

Local Strategic Engagement Project

Tools and Resources

Name of Tool or Resource: Outcomes data report for South West RIG 2009

Name and region of local authority/organisation that developed this tool or resource:
South West Regional Implementation Group (RIG)

Purpose and brief description of resource: Report on use of SP Outcomes Framework to demonstrate benefits of SP programme - outlines the extent to which it can be used to show that the programme contributes towards the achievement of other local authority and national target indicators, focusing on two of these: Public Service Agreements and the National Indicator Set. Annexes to the report set out the links and data sources.

Publication date: February 2010

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Using the Outcomes Framework to demonstrate the benefits of the Supporting People programme

Background

Supporting People is in a period of transition. Funding for the programme is now included in each authority's area based grant, losing its protective ring fence. Supporting People teams are moving towards greater integration with other departments. These challenges sit within the wider issue of the economic crisis and the potential for funding cuts across the all departments at local and national level.

In order to maintain and continue to develop services that meet the needs of vulnerable people it will be of vital importance for Supporting People teams to be able to demonstrate the benefits of the programme, in terms of financial cost, the provision of effective outcomes for the clients supported by the programme and how the support provided helps meet the wider challenges faced by other departments and the authority as a whole.

Project summary and Points to Consider

This project investigates the extent to which the Supporting People (SP) Outcomes Framework can be used to show that the programme contributes towards the achievement of other local authority and national target indicators. The project focuses on two of these: Public Service Agreements and the National Indicator Set.

The main focus of the project was to identify any links that exist, and these are provided in full tabular format as annexes to this report. The report itself is split into the 5 Outcome areas:

Economic Wellbeing
Enjoy and Achieve
Be Healthy
Stay Safe
Making a Contribution

For each section, a summary table shows the identified links, along with some explanation of these links (The full tables, with links separated into individual outcomes, are contained within Annex 3). In addition, selected regional SP outcomes data is provided to support the explanations. The full regional outcomes data is available in Annex 1.

This report is based on the utilisation of both the Short and Long Term Outcomes Framework as evidence. The Long Term Outcomes data is particularly useful when looking at targets linked to specific client groups: Older People and People with Learning Disabilities. This is mainly due to the greater number of these clients in longer term services. It is worth noting that any use of the Long Term Outcomes framework data will need to take account of the current requirement for providers to submit only a representative proportion of forms rather than for all clients leaving a service.

There is some significant crossover between indicators from PSA and NI targets. A full list of these links can be found in Annex 2. For example, PSA 16 indicator 7 measures the proportion of adults in contact with secondary mental health services in employment. This is also indicator 150 in the National Indicator set.

It is clear that the Outcomes Framework can not directly count towards the target indicators of other departments. For example, Outcome 1c shows whether a client's need to obtain paid work was successfully met. National Indicator 146 measures the number of people with learning disabilities in work, taken from the Key Statistics 1 form. Although the Outcomes Framework can show that a client with learning disabilities has obtained work through the support provided, that fact may not be evidenced on a KS1 form and cannot be added to the figures for NI 146. What Outcome 1c does show is that SP is contributing to the broader aim of the target.

Evidence for some indicators is gathered through the use of surveys. The Place Survey has been created to evidence a number of NI targets. It is completed by a random selection of people representing a cross section of a local authority's population. In this case, any evidence that SP can provide that supports delivery of these targets cannot directly impact on the results of the survey, but can demonstrate work done to facilitate positive responses. Annex 3 shows each NI indicator and the data set used to measure it. It also shows the reporting authority responsible for each indicator.

Whilst the Outcomes Framework can serve as useful evidence for other departments and wider agendas of the benefits of the Supporting People programme, its level of influence may be limited if provided in isolation. This evidence should be seen as part of a wider package of tools and data (including the Local Financial Benefits tool and SPLS data) that can demonstrate the value and strategic relevance of the Supported Housing sector in the changing local government landscape.

Outcome 1 Economic Wellbeing

- 1a) Maximise income, including receipt of the right benefits
- 1b) Reduce overall debt
- 1c) Obtain paid work/ Participate in paid work

<u>PSA and NI Targets Related to SP Outcome 1: Economic Wellbeing</u>	
Public Service Agreements	
Indicator	Indicator Details
PSA 17 Ind 1	The employment rate of those aged 50 - 69 and the difference between this and the overall employment rate
PSA 17 Ind 2	The percentage of pensioners in low income
PSA 17 Ind 4	The proportion of people over 65 who are satisfied with their home and their neighbourhood
PSA 17 Ind 5	The extent to which older people receive the support they need to live independently at home
PSA 16 Ind 5	Proportion of former care leavers aged 19, who had let care aged 16 or over, who are in employment, education or training
PSA 16 Ind 6	Proportion of offenders under probation supervision in employment at the end of their order or licence
PSA 16 Ind 7	Proportion of adults in contact with secondary mental health services in employment
PSA 8 Ind 2	A narrowing of the gap between the employment rates of the following disadvantaged groups and the overall rate: disabled people, lone parents, ethnic minorities, people aged 50 and over, the 15 per cent lowest qualified, those living in the most deprived local authority wards
PSA 8 Ind 3	Overall number of people on working age out-of-work benefits
PSA 8 Ind 4	An increase in the proportion of people who leave benefit who stay off for a sustained period
National Indicator Set	
Indicator	Indicator Details
NI 45	NI 045 Young offenders' engagement in suitable education training and employment
NI 150	NI 150 Adults receiving secondary mental health services in employment
NI 146	NI 146 Adults with learning disabilities in employment
NI 117	NI 117 16 to 18 year olds who are not in education training or employment (NEET)
NI 173	NI 173 People falling out of work and on to incapacity benefits DWP DSO
NI 148	NI 148 Care leavers in employment, education or training PSA 16
NI 152	NI 152 Working age people on out of work benefits PSA 8
NI 151	NI 151 Overall employment rate PSA 8
NI 139	NI 139 People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently PSA 17

- The strongest links can be found with employment related targets, mainly through the use of Outcome 1c. Manipulation of data at a local level can determine the number of clients who have obtained paid work by age, sex or Primary client group, for example, demonstrating success against PSA and NI targets that relate to specific groups of people.
- The PSA and NI targets that are client group specific will also limit the level of evidence available from the Outcome form returns. Clients classified as offenders/at risk of offending only account for 2.7% of all forms returned in 2008-9.

- NI 146, looking at the number of adults with learning disabilities in employment will be best evidenced using the long term outcomes form due to the small number of these clients in short term services.
- There is potential for some clients' positive outcomes to have a detrimental effect on other targets – e.g. NI 152 is looking for a reduction in the numbers of working age people on out of work benefits.
- Conversely, if an SP client is in receipt of these benefits incorrectly on arrival into a service, then achievement of Outcome 1a would be beneficial. Any evidence may be subject to additional work to identify which benefits clients are receiving.

Regional Outcomes evidence: Short Term Outcomes data for Outcome 1c (Selected Client Groups)

Short Term Outcomes Forms 2008-9			(1c) Paid Work					
Selected Primary Client Groups	Total	%total forms	1c Number with need	1c % with need	1c (i) Number with outcome achieved	1c (i) % with outcome achieved	1c (ii) Number with outcome achieved	1c (ii) % with outcome achieved
Mental health problems	2156	13.12%	257	11.92%	68	26.46%	96	37.35%
Learning disabilities	271	1.65%	41	15.13%	15	36.59%	19	46.34%
Single homeless with support needs	3731	22.71%	1252	33.56%	378	30.19%	527	42.09%
Offenders/at risk of offending	455	2.77%	144	31.65%	35	24.31%	46	31.94%
Mentally disordered offenders	14	0.09%	3	21.43%	0	0.00%	0	0.00%
Young people at risk	1237	7.53%	476	38.48%	145	30.46%	227	47.69%
Young people leaving care	109	0.66%	42	38.53%	14	33.33%	21	50.00%
<i>Total Forms</i>	<i>16428</i>	<i>(100.00%)</i>	<i>3061</i>	<i>18.63%</i>	<i>948</i>	<i>30.97%</i>	<i>1286</i>	<i>42.01%</i>
Long Term Outcomes Forms 2008-9			Paid Work					
Selected Primary Client Groups	Total	% Total Outcomes	1c Number with need	1c % with need	1c (i) Number with outcome achieved	1c (i) % with outcome achieved	1c (ii) Number with outcome achieved	1c (ii) % with outcome achieved
Mental Health problems	543	9.39%	91	16.76%	12	13.19%	14	15.38%
Learning Disabilities	1189	20.56%	284	23.89%	80	28.17%	108	38.03%
<i>Total Forms</i>	<i>5783</i>	<i>100.00%</i>	<i>411</i>	<i>7.11%</i>	<i>100</i>	<i>24.33%</i>	<i>133</i>	<i>32.36%</i>

Outcome 2: Enjoy and achieve

- 2a) Participate in chosen training and/ or education, and where applicable, achieving desired qualifications
- 2b) Participate in chosen leisure/ cultural / faith/ informal learning activities
- 2c) Participate in chosen work like/ voluntary/ unpaid work activities
- 2d) Establish contact with external service/ family/friends

<u>PSA and NI Targets related to Outcome 2: Enjoy and Achieve</u>	
Public Service Agreements	
Indicator	Indicator Details
PSA 8 Ind 1	Overall employment rate taking account of the economic cycle
PSA 8 Ind 2	A narrowing of the gap between the employment rates of the following disadvantaged groups and the overall rate: disabled people, lone parents, ethnic minorities, people aged 50 and over, the 15 per cent lowest qualified, those living in the most deprived local authority wards
PSA 8 Ind 3	Overall number of people on working age out-of-work benefits
PSA 8 Ind 4	An increase in the proportion of people who leave benefit who stay off for a sustained period
PSA 14 Ind 1	Proportion of 16 to 18 year olds who are not in education, training or employment
PSA 14 Ind 2	Participation in positive activities
PSA 14 Ind 3	Substance misuse by young people
PSA 14 Ind 4	Under-18 conception rate
PSA 14 Ind 5	Number of first time entrants to the Criminal Justice System aged 11-17
PSA 15 Ind 2	Disabled people's perceived level of choice and control in their daily lives
PSA 15 Ind 3	Participation in public life by disadvantaged groups
PSA 15 Ind 5	Perceived unfair treatment by public services
PSA 16 Ind 1	Proportion of former care leavers aged 19, who had left care aged 16 or over, who are in suitable accommodation
PSA 16 Ind 2	Proportion of offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence
PSA 16 Ind 3	Proportion of adults in contact with secondary mental health services in settled accommodation
PSA 16 Ind 4	Proportion of adults with learning disabilities in settled accommodation
PSA 16 Ind 5	Proportion of former care leavers aged 19, who had left care aged 16 or over, who are in employment, education or training
PSA 16 Ind 6	Proportion of offenders under probation supervision in employment at the end of their order or licence
PSA 16 Ind 7	Proportion of adults in contact with secondary mental health services in employment
PSA 17 Ind 1	The employment rate of those aged 50 - 69 and the difference between this and the overall employment rate
PSA 17 Ind 2	The percentage of pensioners in low income
PSA 17 Ind 3	Healthy life expectancy at age 65
PSA 17 Ind 4	The proportion of people over 65 who are satisfied with their home and their neighbourhood
PSA 17 Ind 5	The extent to which older people receive the support they need to live independently at home

National Indicator Set	
Indicator	Indicator Detail
NI 6	NI 006 Participation in regular volunteering
NI 45	NI 045 Young offenders' engagement in suitable education training and employment
NI 110	NI 110 Young people's participation in positive activities
NI 117	NI 117 16 to 18 year olds who are not in education training or employment (NEET)
NI 138	NI 138 Satisfaction of people over 65 with both home and neighbourhood PSA 17
NI 139	NI 139 People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently PSA 17
NI 146	NI 146 Adults with learning disabilities in employment
NI 148	NI 148 Care leavers in employment, education or training PSA 16
NI 150	NI 150 Adults receiving secondary mental health services in employment
NI 163	NI 163 Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 2 or higher
NI 164	NI 164 Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 3 or higher
NI 165	NI 165 Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 4 or higher

- Outcomes 2a and 2c exemplify the indirect nature of potential links. It can be argued that participation in training/education and work like activities by clients can lay the bed rock for a move into employment in the future.
- Outcome 2a may have links to NI indicators 163,164 and 165 depending on the qualification a client is working towards and the ability to capture this information
- Outcomes 2b and 2d link with PSA 15, arguing for example that through participation in positive activities and establishing contact with other external services, family and friends will lead to a client feeling more in control, and able to participate in public life.
- The level of need identified in the Outcomes forms is a factor for consideration; only 18% of clients look to participate in work like activities (2c), but a third of clients identify a need to for training/education, and over half require help to contact external agencies.
- PSA 14 focuses on children and young people. 13% of outcomes forms received in 2008-9 are from people aged 18 or under and are split across a number of primary client groups (the bulk contained within Young people at Risk and Single Homeless with Support Needs).
- Local authorities will be able to determine which of these clients has identified a need for training, education or employment, which can be used as evidence for the achievement of NI 117.

**Regional Outcomes Evidence: Numbers and Percentage of clients in Short Term
Accommodation with needs identified (Outcome 2)**

Selected Primary Client Groups	(2a) Training/Education						(2b) Leisure/Cultural/Faith/Informal Learning			
	2a Number with need	2a % with need	2a (i) Number with outcome achieved	2a (i) % with outcome achieved	2a (ii) Number with outcome achieved	2a (ii) % with outcome achieved	2b Number with need	2b % with need	2b Number with outcome achieved	2b % with outcome achieved
Mental health problems	671	31.12%	427	63.64%	119	17.73%	706	32.75%	526	74.50%
Learning disabilities	71	26.20%	44	61.97%	12	16.90%	79	29.15%	58	73.42%
Single homeless with support needs	1720	46.10%	1085	63.08%	312	18.14%	1007	26.99%	780	77.46%
Alcohol problems	394	38.40%	286	72.59%	80	20.30%	354	34.50%	304	85.88%
Drug problems	528	46.77%	344	65.15%	78	14.77%	428	37.91%	357	83.41%
Offenders/at risk of offending	176	38.68%	82	46.59%	36	20.45%	109	23.96%	75	68.81%
Young people at risk	684	55.30%	484	70.76%	164	23.98%	272	21.99%	206	75.74%
Young people leaving care	62	56.88%	44	70.97%	18	29.03%	26	23.85%	21	80.77%
Women at risk of domestic violence	281	17.25%	165	58.72%	44	15.66%	313	19.21%	261	83.39%
Homeless families with support needs	214	18.66%	129	60.28%	24	11.21%	154	13.43%	122	79.22%
Teenage parents	138	38.55%	63	45.65%	11	7.97%	91	25.42%	63	69.23%
Total Forms	5424	33.02%	3467	63.92%	975	17.98%	4090	24.90%	3205	78.36%

Selected Primary Client Groups	(2c) Work-Like Activities				(2d) External Services/Groups/Friends/Family					
	2c Number with need	2c % with need	2c Number with outcome achieved	2c % with outcome achieved	2d Number with need	2d % with need	2d (i) Number with outcome achieved	2d (i) % with outcome achieved	2d (ii) Number with outcome achieved	2d (ii) % with outcome achieved
Mental health problems	555	25.74%	339	61.08%	1177	54.59%	1005	85.39%	596	50.64%
Learning disabilities	60	22.14%	42	70.00%	134	49.45%	113	84.33%	61	45.52%
Single homeless with support needs	911	24.42%	595	65.31%	2078	55.70%	1723	82.92%	1360	65.45%
Alcohol problems	327	31.87%	245	74.92%	625	60.92%	553	88.48%	438	70.08%
Drug problems	388	34.37%	262	67.53%	695	61.56%	600	86.33%	431	62.01%
Offenders/at risk of offending	102	22.42%	49	48.04%	229	50.33%	181	79.04%	140	61.14%
Young people at risk	290	23.44%	193	66.55%	607	49.07%	485	79.90%	373	61.45%
Young people leaving care	20	18.35%	12	60.00%	62	56.88%	51	82.26%	43	69.35%
Women at risk of domestic violence	110	6.75%	63	57.27%	834	51.20%	721	86.45%	447	53.60%
Homeless families with support needs	50	4.36%	30	60.00%	498	43.42%	448	89.96%	201	40.36%
Teenage parents	24	6.70%	7	29.17%	229	63.97%	178	77.73%	92	40.17%
Total Forms	3116	18.97%	2008	64.44%	8741	53.21%	7427	84.97%	4755	54.40%

Long Term Outcomes forms from selected client groups (Older People, Mental Health and Learning Disabilities) also provide significant statistics in relation to Outcome 2.

Outcome 3: Be Healthy

- 3a) Better manage physical health
- 3b) Better manage mental health
- 3c) Better manage substance misuse
- 3d) Better manage independent living as a result of assistive technology/ aids and adaptations

<u>PSA and NI Targets related to Outcome 3: Be Healthy</u>	
Public Service Agreements	
Indicator	Indicator detail
PSA 17 Ind 1	The employment rate of those aged 50 - 69 and the difference between this and the overall employment rate
PSA 17 Ind 2	The percentage of pensioners in low income
PSA 17 Ind 3	Healthy life expectancy at age 65
PSA 17 Ind 4	The proportion of people over 65 who are satisfied with their home and their neighbourhood
PSA 17 Ind 5	The extent to which older people receive the support they need to live independently at home
PSA 16 Ind 1	Proportion of former care leavers aged 19, who had left care aged 16 or over, who are in suitable accommodation
PSA 16 Ind 2	Proportion of offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence
PSA 16 Ind 3	Proportion of adults in contact with secondary mental health services in settled accommodation
PSA 16 Ind 4	Proportion of adults with learning disabilities in settled accommodation
PSA 16 Ind 5	Proportion of former care leavers aged 19, who had left care aged 16 or over, who are in employment, education or training
PSA 16 Ind 6	Proportion of offenders under probation supervision in employment at the end of their order or licence
PSA 16 Ind 7	Proportion of adults in contact with secondary mental health services in employment
PSA 25 Ind 1	Percentage change in the number of drug users recorded as being in effective treatment
PSA 25 Ind 2	Rate of Hospital Admissions per 100,00 for alcohol related harm
PSA 25 Ind 3	Rate of Drug related offending
PSA 25 Ind 4	Percentage of the public who perceive drug use or dealing to be a problem in their area
PSA 25 Ind 5	Percentage of the public who perceive drunk or rowdy behaviour to be a problem in their local area
PSA 23 Ind 1	All recorded violence with injury (includes Domestic Violence)
PSA 23 Ind 2	The level of serious acquisitive crimes (e.g. theft, burglary)
PSA 23 Ind 3	Public confidence in local agencies dealing with the anti-social behaviour and crime that matter to people in the local area
PSA 23 Ind 4	Perceptions of anti-social behaviour
PSA 23 Ind 5	Adult and Young Offender proven reoffending
PSA 23 Ind 6	Serious Re-offending
National Indicator Set	
Indicator	Indicator Details
NI 124	NI 124 People with a long-term condition supported to be independent and in control of their condition
NI 139	NI 139 The extent to which older people receive the support they need to live independently at home
NI 149	NI 149 Adults in contact with secondary mental health services in settled accommodation PSA 16
NI 150	NI 150 Adults in contact with secondary mental health services in employment PSA 16
NI 40	NI 040 Number of drug users recorded as being in effective treatment
NI 39	NI 039 Rate of Hospital Admissions per 100000 for Alcohol Related Harm
NI 115	NI 115 Substance misuse by young people

- Stronger links with Outcomes 3c and 3d although, in the latter case, this is client group specific to a greater extent.
- NI 139 (which is the same as PSA 17 indicator 5) measures the extent to which older people receive the support they need to live independently at home. Outcome 3d is very closely linked to this, whilst Outcome 3a can also be said to contribute as managing physical health can be an important driver for independence.
- 37% of all clients require support to manage their physical health (Outcome 3a). It is worth noting that 82% of clients with learning disabilities in long term services were identified as needing this kind of support which may link with NI 124.
- Outcome 3c has its strongest links with PSA 25 (reduce the harm caused by alcohol and drugs). This is not to say that only the outcomes forms of those clients categorised as having Drug or Alcohol problems are relevant. A significant proportion of offenders, rough sleepers, single homeless and people with mental health problems have also identified a need to better manage their substance misuse.
- The level of substance misuse amongst offenders also suggests that Outcome 3c could be cited as evidence of the SP programme contributing to PSA 23 (make communities safer). This link is not as direct and it assumes a relationship between substance misuse and offending can be demonstrated.
- Outcome 3b would appear to be client group specific although the Outcome form returns indicate that over 36% of all clients required support to better manage their mental health. This suggests that the framework could be used to demonstrate SP contributions to PSA 16 and their related NI Targets.

Regional Outcomes Evidence: Long Term Outcomes Forms for Older People with Support Needs and People with Learning Disabilities (Outcomes 3a and 3d).

Primary Client Group	(3a) Physical Health					
	3a Number with need	3a % with need	3a Number with outcome achieved	3a % with outcome achieved	3a Ongoing Support	3a % Ongoing Support
Older people with support needs	1354	40.59%	1249	92.25%	1152	85.08%
Learning disabilities	981	82.51%	940	95.82%	922	93.99%
<i>Total Forms</i>	<i>3051</i>	<i>52.76%</i>	<i>2808</i>	<i>92.04%</i>	<i>2656</i>	<i>87.05%</i>
Primary Client Group	(3d) Assistive Technology					
	3d Number with need	3d % with need	3d Number with outcome achieved	3d % with outcome achieved	3d Ongoing Support	3d % Ongoing Support
Older people with support needs	2308	69.18%	2275	98.57%	1788	77.47%
Learning disabilities	510	42.89%	504	98.82%	476	93.33%
<i>Total Forms</i>	<i>3408</i>	<i>58.93%</i>	<i>3364</i>	<i>98.71%</i>	<i>2715</i>	<i>79.67%</i>

Short Term Outcomes Forms for clients needing support to better manage their
Mental Health (Selected Client Groups)

Primary Client Group	(3b) Mental Health			
	3b Number with need	3b % with need	3b Number with outcome achieved	3b % with outcome achieved
Mental health problems	1781	82.61%	1375	77.20%
Learning disabilities	91	33.58%	70	76.92%
Physical or sensory disability	106	25.54%	93	87.74%
Single homeless with support needs	1261	33.80%	930	73.75%
Alcohol problems	423	41.23%	318	75.18%
Drug problems	351	31.09%	252	71.79%
Offenders/at risk of offending	160	35.16%	101	63.13%
Young people at risk	316	25.55%	240	75.95%
Women at risk of domestic violence	549	33.70%	439	79.96%
Rough Sleeper	129	30.57%	95	73.64%
<i>Total Forms</i>	<i>6064</i>	<i>36.91%</i>	<i>4575</i>	<i>75.45%</i>

Short Term Outcomes Forms for clients needing support to better manage their
substance misuse (Outcome 3c)

Primary Client Group	(3c) Substance Misuse			
	3c Number with need	3c % with need	3c Number with outcome achieved	3c % with outcome achieved
Mental health problems	601	27.88%	364	60.57%
Single homeless with support needs	1463	39.21%	869	59.40%
Alcohol problems	932	90.84%	665	71.35%
Drug problems	1002	88.75%	713	71.16%
Offenders/at risk of offending	283	62.20%	165	58.30%
Mentally disordered offenders	9	64.29%	5	55.56%
Young people at risk	257	20.78%	134	52.14%
Rough Sleeper	279	66.11%	203	72.76%
<i>Total Forms</i>	<i>5280</i>	<i>32.14%</i>	<i>3395</i>	<i>64.30%</i>

Outcome 4: Stay Safe

- 4a) Maintain accommodation and avoid eviction
- 4b) Comply with statutory orders and processes (in relation to offending behaviour)
- 4c) Better manage self harm, avoid causing harm to others, minimise harm/risk of harm from others

<u>PSA and NI Targets related to Outcome 4: Stay Safe</u>	
Public Service Agreements	
Indicator	Indicator Details
PSA 16 Ind 1	Proportion of former care leavers aged 19, who had left care aged 16 or over, who are in suitable accommodation
PSA 16 Ind 2	Proportion of offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence
PSA 16 Ind 3	Proportion of adults in contact with secondary mental health services in settled accommodation
PSA 16 Ind 4	Proportion of adults with learning disabilities in settled accommodation
PSA 16 Ind 5	Proportion of former care leavers aged 19, who had left care aged 16 or over, who are in employment, education or training
PSA 16 Ind 6	Proportion of offenders under probation supervision in employment at the end of their order or licence
PSA 16 Ind 7	Proportion of adults in contact with secondary mental health services in employment
PSA 17 Ind 5	The extent to which older people receive the support they need to live independently at home
PSA 23 Ind 1	All recorded violence with injury (includes Domestic Violence)
PSA 23 Ind 2	The level of serious acquisitive crimes (e.g. theft, burglary)
PSA 23 Ind 3	Public confidence in local agencies dealing with the anti-social behaviour and crime that matter to people in the local area
PSA 23 Ind 4	Perceptions of anti-social behaviour
PSA 23 Ind 5	Adult and Young Offender proven reoffending
PSA 23 Ind 6	Serious Re-offending
National Indicator Set	
Indicator	Indicator Details
NI 20	NI 020 Assault with injury crime rate
NI 30	NI 030 Re-offending rate of prolific and other priority offenders
NI 19	NI 019 Rate of proven re-offending by young offenders
NI 18	NI 018 Adult re-offending rates for those under probation supervision
NI 16	NI 016 Serious acquisitive crime rate
NI 143	NI 143 Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence PSA 16
NI 145	NI 145 Adults with learning disabilities in settled accommodation PSA 16
NI 147	NI 147 Care leavers in suitable accommodation PSA 16
NI 149	NI 149 Adults in contact with secondary mental health services in settled accommodation PSA 16
NI 139	NI 124 People with a long-term condition supported to be independent and in control of their condition
NI 124	NI 139 The extent to which older people receive the support they need to live independently at home

- Outcome 4a can be used to show SP contribution to targets related to settled accommodation (PSA 16 and related NI targets), although these are client group specific indicators. More indirect links can be made with PSA 23 (Make communities safer) assuming other evidence demonstrating the link between settled accommodation and re-offending rate reduction is available.
- Outcome 4b can be used to demonstrate SP contribution to targets relating to reducing re-offending (e.g. PSA 23 and NI 18). Although ostensibly restricted to those clients classified as offenders/at risk of re-offending, there are a significant number of clients from within other groups (e.g. homelessness and substance misuse groups) who also need to comply with statutory orders and processes. Outcome 4c can also be used for those for whom there is a risk of harming others.
- Outcomes 4b and 4c are only identified as a need for around 12% and 8% of all clients respectively. These proportions are greater within the Offender client group category (72% and 32%).

Regional Outcomes Evidence: Clients in Short Term Services needing support to maintain their accommodation (Outcome 4a). PSA 16 related client groups.

Primary Client Group	(4a)(i) Maintaining Accommodation			
	4a(i) Number with need	4a(i) % with need	4a(i) Number with outcome achieved	4a(i) % with outcome achieved
Mental health problems	1381	64.05%	1125	81.46%
Learning disabilities	169	62.36%	143	84.62%
Single homeless with support needs	2549	68.32%	1641	64.38%
Offenders/at risk of offending	294	64.62%	162	55.10%
Mentally disordered offenders	12	85.71%	7	58.33%
Young people at risk	782	63.22%	530	67.77%
Young people leaving care	81	74.31%	61	75.31%
Homeless families with support needs	725	63.21%	651	89.79%
Rough Sleeper	328	77.73%	230	70.12%
<i>Total Forms</i>	<i>9881</i>	<i>60.15%</i>	<i>7335</i>	<i>74.23%</i>

Long term outcomes forms for Learning Disabilities and Older People will also provide significant statistics.

Offenders in Short Term Services needing support to comply with Statutory Orders and at risk of causing harm to others (Outcomes 4b and 4c)

Primary Client Group	(4b) Statutory Orders				(4c)(ii) Causing Harm to Others			
	4b Number with need	4b % with need	4b Number with outcome achieved	4b % with outcome achieved	4c(ii) Number with need	4c(ii) % with need	4c(ii) Number with outcome achieved	4c(ii) % with outcome achieved
Offenders/at risk of offending	332	72.97%	244	73.49%	150	32.97%	111	74.00%
Mentally disordered offenders	9	64.29%	7	77.78%	3	21.43%	3	100.00%
<i>Total Forms</i>	<i>2091</i>	<i>12.73%</i>	<i>1580</i>	<i>75.56%</i>	<i>1231</i>	<i>7.49%</i>	<i>863</i>	<i>70.11%</i>

Outcome 5: Make a Positive Contribution

5a) Greater choice and/or involvement and/or control at service level and within the wider community

<u>PSA and NI Targets relating to Outcome 5: Make a Positive Contribution</u>	
Public Service Agreements	
Indicator	Indicator Detail
PSA 21 Ind 1	Percentage of People who believe that people from different backgrounds get on well together in their local community
PSA 21 Ind 2	Percentage of people who have meaningful interactions on a regular basis with people from different ethnic or religious backgrounds
PSA 21 Ind 3	Percentage of people who believe they belong to their neighbourhood
PSA 21 Ind 4	Percentage of people who feel they can influence decisions affecting their local community
PSA 21 Ind 5	Thriving third sector. An index of 1: percentage of people who engage in formal volunteering on a regular basis; 2: number of full time equivalent staff employed within the sector
PSA 21 Ind 6	Percentage of people who participate in culture and sport
PSA 17 Ind 1	The employment rate of those aged 50 - 69 and the difference between this and the overall employment rate
PSA 17 Ind 2	The percentage of pensioners in low income
PSA 17 Ind 3	Healthy life expectancy at age 65
PSA 17 Ind 4	The proportion of people over 65 who are satisfied with their home and their neighbourhood
PSA 17 Ind 5	The extent to which older people receive the support they need to live independently at home
National Indicator Set	
Indicator	Indicator Detail
NI 4	NI 004 % of people who feel they can influence decisions in their locality
NI 124	NI 124 People with a long-term condition supported to be independent and in control of their condition
NI 2	NI 2 % of people who feel that they belong to their neighbourhood PSA 21
NI 139	NI 139 People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently PSA 17
NI 138	NI 138 Satisfaction of people over 65 with both home and neighbourhood PSA 17

- Around 64% of all short term clients identify this outcome as a need, providing a solid evidence base for selected PSA 21 indicators and its related NI indicators 2 and 4.
- The evidence base for PSA 17 targets is smaller, as only 1 in 4 older people have identified this outcome as a need.
- There are a large number of clients with learning disabilities in long term services who have identified this need; this data could be used to demonstrate the contribution made to NI 124.

Regional Outcomes Evidence: Short Term Outcomes Numbers and Percentage of clients with a need for Greater choice/Involvement/Control

Short Term Outcomes 2008-9 Primary Client Group	(5) Choice & Control/Involvement			
	5 Number with need	5 % with need	5 Number with outcome achieved	5 % with outcome achieved
Older people with support needs	292	54.48%	273	93.49%
Older people mental health	115	73.25%	71	61.74%
Frail elderly	23	48.94%	22	95.65%
Mental health problems	1494	69.29%	1259	84.27%
Learning disabilities	178	65.68%	151	84.83%
Physical or sensory disability	254	61.20%	236	92.91%
Single homeless with support needs	2308	61.86%	1859	80.55%
Alcohol problems	696	67.84%	598	85.92%
Drug problems	815	72.19%	651	79.88%
Offenders/at risk of offending	302	66.37%	226	74.83%
Mentally disordered offenders	9	64.29%	8	88.89%
Young people at risk	849	68.63%	711	83.75%
Young people leaving care	64	58.72%	59	92.19%
Women at risk of domestic violence	1150	70.60%	994	86.43%
People with HIV/AIDS	50	76.92%	48	96.00%
Homeless families with support needs	601	52.40%	549	91.35%
Refugees	116	73.42%	112	96.55%
Teenage parents	237	66.20%	180	75.95%
Rough Sleeper	284	67.30%	251	88.38%
Traveller	11	47.83%	10	90.91%
Generic	635	47.32%	546	85.98%
<i>Total Forms</i>	<i>10483</i>	<i>63.81%</i>	<i>8814</i>	<i>84.08%</i>

Long Term Outcomes Numbers and Percentage of clients with a need for Greater choice/Involvement/Control (selected Client Groups)

Primary Client Group	(5) Choice & Control/Involvement					
	5 Number with need	5 % with need	5 Number with outcome achieved	5 % with outcome achieved	5 Ongoing Support	5 % Ongoing Support
Older people with support needs	829	24.85%	788	95.05%	708	85.40%
Older people mental health	38	46.91%	35	92.11%	30	78.95%
Frail elderly	26	13.07%	24	92.31%	24	92.31%
Mental health problems	420	77.35%	374	89.05%	358	85.24%
Learning disabilities	1019	85.70%	984	96.57%	969	95.09%
Physical or sensory disability	162	45.25%	154	95.06%	146	90.12%
<i>Total Forms</i>	<i>2526</i>	<i>43.68%</i>	<i>2381</i>	<i>94.26%</i>	<i>2253</i>	<i>89.19%</i>

Annex Details

Annex 1

2008-9 Outcome Framework data (Long and Short Term)

Contains:

- South West data by Client Group
- National data by Client Group
- Summary South West/National comparison by Outcome

Annex 2

Links between Public Service Agreements and the National Indicator Set

Contains:

- Table showing which National Indicators link with each Public Service Agreement and whether the National Indicators are relevant to Supporting People.

Annex 3

The Supporting People Outcomes Framework links to Public Service Agreements and the National Indicator Set

Contains:

- Public Service Agreements and National Indicator links to each individual Outcome indicator.
- Table showing the full National Indicator Set, with details of how each indicator is measured and links to external sites containing further information on most indicators. This table also identifies whether each indicator is relevant to SP and if it is linked to a particular PSA.
- Table detailing the indicators contained within each PSA topic.