

# Changing Futures Programme Sussex

## Data Returns Guidance & Information

Version: V1 - June 2023



This document outlines the questionnaires, returns and reports required by the Changing Futures Programme Sussex. This will provide an overview of the data reported to the Programme and DLUHC (Department for Levelling Up, Housing & Communities) enabling the programme to collate accurate and timely evidence on services across Brighton & Hove, East and West Sussex. Funding for the Changing Futures Programme was secured with the help of data often collected by support staff to provide the evaluation of the Fulfilling Lives and MEAM initiatives. DLUHC are collating a national picture of the impact that the Changing Futures Programme is having on people's lives.

### Individual Outcomes Return

#### Why Is This Submitted?

To provide DLUHC with a summary of how many people are being helped, how and why they were referred, their engagement with services and subsequent outcomes from this engagement.

#### How Is the Data Collected?

Via an anonymised Excel template submitted quarterly to the Changing Futures Data & Information Officer by the Programme team. Data is recorded for every client who has engaged with the Programme, including current clients and those who have disengaged from it, within six weeks of the client joining the Programme.

#### When Is the Return Submitted?

Quarter	Date To Send Report to Changing Futures
23/24 Q2	15 <sup>th</sup> Nov 23
23/24 Q3	15 <sup>th</sup> Feb 24
23/24 Q4	15 <sup>th</sup> May 24
24/25 Q1	15 <sup>th</sup> August 24

#### Key Information

Frequency	Format	For Whom / Purpose	Collection & Input Lead	Collation & Upload Lead
Quarterly	Local Authority / Provider Recording System onto an Excel template	For DLUHC to evidence client needs and interactions with services	<b>Brighton &amp; Hove</b> - Operational Manager <b>East Sussex</b> - Practice Manager <b>West Sussex</b> - Turning Tides (Data and Systems Manager) - Stonepillow (Business Analyst) - Crawley Open House (HR & Admin Manager)	Changing Futures Programme Data & Information Officer

Guidance on data privacy and how to complete the return has been provided by DLUHC, along with a helpful introduction and a breakdown of all the recording options:



Individual Outcomes Return Template



Operational Delivery Return Template



Individual Outcomes Guidance



Privacy Leaflet v3

A quarterly report summarising Changing Futures Programme staffing activity and training provided in the previous quarter (called the Operational Delivery Return) is also submitted quarterly by the Changing Futures Data & Information Officer.

## First (& Third) Outcomes Questionnaires

### Why Is This Submitted?

To provide DLUHC with an update on progress of clients in the Changing Futures Programme with regards to their health, safety and living situation. This is recorded via factual information (such as how many times someone has been to A&E), and information about how a client is feeling (such as whether they are feeling optimistic or dealing with problems well). The questionnaire is completed within six weeks of a client joining the Programme and is for clients who have completed, or will soon complete, the Individual Outcomes Return.

### How Is the Data Collected?

Via a questionnaire completed by support workers. Each Changing Futures Programme Project Delivery Officer collates all the responses from their lead area onto an Excel template and submits it to DLUHC. As with the Individual Outcomes Return, data provided to DLUHC is anonymous, and the only client identifier is the randomly generated Unique ID provided by the programme and used by DLUHC to link the questionnaires together to gain an overview of a client's progress through the programme.

### When Is the Return Submitted?

Quarter	Date To Send Report to Changing Futures*	Date Changing Futures Submit To DLUHC*
22/23 Q4	12 <sup>th</sup> May 23	15 <sup>th</sup> May 23
23/24 Q1	4 <sup>th</sup> Aug 23	15 <sup>th</sup> Aug 23
23/24 Q2	Nov 23 (TBC)	Nov 23 (TBC)
23/24 Q3	Feb 24 (TBC)	Feb 24 (TBC)
23/24 Q4	May 24 (TBC)	May 24 (TBC)

\*Exact dates for further returns after Aug 23 are yet to be confirmed but we have been advised that there will be 4 further quarterly submissions.

### Key information

Frequency	Format	For Whom / Purpose	Collection & Input Lead	Collation & Upload Lead
Quarterly	Local Authority / Provider Recording System onto an Excel template	To provide DLUHC with an update on a client's health, safety and living situation	Support Workers with client input	Changing Futures Programme Data & Information Officer and Project Delivery Officers

Here are the latest guidance documents from DLUHC for both the First and Third Outcomes Questionnaires:



First Outcomes Questionnaire



Third Outcomes Questionnaire

## Historical Outcomes Questionnaire

### Why Is This Submitted?

To provide DLUHC with information on a client's background, some previous life experiences, and skills.

### How Is the Data Collected?

Via a questionnaire completed by support workers within 12 weeks of a client joining the Programme. Each Changing Futures Programme Project Delivery Officer collates all the responses from their lead area onto an Excel template and submits it to DLUHC quarterly.

### When Is the Return Submitted?

(Dates for submission to DLUHC are the same as those for the other returns)

Quarter	Date To Send Report to Changing Futures*	Date Changing Futures Submit To DLUHC*
22/23 Q4	12 <sup>th</sup> May 23	15 <sup>th</sup> May 23
23/24 Q1	4 <sup>th</sup> Aug 23	15 <sup>th</sup> Aug 23
23/24 Q2	Nov 23 (TBC)	Nov 23 (TBC)
23/24 Q3	Feb 24 (TBC)	Feb 24 (TBC)
23/24 Q4	May 24 (TBC)	May 24 (TBC)

\*Exact dates for further returns after Aug 23 are yet to be confirmed but we have been advised that there will be 4 further quarterly submissions.

### Key information

Frequency	Format	For Whom / Purpose	Collection & Input Lead	Collation & Upload Lead
Quarterly	Local Authority / Provider Recording System onto an Excel template	To provide DLUHC with details of a client's background, life experiences and skills	Support Workers with client input	Changing Futures Programme Data & Information Officer and Project Delivery Officers

Here is the latest guidance document from DLUHC:



Historical Questionnaire

## NDTA (*New Directions Team Assessment*) Collection

### Why Is This Submitted?

To provide DLUHC with a picture of a client's behaviours, their use of services and their levels of risk taking.

### How Is the Data Collected?

Also known as the Snapshot Assessment Tool, and previously referred to as the Chaos Index, a numerical score is produced on the vulnerability of the client to enable targeting of services and resources. Data is recorded monthly on an Excel template by Support Workers without input from clients, then compiled and submitted quarterly by the Changing Futures Project Delivery Officers. Whilst the NDT can be used to assess any requirements for new or ongoing support, the information provided will only be used by DLUHC to help with the evaluation of the programme.

### When Is the Return Submitted?

(Dates for submission to DLUHC are the same as those for the returns above)

Quarter	Date To Send Report to Changing Futures*	Date Changing Futures Submit To DLUHC*
22/23 Q4	12 <sup>th</sup> May 23	15 <sup>th</sup> May 23
23/24 Q1	4 <sup>th</sup> Aug 23	15 <sup>th</sup> Aug 23
23/24 Q2	Nov 23 (TBC)	Nov 23 (TBC)
23/24 Q3	Feb 24 (TBC)	Feb 24 (TBC)
23/24 Q4	May 24 (TBC)	May 24 (TBC)

\*Exact dates for further returns after Aug 23 are yet to be confirmed but we have been advised that there will be 4 further quarterly submissions.

### Key Information

Frequency	Format	For Whom / Purpose	Collection & Input Lead	Collation & Upload Lead
Recorded monthly and submitted to DLUHC quarterly	Local Authority / Provider Recording System onto an Excel template	For DLUHC to assess the vulnerability of clients in the programme	Support Workers without client input	Changing Futures Programme Data & Information Officer and Project Delivery Officers

Here is a return process and the assessment tool created by the programme, as well as some guidance provided by DLUHC:



CF NDTA Return Process V2



CF Snapshot Assessment V5.2



NDTA Guidance

Below is some guidance and training provided by DLUHC for the Changing Futures Project Delivery Officers on how to use the online DELTA portal, a helpful overview of when questionnaires are completed and how they should be conducted:



DELTA Collection Instructions



How To Deliver The Questionnaires



Questionnaire Timeline



DELTA Processes



DELTA Collection Presentation Slides



Guidance On Using DELTA

## Multiple Needs Audit

### Why Is This Submitted?

Whereas the Outcomes Return & Questionnaires and the NDTA contribute towards the DLUHC evaluation of the Changing Futures Programme nationwide, the Multiple Needs Audit (MNA) is utilised at a local level by District and Borough Councils and Housing Providers to provide a dataset of all clients using their services.

### When Is the Return Submitted?

Data is provided to the Changing Futures Data & Information Officer via an Excel return, who then removes duplicate records to reduce double-counting, anonymises the source data and creates a summary to be circulated back to those who provided it as well as the Changing Futures Programme Team and members of the Multiple Disadvantage Forum.

### When Is the Return Submitted?

Reporting Quarter	Date Submitted to Changing Futures	Date Circulated by Changing Futures	Frequency Of Collection	Format Submitted - Circulated
22/23 Q4	Apr / May 23	Jun 23	Quarterly	Excel - PDF
23/24 Q1	Jul / Aug 23	Sep 23	Quarterly	Excel - PDF
23/24 Q2	Oct / Nov 23	Dec 23	Quarterly	Excel - PDF
23/24 Q3	Jan / Feb 24	Mar 24	Quarterly	Excel - PDF
23/24 Q4	Apr / May 24	Jun 24	Quarterly	Excel - PDF

### Key Information

Frequency	Format	For Whom / Purpose	Collection & Input Lead	Collation & Circulation Lead
Quarterly	Local Authority / Provider Recording System onto an Excel template	For providers and wider stakeholders including commissioners to gain an in-depth understanding of prevalence and needs (in particular multiple complex needs) within local services	<p><b>Brighton &amp; Hove</b> - Contract &amp; Monitoring Officer</p> <p><b>East Sussex</b> - TBC: Eastbourne and Hastings Borough Councils; Lewes, Rother, and Wealden District Councils</p> <p><b>West Sussex</b> - Bognor Housing Trust (Manager) for Bognor - Mid Sussex Supported Housing (Team Manager) for Mid Sussex (TBC) - Stonepillow (Head of Operations) for Bognor and Chichester - Turning Tides (Head of Development &amp; Quality) for Adur, Worthing and Littlehampton - TBC: Crawley and Horsham</p>	Changing Futures Programme Data & Information Officer

Here is a helpful data flow summary and most recent summaries for Brighton & Hove and West Sussex:



MNA Data Flow



Brighton and Hove MNA Report 2223 Q3



West Sussex MNA Report 2223 Q3

## Provider Contract Monitoring

### Why Is This Submitted?

The Changing Futures Programme Manager and Deputy Project Manager will meet with providers on a monthly / quarterly basis to review the progress of the services.

### When Is the Return Submitted?

Information is to be provided via an Excel template containing updates on staffing, locally agreed indicators, interventions, client cohorts and engagement, as well as two case studies which are recorded on a Word template, both here:



Provider Contract  
Monitoring Report V1



Case Study Template  
V2

### When Is the Return Submitted?

Information about submission dates for 2023-24 are in this document:



Contract  
Monitoring Dates

## Overview Of All Returns

Name Of Return	Frequency	Format	Responsibility For Collection & Input	Responsibility For Collation & Circulation
Individual Outcomes Return	Quarterly	Local Authority / Provider Recording System onto an Excel template	<b>Brighton &amp; Hove</b> - Operational Manager <b>East Sussex</b> - Practice Manager <b>West Sussex</b> - Turning Tides (Data and Systems Manager) - Stonepillow (Business Analyst) - Crawley Open House (HR and Admin Manager)	Changing Futures Programme Data & Information Officer
First & Third Outcomes Questionnaire	Quarterly	Local Authority / Provider Recording System onto an Excel template	Support Workers with client input	Changing Futures Programme Data & Information Officer and Project Delivery Officers
Historical Outcomes Questionnaire	Quarterly	Local Authority / Provider Recording System onto an Excel template	Support Workers with client input	Changing Futures Programme Data & Information Officer and Project Delivery Officers
NDTA (Snapshot Assessment)	Quarterly	Local Authority / Provider Recording System onto an Excel template	Support Workers without client input	Changing Futures Programme Data & Information Officer and Project Delivery Officers

<p><b>Multiple Needs Audit</b></p>	<p>Quarterly</p>	<p>Local Authority / Provider Recording System onto an Excel template</p>	<p><b>Brighton &amp; Hove</b> - Contract &amp; Monitoring Officer  <b>East Sussex</b> - TBC  <b>West Sussex</b>  - Turning Tides (Head of Development and Quality)  - Stonepillow (Head of Operations)  - Mid Sussex Supported Housing (Team Manager)  - Bognor Housing Trust (Manager)</p>	<p>Changing Futures Programme Data &amp; Information Officer</p>
<p><b>Contract Monitoring</b></p>	<p>Monthly / Quarterly</p>	<p>Excel and Word templates</p>	<p><b>Brighton &amp; Hove</b> - Operational Manager  <b>East Sussex</b> - Practice Manager  <b>West Sussex</b>  - Turning Tides (Data and Systems Manager)  - Stonepillow (Business Analyst)  - Crawley Open House (HR &amp; Admin Manager)</p>	<p>Provider Leads / Changing Futures Programme Manager &amp; Deputy Project Manager</p>