share ideas and impressions about how the outcomes matrix reflects the situations they work with.

Note: this exercise may need more time if people have no previous knowledge of the Better Futures system.

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6. training resources

6.3 Exercise 2 – Creating a typical profile

Purpose

The purpose of this exercise is to create a profile and agree how what baseline scores might look like.

Task

As a whole group agree some details relating to an imaginary person using a service and write them up on a flip chart. Details to include:

Age, housing situation, family situation, financial situation any physical health or mental health difficulties.

Consider as a group how that person might be scored for a baseline assessment in respect of:

- 1.1 Suitability of property
- 1.2 Security of accommodation
- 2.1 Physical Health
- 2.2 Mental Health
- 2.3 Addictions
- 3.5 Use of technology
- 4.1 Life skills
- 5.1 Core skills

Take 30 minutes over this whole group exercise.

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6.4 Exercise 3 - Creating a basic journey through a service

Purpose

To create a basic journey through a service which will provide key information to input into the system for Exercises 4 and 5 – this will allow the use of the reporting tool in Exercise 6.

Task

Individually think about and make a note of the following details about the imaginary person jointly drawn up in the previous exercises. This should take about 10 minutes.

Person's name

Date of birth (must be more than 16 years old in 2007)

Support Plan date (in 2008)

Baseline Review date (in 2008)

Review 1 date (2008)

Review 2 date (2009)

Review 3 date (2010)

Review 4 date (2010)

Counterfactual Review date (in 2010 but not the same date as previous views)

End of placement date (in 2011 but not in the future)

Closed date (2011 but not in the future)

Closed reason – planned/unplanned

6. training resources

6.5 Better Futures: setting up and maintaining individual records - step by step guide

1. RECORDING A NEW CLIENT

- Client profile information + data consent form
- Linking client with your service – making a ‘placement’
- Setting up a support plan with targets
- Creating score sets:
 - baseline
 - review
 - counterfactual
- Presenting individual progress
 - outcomes wheel
 - segmented bar chart

2. UPDATING EXISTING CLIENT RECORDS

- Recording score sets for new reviews
- Ending ‘placement’ when a person ceases to use a service
- Closing case with date and reason (planned/unplanned) if a person is not going on to use another service

6. training resources

6.6 Exercise 4 – Walk through setting up a new record

Purpose

The aim of this exercise is to help people become familiar with the steps needed to set up a new client record and to gain a sense of how the recording tool is structured.

Task

The trainer will ask everyone to access the Capita Support website and use the user name and password they have been provided with. Once everyone has the Better Future Homepage on their screen the trainer can use the following exercise to talk them through the process. Individuals should refer to the notes they created during Exercise 3.

1. SETTING UP A NEW CLIENT RECORD

Go to the Clients tab

Click on New client button (top right hand corner of the screen)

Input:

Surname

Forename

Sex

Date of birth (must be over 16 years of age in 2008) – also note that dates must be entered in full and numbers separated by '/' not '.' eg 04/09/1968

Click on Exists? Button

Now **complete** other details:

Postcode - must start with AA... for this exercise,

Local Council - **select** AA Local Authority (for training purposes only)

Primary needs – **select** one

Housing status – **select** one

Housing status date – before 2007

Ethnicity – **select** one

Case owner – **find** username on the pick list

Click on Save button at the bottom left hand corner of the screen

A text box will appear about consent to data sharing. If you are in the process of gaining consent select OK and you will see a new row of tabs under the Client name. **Go to** Consent Form tab.

Click on Add Form button. **Select** 'Information Sharing Consent' in Form Name pick list. **Click on** Save. **Click on** Data Protection Act 1998 Consent Form tab. The form will appear. **Select** appropriate item in pick list – either 'I give consent to the following' or 'I do not give consent to the following'. A person's signature can be inserted electronically using a mouse or the form can be printed and signed in writing. **Click on** the Save button. **Go back** to the client screen – to do this

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go to the left hand side of the screen and you will see the client name listed. **Click on** this. Then **find** the Consent Affirmed? box and **tick it**.

2. LINKING A CLIENT RECORD WITH YOUR SERVICE

Go to the Placement tab

Click on the Add Placement button

Input:

Provider name - **select**

Service name - **select**

Services address will appear automatically

Go to Vacancy date. **Insert** date when person started using the service in 2008.

Go to Filled date. **Insert** date when person started using the service in 2008.

Click on Save.

3. SETTING UP A SUPPORT PLAN WITH TARGETS

Go to the Outcomes tab.

Click on Add New Outcome

This is where a new Support Plan is set up.

Name – you can call the Support Plan something like Support Plan 1 or Initial Support Plan 2008 depending on how many support plans you expect people to have during their use of the service.

Notice the Agreed to outcome? question. This is optional but is an opportunity to record that a person has agreed to the support plan.

Select Open from the Status pick list.

Click on the Save button.

Go to the Plan tab.

This is where you can create a Support Plan.

First **select** the Elements of Support a person is working on. To do this **click on** the Build/Modify Plan button. **Click on** the '+' sign to the left of Accommodation. 3 items will appear below it. We want to deselect '1.3 Other'. To do this **click on** the orange 'x' to the right. Watch it disappear.

Now **open** up Health and deselect '2.4 Other'.

Now **open** Safety and Security. **Deselect** everything except '3.5 Use of Technology'

Now **open** Social and economic wellbeing. **Deselect** everything except '4.1 Life Skills'.

Now **open** up Employment and meaningful activity. **Deselect** everything except '5.1 Core Skills'.

Scroll down the page and you will notice 'Available Objectives' If you **click on** a '+' sign a list will

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appear with green crosses next to any items you have deselected. **By clicking on** a green cross the item will be reintroduced to the Support Plan.

Click on the '+' sign to close the list. **Click on** the Save and Close button to go back to the Support Plan screen which will then revert to the Outcome screen. **Go to** the Plan tab to see the updated Support Plan you have created.

Now you can set agreed targets for each of the elements of the Support Plan. Click on the Element of Support eg 1.1 Suitability of Property. **Select** the target score in the pick list by Target (ie 0,1,2,3 or 4). Then **click on** the Save button. (For this exercise select 0 for every element of the Support Plan.) **Go to** Support Plan at the top of the page to return to the Support Plan screen. You will see a yellow box appears each time a target is set. This indicates the target (a 0 is shown as the equivalent of 5 boxes).

4. RECORDING A BASELINE SCORE SET

Now we are going to record the baseline score set. **Go to** the Outcome scores tab. **Click on** the Add Review button.

Review type – **select** Baseline

By – **select** system user name.

Insert number of support hours per week.

Review date – **insert** baseline review date in 2008.

There is scope to insert comments in free text about the review.

Next you can score the elements of the support plan you have set up.

Please **score** a 3 for 1.1 Suitability of Property.

All the other elements can be 3 or 4 for this exercise.

Then press the **Save** button.

5. RECORDING THE SCORE SET FOR THE FIRST REVIEW

Go back to 'Support Plan' at the top of the page to see the list of reviews carried out so far. You will see the Baseline listed.

To create the score set for the next Review **click on** the Add Review button.

Review Type – this time **select** Standard – for a standard review.

By – **select** user name.

Support hours – **state** number.

Review date – **insert** a date in 2008.

Now have a look at the score buttons. Some are greyed out. These are the scores selected for the last review carried out.

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Now **update** the score – ranging from 4,3 & 2

Click on the Save button.

6. RECORDING THE SCORE SET FOR THE SECOND REVIEW

Now **create** a further review score set.

Go to 'Support Plan' and you will see the table of reviews. **Click on** Add Review.

Go through the process again as for a Standard Review. This time using the 2009 date.

7. DISPLAYING SCORE SETS AGAINST TARGETS

Now we are going to see how a person's progress can be displayed by the system.

Click on the client's name at the left hand side.

Go to the Outcomes tab.

Click on the blue date for the Support Plan.

Go to the Score comparisons tab.

You will see the list of elements you selected in the Support Plan and the scores in columns with the name of the type of review or target and date at the top of the column.

Now **scroll down** the page and you will see the Outcome Wheel displaying the scores and target you have put into the system. The black line is the target score.

You can convert this into a bar chart by **going to** the pick list in the centre of the screen and **selecting** Segmented bar chart. **Click on** the View/Refresh button.

Next **scroll back up** to the top of the page.

We are going to set up the Outcome Wheel so that it simply shows the target plus the latest review.

To do this **go to** the tickbox next to the Baseline date and **deselect** it by clicking on it. The tick will disappear. Do the same with the first Standard Review.

Then **scroll down** the page again and **click on** the View/Refresh button. You will then see the Outcome Wheel has reduced to 2 lines – the black target and one coloured review score line.

Round off the exercise by inviting everyone to share their first impressions of using the system.

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6.7 Exercise 5 - Updating an existing record

Purpose

The aim of this exercise is to help people become familiar with accessing the system, find an existing case record and update it. It will also introduce people to the way a counterfactual score set can be recorded and will round off by demonstrating how cases should be closed once a person moves on from a service.

Task

This exercise starts off with accessing the system and finding the case record set up as part of Exercise 4. This can be done with prompting when asked rather than step by step instruction. Once more reviews and a counterfactual review have been recorded then instructions about how to close a case record should be given.

1. ACCESSING THE SYSTEM AND RECORDING MORE REVIEW SCORE SETS

First of all, **access** the website again: <https://outcomes.capitasupport.co.uk>

Log on using the user name and password provided.

Find the client record set up earlier and add 2 further reviews dated 2010. If prompting is required **guide** people to the Outcomes Tab then the Plan tab where they can go into the Support Plan and see a list of reviews. The Add Review button will open up the screen to record new score sets.

Finally **record** a counterfactual score set **by selecting** 'Counterfactual' in the Review type pick list on the screen to record new score sets. (The concept of 'Counterfactual' may need a bit of clarification i.e. what a person's situation would be like without support.)

2. CLOSING A CASE

Now ask everyone to **close** the case. There are 2 stages to this:

- **end** the placement by going to the Placement tab, and
- **end** the record assuming that a person is not going on to using any other service at the moment.

To end the placement **go to** the Placement tab and **click on** the address of the service.

Enter a date in 2011 at Vacancy date in the far right hand box.

A pick list will appear – planned or unplanned reasons for leaving a service. The help text box next to it can be opened by a click on the '?' symbol and lists reasons according to 'planned' and 'unplanned'. **Select** either planned or unplanned from the pick list.

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Next **go to** the General tab and **enter** the date next to Closed date.

Then **go to** Closed reason and select the option in the pick list.

The case record has now been closed.

It is useful to acknowledge the importance of rounding off records in this way so that reports about reasons for leaving services and timescales for using services can be generated.

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6.8 Exercise 6 – Creating reports

Purpose

This exercise has been designed to demonstrate how the reporting tool works. The information previously inputted for exercises 4 and 5 will show in the reports generated in this exercise.

Task

The focus will be on reports about support needs, reports about changing needs, reports about reasons for leaving a service and reports about the counterfactual.

Go to the Reporting tab. A screen will appear with a table where various reports are listed.

1. REPORTING ON SUPPORT NEEDS

Go to Report 1 – 4 ‘Needs profile by element of support’.

We are going to show the number of people who are limited by the unsuitable nature of their accommodation. To do this we will run a report which counts the people who have scored 3, 2 or 1 for Suitability of Property.

Click on Report 1 – 4. The screen that appears consists of various parameters most of which consist of pick lists.

Local authority: **select** ‘Aa Local Authority (for training purposes only)’

Primary needs – **leave unselected**

Leave dates as they are

Select Training Provider1

Select Training Service1

Select Support: Accommodation: 1.1 Suitability of Property

Select 3, 2, and 1. (**Press Ctrl** to select more than one option in a pick list)

Click the Generate Report button.

You will see a title page confirming the parameters you have chosen and the overall number of records used in the report.

The next page consists of a list of records.

On the final page you will see a chart.

To go back to the list of reports **click on** the Cancel button at the bottom of the screen.

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2. REPORTING ON CHANGE OVER A NUMBER OF REVIEWS

Go to Report 7 Distance travelled by number of reviews

Select Aa Local Authority (for training purposes only)

Select Support: Accommodation

Review date – **change to** 01/01/2007 to 31/01/2011

Primary needs – **leave open** (i.e. unselected)

Select Training Provider1

Select Training Service1

Click on the Generate Report button

3. REPORTING ON PROGRESS IN DIFFERENT TIME PERIODS

Go to Report 9

Select Aa Local Authority (for training purposes only)

Primary needs - **leave open**

Select Training Provider1

Select Training Service1

Review type – **leave** as default ie Baseline and Standard

Select both Accommodation and Health goal headings

Reviewer – **select** user name

First period – **enter** 01/01/2007 to 31/12/2009

Second period – **enter** 01/01/2010 to 31/01/2011

Click on the Generate Report button.

4. REPORTING ON PLANNED AND UNPLANNED REASONS FOR LEAVING SERVICES AT 2 DIFFERENT PERIODS OF TIME

Go to Report 14

Select Aa Local Authority (for training purposes only)

Select Training Provider1

Select Training Service1

Primary client group – **leave open**

First period – **enter:** 01/01/2007 to 31/12/2009

6. training resources

Second period – **enter**: 01/01/2010 to 31/01/2011

Click on the Generate Report button

5. REPORTING ON THE COUNTERFACTUAL

Go to Report 15

Select Aa Local Authority (for training purposes only)

Select goal headings: Accommodation and Health

Primary needs – **leave open**

Select Training Provider1

Select Training Service 1

Housing status – **leave open**

Click on the Generate Report button.

Round off the session by looking at the full list of reports which the system has been set up to generate and invite discussion about which reports particular services would find useful to generate in future.

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appendix 1: matrix scoring guide

1. ACCOMMODATION

1.1 Suitability of Property

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
<p>I have been sleeping rough</p> <p>I am in hospital but cannot be discharged until accommodation is found for me</p> <p>It would be unreasonable for me to remain in my house (see Code of Guidance on Homelessness)</p>	4
<p>I have been staying with friends and family on a short term basis</p> <p>I need to move house as my home is not suitable for my particular needs.</p> <p>I am in accommodation which is very unsuitable because of poor physical condition – I need to move or do extensive work</p> <p>Only limited adaptations can be carried out to my home. This limits my ability to be independent.</p>	3
<p>I am currently in temporary hostel accommodation which is not supported</p> <p>I need a number of adaptations to my home as it is not suitable for my particular needs</p> <p>I am in accommodation which is unsuitable because of poor physical condition – it requires much work</p> <p>Adaptations are being carried out to my home which will enable me to return home and to remain as independent as possible.</p>	2
<p>I have moved into new accommodation but require some essential furniture</p> <p>I am waiting for a number of planned adaptations to be carried out to make my home suitable for my particular need</p> <p>I am in accommodation and have some issues with its physical condition – it requires some work</p> <p>I am currently living in supported short or medium term accommodation</p> <p>Adaptations have been carried out to my home which will enable me to return home and to remain as independent as possible.</p>	1
<p>I am in good quality permanent or long-term accommodation, which meets any particular needs I have</p>	0

1.2 Security of Tenure

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
<p>I am at immediate risk of losing my home</p>	4
<p>I could lose my current home in the next few months due to action being taken against me</p>	3
<p>I need support to keep my home</p> <p>Support is helping me to deal with any issues that may put the home at risk</p>	2
<p>I am able to manage my home assisted by my support worker</p>	1
<p>I am dealing with any legal responsibilities to do with my home by myself</p>	0

1.3 Other accommodation support.

2. HEALTH

2.1 Physical health

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I have health problems but do not have a GP or any other doctor in place I have chosen not to deal with my health problems	4
I do not have any health problems I am aware of but I do not have a GP I have health problems and have support in place now so that I can begin addressing these problems	3
My support worker helps me to set up health appointments and/or reminds me about them. My support worker may accompany me to appointments My support worker is assisting me to register with a GP as well as with other health services I may need	2
My support worker sometimes reminds me to make and/or attend appointments	1
I am registered with a GP/ other health services I can make and attend health related appointments when necessary and do not need support to assist	0

2.2 Mental health

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I feel I have serious mental health issues but have no contact with mental health/psychiatric services I have been prescribed medication but have not been taking it I have been recommended a treatment course but have not been going for treatment	4
I have had repeat admissions or emergency contact with mental health or psychiatric services My mental health condition is managed with regular support from mental health services	3
I need support to attend mental health related appointments I have been experiencing mild mental health problems but have not discussed this with a GP or any support worker I feel stable and I am receiving medication or other treatment which is managed by my support worker	2
I am able to attend appointments and or make contact with mental health/psychiatric services with some assistance from a support worker I have been experiencing mild mental health problems and have support in place to address or assist with this I feel stable given the medication or treatment I am using which I manage independently	1
I have good mental health OR I am able to make and attend mental health related appointments when necessary	0

Note: This part of the matrix aims to measure service users' perceptions about their mental health rather than a tool to diagnose mental health problems. In addition the extent to which a person's mental health impacts on their everyday life should be considered when deciding on the score.

2.3 Addictions

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
My addiction is putting my current situation (such as accommodation, health etc) at risk but I don't want to address addiction	4
My addiction is putting my current situation at risk, I wish to receive support but struggle to do so	
My addiction is putting my current situation at risk and I wish to receive support for my addiction	3
My addiction is putting my current situation at risk and I wish to receive support for my addiction. I am currently on a waiting list or awaiting input from an addiction support team.	
My addiction does not put my current situation at risk and I do not want to address my addiction	
I am attending at least one specialist service (e.g. counselling, detox, rehabilitation) to assist with my addiction	2
I am successfully managing my addiction and I sometimes access support if I need to	1
I have no issues regarding addictions OR I am successfully managing my addiction on my own	0

Note: This part of the matrix measures outcomes for service users who experience addiction problems. It also measures the extent to which services users make use of specialist services.

2.4 Other health support

3. SAFETY AND SECURITY

3.1 Domestic abuse

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I am experiencing domestic abuse and feel I am unsupported to address this	4
I am experiencing domestic abuse but I know where to access support if I need it and am aware of my rights	3
I feel I am potentially vulnerable to domestic abuse (I was recently threatened or harassed)	2
I use support to help address any practical issues arising from domestic violence	
My support is assisting me to deal with the impact and effect of domestic abuse on self and any children	
I am concerned about domestic abuse and am unclear about my rights for protection from domestic abuse	1
I am developing a safety plan for me and any children	
I am developing my own support network within the community	
I feel I am not at risk of domestic abuse	0
I feel safer and more protected from partners abuse	
I have developed a safety plan for me and any children	
I have developed my own support network within the community	

Note: This part of the matrix measures outcomes where a person is experiencing or at risk of experiencing domestic abuse. Domestic abuse (as gender-based abuse), can be perpetrated by partners or ex-partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate women and are perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviour such as isolation from family or friends).

3.2 Legal issues

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I have offended more than once (since last review if applicable) I have convictions pending or an active warrant (or warrants) I have been imprisoned more than once (since last review if applicable) I have not attended court when required	4
I am on a probation order, but I have not met it's conditions I have been imprisoned once (since last review) I have offended once (since last review) I am required to attend a police station/court as a witness but I have not done so	3
I am currently supported to address my offending behaviour I am on probation and being supported to meet conditions I am being supported to attend police station/court as witness	2
I am keeping appointments with probation officer I am paying any outstanding fines or have put a payment plan in place	1
I have no offending or legal issues	0

Note: This part of the matrix aims to measure outcomes for legal issues. This may include any offending behaviour as well as any other legal issues to be addressed.

3.3 Safety from harassment and abuse

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I have major and immediate concerns about my safety because of harassment or abuse by others	4
I have significant security concerns as I feel harassment or abuse by others is placing my accommodation at risk	3
I need support to help me deal with the harassment or abuse I am experiencing	2
I am able to deal with issues surrounding harassment or abuse mainly by myself but I have access to support if I need it	1
i am not facing any harassment or abuse	0

Note: This part of the matrix looks to measure outcomes in terms of safety from harassment and abuse. Abuse can include physical abuse, racial abuse, sexual abuse, mental and emotional abuse and financial abuse and can be perpetrated by family, friends, neighbours, carers or others (but not intimate partners or ex-partners as this would be termed domestic abuse) and can happen at any stage in life. It can affect men and women.

3.4 Safety risks and emergency procedures

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
<p>I have major and immediate concerns about my safety as I do not feel I am able to manage any safety and security risks</p> <p>I would not know what to do in case of a fire or other emergency</p> <p>I require special rescue procedures to be in place eg through the Fire Brigade</p>	4
<p>I have significant security concerns as I do not feel I am able to manage safety and security risks and need assistance with this</p> <p>I am uncertain what to do in a fire or other emergency</p>	3
<p>I have support in place to help me manage safety and security risks</p> <p>I need regular reminders of the safety procedures in my accommodation (e.g. fire safety, emergency response equipment)</p> <p>Because of safety and security concerns, I received a daily visit from a support worker</p>	2
<p>I am able to manage safety and security risks with prompting/supervision</p> <p>I need a reminder of the safety procedures in my accommodation (e.g. fire safety, emergency response equipment)</p> <p>Because of safety and security concerns, I received a daily call from a support worker</p>	1
<p>I am able to manage any security risks independently</p> <p>I have a good knowledge of the safety procedures in my accommodation (e.g. fire safety, emergency response equipment)</p>	0

Note: This section looks to measure outcomes for safety and security outcomes. This includes safety of actual accommodation and use of emergency procedures

3.5 Use of technology

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I need technology for my particular needs to remain safe but do not have this in place	4
<p>I have technology for my particular needs in place but I do not know how to use it</p> <p>I have technology for my particular needs but I do not think this is sufficient to keep me safe</p>	3
<p>I have technology for my particular needs in place but I feel I need reminding on how to use it every so often</p> <p>I have technology for my particular needs in place but I still have concerns about my safety</p>	2
I have technology for my particular needs in place and I am able to use it appropriately	1
I do not need any technology for my particular needs	0

Note: This part of the matrix looks to measure outcomes for safety and security outcomes. This includes use of assistive technology and alarm services.

3.6 Other safety and security support

4. SOCIAL AND ECONOMIC WELLBEING

4.1 Life skills

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
<p>I have never managed my own accommodation before</p> <p>I have minimal skills in the following; shopping, cooking, cleaning, laundry and personal care needs</p> <p>I need assistance to shop, cook, clean, do my laundry and with personal care needs</p> <p>I would benefit from learning many life skills so I could carry out simple and more complex daily living tasks myself</p> <p>I have lost many life skills due to illness</p> <p>I have chosen not to address my shopping, cooking, cleaning, laundry and personal care needs</p>	4
<p>I need assistance with a large number of life skills (eg shopping, cooking, cleaning, laundry and personal care tasks)</p> <p>I would benefit from learning to undertake some life skills for myself such as cooking.</p>	3
<p>I need assistance with a number of life skills to shop, cook, clean, do laundry and personal hygiene</p>	2
<p>Although I have some life skills, I need to be informed and learn more minor life skills (for example, shopping and laundry)</p> <p>I need advice and prompting to help me with life skills (e.g. shopping and laundry) rather than actual assistance</p>	1
<p>I am able to carry out my daily living tasks independently</p>	0

Note: This part of the matrix aims to measure outcomes relating to life skills. Life skills are skills a person requires in order to live independently. These include shopping, cooking, cleaning, laundry, and personal hygiene.

4.2 Money matters and personal administration

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I have no benefits or income Rent arrears and debts are putting my accommodation at risk I am not dealing with my finances I am not dealing with my correspondence I have an active power of attorney or am in the process of putting a power of attorney in place I have social work guardianship in place	4
I have difficulty managing money I do not have a bank account (but wish/need to get one) I have difficulty dealing with my correspondence	3
I am receiving support to assist me deal with my benefits I have a bank account but need assistance in accessing money I have a budget plan in place and I am receiving support to assist me to stick to the plan My support is assisting me to deal with my correspondence	2
I have payment/budgeting plan set up and can adhere to it with some assistance I have a bank account but sometimes need assistance in accessing money I am able to deal with my correspondence mostly myself but sometimes need assistance	1
I can cope independently with money matters and personal administration	0

Note: This part of the matrix looks at outcomes for money matters and personal administration. It includes dealing with benefits, money management, and dealing with correspondence.

4.3 Leisure

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I wish to take part in leisure activities but am never able to take part	4
I wish to take part in leisure activities but I am rarely able to take part I can only take part in activities taking place on the premises (supported accommodation)	3
Many leisure opportunities are available to me and I am being supported to attend I need assistance to find leisure activities to suit me I find it easier to take part in activities conducted on the premises (supported accommodation)	2
Support service encourages me to participate in activities within and out with my home	1
I am able to pursue leisure opportunities independently	0

Note: This part of the matrix aims to measure outcomes for leisure activities. This assesses service users' ability to engage with leisure activities if they wish.

4.4 Social interaction

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
<p>I am not able to see my friends or family</p> <p>I am unhappy with my current relationships with friends or families because they are abusive</p> <p>I have problems with my neighbours which could be resolved</p>	4
<p>I am having difficulty sustaining relationships</p> <p>I wish to address my problems with my neighbours (e.g. change any problem behaviours)</p>	3
<p>I need support to help me to develop or maintain my social network</p> <p>My friends and family give me a large amount of support which reduces the amount of quality time spent with them</p> <p>Support is assisting me to address issues with my neighbours</p>	2
<p>I need support sometimes in order to maintain social networks</p> <p>By living in supported accommodation I can more easily maintain a social network</p> <p>My family and friends give me some support but we are still able to enjoy some quality time</p> <p>I am working to resolve any issues with my neighbours with some help from support</p>	1
<p>I have good social networks</p> <p>Support enables me to maximise the amount of quality time I have with my family, as they do not need to support me</p> <p>I have good relations with my neighbours</p>	0

Note: This part of the matrix looks to measure outcomes surrounding social contact and social relationships.

4.5 Self-Esteem

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I have very low self-esteem I have no future plans I have no control over decisions affecting my life	4
I have low self-esteem I wish to address my self-esteem I wish to receive support to identify my future plans I have little control over decisions affecting my life	3
I have support which is assisting me to address my self-esteem Learning new skills and support has enabled me to feel more positive I have support which is assisting me to identify my future plans I am being encouraged and supported to take control over decisions affecting my life	2
Although I am becoming more confident, there are some self-esteem issues I would still like to address With some support when I need it, I am taking control of decisions affecting my life	1
I am confident and positive about my future	0

4.6 Other social and economic wellbeing support

5. EMPLOYMENT AND MEANINGFUL ACTIVITY

5.1 Core skills

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I feel I have no or few skills that I would need for employment	4
I need to address major skills needed for employment (this might include numeracy or written skills) I need to address a number of the skills needed for employment	3
Support is assisting me to develop the skills needed for employment	2
I need to address some minor skills needed for employment I need to address one or two skills needed for employment I need to address one or two skills needed for employment	1
I have the skills necessary for employment or education	0

Note: This part of the matrix looks to measure outcomes in achieving core skills for employment. Core skills include anger management, oral communication, written communication, numeracy, ability to work with others, personal hygiene, reliability, time keeping attendance, positive attitude to work, motivation, budgeting, decision making, IT skills and team building (as defined by Frontline Five).

5.2 Training and education

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I am not ready or prepared for education or training but would like to receive education in the future (e.g. benefits not in place, health restrictions)	4
I am willing and able to engage in education or training I have identified a course and am applying for this I am addressing issues in order that I can engage in education or training	3
I am in education or training, and require support to assist me to attend and remind me to prepare	2
I am in education or training, and require prompting from my support worker to attend and to prepare	1
I am attending education or training which I am committed to completing - no support is required I do not require any training or further education	0

5.3 Looking for work or a placement

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I am not ready to work or undertake placement (for example, health restrictions) I do not have the required skills	4
I am willing to begin to look for work or a placement I am addressing issues that restrict employment (e.g. treatment for any health problems)	3
I am actively seeking work or a placement with support	2
I am actively seeking work or a placement with support when necessary	1
I have found work or a placement	0

5.4 Sustaining employment

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I am at a high risk of losing my job I am in employment which is very unsuitable for my needs I have received a warning	4
I am in employment which is unsuitable for my needs I need support to sustain my job	3
I am unhappy in employment I need occasional support or prompting to sustain my job	2
I can sustain my employment independently	1
	0

5.5 Meaningful activity

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I feel aimless and do not have things to do with my time but do not know how to start changing this	4
I feel aimless but would like to find more things to do with my time.	3
I feel I need a lot of help to find things to spend my time on.	2
I would like some help to find voluntary work to do, learning new things or other sorts of activities	1
I feel my time is well occupied with voluntary work or learning new things	0

5.6 Other employment and meaningful activity support

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Better Futures reporting capability

Report number	Name	Description
Report 1 - 4	Needs profile by element of support	<p>Levels of need relating to specific elements of support at the baseline/last review or counterfactual assessment. Please note, the following parameters should be chosen in order to run reports 1 – 4:</p> <p>Report 1: Element of Support 1.1 Scores 3, 2 and 1. Number of clients limited in their ability to be independent due to their accommodation being unsuitable for their needs (but not actually homeless)</p> <p>Report 2: Element of Support 3.5 Scores 4, 3 and 2. Number of clients requiring technology to help them to be independent</p> <p>Report 3: Element of Support 4.3 Score 3. Number of clients only able to take part in activities taking place on the premises or rarely able to take part in activities (of interest to supported accommodation providers)</p> <p>Report 4: Element of Support 4.4 Score 2. Number of clients that need support to develop or maintain social networks/deal with neighbours and/or increase quality time with family members currently providing support</p>
Report 5	Length of service use	Length of service use (< 6 months/6 months - 1 year/1 - 2 years/2 - 3 years/3 - 4 years/4 - 5 years/5 - 10 years) according to vacancy end dates within specific time period.
Report 6	Needs profile by goal scores	Numbers of people according to goal scores (i.e. average calculated from scores for elements of support under each goal)
Report 7	Distance travelled by number of reviews	Measured change (distance travelled) to goal scores (i.e. average calculated from scores for elements of support under each goal)
Report 8	Distance travelled by goal scores	Measured change (distance travelled) by goal scores (i.e. average calculated from scores for elements of support under each goal)
Report 9	Distance travelled at different times	Comparing measured change (distance travelled) by goal scores (i.e. average calculated from scores for elements of support under each goal) in two time periods
Report 10	Needs profile at different times	Comparing needs profile by goal scores (i.e. average calculated from scores for elements of support under each goal) at two points in time
Report 11	Distance travelled by age band at different times	Comparing measured change (distance travelled) by goal scores (i.e. average calculated from scores for elements of support under each goal) for a specific age band at two periods of time
Report 12	Distance travelled by support hours at different times	Comparing measured change (distance travelled) by goal scores (i.e. average calculated from scores for elements of support under each goal) by intensity of support in two periods of time
Report 13	Percentage of clients returning at different times	Comparing percentages of repeat service users in two periods of time
Report 14	Planned/unplanned departures	Comparing percentage of people leaving services in a planned and unplanned way in two periods of time
Report 15	Distance travelled and counterfactual	Comparing difference between last reviewed outcomes and the counterfactual (a person's situation if they did not have support)

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Assessment – in the context of Better Futures assessment refers to a set of outcome scores.

Baseline – the assessment of scores around the initial contact with a service.

Counterfactual – an assessment of scores reflecting a person's hypothetical situation if a service was not in place.

Distance travelled – the change in a person's situation between assessment of scores eg between baseline assessment and review.

Elements of support – aspects of life which can be scored individually on the basis of the level of risk or support needs associated with it.

Goals – 5 headings under which there is a group of elements of support

Matrix – the printable version of Better Futures scoring system

Outcomes – in the context of Better Futures outcomes are the scored elements of support

Person-centred – support plans tailored to individuals

Review – the assessment of outcome scores undertaken periodically

Support Plan – initial identification of elements of support to focus on along with target scores

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What should I do if change is unlikely for this client?

As highlighted in this guidance Better Futures can assist is recording the extent to which a person's situation is being maintained and/or decline prevented. This can be done through the use of the counterfactual.

What if there is disagreement with the client about the score?

Disagreement can be recorded and notes can be included in the record to explain the extent to which a person does not agree with their support worker. The actual score recorded will depend on an organisation's policy. Some services may proceed with a service user's scores on the basis that an aspect of the support service is to help a person acknowledge their situation more honestly. Other services may decide to use scores set by support workers. This is also something which may be determined by the approach a local authority wishes providers to take. Whichever score set is recorded service users should be informed about it and their consent is required for the record to be made.

What should I do if progress appears to be 'backward'?

This will depend on the target a person agreed. It may be that the focus of support is on limiting the pace of decline in a person's situation in which case the target should reflect this and the outcomes at review may be in line with these. If the situation is that a person's current situation is worse than was planned then this will need to be addressed at a case review meeting and new targets established.

How should I proceed if the service user isn't interested in being involved?

It is possible for support workers to complete outcomes scores for service users. If the person has had no part in agreeing to the outcome targets and review scores then this can be indicated within the recording tool.

Can Better Futures be completed on paper?

Yes, you may wish to use one of the formats provided in this guidance or create an alternative format tailored to the needs of your service and service users.

What do we do about completion where other services have an input to the service user's progress?

One service provider should take the lead in undertaking Better Futures with service users – to avoid a situation where a person is being asked to complete outcomes scores by more than one service. The system can record various service placements for each person.

How often should we be reviewing outcomes with service users?

The minimum is once a year but can be as often as a service decides is appropriate. Services working with older people in a sheltered housing setting, for instance, may decide to undertake reviews annually whereas services working with people who are homeless are likely to decide to carry out reviews more regularly than this.

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What should I do if change is unlikely for this client?

As highlighted in this guidance Better Futures can assist is recording the extent to which a person's situation is being maintained and/or decline prevented. This can be done through the use of the counterfactual.

As more organisations start using the system will the list of case workers and services not become very long and difficult to navigate (eg when running reports)?

Yes, the lists will increase but if you type the first letter of the word you are looking for you will be brought closer to it.

Does the Care Commission/ SCSWIS acknowledge the role that Better Futures can play in drawing up support plans and reviewing arrangements and recording outcomes?

Yes, the Care Commission have been involved in the development of Better Futures and have endorsed the system. In the run up to the launch the Care Commission issued the following statement: 'The Care Commission has supported the development of Better Futures. It provides a system for people using care services to identify their own support goals and review their own achievements as well as being a tool to monitor how well the care service itself is performing. Better Futures can be used as a source of evidence in quality assurance and self assessments, to demonstrate that the care service involves service users in their own support and care planning.'

How does the tool work for people with a cognitive impairment?

An easy read version of the matrix has been developed and can be accessed through the HSEU website and the Better Futures recording tool. A pictorial version has not been created.

How does the recording tool keep information safe and secure?

The hosted service provided by Capita is from a BS7799 Information Security and ISO9001 Quality Management Tier III data centre. It is located in a sub-terrain, steel-reinforced concrete shell, with externally monitored alarms.

What access do local authorities have to information on the system?

Anyone using the system has a login which determines what access to data they have. A provider (including any local authority as a provider) has access to data about their own service users. A local authority (as commissioner) has access to collated reports about services in their areas - but not outwith their areas. The reports which are generated by local authorities as commissioners will not detail names of service users - only ID numbers related to the system. The reports which providers (and local authorities as providers) run will include names of their service users.

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1. Capita support – web based electronic recording tool for Better Futures:

<https://outcomes.capitasupport.co.uk/supportccps/Logon.do?method=unspecified>

2. HSEU (Housing Support Enabling Unit)

www.ccpscotland.org/hseu

3. Housing support area of the Scottish Government's website:

<http://www.scotland.gov.uk/Topics/Built-Environment/Housing/access/housingsupport/support-people>

4. CCPS:

www.ccpscotland.org/hseu

5. SFHA:

<http://www.sfha.co.uk/>

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Appendix 5: web links and references

Appendix 6: troubleshooting and useful tips

Appendix 7: useful forms

appendix 6: troubleshooting and useful tips

If you experience difficulties with the Better Futures recording tool you can go to one of the following sources of help:

1. Queries about the use of the Better Futures system within your organisation

If you are having any of the following problems:

- difficulty navigating around the system, or
- find that repeated error messages appear, or
- feel unsure what to record, or
- feel unsure how to use the support planning tool, or the outcomes recording tool

please contact your organisation's **Superuser**:

2. Queries about passwords, login details or setting up new services on the system

If you have lost your password or are experiencing other difficulties logging into the system please contact the Housing Support Enabling Unit.

Contact details:

liz.pettigrew@ccpscotland.org

Or phone 0131 229 9468

3. Problems with availability of the system

In the unlikely event that the website for the system is unobtainable or the system closes down while you are using it, in the first instance please contact your organisation's super user (who will contact the Capita Helpdesk), but if they are unavailable please contact the Capita Support Helpdesk yourself.

Contact details:

housing@capita-software.co.uk



Tel 0870 163 1851

4. Useful tips

Avoid double clicking

Please note: double clicking within the system will prompt that a 'previous request is being processed'

System Messages

Please note: after the save button remember to check for messages at the top of the screen, the system will always generate either a successful message  (with appropriate text) or an error message  with an alert describing the error.

7. appendices

Appendix 1: matrix scoring guide

Appendix 2: Better Futures reporting capability

Appendix 3: glossary

Appendix 4: frequently asked questions

Appendix 5: web links and references

Appendix 6: troubleshooting and useful tips

Appendix 7: useful forms

Data Protection Act 1998: Consent Form

Consent for personal information to be held on the Better Futures system to:

- (i)** monitor the impact of housing support services in Scotland and
- (ii)** to assist services to work together where more than one service is being used by an individual

I understand and give/do not give (delete one) consent that: -

- Information about me, including sensitive personal information, will be stored on a computer accessed through a secure website for the purpose of monitoring services in Scotland. This will include information about my ethnicity, housing situation, support and care needs, health circumstances, addictions situation and employment seeking.

- Information about me will be shared in two ways:

(1) It will be shared with local authorities that have the lead responsibility for monitoring housing support services in Scotland. This information will be shared in a way that does not identify me or any other individual and will be used to produce general statistical information.

(2) It will be shared with other agencies working with me to whom I have given consent separately. This information will be used by agencies working directly with me so that all services working with me can contribute to one record of my situation. This sharing of my information will identify me.

I understand that:

- I can see the information held about me on computer or ask for a printed copy.
- I can choose to have some or all of this information removed.
- I have the right to refuse any information about me being recorded on the Better Futures system.
- I can review this consent form at any stage.

Name: _____

Signature: _____

Date: _____

If you have any questions about this or want to see any of the information held about you, please contact the Data Controller at:

Project name _____

Project address _____

Project telephone number _____

or

CCPS, Danzig House, 8-12 Torphichen Street, Edinburgh EH3 8JQ

Contact: Yvette Burgess, HSEU Tel 0131 229 9468

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Housing Support Enabling Unit
8 -12 Torphichen Street
Edinburgh EH3 8JQ
0131 229 9468
hs.unit@ccpscotland.org
www.ccpscotland.org/hseu