

Fulfilling Lives: Beneficiary data dashboard

A summary of key beneficiary data collected
through the programme

December 2022



The
University
Of
Sheffield.



Contents

[Introduction](#)

1. [Beneficiaries by area](#)
2. [Demographic data](#)
3. [Accommodation](#)
4. [Income](#)
5. [Benefits](#)
6. [Support](#)
7. [Service use – Criminal Justice System](#)
8. [Service use – Physical health](#)
9. [Service use – Mental health](#)
10. [Service use – Substance misuse](#)
11. [Refusals and exclusions](#)
12. [New Directions Team Assessment \(NDTA\)](#)
13. [Homelessness Outcomes Star](#)
14. [Appendix 1: The Common Data Framework \(CDF\)](#)

Introduction

About Fulfilling Lives

The National Lottery Community Fund invested £112 million over 8 years in 12 local partnerships across England with the aim of helping people experiencing multiple disadvantage to access more joined-up and holistic services. Between 2014 and 2022, the programme supported more than 4,000 people experiencing multiple forms of disadvantage, including homelessness, alcohol and substance misuse, offending, mental ill health, and domestic violence.

The Fulfilling Lives evaluation

CFE Research and The University of Sheffield were commissioned to undertake an overarching evaluation of the programme. The 12 Fulfilling Lives partnerships collected data on the people they were supporting between 2014 and 2021, which was submitted to the evaluation team quarterly using a Common Data Framework (CDF) and compiled into a single longitudinal dataset.

The CDF comprises data from four sources:

- Data on the individual beneficiary and their engagement with the Fulfilling Lives programme – **beneficiary record**
- An assessment by support staff of the beneficiary's levels of need and risk - **New Directions Team Assessment (NDTA)** scores
- A joint assessment between support staff and the beneficiary of their self-reliance in key areas - **Homelessness Outcomes Star** scores
- Data on beneficiary interactions with key public services – **service use data**.

More information on the CDF is provided in Appendix 1.

Introduction

About this document

To assist partnerships and the Fund review the beneficiary data, we provided a summary of key data in the form of an interactive dashboard every quarter. Visualising the data in this way helps to show patterns and trends. This document provides a static version of the dashboard, using the final dataset collected up to the end of March 2021. It summarises the overall beneficiary data for the programme and for some variables, change over two years. Our aim is to provide an indication of the scope and nature of the data gathered by the programme. However, it is not a substitute for the detailed evaluative analysis that appears in our published reports: www.fulfillinglivesevaluation.org

Change over time is shown based on all data collected rather than a consistent group of beneficiaries, and tests for statistical significance did not form part of the dashboard. An anonymised version of the dataset will be deposited for reuse in the UK Data Archive: www.data-archive.ac.uk

1. Beneficiaries by area

About the data

The following two slides show programme starts by quarter, experience of disadvantage (type and number of needs) on joining the programme, the total number of individual programme beneficiaries by partnership (project) area and destination on leaving the programme.

Beneficiary numbers vary greatly by area and this is in line with original plans; different partnerships covered differently sized geographical areas and focused to a greater or lesser extent on providing direct support.

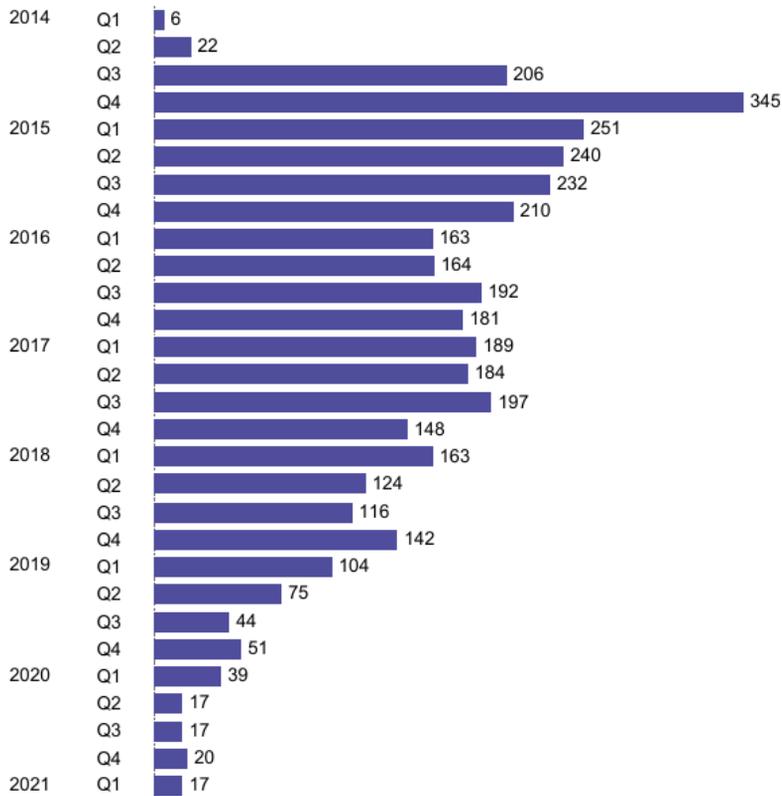
Please note that not all cases were closed when data collection ended as some partnerships continued working with people beyond March 2021.

Data source: Beneficiary record, completed by staff and beneficiary.

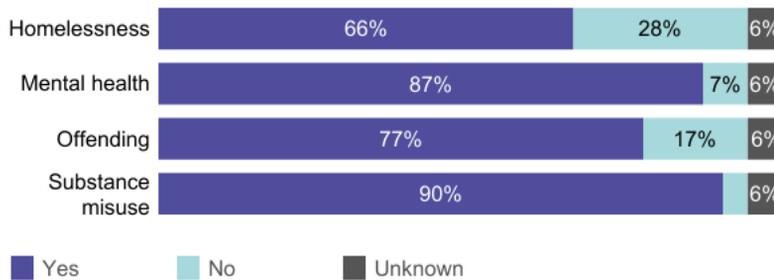
- Partnership (project) area, start date, experience of disadvantage (type and number of needs): recorded once at the start of the programme and not updated (baseline data only)
- Destination on leaving the programme: recorded once at the end of the period of support

1. Beneficiaries by area

Starts by quarter



Multiple needs

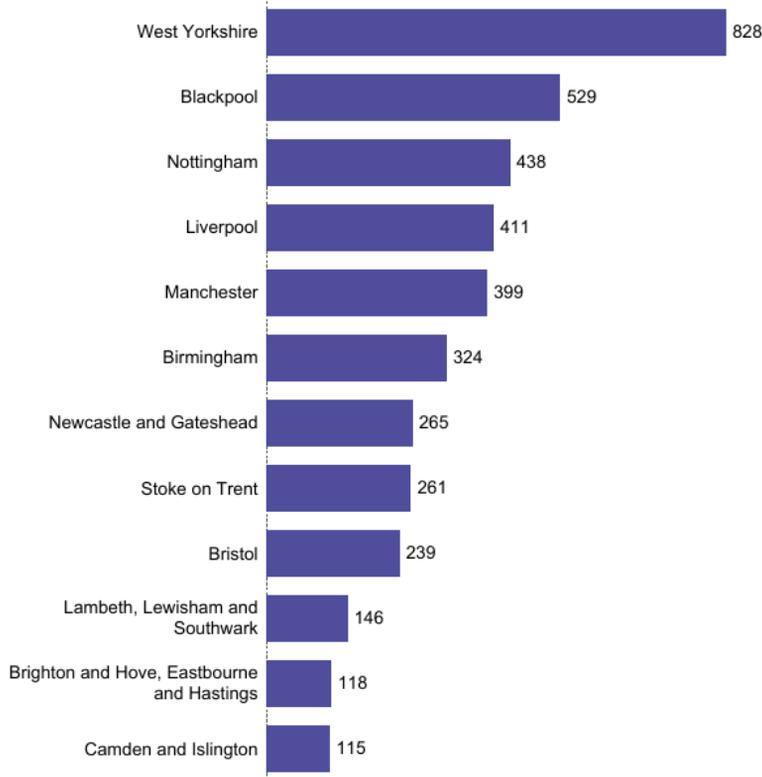


Number of complex needs

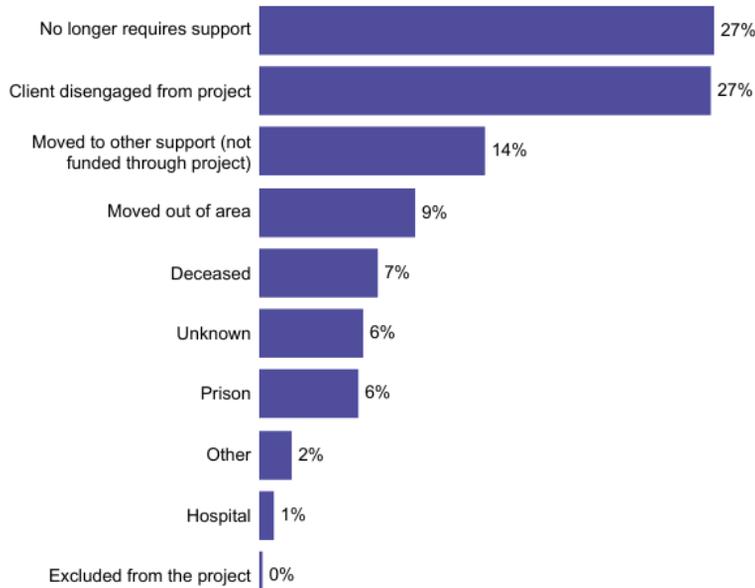


1. Beneficiaries by area

Project



Destination



2. Beneficiary demographics

About the data

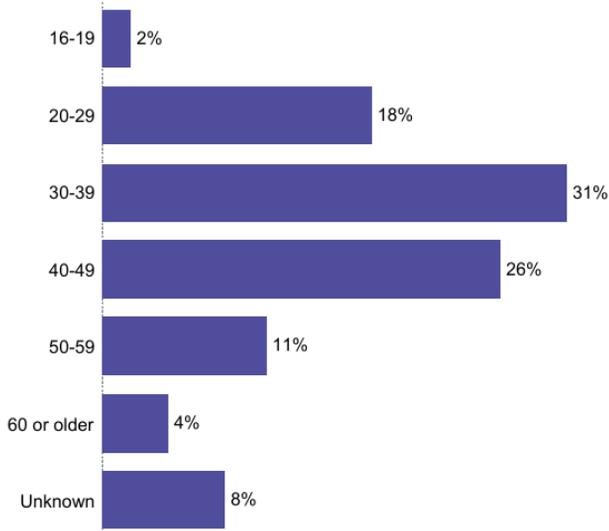
This slide shows key demographic data for beneficiaries. Data was shared with the evaluation team based on informed consent. Where consent was not given, we only received an indication of start and end date so we could count them as a programme beneficiary. Data on this and following slides is therefore only for those who consented to share data.

Data source: Beneficiary record, completed by staff and beneficiary.

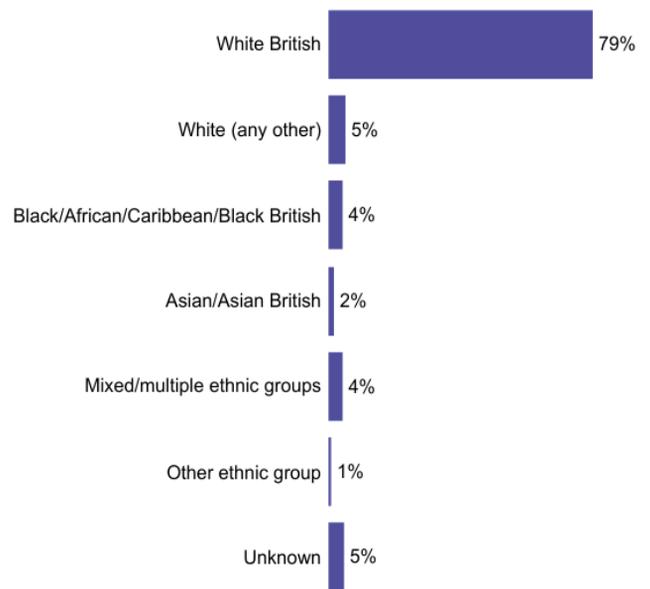
- Age, ethnicity, gender and disability (includes long-term health problems, but not mental ill health): recorded once at the start of the programme and not updated (baseline data only)
- Indication that literacy is a problem and working status: updated only as required (slide shows latest status)

2. Beneficiary demographics

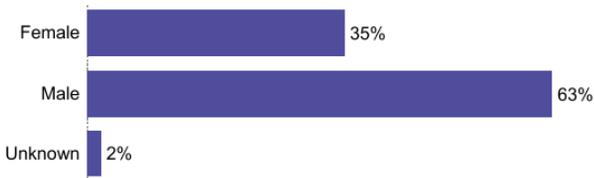
Age group



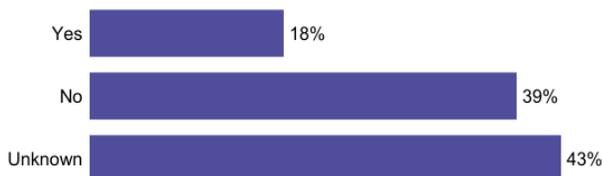
Ethnicity



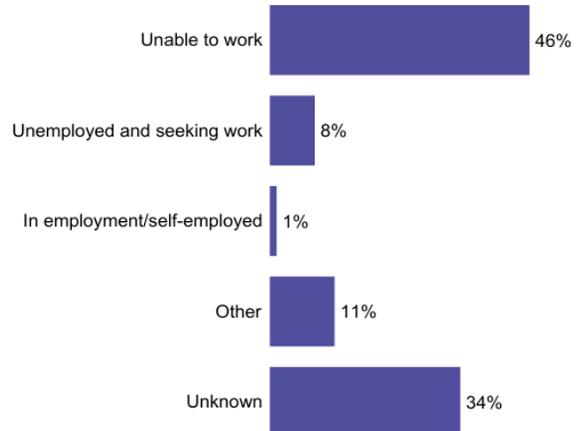
Gender



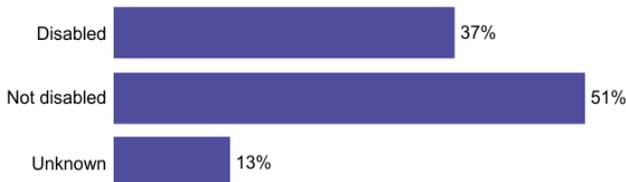
Problem with literacy



Working status



Disability



3. Accommodation

About the data

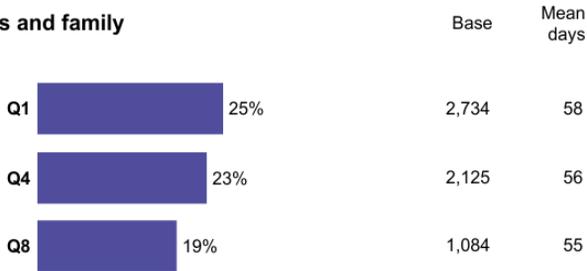
This slide shows the proportion of people who have spent at least one night in each accommodation type during different quarters on the programme. The mean number of days shown relates just to those who spent at least some time in that type of accommodation (those who spent no time in that type were omitted).

Data is shown for beneficiaries' first, fourth and eighth quarters on the programme, irrespective of when these quarters occurred. We include all individuals for whom we have valid data at each time point (as shown by the different base sizes) so this does not track a consistent group of people.

Data source: Beneficiary record, completed by staff and beneficiary, updated quarterly. Time spent in the different types of accommodation was recorded every quarter, given as a percentage of each 90 day period.

3. Accommodation

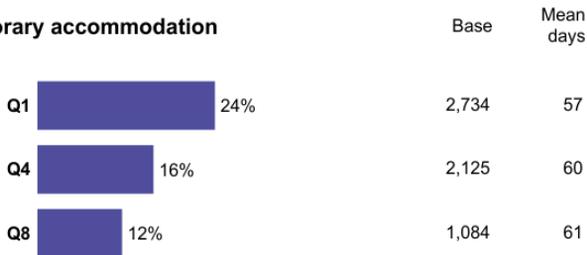
Friends and family



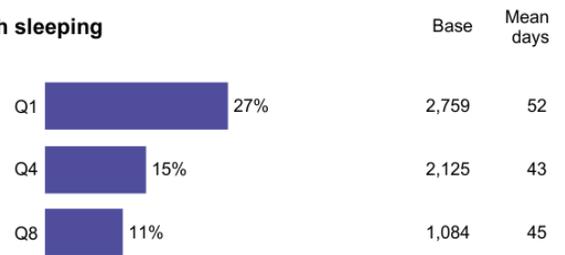
Prison



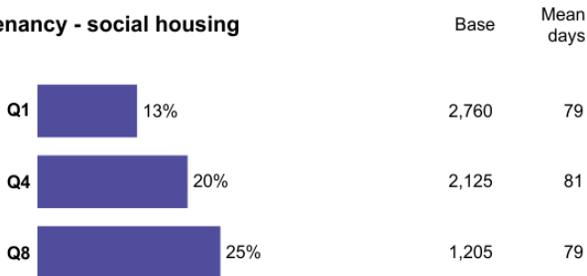
Temporary accommodation



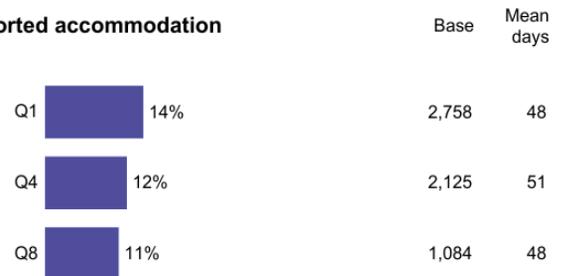
Rough sleeping



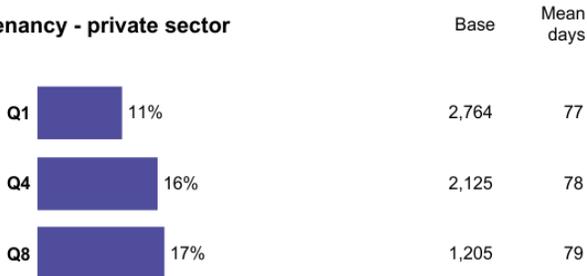
Own tenancy - social housing



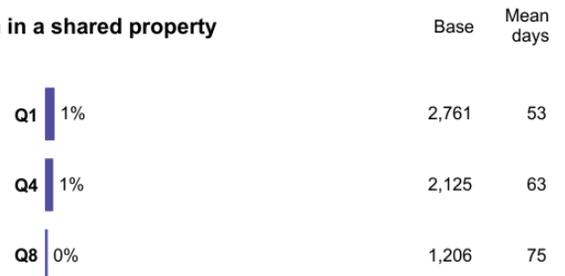
Supported accommodation



Own tenancy - private sector



Room in a shared property



4. Income

About the data

This slide shows the proportion of people receiving income from various sources in different quarters.

Data is shown for beneficiaries' first, fourth and eighth quarter on the programme, irrespective of when these quarters occurred. We include all individuals for whom we have valid data at each time point (as shown by the different base sizes) so this does not track a consistent group of people.

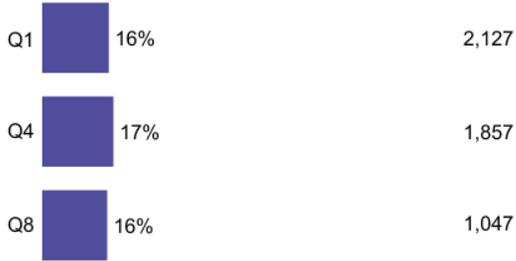
'Illegal activities' excludes begging and sex work as these are reported separately.

Data source: Beneficiary record, completed by staff and beneficiary, updated quarterly. The data indicated whether the beneficiary received any income from the listed sources in that quarter.

4. Income

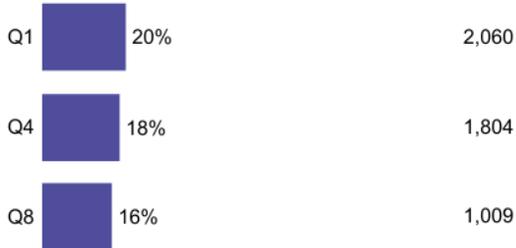
Friends and family

Base



Illegal activities

Base



Begging

Base



Sex work

Base



5. Benefits

About the data

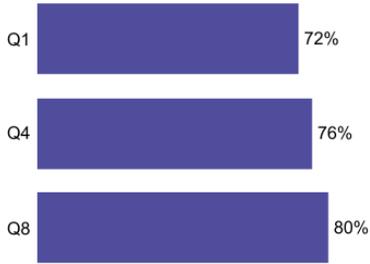
This slide shows the proportion of people receiving various types of benefit in different quarters.

Data is shown for beneficiaries' first, fourth and eighth quarter on the programme, irrespective of when these quarters occurred. We include all individuals for whom we have valid data at each time point (as shown by the different base sizes) so this does not track a consistent group of people.

Data source: Beneficiary record, completed by staff and beneficiary, updated quarterly. The data indicated whether the beneficiary received any of the listed benefits in that quarter.

5. Benefits

Employment and Support Allowance / Incapacity Benefit



Base

Jobseeker's Allowance

Base

2,560



2,358

2,213



2,041

1,190



1,145

Income Support



Base

Housing Benefit

Base

2,362



2,421

2,047



2,077

1,142



1,146

Working Tax Credit



Base

Universal Credit

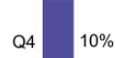
Base

2,413



2,383

2,064



2,061

1,148



1,153

6. Support

About the data

This slide shows the proportion of people receiving various types of support in different quarters. This support may be provided by Fulfilling Lives partnerships or other organisations. The data does not reflect the frequency with which people received the support.

Data is shown for beneficiaries' first, fourth and eighth quarter on the programme, irrespective of when these quarters occurred. We include all individuals for whom we have valid data at each time point (as shown by the different base sizes) so this does not track a consistent group of people.

Data source: Beneficiary record, completed by staff and beneficiary, updated quarterly. The data indicated whether the beneficiary accessed any of the listed types of support in that quarter or not, regardless of the number of interactions.

6. Support

Information, advice and guidance



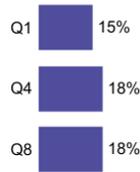
Base

2,672

2,139

1,117

Counselling



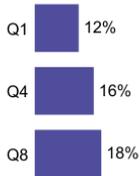
Base

2,546

2,004

1,037

Mentoring and befriending



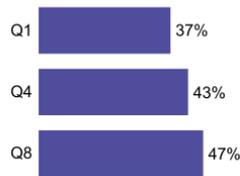
Base

2,565

2,027

1,054

Education / training



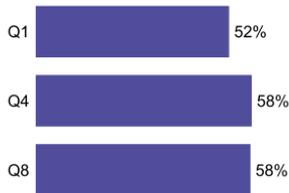
Base

2,467

1,999

1,044

Substance misuse support



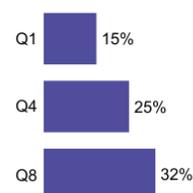
Base

2,595

2,084

1,079

Activities



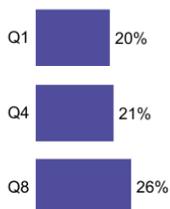
Base

2,446

1,978

1,016

Social care



Base

2,516

2,011

1,030

Health-related services



Base

2,575

2,042

1,081

Volunteering



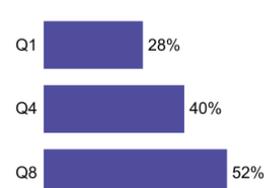
Base

2,536

1,911

984

Personal budgets



Base

2,632

2,097

1,111

7. Service use: Criminal justice system and evictions

About the data

This slide shows the proportion of people experiencing varying interactions with the criminal justice system for different quarters. The slide also includes a chart showing the proportion of people who were evicted from a tenancy. The mean number of interactions is also shown, including those who have no interactions.

Data is shown for beneficiaries' first, fourth and eighth quarter on the programme, irrespective of when these quarters occurred. We include all individuals for whom we have valid data at each time point (as shown by the different base sizes) so this does not track a consistent group of people.

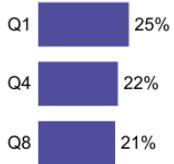
Data was gathered from one of three sources:

- Administrative sources – records kept by service providers such as local authorities, the NHS and police forces, for purposes other than research
- Informal reporting by project workers – staff worked closely with beneficiaries and were well placed to provide information on ongoing levels of service use
- Self-report by beneficiary.

The number of interactions with each type of service was recorded quarterly.

7. Service use: Criminal Justice System and evictions

Arrests



Base Mean

1,896	0.4
1,799	0.4
1,045	0.3

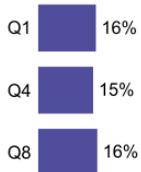
Police cautions



Base Mean

1,821	0.1
1,742	0.1
1,011	0.1

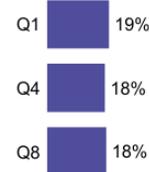
Nights in police custody



Base Mean

1,795	0.3
1,739	0.3
1,011	0.3

Magistrates proceedings



Base Mean

1,847	0.3
1,771	0.3
1,037	0.3

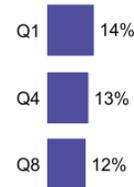
Crown court proceedings



Base Mean

1,847	0.1
1,775	0.1
1,034	0.0

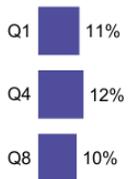
Convictions



Base Mean

2,021	0.2
1,794	0.2
1,033	0.2

Nights in prison



Base Mean

1,902	4.0
1,761	5.7
983	5.4

Evictions



Base Mean

2,029	0.2
1,833	0.1
1,016	0.1

8. Service use: Physical health services

About the data

This slide shows the proportion of people experiencing various types of physical health service for different quarters. The mean number of interactions is also shown, including those who have no interactions with a particular service.

Data is shown for beneficiaries' first, fourth and eighth quarter on the programme, irrespective of when these quarters occurred. We include all individuals for whom we have valid data at each time point (as shown by the different base sizes) so this does not track a consistent group of people.

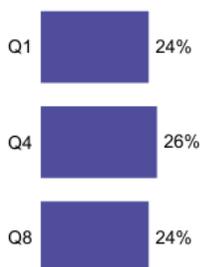
Data was gathered from one of three sources:

- Administrative sources – records kept by service providers such as local authorities, the NHS and police forces, for purposes other than research
- Informal reporting by project workers – staff worked closely with beneficiaries and were well placed to provide information on ongoing levels of service use
- Self-report by beneficiary.

The number of interactions with each type of service was recorded quarterly.

8. Service use: Physical health services

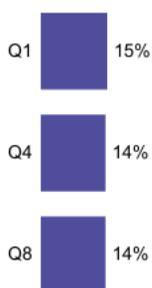
Presentations at A&E



Base Mean

1,860	0.6
1,846	0.6
1,042	0.5

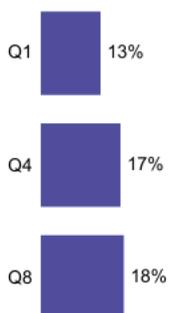
Hospital inpatient episodes



Base Mean

1,857	0.4
1,839	0.3
1,042	0.3

Outpatient attendances



Base Mean

1,834	0.3
1,735	0.4
968	0.4

9. Service use: Mental health services

About the data

This slide shows the proportion of experiencing various types of mental health service in different quarters. The mean number of interactions is also shown, including those who have no interactions with a particular service.

Data is shown for beneficiaries' first, fourth and eighth quarter on the programme, irrespective of when these quarters occurred. We include all individuals for whom we have valid data at each time point (as shown by the different base sizes) so this does not track a consistent group of people.

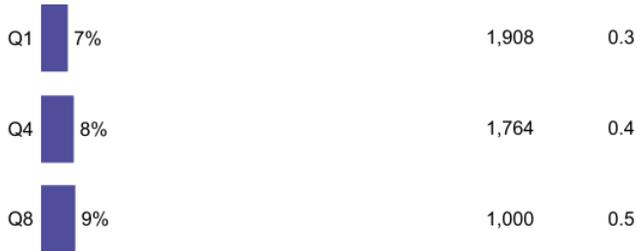
Data was gathered from one of three sources:

- Administrative sources – records kept by service providers such as local authorities, the NHS and police forces, for purposes other than research
- Informal reporting by project workers – staff worked closely with beneficiaries and were well placed to provide information on ongoing levels of service use
- Self-report by beneficiary.

The number of interactions with each type of service was recorded quarterly.

9. Service use: Mental health services

Counselling / psychotherapy sessions



Mental health service inpatient



Mental health service outpatient attendances



Face-to-face contacts with CMHT



10. Service use: Substance misuse services

About the data

This slide shows the proportion of people experiencing various substance misuse services for different quarters. The mean number of interactions is also shown, including those who have no interactions with a particular service.

Data is shown for beneficiaries' first, fourth and eighth quarter on the programme, irrespective of when these quarters occurred. We include all individuals for whom we have valid data at each time point (as shown by the different base sizes) so this does not track a consistent group of people.

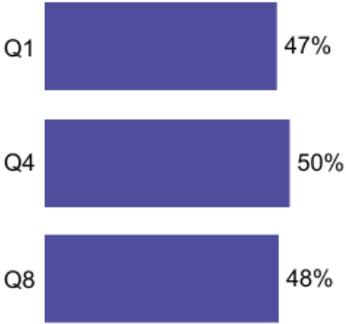
Data was gathered from one of three sources:

- Administrative sources – records kept by service providers such as local authorities, the NHS and police forces, for purposes other than research
- Informal reporting by project workers – staff worked closely with beneficiaries and were well placed to provide information on ongoing levels of service use
- Self-report by beneficiary.

The number of interactions with each type of service was recorded quarterly.

10. Service use: Substance misuse services

Drug / alcohol services



Base Mean

1,982	2.5
1,811	2.9
1,016	2.5

Residential rehabilitation



Base Mean

1,965	0.0
1,780	0.4
991	0.2

Inpatient detoxification



Base Mean

1,966	0.3
1,773	0.5
998	0.3

11. Refusals and exclusions

About the data

The “Refusals” chart on this slide shows the percentage of people who were refused a service because they did not meet a minimum threshold or eligibility criteria.

The “Exclusions” chart shows the percentage of people who were excluded from a service due to their conduct/behaviour.

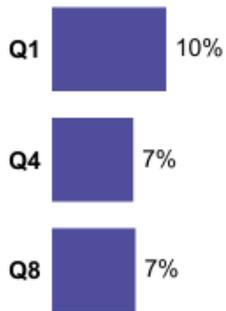
The mean number of refusals and exclusions are also shown for those who had been refused or excluded from a service at least once (those who had no refusals or exclusions were omitted from the mean calculation).

Data is shown for beneficiaries’ first, fourth and eighth quarter on the programme, irrespective of when these quarters occurred. We include all individuals for whom we have valid data at each time point (as shown by the different base sizes) so this does not track a consistent group of people.

Data source: Beneficiary record, completed by staff and beneficiary, updated quarterly. The number of referrals and exclusions experienced by the beneficiary was recorded each quarter.

11. Refusals and exclusions

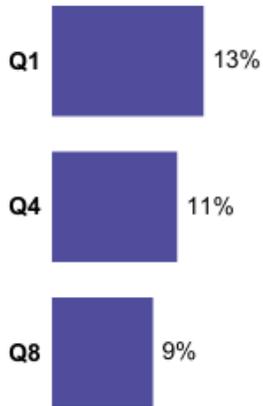
Refusals



Base Mean

2,060	2.4
1,575	2.1
765	1.6

Exclusions



Base Mean

2,083	1.8
1,582	1.6
772	1.6

12. New Directions Team Assessment (NDTA)

About the data

The New Direction Team assessment (NDTA) is a tool for assessing beneficiary need, risk and engagement with services and covers ten items. Each item in the assessment is rated on a five-point scale, with zero being the lowest possible score and four being the highest. Risk to others and risk from others are double weighted with a high score of eight. The highest possible overall NDT score is 48 and the lowest is zero. Low scores denote lower needs (so low NDT assessment scores are good). For more information see: <http://www.meam.org.uk/wp-content/uploads/2010/05/NDT-Assessment-process-summary-April-2008.pdf>

The NDTA was originally developed for use in one of the Adults facing Chronic Exclusion (ACE) pilots as a tool to assess eligibility of individuals to take part. However, the NDTA was used on the Fulfilling Lives programme for monitoring and evaluative purposes. Partnerships were asked to undertake the NDTA as soon as possible after a beneficiary joined the programme, and updated the assessment 6-monthly from then on, although this was not always possible.

The top chart below (in green) shows the total mean average score for beneficiaries by partnership and by assessment (or reading), with the first assessment on the left.

The bottom chart below (in red) shows the mean average score across all partnerships for each item in the scale and by assessment (reading), again with the first assessment on the left.

The chart is colour coded with darker colours indicating higher score – a gradual lightening of colours indicates overall improvement.

Data source: NDTA, completed by support worker, updated six-monthly.

12. New Directions Team Assessment (NDTA)

Average NDT score by project

Reading number:	1	2	3	4	5	6	7	8	9	10	11	12
Birmingham	25.0	24.8	23.5	22.2	22.3	24.3	23.3					
Blackpool	34.1	25.0	22.9	22.9	22.6	23.1	20.2	23.8				
Brighton and Hove, Eastbourne and Hastings	29.8	28.7	27.9	25.9	23.0	24.2	23.3	24.4	24.9	21.1		
Bristol	22.2	20.2	19.9	19.7	19.5	18.7	18.9	19.0	20.5	20.9	20.6	22.2
Camden and Islington	30.8	26.3	24.6	24.0	22.9	23.2	22.7	23.3	23.6	22.1	22.0	22.3
Lambeth, Lewisham and Southwark	22.1	18.5	17.8	16.6	16.6	17.8	14.2	15.0	16.4	11.0		
Liverpool	30.5	27.2	25.8	25.8	25.3	26.3	25.8	25.9	24.5	22.6	20.9	
Manchester	28.0	24.8	21.9	20.2	19.2	18.4	19.0	18.0	17.6	18.5	19.6	18.9
Newcastle and Gateshead	27.6	23.0	23.0	22.9	22.3	22.2	23.6	24.6	24.2	24.8	21.9	
Nottingham	30.2	26.2	23.9	21.9	22.5	21.5	21.7	20.3	21.6	23.2		
Stoke on Trent	26.6	23.0	22.9	22.5	22.6	24.7	25.2	25.7	23.3	22.8	23.8	26.0
West Yorkshire	35.2	30.4	26.9	24.2	23.3	22.3	23.0	24.0	22.8			

Average NDT score by item

Reading number:	1	2	3	4	5	6	7	8	9	10	11	12
Alcohol/drug abuse	3.3	3.0	2.8	2.7	2.7	2.7	2.6	2.7	2.7	2.7	2.8	2.9
Engagement	2.7	2.3	2.1	2.0	1.9	1.9	1.9	1.9	1.9	1.9	1.9	2.1
Housing	2.7	2.2	2.0	1.9	1.8	1.8	1.8	1.8	1.8	1.9	1.8	1.9
Impulse control	2.5	2.1	1.9	1.8	1.8	1.8	1.7	1.7	1.8	1.7	1.8	2.0
Intentional self-harm	1.9	1.6	1.5	1.4	1.3	1.3	1.3	1.3	1.3	1.2	1.1	1.1
Risk from others	4.8	4.2	3.9	3.7	3.6	3.7	3.6	3.8	3.7	3.7	3.7	3.9
Risk to others	4.1	3.3	2.9	2.7	2.6	2.6	2.6	2.5	2.5	2.3	2.2	2.6
Social effectiveness	2.1	1.9	1.7	1.7	1.6	1.6	1.7	1.7	1.7	1.7	1.7	1.8
Stress and anxiety	3.0	2.7	2.5	2.5	2.4	2.5	2.4	2.4	2.5	2.4	2.4	2.5
Unintentional self-harm	2.8	2.4	2.3	2.2	2.1	2.1	2.1	2.2	2.1	2.1	2.2	2.2

13. Homelessness Outcomes Star™

About the data

The Homelessness Outcomes Star™ is a tool for supporting and measuring change in people experiencing multiple disadvantage and is completed by beneficiaries with their key workers. People agree on a score from 1-10 across ten areas of their life. An increase in the score indicates progress towards self-reliance (so high scores are good). Scores represent progress along a 'Journey of Change':

- 1 – 2 Stuck – 'leave me alone'
- 3 – 4 Accepting help – 'I want someone to sort things out'
- 5 – 6 Believing – 'I can make a difference. It's up to me as well'
- 7 – 8 Learning – 'I'm learning how to do this'
- 9 – 10 Self-reliance – 'I can manage without help from the project'

For more information see <https://www.outcomesstar.org.uk/using-the-star/see-the-stars/home-star/>

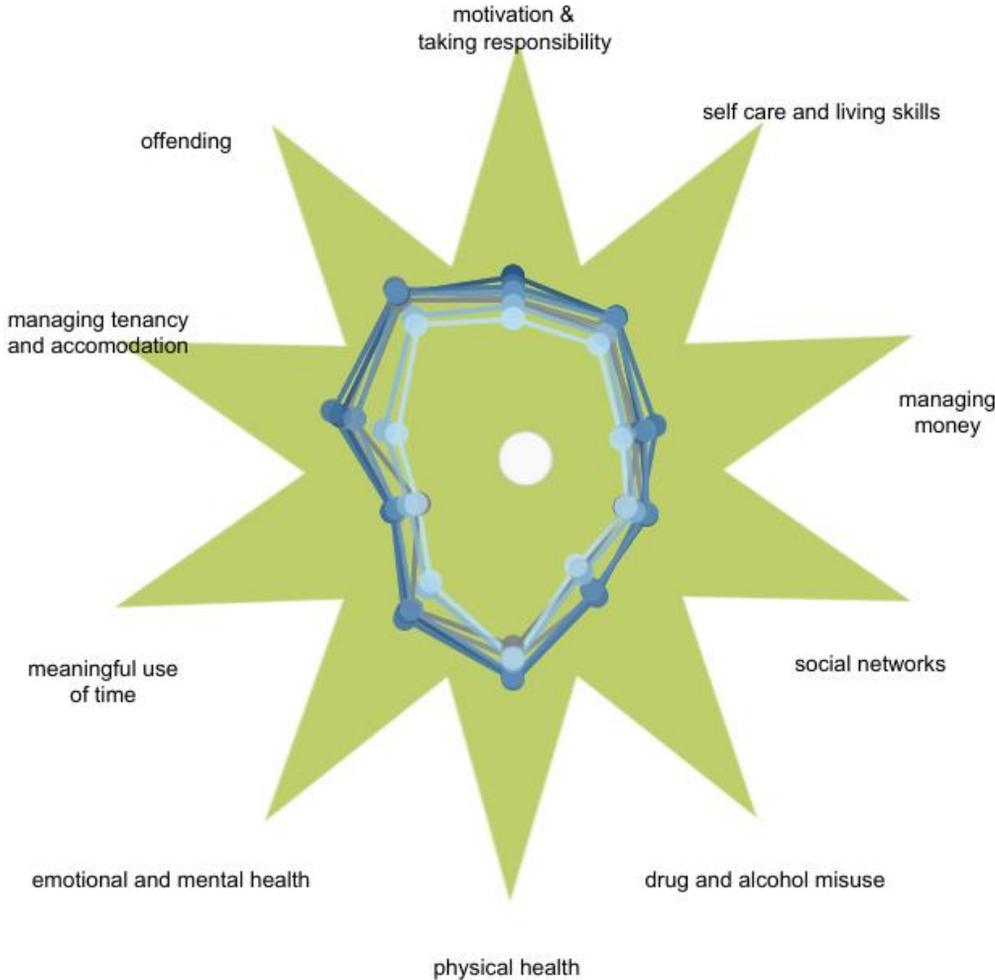
Partnerships were asked to complete the Homelessness Outcomes Star™ as soon as possible after a beneficiary joined the programme, and to update 6-monthly from then on, although this was not always possible.

This slide shows the score for each of the ten areas plotted on a star. Lower scores are positioned towards the centre of the star, so movement away from the centre indicates positive change. Scores for each time the Star is completed (readings) are indicated by a different colour. Separate stars are provided for each of the 12 partnerships.

Data source: Homelessness Outcomes Star™, completed by staff and beneficiary, updated six-monthly.

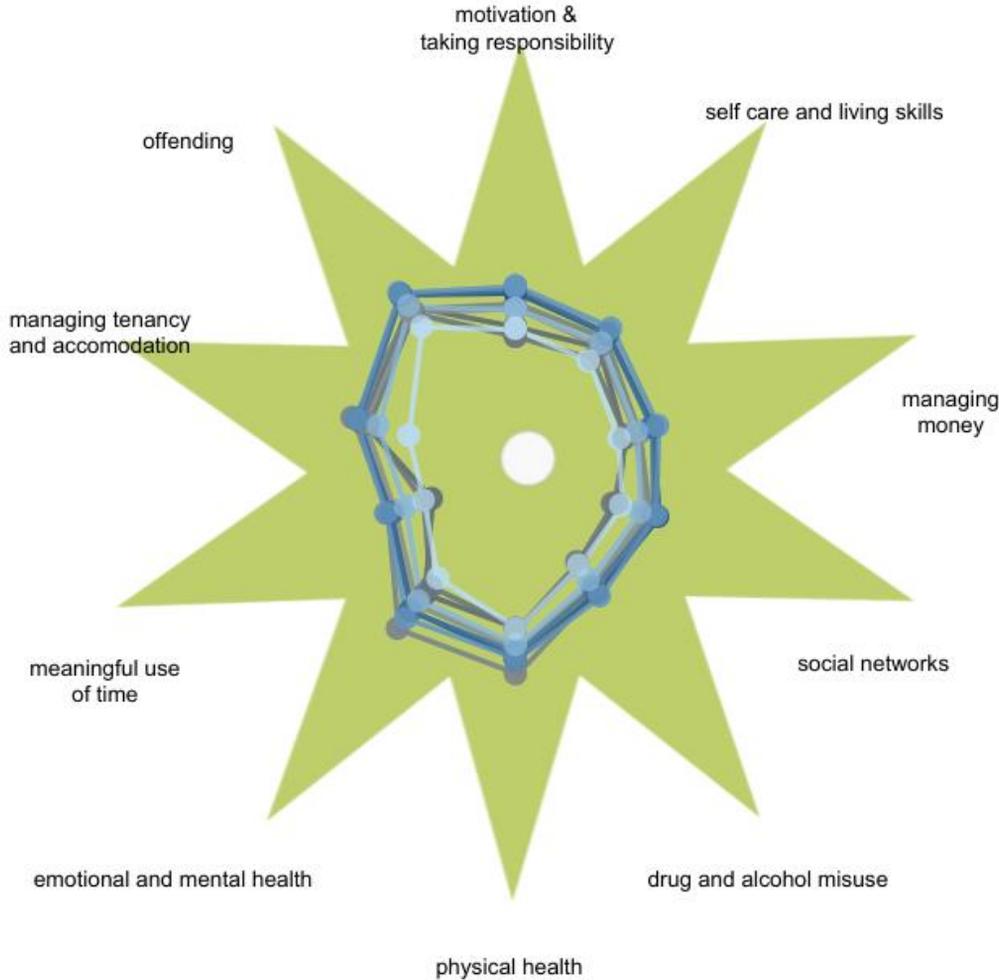
13. Homelessness Outcomes Star™

All Birmingham readings



13. Homelessness Outcomes Star™

All Blackpool readings

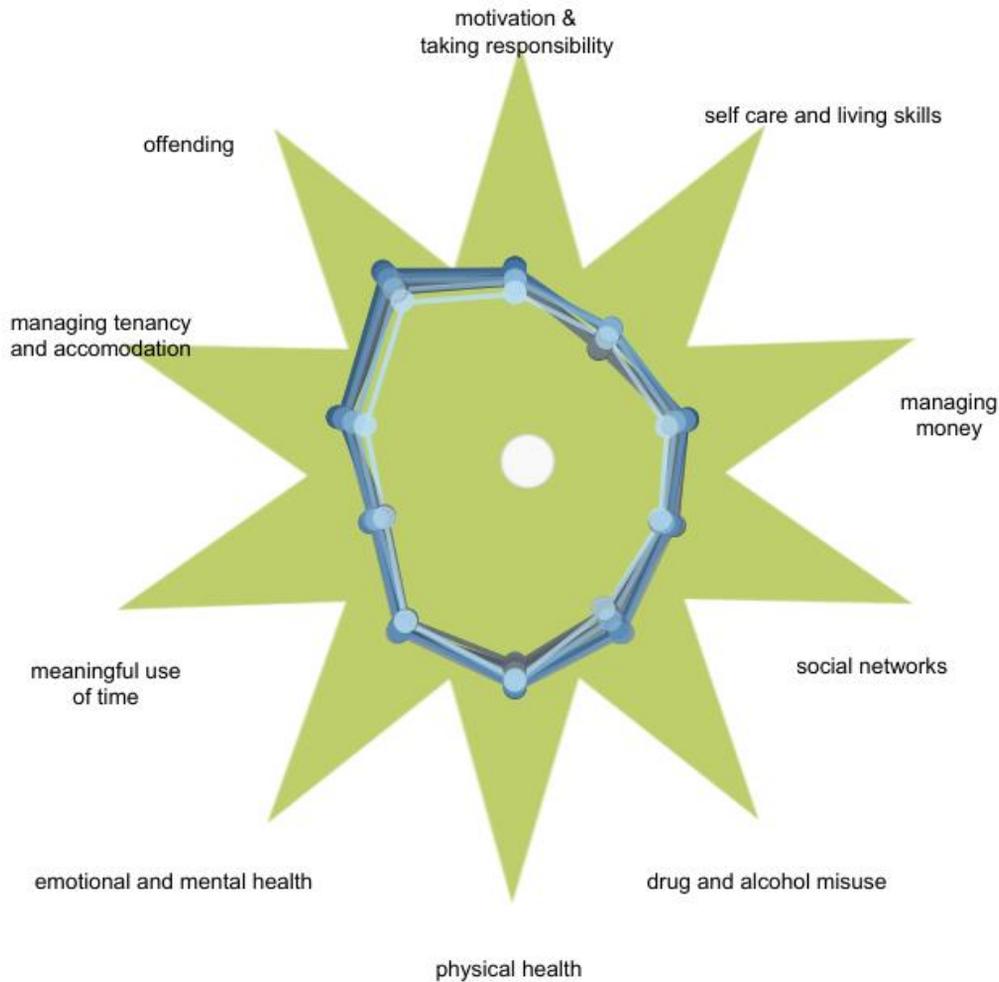


Readings



13. Homelessness Outcomes Star™

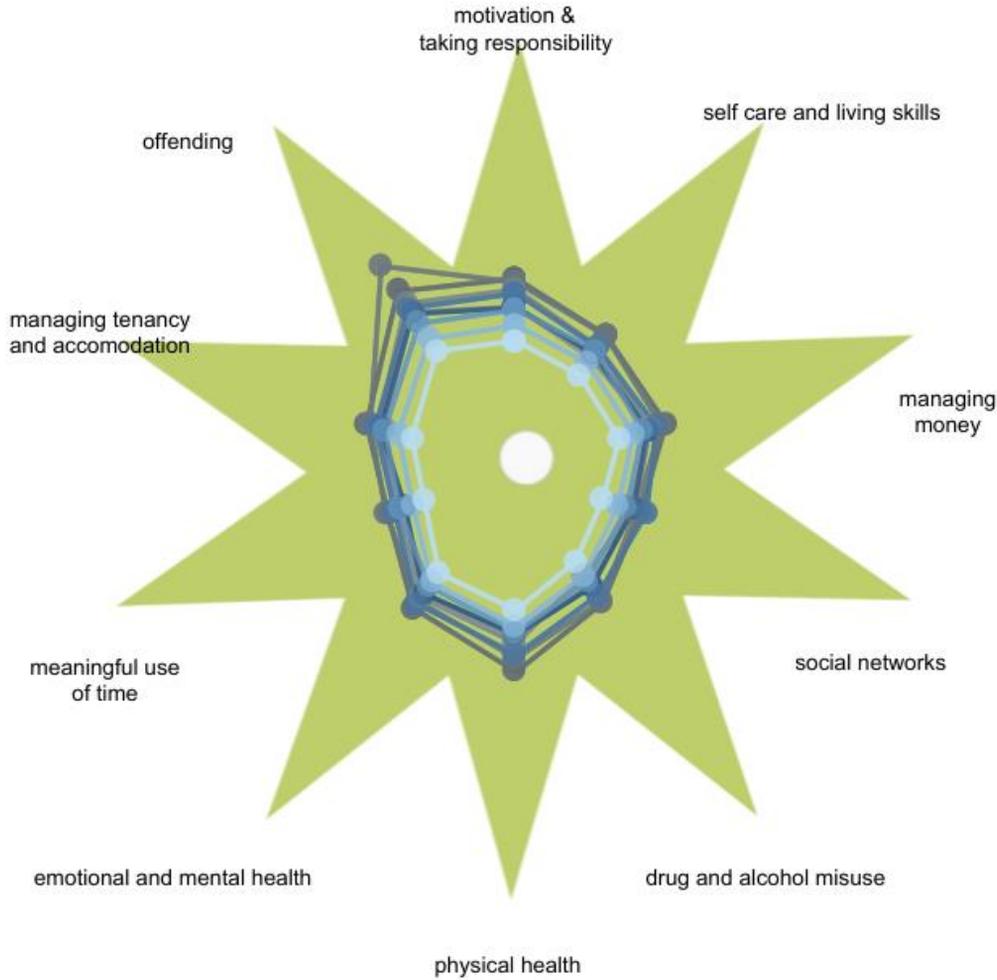
All Bristol readings



Readings
 1 2 3 4 5 6 7 8 9 10 11

13. Homelessness Outcomes Star™

All Brighton and Hove, Eastbourne and Hastings readings

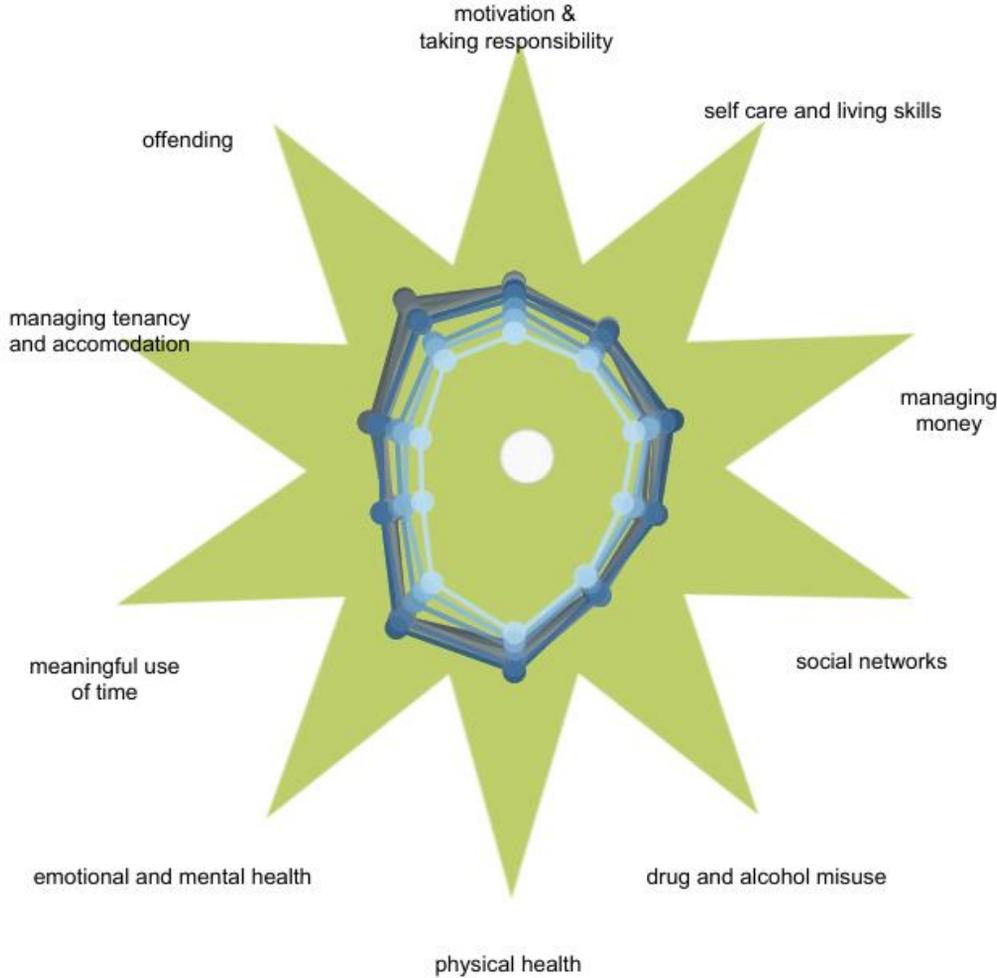


Readings



13. Homelessness Outcomes Star™

All Camden and Islington readings

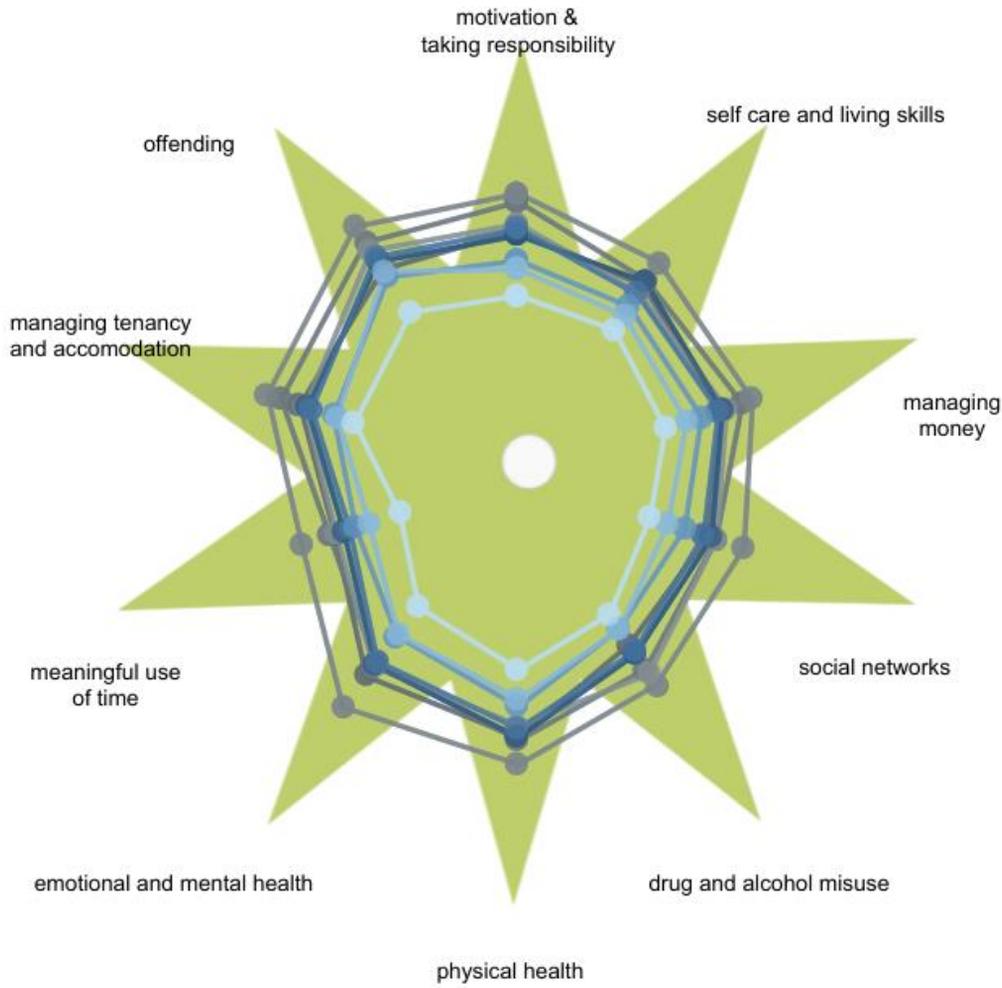


Readings



13. Homelessness Outcomes Star™

All Lambeth, Lewisham and Southwark readings

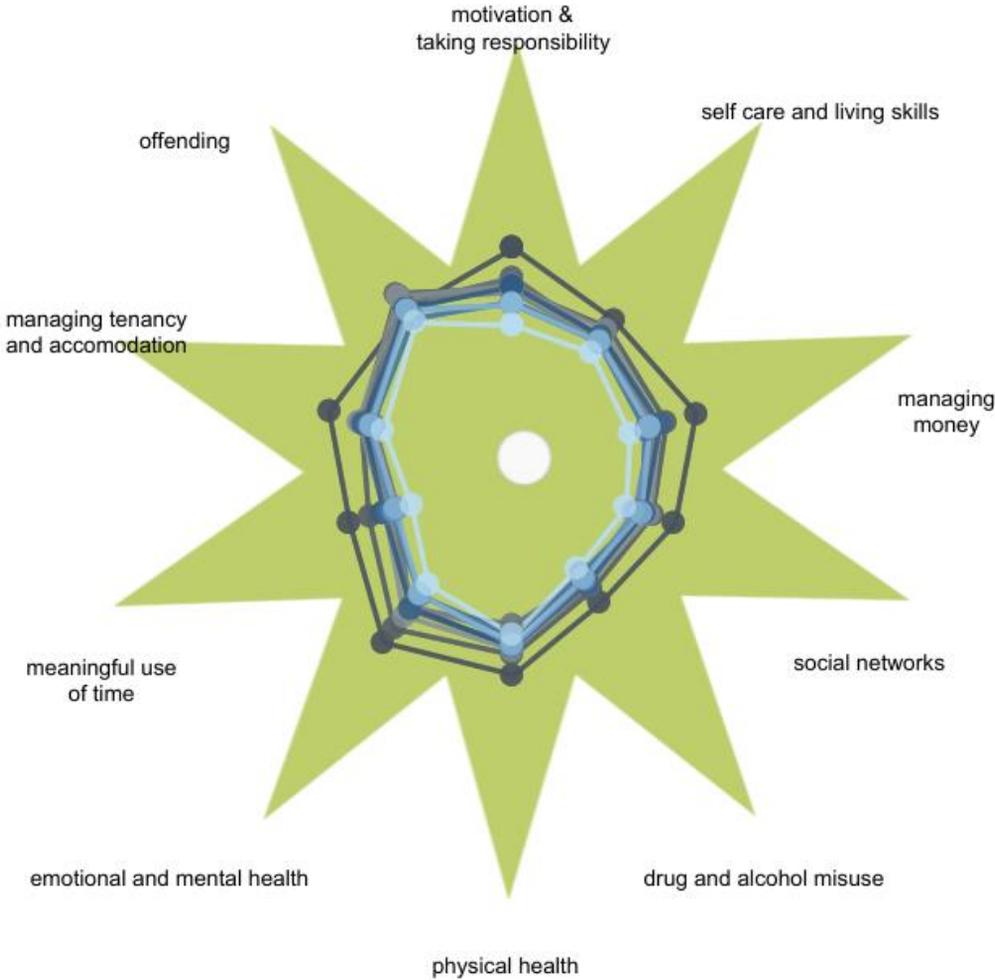


Readings



13. Homelessness Outcomes Star™

All Liverpool readings

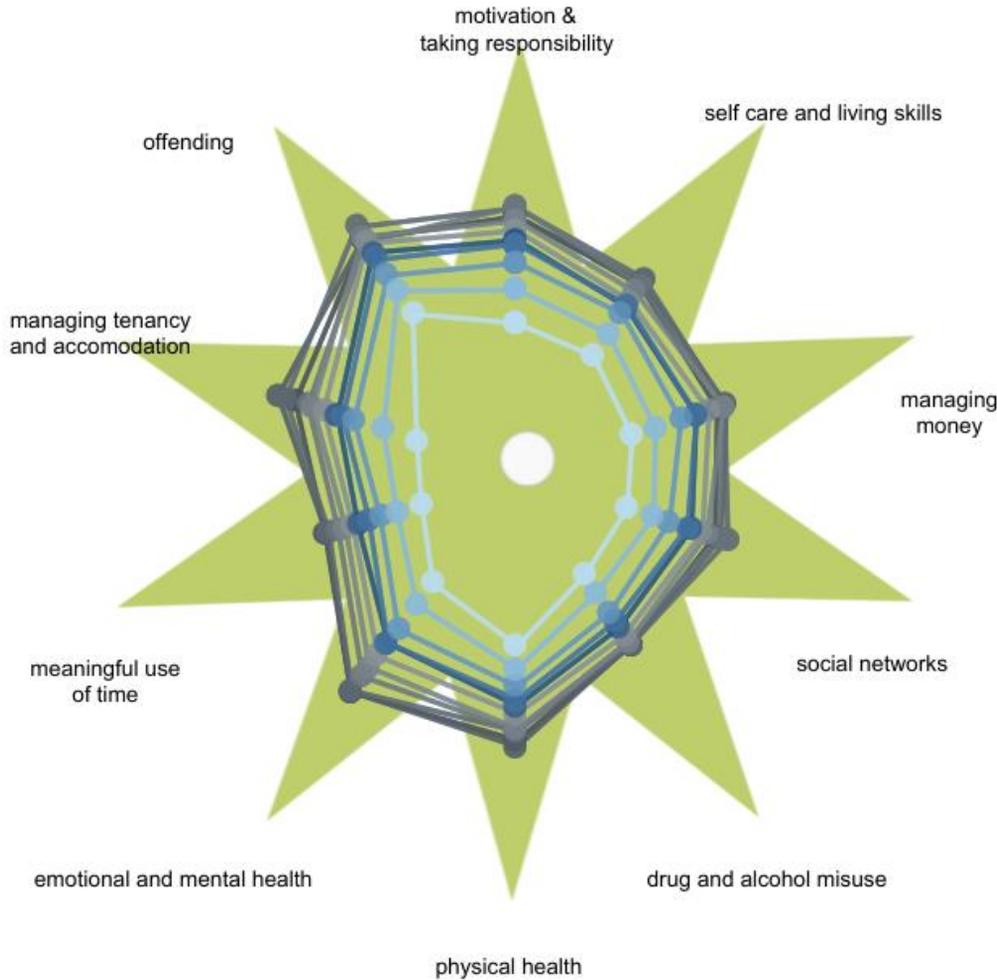


Readings



13. Homelessness Outcomes Star™

All Manchester readings

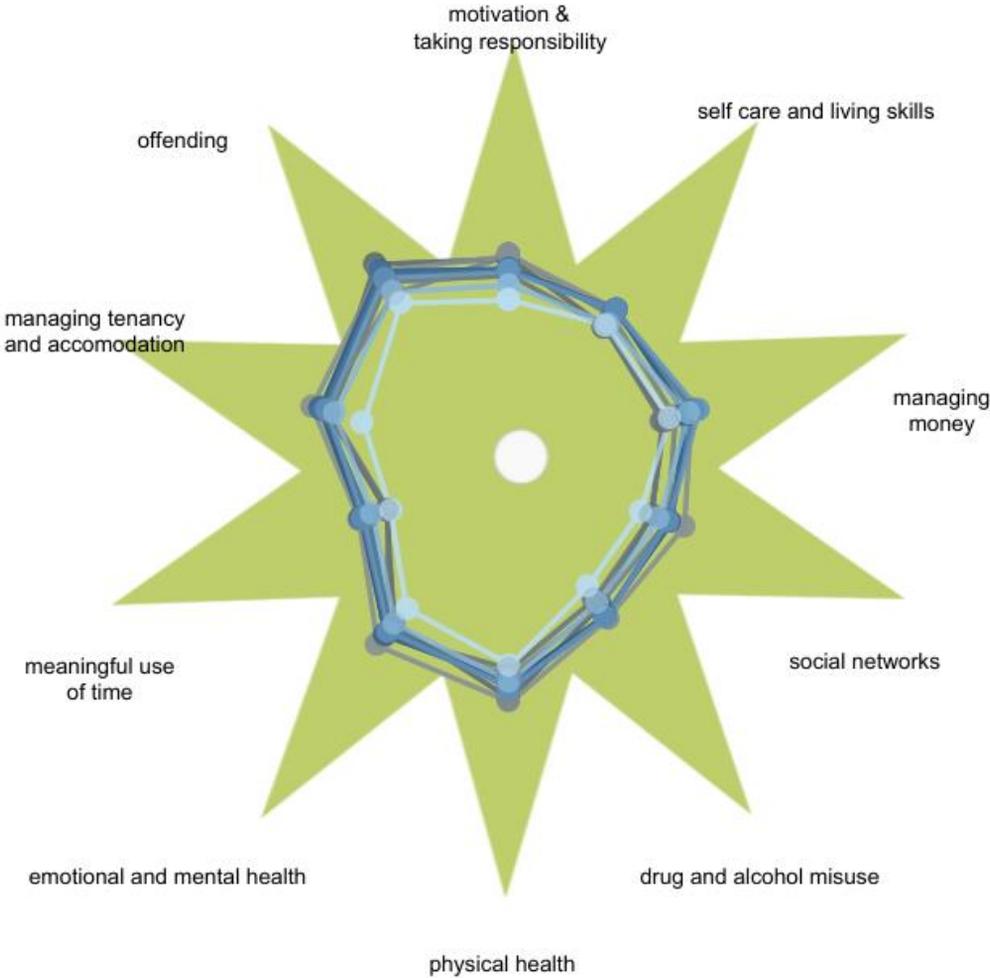


Readings



13. Homelessness Outcomes Star™

All Newcastle and Gateshead readings

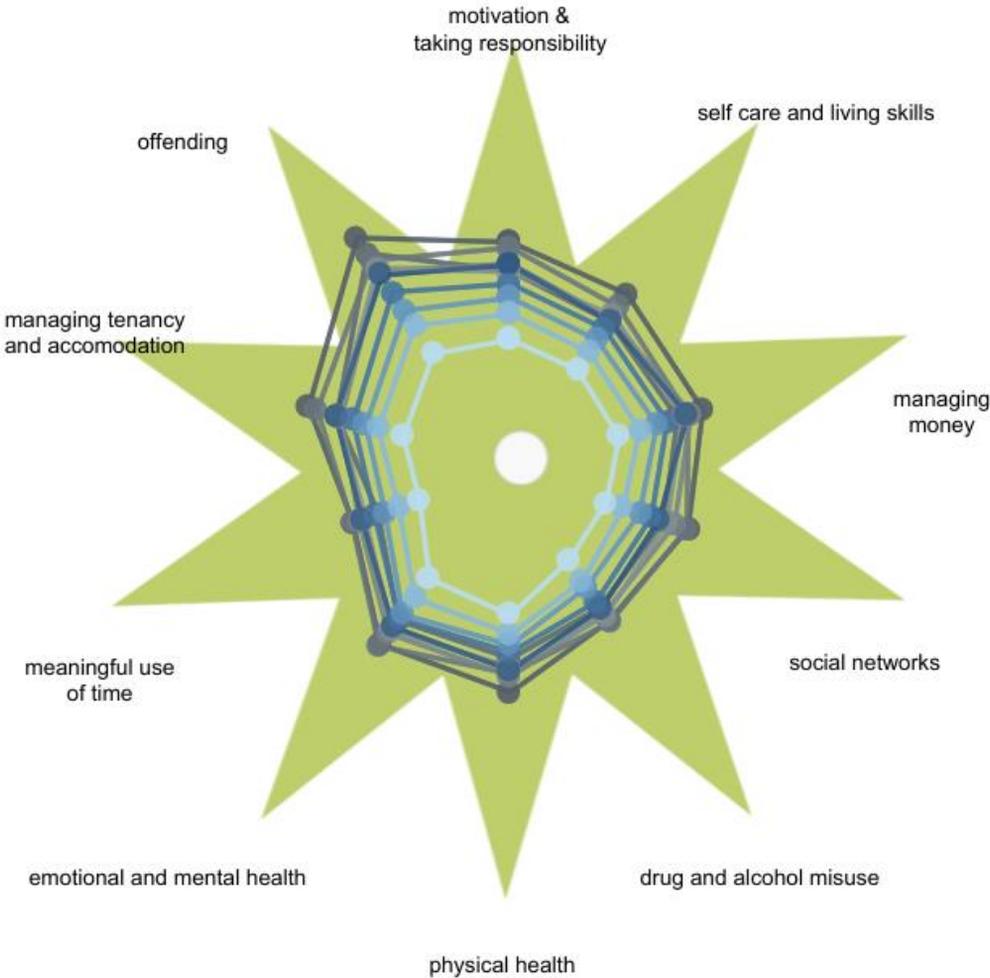


Readings



13. Homelessness Outcomes Star™

All Nottingham readings

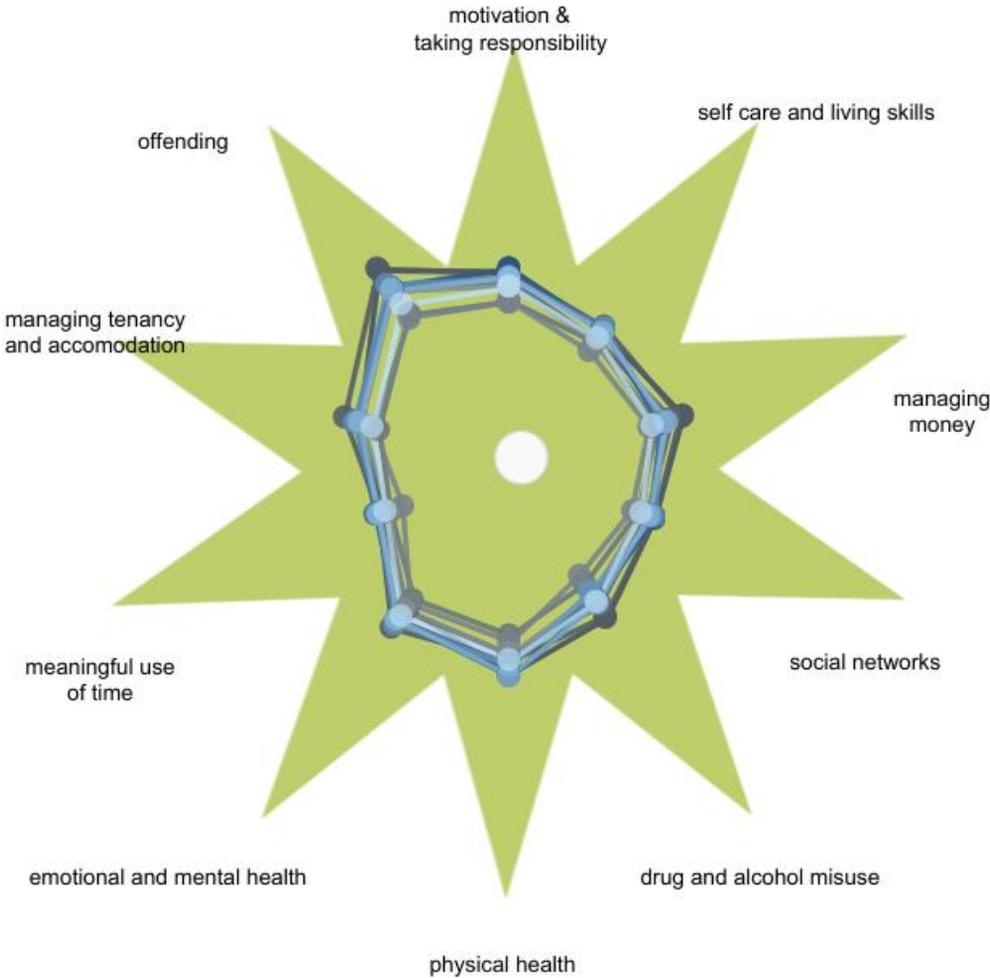


Readings



13. Homelessness Outcomes Star™

All Stoke on Trent readings

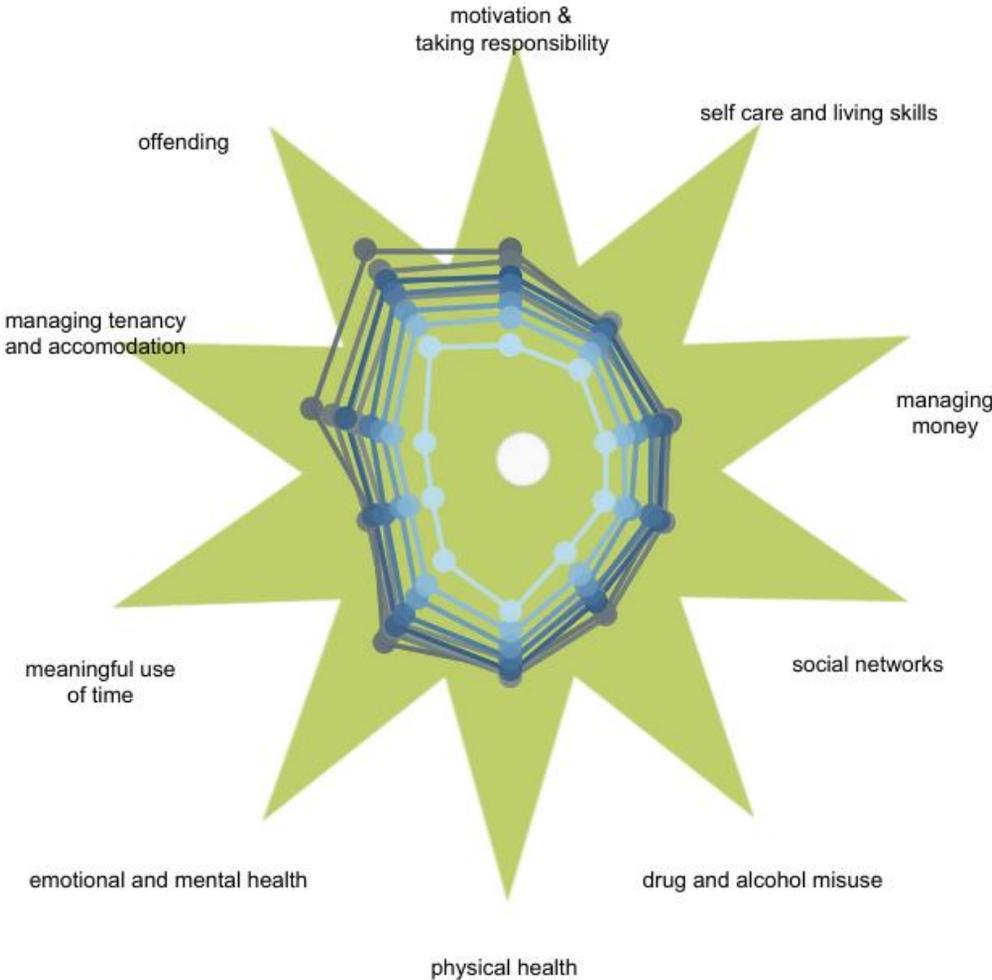


Readings



13. Homelessness Outcomes Star™

All West Yorkshire readings



Readings



Appendix 1: The Common Data Framework (CDF)

Purpose

The evaluation framework was developed on the basis that funded partnerships would collect and store data on each of the individuals to whom they provided direct support. This data would be a key source of information about individual level outcomes and beneficiary characteristics. Using a common framework (CDF) for this data ensured it was consistent across areas and could be aggregated and analysed by the national evaluation team.

Design

The CDF was developed in consultation with a wide range of stakeholders including lead partners from funded areas, people with lived experience of multiple disadvantage, academic experts, public health officials, government analysts and policy makers. CFE facilitated a consultation process which ran throughout August and September 2013.

Appendix 1: The Common Data Framework (CDF)

Implementation

Partnerships were provided with a specification for the CDF in the form of an Excel template. Data could be recorded directly into the template or imported into the template from existing databases. Seminars and webinars were provided to brief partnerships in detail on the requirements for completing the CDF. Dedicated training was provided at intervals on completing the Homelessness Outcomes Star and the NDTA.

Data was generally sourced from beneficiaries and support staff. We were not prescriptive in how data should be sourced; partnerships could gather data as they saw fit, making use of information provided as part of referral and support processes, to avoid people being asked to provide the same information on multiple occasions.

We asked partnerships to update variables in the CDF at intervals – quarterly, six-monthly or as circumstances changed or new information was provided. Some variables, such as baseline experiences of disadvantage, were not updated.

Partnerships sent CDF data in the template provided to the national evaluation team on a quarterly basis. Partnerships began submitting data to the evaluation team from the fourth quarter of 2014 up to the first quarter of 2021.

We provided ongoing support with recording CDF data to partnerships, particularly in the early stages of the evaluation. This included providing bespoke feedback to areas on their data, checklists of common mistakes to help improve quality, and provision of a telephone helpline to answer queries.

The interactive data dashboard on which this document is based was created using the data submitted.

Appendix 1: The Common Data Framework (CDF)

Limitations

Collecting data from people experiencing multiple disadvantage can be challenging. For some variables there is substantial missing data and variables collected on multiple occasions (such as Homelessness Outcomes Star scores) were not always gathered at the prescribed intervals. This static dashboard presented here reports all data, including 'unknown' responses for some variables. Data used for analysis reported elsewhere was selected, for example, to include only assessments carried out at regular intervals – details of how data was selected is included in the methods notes of relevant reports.

See our report 'Evaluating Fulfilling Lives: Learning from a programme evaluation' at <https://tinyurl.com/evalfullives> for reflections on what we learnt about the process of collecting data from people experiencing multiple disadvantage.