

Outcomes	Indicators	Mandatory or optional	Form of data collection	Universal or Specific?	Collection timescales	Potential national source	
14	Individuals with mental health needs are better able to manage their lives and are more resilient	14a	Service user's self-assessment of 'motivation and taking responsibility'	Providers to do their own PROM (patient reported outcome measures) from start of service to finish or annual review. Person would complete form on 1st appointment. Then to complete on discharge. Then once a quarter would get summary data for those completing in quarter	All	Quarterly	
		14b	Service user's self-assessment of 'managing money'		All	Quarterly	
		14c	Service user's self-assessment of 'self-care and living skills'		All	Quarterly	
		14d	Project staff assessment of service users' impulse control		All	Quarterly	
		14e	Project staff assessment of service user's stress and anxiety		All	Quarterly	
		14f	Service user's self-assessment of their ability to cope with everyday challenges		All	Quarterly	
		14g	Service user's self-assessment of their ability cope with a crisis		All	Quarterly	
15	Individuals with mental health needs have improved self esteem and confidence	15a	Service users self assessment of their self-esteem		All	Quarterly	
		15b	Service users self assessment of their confidence		All	Quarterly	
		15c	Project staff assessment of service users social effectiveness		All	Quarterly	
16	Individuals with mental health needs have strong social networks	16a	Service users self-assessment 'social networks and relationships'		All	Quarterly	
		16b	Project workers assessment of service users risk from others		All	Quarterly	
		16c	Service users contact with and quality of relationships with family and friends		All	Quarterly	
		16d	Service users feelings of community belonging		All	Quarterly	
		16e	Perceptions of stakeholders of impact on community	All	Quarterly		
		16f	Number of services users that agree that family and practical issues are being addressed as part of their care	All	Quarterly		
		16g	Number of instances in which service users are victims of crime	All	Quarterly		
17	Individuals with mental health needs have improved physical and mental health	17a	Service user self-assessment of 'physical health'	All	Quarterly		
		17b	Service user self-assessment of 'emotional and mental health'	All	Quarterly		
		17c	Project worker assessment of service user intentional self-harm	All	Quarterly		
		17d	Project worker assessment of service user unintentional self-harm	All	Quarterly		
		17e	Service user self-assessment of overall wellbeing	All	Quarterly		
		17f	Service user self-assessment of whether what they did yesterday was worthwhile	All	Quarterly		
		18a	Number of service users undertaking training courses	via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All		

Outcomes	Indicators	Mandatory or optional	Form of data collection	Universal or Specific?	Collection timescales	Potential national source	
18	Individuals with mental health needs are engaged in meaningful activities	18b	Number of courses completed		via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All	
		18c	Level of qualifications / certificates achieved by service users		via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All	
		18d	Type of qualifications / certificates achieved by service users		via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All	
		18e	Number of service users undertaking voluntary work		via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All	
		18f	Number of service users undertaking work placements		via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All	
		18g	Number of service users gaining paid employment		via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All	
		18h	Number of service users moving from out of work benefits into employment		via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All	
		18i	Service User awareness of training courses		via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All	
		18j	% of positive feedback on courses		via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All	
		18k	Service user self assessment of 'meaningful use of time'		via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All	

Outcomes	Indicators	Mandatory or optional	Form of data collection	Universal or Specific?	Collection timescales	Potential national source	
	18l	Service users' perception that volunteering opportunities are flexible enough that they can be included into their lives		via mental health employment team activity data and could include one question in survey	VC Mental Health employment team but for All		
19	Individuals with mental health needs achieve their self-defined goals	19a	Service users' progress towards and achievement of self-determined goals.		linked to care plan - personalised	Getting Help and Crisis (and Staying Well if relevant)	
20	Individuals with mental health needs have a range of skills to enable them to address their mental health requirements	20a	Service users' perception that they have a range of skills to enable them to address their mental health requirements		survey	All	Annual
		20b	Service users' perception of the choice of training available in regards to Mental Health and 5 Ways to Wellbeing		survey	All	Annual
		20c	Service users' perception of the range of information available on maintaining good Mental Health and Wellbeing		survey	All	Annual
		20d	Service users' perception of the quality of information available on maintaining good Mental Health and Wellbeing		survey	All	Annual
21	Individuals with mental health needs feel safe and secure at home and in their community	21a	Perceptions of the service user in how safe/secure they feel		survey	All	Annual
		21b	Proportion of service users who maintain their tenancy whilst receiving care/support		survey	All	Annual
		21c	Proportion of service users who know who their community liaison worker is		survey	All	Annual
		21d	Number of individuals with a mental health need who have been supported by a community liaison worker		survey	All	Annual
22	Services for individuals with mental health needs are more accessible, providing timely and flexible support that comes to individuals.	22a	Service user perceptions of accessibility of services.		survey	All	Annual
		22b	Service user perceptions of flexibility of services.		survey	All	Annual
		22c	Number of service users who agree they received support within a suitable time frame.		survey	All	Annual
23	Services provide an holistic response to service users' needs and allow them choice and control	23a	Service user perceptions of the extent support meets their needs		survey	All	Annual
		23b	Service user perceptions of the extent to which support is personalised		survey	All	Annual
		23c	Service user perceptions of the extent to which they have control over their support		survey	All	Annual
		23d	Service user perceptions of the extent to which they have choice over their support		survey	All	Annual
24	Services for individuals with mental health needs are planned and commissioned as a package rather than in silos	24a	Description of the commissioning process		PPI Plan and Annual Reports etc	Virgin Care and Council/CCG as commissioners	
		24b	Number and type of agencies involved in the commissioning process		PPI Plan and Annual Reports etc	Virgin Care and Council/CCG as commissioners	
		24c	Extent to which service providers, service users and the wider community are involved in the commissioning process		PPI Plan and Annual Reports etc	Virgin Care and Council/CCG as commissioners	