

SUPPORTING PEOPLE QUARTERLY MONITORING QUESTIONNAIRE

GUIDANCE NOTES

Please read these guidance notes carefully **before** completing the Quarterly Monitoring Questionnaire.

The Supporting People Teams will use the information you provide on this form to calculate certain statistics, for example turnover rates. It is therefore very important that you give accurate responses to the questions asked.

Guidance Notes printed in *blue* indicates that they relate to a Welsh Assembly Government (WAG) Supporting People Performance Indicator.

SECTION ONE

ACCOMMODATION-BASED SCHEMES ONLY

THIS SECTION IS ONLY APPLICABLE TO ACCOMMODATION-BASED SERVICES AND IS NOT APPLICABLE TO FLOATING SUPPORT SERVICES

- Q1 This is the total number of units within the scheme regardless of how they are funded or by whom they are funded.
- Q2 From your total number of units (Q1) how many of these are funded through the Supporting People Programme.
- Q3 This is a WAG Performance Indicator. This is the total number of days that units have been un-occupied/vacant, regardless of reason.
- Q4 This is a WAG Performance Indicator. This is the number of days that the unit is unavailable **ONLY** due to refurbishment or maintenance. If there has been a strategic decision not to let these units that does not include refurbishment or maintenance, **DO NOT** include these units in this total.
- Q5 This information is required by the WAG. If you have not had any voids for longer than 13 weeks, please state 'NIL'
- Q6 This information is required by the WAG. They require an explanation for any voids over 13 weeks as listed in Q5.

SECTION TWO (A)

FLOATING SUPPORT SCHEMES THAT SUPPORT A FIXED / CONTRACTED NUMBER OF FAMILIES OR INDIVIDUALS

COMPLETE THIS SECTION ONLY IF YOU WORK UP TO (NOT OVER) YOUR ORIGINAL CONTRACTED NUMBER OF UNITS (Units means - the number of families or individuals that you are contracted to support i.e. the number of bed spaces on the scheme)

- Q7 This is the total number of spaces within the scheme regardless of how they are funded or by whom they are funded.

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- Q8 From your total number of spaces (Q1) how many of these are funded through the Supporting People Programme.
- Q9 This is a WAG Performance Indicator. This is the total number of days that spaces have been un-occupied/vacant, regardless of reason.
- Q10 This information is required by the WAG. If you have not had any spaces on the scheme void for longer than 13 weeks, please state 'NIL'
- Q11 This information is required by the WAG. They require an explanation for any spaces void for over 13 weeks as listed in Q10.

SECTION TWO (B)

FLOATING SUPPORT SCHEMES THAT SUPPORT A VARIABLE NUMBER OF FAMILIES OR INDIVIDUALS (AS AGREED WITH YOUR SUPPORTING PEOPLE TEAM)

COMPLETE THIS SECTION IF YOU SUPPORT OVER OR BELOW YOUR ORIGINAL CONTRACTED NUMBER OF UNITS/FAMILIES/INDIVIDUALS UNDER SPECIAL ARRANGEMENT WITH YOUR SUPPORTING PEOPLE TEAM.

- Q12 This is the number of people receiving support as originally listed within your contract.

SECTION THREE

ALL SUPPORT PROVIDERS TO COMPLETE

- Q19 'Normally reside' means the last place that the Service User lived in for more than 6 months.
- Q20 Gender – Other, this includes hermaphrodite or transgender.
- Minority Ethnic – Support Providers are expected to support the service user to self define whether they would describe themselves as either 'minority ethnic' or as using 'English as a second language'. Providers might like to refer to their own equal opportunities monitoring to assist with this.
- Q21 In order to assess the success of Supporting People schemes and to inform planning processes, it is important to know why people have left the scheme. This includes Floating Support Service Users who remain in their own home but stop receiving support and those who move out of accommodation-based services, including sheltered.
- Q22 A *planned termination* of support is when support ceases in accordance with the service users support plan or via statutory/formal assessment.

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If there is no support plan in place any termination of support should be considered unplanned.

Death should NOT be considered an unplanned termination of support.

Gender – as above (see Q20)

Minority Ethnic – as above (see Q20)

Q23 This information is required in order to provide a reference figure for Q24.

Q24 This information is required in order to provide a reference figure for Q25. 'Still known to your organisation' may mean that you are aware of the service users current accommodation circumstances or you have been able to contact them to ascertain this information.

Q25 This is a WAG Performance Indicator. The 12-month time period starts from the date that support ceased as recorded in the service user's records.

Sustained accommodation is defined as: *assured, assured short hold or secure tenancies; accommodation where the former service user is the leaseholder; accommodation where the former service user is the freeholder; other forms of supported accommodation; education, learning or training setting; tied accommodation.*

This information can be attained through retaining move-on addresses and conducting follow up questionnaires.

Gender – as above (see Q20)

Minority Ethnic – as above (see Q20)

Q26 Calculate Full Time Equivalent Support Staff as follows:

Example:

Worker 1	35 hours/week
Worker 2	17.5 hours/week
Worker 3	10 hours/week

Full time contract hours = 35 hours

Full Time Equivalent support staff = $(35 + 17.5 + 10) / 35 = 1.8$

Q36 This is the number of referrals made to your local Protection Of Vulnerable Adults (POVA) Co-ordinator, or equivalent, on behalf of your Service User's, regardless of who made the initial referral. (The co-ordinator is normally based within Social Services)

Q37 Of the number of referrals made to the POVA Co-ordinator (Q36), how many have been concluded within the period.

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- Q38 This is the number of incidents reported to your local Health & Safety Executive's Incident Centre involving RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995)
- Q41 This is to monitor demand for the service and assist with Needs Mapping exercises.
- Q42 This is to highlight issues such as bed blocking and to assist with Needs & Supply Mapping. Your Supporting People Team may be able to use this information to campaign for and commission new services. Calculate this by dividing the grand total of weeks everyone has been on the waiting list by Q41.

Example:

Waiting List as at Feb 13th 2006

	<u>Date added to list</u>	<u>Weeks on List</u>
Applicant 1	Jan 2 nd 2006	6
Applicant 2	Jan 9 th 2006	5
Applicant 3	Jan 16 th 2006	4
Applicant 4	Jan 23 rd 2006	3

Grand total of weeks everyone has been on the waiting list
= 6 + 5 + 4 + 3 = 18 weeks

Average time spent on waiting list = 18 weeks/4 people = **4.5 weeks**

End of guidance notes

THANK YOU FOR READING THESE GUIDANCE NOTES. IF YOU REQUIRE FURTHER INFORMATION OR CLARIFICATION PLEASE CONTACT YOUR LOCAL SUPPORTING PEOPLE TEAM