

**GUIDANCE TO COMPLETING  
THE SUPPORTING PEOPLE  
PERFORMANCE WORKBOOK**

*from April 2004*

*Office of the Deputy Prime Minister  
March 2004*

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# 1. Introduction

This guidance explains how to use the new Supporting People Performance Workbook that applies from April 2004. The guidance should be read in conjunction with the ODPM's Detailed Definitions of the Performance Indicators for 2004/05.

This guidance is intended for providers and Administering Authorities. It is essential that the performance workbook is completed accurately and that there is a clear understanding of the type of data required and the definitions used. From time to time Administering Authorities will need to audit the data submitted by providers and it is essential that good records are kept and that all the relevant evidence is available.

The performance indicators generated by the workbook can only provide an indication of performance. It may be necessary to investigate areas that have been highlighted by the performance workbook. The performance data is intended to be used by Administering Authorities for service reviews and for ongoing monitoring, as well as by providers for management purposes.

There are a few sections within the guidance on how to interpret the performance data. These sections can only provide general guidance and are not intended to be prescriptive. It is important to note that Supporting People covers a diversity of services and performance will vary from one type of service to another. In assessing performance it may be useful to look at groups of related indicators together to provide a more rounded picture. Ultimately Administering Authorities are responsible for the contact with the support provider and should interpret the data according to local requirements.

Providers will need to use their own record keeping systems to complete the performance workbook. IT solutions can considerably reduce the workload involved with collecting and recording data and transferring it into the workbook. The workbook allows providers to make comments on the information provided and authorities should always check these. The workbook can be sent to Administering Authorities electronically or a printed copy of each quarterly return page can be sent by post.

The workbook can be operated using **Excel 2000** or **Excel 97**. Some of the functions do not work when using Excel 97 and these are highlighted in the guidance.

## 2. The Contract Page

### Introduction

The contract page provides all the relevant details of the service contracted by the Administering Authority (AA). Where the contract is varied during the course of a period then some of these changes can be made using the performance workbook. Where changes cannot be incorporated then a new workbook will need to be completed from the point when the contract changed.

Although the information contained in the contract schedules provides a basis for measuring performance, other data will also be required so that performance can be measured effectively.

### Completing the contract page

Enter details of the service at the top of the **Contract** page. *Entries can only be made in the yellow cells.*

Service ID number	S	T	E	0	1			
Service name	Stevington House							
Provider ID	5	6	2	7	6	8	0	2
Provider name	Ashdon Independent Living Trust							
Contact name *	Theresa Gallagher							
Position	Service Manager							
Contact address 1	5 Kates Lane							
2	Ashdon							
3	Saffron Walden							
4								
5								
Postcode	CM25 0DE							
Telephone	01982 345 673							
Email	T.Gallagher@ailt.org.uk							

**Service ID**- this number is to be found on the contract schedule.

**Provider ID** - Each provider has a National Provider ID number that is published by the ODPM.

The contact name, address and other details can be changed later in the year when the quarterly returns are completed.

It is important for providers to be consistent in the use of Provider Names and Service Names, for instance MGT and Manchester Greater Trust may be the same provider but may not be recognised as the same organisation by the AA.

**Administering Authority** - Select the Administering Authority from the drop down list. For Excel 97 users the AA's name needs to be typed in.

Administering Authority
Essex

**Year** - Select the year from the drop-down list in the cell. All years start on the first Monday in April and end on the Sunday after the last Monday in March.

Yr	2005/06	No. weeks	52
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These dates appear at the top of the contract page and the number of weeks in the year is shown in the box next to the year. For Excel 97 users only the year 2004/05 is shown.

The quarterly period will be shown automatically when the Quarter tabs are selected. The period will change when each of the four quarterly return pages are selected

From	Mon 04 Apr 05	to	Sun 02 Apr 06
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### Primary Client Group

Select the primary client group from the drop down list in the cell. This list shows all the Supporting People client groups.

Primary client group:
Mental health problems

### Type of service

Select the service type (also from a drop down list). It is important to note that where an accommodation based support service also provides floating support, it should be regarded as two separate services for performance reporting purposes.

Service type:	
Supported housing	
Capacity: no. units or placements	20
Planned duration of service:	more than 2 years

***A warning about unusual combinations of client group and type may appear*** – this warning can be ignored and will not affect other entries made in the workbook.

If “supported housing”, “supported lodgings or “adult placements” are selected, the “Planned duration of service” must also be entered. The options are “more than 2 years” or “less than 2 years”. For some service types, the planned duration will appear automatically.

Floating support service	
Capacity: number of users	15
Permanent housing	

Floating support services are always treated as providing services to people in permanent or long term housing, even if the service is only planned to last for a few months. Refugees and foyers are always treated short-term services (even if some service users stay longer than 2 years).

### Capacity

The capacity means the number of housing units or the number of placements for support-only services such as floating support. This should be the number in the Supporting People contract at the start of the year.

### Staff Team

The contact page will also need to include the staff team and the guidance to completing this part is shown in section 3.

### 3. Setting up the Staff Team

#### Introduction

It is essential to identify the staff team for the service, as providers are under contract with AAs to provide a level of staffing to deliver the support service. The performance return requires providers to apportion staff time to the service and then to support activities within that service. It then calculates an adjustment to the hours that staff are required to work in each quarter to take account of annual leave, sick leave, sundry other leave and the number of bank holidays within each quarter.

**Sole traders** and **supported lodging services** do not have to provide staffing information as they are not required to report on the staffing performance indicator. The definitions for sole trader and supported lodgings are shown in the SP glossary of terms.

#### Staffing input

Enter details of *all* staff members who are required to spend some or all of their time working at the service. The return divides the staff into three groups:

- Front line staff who spend some or all of their time on the support service
- Managers of front line staff who spend some or all of their time on support work at the service
- Staff who spend all of their time on other duties e.g. care.

Staff that spend some or all of their time on support are apportioned to the service by the return and the resulting staffing input should be equivalent to that shown in the contract schedule (excluding volunteers). Where staff numbers in the contract schedule (excluding volunteers) are not the same at those shown on the performance return, then the provider and the Administering Authority will need to amend the schedule at a service review or by agreement.

Only include paid members of staff who would normally work at the service (this would include the situation where the main contractor sub contracts the support service to another provider). The return asks for all the hours normally worked by staff (on all duties at all services) and then apportions their time to support activities at the service. These staff are divided into the following three groups.

#### **Group 1: Front line staff who work directly with service users and spend some or all of their time on the support service.**

Front line staff who spend some or all of their time on support work should be included in this group – these are people who have direct contact with service users and deliver the front line support service. Staff who spend all their time on other activities such as personal care, housing management, cooking, training should not be included. See ODPM Detailed Definitions of the Performance Indicators for 2004/05 for more guidance.

The return asks for staff time to be apportioned to support duties. Where front line staff spend some of their time on activities such as care, cooking, housing management etc these hours should not be included when apportioning staff time to support.

**Group 2: Managers of front line staff who spend some or all of their time on support work at the service**

Managers who have direct line management responsibility for the front line staff shown in group one. Only those managers who spend some or all of their time managing front line support staff should be included. The return asks for managers' time to be apportioned to support duties and this time should only relate to the management of the support activities provided by front line staff (and not personal care and other non support activities). Central office staff should not be included unless they directly line manage front line support staff. Do not include staff that provide services such as finance management, performance management, quality control, and human resources.

**Group 3: Staff members who spend some of all of their time working at the service but do not provide support services**

This information is being collected to help AAs to understand the input of the total staff team. However, the actual hours worked for non-support staff are not monitored by the quarterly returns. This group of staff should include:

- Care staff – who provide personal care but none of whose time is charged to the support service.
- Staff carrying out basic housing management duties only.
- Finance and administrative staff
- Waking night cover (where no time is spent on support)
- Employment support staff in foyers (where their duties do not include the provision of support services)
- Childcare workers. Some childcare support in refuges may be eligible for Supporting People grant and where this is the case they should be shown in group 1.
- Catering staff
- Cleaners where not funded under Supporting People
- Any other staff who work at the service but who do not provide support.

## Completing the staffing sections

The following explains the type of information that should be included in the return for staffing input

<b>Post(s)</b> Group posts with the same hours and percentage time spent on this service and on support.	Number of days normally worked in each week (all duties)	No. of posts	Total hrs worked each week on all duties	Total hours worked each week on this service	Percentage of time in Col e. that is spent on support	Weekly support hours (this service)	Support hrs (this service) as percentage of total weekly hrs.
<i>Col a.</i>	<i>Col b.</i>	<i>Col c.</i>	<i>Col d.</i>	<i>Col e.</i>	<i>Col f.</i>	<i>Col g.</i>	<i>Col h.</i>
Housing and Support Worker	5.00	1.0	35.00	20.00	90.0%	18.00	51.4%

### Column b: Number of days normally worked in each week all duties

Column b shows the number of days normally worked each week by each member of staff on that row. Column b will not accept an entry greater than 7 (days).

Note, column b should include days worked on all services – not just those which are the subject of the return. It should also include days worked on other duties such as housing management or personal care.

For those staff that are employed on a rota and who work a different number of days each week, the average number days worked each week over the rota period should be shown.

### Column c: Number of posts

The number of individual posts should be identified as more than one post can be included on each line.

### Column d: Total hours worked in each week on all duties

Column d shows the total hours spent on all services and all duties (not just the support work). The entry should be calculated as follows:

Number of days worked each week (column b) x hours worked each day x number of posts (column c).

The hours shown are those that would be included in a contract of employment for each member of staff (contracted hours).

### Total hours worked each week on this service

The amount of staff time apportioned to service should be shown in Column e. This includes all work, including (for example) housing management and personal care.

### Percentage of time that is spent on support

In Column f, enter the percentage of the time staff spent on support (this service only). The support hours will be calculated and displayed in column g. Column h shows the hours in column g as a percentage of all hours worked (column d).

## Annual leave

The last entry needed on the Contract Page is the annual leave entitlement for each post.

<div style="border: 1px solid black; padding: 2px; text-align: center; width: fit-content; margin: 0 auto;">Click here to lock the staff team headings</div> <b>Post(s)</b> Group posts with the same hours and percentage time spent on this service and on support.	Number of days normally worked in each week (all duties)		For each individual post, total no. days in a full year	
	days	No. of posts	Annual leave	other leave
	<i>Col a.</i>	<i>Col b.</i>	<i>Col i.</i>	<i>Col j.</i>
Support worker	7.00	2.0	22.5	11.2

The contracted amount of annual leave should be shown in Col i for each post. Where there is more than one post shown on each line the average annual leave entitlement should be entered.

Other leave in Col j shows a pre-set standard amount that is allowed for sick leave and other leave such as jury service.

### Example:

<div style="border: 1px solid black; padding: 2px; text-align: center; width: fit-content; margin: 0 auto;">Click here to lock the staff team headings</div> <b>Post(s)</b> Group posts with the same hours and percentage time spent on this service and on support.	Number of days normally worked in each week (all duties)		Total hrs worked each week on all duties	Total hours worked each week on this service	Percentage of time in Col e. that is spent on support	Weekly support hours (this service)	Support hrs (this service) as percentage of total weekly hrs.
	days	No. of posts	hrs.	hrs.	%	hrs.	%
	<i>Col a.</i>	<i>Col b.</i>	<i>Col c.</i>	<i>Col d.</i>	<i>Col e.</i>	<i>Col f.</i>	<i>Col g.</i>
Project Manager	5.00	1.0	35.00	21.00	85.0%	17.85	51.0%
Senior Housing and Support Worker	3.00	1.0	21.00	14.00	95.0%	13.30	63.3%
Support worker	2.50	4.0	70.00	56.00	100.0%	56.00	80.0%
Support worker	5.00	2.0	70.00	56.00	100.0%	56.00	80.0%

The illustration above shows the members of the staff team who work directly with service users (group 1). Similar entries should be made for first-tier managers (group 2).

- There is one Project Manager (1 is entered in column c) who works a five-day week (column b). They spend three days of their working week at this service, therefore 21 hours in entered in column e. Finally, 85% of their work is attributable to support services and this is entered in column f. Column g shows the support hours worked:

$$21 \text{ hours} \times 85\% = 17.85 \text{ hrs}$$

In column h, the support hours at this service are shown as a proportion of all hours worked:

$$17.85 \div 35 \times 100 = 51\%$$

- There is one Senior Housing and Support Worker (1 is entered in column c) who works a three-day week (column b). Only two of those days are spent working at this service, therefore 14 hours (2 x 7 hours) is entered in column e. In this case 95% of their work is attributable to support services (column f)
- Four Support Worker each work 2½ days each week and spend two of those days working at the service. The entries are therefore:
  - Column b: 2.5 days (the hours worked by each of the four workers)
  - Column c: 4 posts
  - Column d: 4 posts x 2.5 days x 7 hours = 70 hours worked in total
  - Column e: 4 posts x 2 days x 7 hours = 56 hours worked at the service.

All of the support workers hours are spent on the support service, therefore 100% is entered in column f. Column h shows that this group of workers spend 80% of their total hours on support work at this service.

$$\mathbf{56 \text{ support hours} \div 70 \text{ total hours} \times 100 = 80\%}$$

- Finally there are two full-time support workers who spend 4 days each on this service. The entry in column b shows five days (the number of days worked by each worker); column c shows two posts.

The total hours worked in column e are: **2 x 35 = 70 hours**

The hours worked at this service (column f) are: **2 x 28 = 56 hours**

The calculated entries in columns g and h are the same for the four part time workers and the two full time workers. (Four half time workers = two full time workers.)



## 5. Capacity, availability and utilisation

### Introduction

The quarterly return provides information on the capacity, availability and utilisation of a service.

The capacity of a service is the number of units (bedspaces or self contained units) for accommodation-based services or the number of placements for support-only services. The calculation of capacity for the quarter involves multiplying the number of units by the number of weeks (or days) for accommodation-based services and the number of placements by the number of days (or weeks) for support only services.

The availability of an accommodation-based service is defined by the number weeks each unit is lettable during the period. The ODPM's definition for availability is exactly the same as that used by the Housing Corporation. There is no indicator for the availability of support-only services

The utilisation of a service is the take up of the service. For an accommodation based service utilisation is usually known as occupancy and this calculation takes account of the availability of a service.

### Capacity

The capacity of a service can change in the quarter. Please note:

- The capacity should only be changed if the number of units or placements in the contract changes.
- The change will not become effective unless the “from:” date is also entered using the drop down list within the cell. This is the date from which the change in the number of units or placements is agreed with the Administering Authority.
- The capacity does not change if a unit is unavailable for letting or is empty, unless a change in the contract has been agreed with the Administering Authority.

### Availability

#### SERVICE AVAILABILITY

Select daily or weekly method for recording service availability  
Total number of unit weeks (based on capacity) in the quarter  
Total number of available unit weeks in the quarter  
**Available units as a percentage of capacity**

weekly
260
230
88.5%

**Accommodation based services.** If a unit is unavailable for lettings because it requires or is undergoing major repairs or improvement works, it should be recorded as unavailable. This should not include units awaiting redecoration or minor repairs. To enter data on availability:

- Select “weekly” or “daily” method for recording availability. Use the weekly method for weekly tenancies. The daily method will be more suitable for direct access services and some registered care homes where charges are levied on a daily basis.
- Enter the number of available unit weeks (or days) in the quarter. In this example, 13 units were available for 13 weeks. 5 units were closed for major repairs for 3 weeks and 1 unit for 2 weeks. So the available unit weeks were:

**13 units x 13 weeks + 5 units x 10 weeks + 1 unit x 11 weeks = 230 unit weeks.**

**The percentage availability is then calculated as shown in the example.**

**Support-only services** – there is no data required on the availability of support-only service as availability is related the available staffing input.

## Utilisation

### SERVICE UTILISATION

Select daily or weekly method for recording service utilisation	weekly
Total number of available unit weeks in the quarter	230
Total number of occupied unit weeks in the quarter	200
<b>Occupied units as a percentage of available units</b>	<b>87.0%</b>

### *Accommodation-based services*

Select “weekly” or “daily” method for recording utilisation. Use the weekly method for weekly tenancies. The daily method will be more suitable for direct access services and some registered care homes where charges are levied on a daily basis. Where there are monthly tenancies then either the daily reporting method will need to used or reporting to the nearest week.

The available unit weeks (or days) are brought forward from the availability calculation. Enter the number of occupied unit weeks or days. In this example, 9 units were occupied for 13 weeks, 3 units were occupied for 11 weeks and 5 units were occupied for 10 weeks. The occupied unit weeks were therefore:

**9 units x 13 weeks + 3 units x 11 weeks + 5 units x 10 weeks = 200 unit weeks.**

### *Support only services*

### SERVICE UTILISATION

This service is NOT accommodation-based

\* *The number of placement days provided should be calculated as the total number of days for which the service was available to each service user.*

Select daily or weekly method for recording service utilisation	daily
Total number of placement days (based on service capacity) in the quarter	1,820
Total number of placement days provided in the quarter *	1,600
Placement days provided as a % of the capacity for the quarter	87.9%

To enter the utilisation for support only services.

- Select the “daily” or “weekly” method for recording utilisation.
- Enter the number of days (or weeks) each service user was signed up for the service during the quarter. For example:
  - 1 service user x 6 days, plus
  - 2 service users x 12 days, plus
  - 6 service users for 30 days, etc.

$$1 \times 6 + 2 \times 12 + 6 \times 30 + 11 \times 90 = 1200 \text{ days}$$

When using the daily basis calculation, all days including weekends are counted as it is assumed the service is available continuously throughout the period as long as there is a support plan in place with the service user.

Where there has not been any face to face contact with the service user for 28 days, the service user should be counted as ceasing to use the service (for the purpose of completing the return), even where the service continues to be available. Where face to face contact resumes the service user should be treated as utilising the support service from the date at which this contact takes place (provided that there is a support plan in place).

## Interpretation of performance data

Units in an accommodation-based service should only be unavailable where major repairs or improvement works are taking place or are required. Administering Authorities may want to know the reasons for low availability (e.g. poor planned maintenance) and whether a programme of works is under way or planned. Also authorities may want to know how support staff are to be deployed during a long period of low availability.

The utilisation of an accommodation-based service is related to occupancy of those units that are available. It is possible to have low availability and high utilisation. The occupancy levels in accommodation-based services are unlikely to be at 100% unless the service is long stay. In particular high turnover services tend to have lower levels of occupancy. Administering Authorities may have to develop benchmark figures to establish the levels of occupancy that are considered to be reasonable. Where occupancy levels fall below 80% for short-term services or below 90% for long stay services Administering Authorities should find out the reasons for these levels. Occupancy levels should be analysed over a period of time to understand trends.

Utilisation levels for floating support services may fluctuate over time, as individuals move in and out of a service. In some instances utilisation levels may be greater than 100%, where a significant proportion of service users have lower support needs and in other instances may be lower than 100% where users have higher support needs. Generally utilisation levels should be not less than 90% as assessment processes should be effective in selecting individuals who require the level of support provided.

## 6. Throughput and length of stay

### Introduction

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

Data on the length of stay provides management information for Administering Authorities. Authorities may need to assess the actual length of time that service users have received a service against the intended length of stay for a service.

### Accommodation based services

The throughput for accommodation-based services is calculated by the number of service users who have used the service as a percentage of the capacity of the service. Women with children are treated as a household.

**Departures from sheltered housing should only be shown where a tenancy has come to an end.** The throughput format for sheltered housing is different to that for other types of services.

The entries needed are: the number of occupied units at the end of the period and the number who died or left during the quarter. The workbook calculates the capacity and throughput.

#### THROUGHPUT

a.	How many units were occupied on Sun 3 Jly 2005 ?	18
b.	How many service users died during the quarter ? (please exclude suicides - add any suicides to answer c.)	1
c.	How many service users (other than those who died) ceased to use the service during the quarter ?	4
d.	Total number of service users in the quarter.	23
e.	Capacity of the service (at the end of the quarter)	20
f.	Throughput: total number of service users in the period as a % of the number of units (the capacity)	115.0%

### Support only services

Throughput in support-only services is the number of people who used the service as a percentage of the capacity.

#### THROUGHPUT

a.	How many service users were signed up for the service as at Sun 3 Jly 2005 ?	18
b.	How many service users died during the quarter ? (please exclude suicides - add any suicides to answer c.)	-
c.	How many service users (other than those who died) ceased to use the service during the quarter ?	7
d.	Total number of service users in the quarter.	25
e.	Capacity of the service (at the end of the quarter)	20
f.	Throughput: total number of service users in the period as a % of the support-only placement capacity	125.0%

The number of users signed up at the end of the period and the number who died or ceased to use the service during the quarter should be entered as shown. The workbook calculates the throughput.

## Length of stay

The length of stay for service users remaining with the service and for those who left during the quarter should be entered. **Sheltered housing** services are not required to provide this data.

<b>LENGTH OF STAY</b>	Users at end of the quarter	Users who died or left during the quarter
Length of time with the service		
g. More than two years	14	3
h. Between one and two years	2	1
i. Up to one year	2	1
j. Total	18	5

## Interpretation of performance data

The throughput data allows Administering Authorities to assess whether the number of service users that have used the support service is more or less than expected. The throughput indicator includes existing service users as well as those that have departed. Throughput for a long-term support service should be about 100%, provided that it is well utilised, as turnover tends to be low. However for short-term services the throughput figure should be in excess of 100%. Where long term services are well in excess of 100% or short-term services at or below 100% then the Administering Authority may need to find out the reasons why.

As the throughput figure is influenced by availability and utilisation levels it will be important to look at all these indicators together. For instance the throughput for a short-term accommodation based service may be less than 100% where there has been a high level of departures at the end of the period (and there have been no new lettings). If the availability and utilisation levels are high then this indicates that the units are available and have not been vacant for a long period.

Floating support services can be long-term or short-term and the throughput indicator will need to be assessed within the context of the intended duration of the support service provided.

## 7. Reporting actual staff hours worked

### Introduction

The quarterly return compares the support hours that staff are required to work with the actual number of support hours actually worked. This workbook takes providers through the main steps in arriving at this calculation.

The quarterly return takes the total number of weekly contracted staff hours for the period (these are known as ‘establishment hours’) and adjusts them to take account of leave etc. The ‘adjusted establishment hours’ are apportioned to support activities at the service on the same basis as the apportionment of staff time shown on the contract page. These hours (adjusted establishment support hours) are compared to the actual number hours worked by staff during the quarter, apportioned to support activities at the service (the appointment is on the same basis as shown on the contract page). The calculation for ‘establishment support hours’ is illustrated in **Appendix 1**.

### Staffing hours worked

At the end of the quarter, the actual hours worked by each member of staff should be entered (on all duties and on all services).

Before entering the actual hours worked by staff and locum cover it will be necessary to show the type of locum cover. This should be entered into Col f.

### The following explains the type of information that is shown on the return

Many of the entries are automatically calculated and only the information on the hours actually worked and actual hours of locum cover have to be entered plus type of locum cover in Col f).

INPUT	Establish - ment hours this quarter	Annual & other leave pro-rata for this quarter	Bank holidays this quarter	Adjustment to establish- ment hours this quarter	Select the locum cover arr- angements from the drop-down list	Adjusted establishm't support hours * for this quarter	Actual hours worked in this quarter (all duties)	Actual hours worked by locum staff in this quarter (all duties)	Actual support hrs worked in this quarter	% of adjusted establishm't support hours worked
Post(s) Group posts with the same hours and percentage time spent on this service and on support.	hrs Col b.	days Col c.	days Col d.	hrs Col e.	Col f.	hrs Col g.	hrs Col h.	hrs Col i.	hrs Col j.	% Col k.
Col a. Housing and Support Worker	455.00	7.00	4.0	( 77.00)	B	208.81	370.00	28.00	204.69	98.0%

### Establishment hours this quarter

The establishment hours are the total hours that staff are required to work on all services, including this service (the weekly contracted hours multiplied by the number of weeks in the quarter). These hours do not take account of holiday sickness, bank holidays and other leave. This information is brought forward from the contract sheet.

### Annual and other leave prorata for this quarter

This shows the level of annual and other leave on a pro-rata basis for the quarter. Where there are multiple staff this figure is the amount pro-rata for individual members of staff

**Bank holidays this quarter**

This automatically shows the number of bank holidays during the quarter.

**Adjustment to establishment hours this quarter**

The establishment hours for the staff team need to be adjusted to take account annual leave and other leave (pro-rata for the quarter) and bank holidays. The hours shown on the workbook are the number of hours taken up by annual leave etc. The establishment hours are reduced by this figure (to produce the planned level of staffing input for the quarter).

**Locum cover arrangements**

Some services may employ locum or cover staff to cover for staff who are absent because of leave or sickness. Locum cover can include agency staff, bank staff, cover provided by staff from another service. It involves an additional input of staff hours to provide cover.

The return shows the type of cover that is normally provided from a drop down list. This is cover for:

S - Sickness leave or other occasional leave

A - Annual leave

B - Bank holidays

Combined cover over arrangements can be selected (SB SA BA or SBA). For example, if cover is provided for both bank holidays and annual leave, BA should be selected.

The effect of the cover arrangement is to increase the adjusted establishment support hours (see below). If the column is left blank, it is assumed that bank holidays, annual leave and sick leave will not be covered by locum staff.

**Adjusted establishment support hours for this quarter**

The hours shown are the adjusted establishment hours (adjusted to take account of leave etc) that are then apportioned to support activities provided at the service, according to the hours and percentage of time shown on the contract page.

**Actual hours worked in this quarter (all duties)**

These are the actual hours worked by the staff identified on the contract page. Enter the total number of hours worked by these staff on **ALL** services (and all duties including support). Unpaid hours should not be shown.

**Actual support hours worked by locum staff in this quarter (all duties)**

This shows the actual number of hours worked by locum staff. These hours are counted as additional staffing input.

**Actual support hours worked this quarter**

The actual hours of support hours worked is calculated by taking on the total number of staff hours worked and apportioning these to support activities provided at the service (based on the apportionment of time shown on the contract page).

## Percentage of adjusted establishment support hours worked

This shows the actual support hours worked as a percentage of the adjusted establishment support hours.

### Example

to lock staff team headings

UT	Establish - ment hours this quarter	Annual & other leave pro-rata for this quarter	Bank holidays this quarter	Adjustment to establish- ment hours this quarter	Select the locum cover arr- angements from the drop-down list	Adjusted establishment support hours * for this quarter	Actual hours worked in this quarter (all duties)	Actual hours worked by locum staff in this quarter (all duties)	Actual support hrs worked in this quarter	% of adjusted establishment support hours worked
Col a.	Col b.	Col c.	Col d.	Col e.	Col f.	Col g.	Col h.	Col i.	Col j.	Col k.
Project Manager	455.00	8.25	4.0	( 85.75)	A	210.63	413.00		210.63	100.0%
Senior Housing and Support Worker	273.00	6.20	2.4	( 60.20)	A	156.93	247.80		156.93	100.0%
Support worker	910.00	3.50	2.0	( 154.00)	SBA	728.00	840.00	70.00	728.00	100.0%
Support worker	910.00	8.43	5.6	( 140.30)	SBA	728.00	875.00	35.00	728.00	100.0%

Post(s)  
Group posts with the same hours and percentage time spent on this service and on support.

In the example above, the Project Manager will only be covered by locum staff when they take annual leave. The adjustment to their establishment hours is therefore:

$$(25 \text{ (days annual leave)} + 8 \text{ (days other anticipated leave each year)} \div 4 \text{ (for one quarter)} + 4 \text{ bank holidays}) \times 7 \text{ hours} = 85.75 \text{ hours (column e)}$$

However, the annual leave entitlement is to be covered by locum staff (6.25 days in this quarter x 7 hours = 43.75 hours). Their support hours for the quarter should therefore be:

$$455 \text{ hours (col b)} - 85.75 \text{ hours (col e)} + 43.75 \text{ hours (for annual leave)} \times 51\% = 210.63 \text{ support hours}$$

They actually worked 413 hours (they did not work on bank holidays and took exactly one quarter of their anticipated leave). The support hours worked were therefore:

$$413 \times 51\% \text{ (column h on the contract page)} = 210.63 \text{ support hours at this service (column j).}$$

They therefore worked 100% of the anticipated hours:

## Interpretation of performance data

The staffing indicator measures establishment support hours against actual number of support hours worked. It is important to point out that the support calculation in both instances is based on a standard apportionment of support time. This enables comparisons to be made between planned support hours worked and the actual support hours worked.

Because the establishment support hours are adjusted to take account of the annual leave on a pro-rata basis it is anticipated that the indicator will generally show a staffing level of approximately 100% over a year (where there are no

unusual absences due to high levels of sickness or vacant posts). If the level of leave taken is less than the average for the quarter then the support staffing level is likely to be over 100% for the quarter; if more leave is taken than average then the support staffing level is likely to be less than 100% for the quarter (this will depend on the amount of locum cover provided).

Administering Authorities should be concerned where the support staffing level falls substantially below 100% e.g. a figure below 80% may indicate that there are problems with recruitment or there is long term sickness. The staffing level for triggering concern will vary between different types of services and may be based on local benchmarking (for instance a service for older vulnerable people should be near 100% as cover should always be provided for all absences). However for a low support service, such as floating support, staffing levels are likely to vary each quarter.

## 8. Departures from short-term accommodation based services or outreach services

### Introduction

This part of the return collects information on those who made planned departures from short-term services. Short-term services are defined as accommodation based services with an intended length of stay less than 2 years or outreach services. Floating support services and resettlement services, that are intended to provide support for less than 2 years, should be treated as providing support to people in permanent or long-term housing.

Please enter in boxes 1 to 11, box 14 and boxes 17 to 22, the numbers of service users who ceased to use the service and moved on to each of the following destinations:

1	Staying with friends	
2	Staying with family members	
3	Moved into bed and breakfast accommodation	
4	Moved into supported housing	
5	Moved into sheltered housing	
6	Moved into a care home	
7	Moved in to accomm as an owner occupier	
8	Renting privately owned accommodation	1
9	Moved to take up an RSL tenancy (general needs)	1
10	Moved to take up a local authority tenancy (general needs)	
11	Returned to previous home	
12	Sub-total, add boxes 1 to 11	2
13	How many of the departures in box 12 were planned ?	2
14	How many entered hospital other than for long term / acute care	
15	<b>Total planned moves, add boxes 13 and 14</b>	<b>2</b>
16	Unplanned moves in box 12 (box 12 less box 13)	
17	Committed suicide	
18	Taken into custody	
19	Sleeping rough	
20	Entered a long stay hospital or hospice	
21	Entered an acute psychiatric hospital	
22	Not known - 'Throughput', box c. less boxes 12,14 and 17 to 21	2
23	<b>Total unplanned moves, add boxes 16 to 22.</b>	<b>2</b>

**Analysis of unplanned departures:**

How many of those in box 23:

24	were evicted *	
25	abandoned their dwelling *	
26	unplanned other	2

\* For outreach services, only show eviction or abandonment where this was the reason for the service ceasing.

**Planned departures as a percentage of all departures**

27	Total no. planned departures from box 15	2
28	Total no. unplanned departures from box 23	2
29	Total no. of departures, box 27 + box 28	4
30	Planned departures as % of all departures, box 27÷ box 29 x 100	50.0%

The numbers of departures should be entered as shown. This should be shown as the number of households. In box 13, the number of departures that were planned should be entered. The workbook calculates the percentage of planned moves against all moves.

A planned departure for Supporting People is where an individual is moved in a planned way to a more independent outcome e.g this could be from a direct access hostel to living in supported housing or returning home. There are particular types of outcomes that are always treated as a less independent outcome, for instance sleeping rough and being taken into custody. Where an individual moves into a hospital (or custody), and continues to pay rent on their accommodation the move should not be counted as a departure.

The return asks for an analysis of unplanned departures. An eviction is where a household has departed as a result of a notice being serviced.

### Interpretation of performance data

This data is intended to provide information on outcomes for different types of services across each Administering Authority. At an individual service level the data should be treated as management information. It is important to interpret

this management information within the context of the type of service being provided.

For instance very short term services (e.g. less than a month) are likely to have a much higher proportion of unplanned departures than services with a stay of more than a year. Administering Authorities also should look at trends over the quarterly periods, as data for one quarter can be misleading. It would be unusual for a short stay service to achieve 100% planned departures as a percentage of all departures and some very short stay services may achieve less than 50%. It will be important for Administering Authorities to benchmark the percentage of planned moves according to the type of service.

## 9. Departures from long-term accommodation based services or support-only services

### Introduction

This part of the return collects information on departures from long-term accommodation based services or support-only services. The definition of a long-term accommodation based services is that which is intended to provide a stay of more than two years.

1	Completed a programme of support and no longer need the service. (Support-only services)		
2	Moved on from an accommodation-based service to independent housing, with or without long-term support.		
3	Moved to (other) sheltered accommodation		
4	Moved to (other) long-term supported housing	1	
5	Died **	1	
6	How many units were occupied on Sun 3 Jly 2005 ?	18	from 'Throughput'
7	Total service users at the end of the quarter + those who died or moved to independent housing, boxes 1 to 6	20	
8	Committed suicide		
9	Taken into custody		
10	Entered a long-stay hospital or hospice		
11	Entered an acute psychiatric hospital	1	
12	Moved to a care home		
13	Moved to a nursing care home		
14	Moved to short-term supported housing		
15	Evicted *	1	
16	Abandoned tenancy *	1	
17	Unknown / lost contact: 'Throughput', box c. less boxes 1 to 4 and 8 to 16		
18	Total: boxes 8 to 17	3	
19	Box 7 plus box 18	23	
20	Service users who established or maintained independent living as % of all users in the quarter. Box 7 ÷ box 19 x 100		87.0%

The numbers of departures should be entered as shown. This should be shown as the number of households. For sheltered housing the data on departures should only be entered when a tenancy has terminated. The workbook calculates the number of users who have established or maintained independent living during the quarter (this includes those who have departed as well as those who continue to receive support to maintain their independence).

The return changes the text in box six for floating support to say : *How many service users were signed up for the service.*

Where a service user in receipt of floating support decides that he/she no longer wishes to engage with the service, and has established independence, the outcome should be shown as 'completed a programme of support and no longer needs the service'. However, where the service user clearly needs a support service to maintain independence, and contact has been lost, then the outcome should be shown as 'lost contact'.

### Interpretation of performance data

This data is intended to provide information on outcomes for different types of services across the Administering Authority. At an individual service level the data should be treated as management information.

Generally long-term services should support the majority of service users to establish and maintain independent living. Sheltered housing schemes may legitimately need to move service users into care homes and long-term hospital, although there may be concerns about their where levels fall below 90%. Some types of floating support services are provided to client group with a history of abandoning their tenancies and these services may not be able to establish independent living for all their service users. Local authorities will have to establish local benchmarking for different types of services and it is likely that most long term services would be able to support at least 90% of service users to establish and maintain independent living

## **10. Other Outputs**

### **Quarters 2, 3 and 4**

The entries to be made at the end of quarters 2, 3 and 4 are very similar to quarter 1.

Actual dates, changes in capacity and changes in the contact details can be entered as required.

The weekly or daily method for recording availability and utilisation selected in quarter 1 is fixed for the remaining quarters.

### **Quarterly and cumulative indicators**

The last two pages of the quarterly returns show the detailed calculation of the performance indicators on both a quarterly and cumulative basis.

### **The SPLS PI Data page**

The SPLS PI Data page enables performance data to be uploaded in Administering Authorities' SPLS systems.

Whilst some PIs can have the data captured in weeks or days on the SPLS PI data tab (and in the SPLS Systems) this information will be held consistently in days.

## Calculating the Adjusted Establishment Support Hours

### Contract Page

The staff team comprises

	Hours per week (all duties)
Support worker	35
Support Worker	35
Manager	35
<b>Total</b>	<b>105</b>

The hours per week that each team member would normally work (all duties including time spent on other services)

The staff hours apportioned to the service are

	Hours per week at the service
Support worker	35
Support Worker	17.5
Manager	20
<b>Total</b>	<b>72.5</b>

The hours per week that each team member is required to work at the service

This can be compared to the FTE staff on the contract schedule (front line staff and managers of front line staff only) – If any volunteer hours are included in the FTE calculation for the contract schedule then these must be taken out if a ‘like for like’ comparison is to be made.

FTE front line staff and managers of front line staff in the contract	2.07
FTE front line staff and managers of front line staff on the return	$72.5 \text{ hours} \div 35 \text{ full time hours} = 2.07 \text{ FTE}$

If the contract schedule shows a different number of FTE, this can be amended on the contract schedule in agreement with AA.

The hours apportioned to support at the service

	Total hours worked at the service	% of time apportioned to support	Hours of support at the service
Support worker	35	100%	35
Support Worker	17.5	100%	17.5
Manager	20	50%	10

The amount of time apportioned to support at the service

## Quarterly Reporting Page

Total hours for the staff team during the quarter (on all services)

	<b>Establishment hours for the quarter</b>
Support worker	455
Support Worker	455
Manager	455

Establishment hours = total weekly (contracted) hours x the number of weeks in the quarter.

The establishment hours are the hours for the total staff team for all services and all duties

Annual leave pro-rata for the quarter

	<b>Total days annual leave</b>	<b>Annual leave for quarter</b>
Support worker	20	5
Support Worker	20	5
Manager	20	5

Total annual leave for all staff pro-rata for the quarter  
**Annual leave divided by 4**

Actual bank holidays

	<b>Total days bank holidays</b>
Support worker	4
Support Worker	4
Manager	4

The actual bank holidays during the quarter are automatically calculated

Sickness other leave

	<b>Sick leave and occasional leave for the quarter</b>
Support worker	2
Support Worker	2
Manager	2

A standard amount is allowed for sickness and other leave of 8 days per annum per post

### Adjustment to the total staffing hours

	Hours per quarter	Ajustment for annual leave, bank holidays and other leave	Adjusted hours
Support worker	455	11 days x 7	378
Support Worker	455	11 days x 7	378
Manager	455	11 days x 7	378

The adjusted establishment hours are the establishment hours minus average one quarter of the annual leave entitlement and anticipated sick leave/other leave and the number of bank holidays in the quarter.

Locum cover normally provided. The locum cover box should be left blank if cover is provided by staff who are part of the service team (unless they work additional hours in order to provide cover.)

	Locum cover	Locum cover normally provided			Hours of cover provided
		Sick leave/ other leave	Bank holidays	Annual leave	
Support worker	SBA	2 x 7	4 x 7	5 x 7	77
Support Worker	A			5 x 7	35
Manager	S	2 x 7			14

The locum cover selected will add hours to the 'adjusted establishment staff hours' (as there is an additional staffing input to provide cover)

### Total adjusted establishment hours

	Hours per quarter	Adjusted hours	Locum cover	Adjusted establishment hours
Support worker	455	378	77	455
Support Worker	455	378	35	413
Manager	455	378	14	392

**Calculation of the adjusted establishment support hours (for the quarter)**

	<b>Total staff hours (adjusted)</b>	<b>Percentage of time spent at the service</b>	<b>Percentage of time spent on support</b>	<b>Adjusted establishment support hours</b>
Support worker	455	100%	100%	455
Support Worker	413	$17.5 \div 35 \times 100 = 50\%$	100%	207
Manager	392	$20 \div 35 \times 100 = 57\%$	50%	112

Total staff hours (on all services and all duties) adjusted to take account of leave etc.

Total adjusted staff hours apportioned to the service.

Total adjusted staff hours at the service apportioned to support

	<b>Adjusted establishment support hours for the quarter</b>
Support worker	455
Support worker	207
Manager	112

The adjusted establishment support hours are the hours of support that staff are normally required to provide at the service.