



IPS Grow Reporting Tool

FAQs

What is the IPS Grow Reporting Tool?

The IPS Grow Reporting Tool is a web-based tool created by IPS Grow to help IPS service providers report on and analyse their performance.

It is divided in two sections:

- **Dashboard:** allows service providers to visualise their performance across one or multiple teams, and share information with their stakeholders.
- **Quarterly Returns:** allows service providers receiving Wave 1 and Wave 2 funding to submit their NHS England Quarterly Return. The tool then aggregates the information at different levels (STP, Regional, National).

This FAQ document answers common questions about the Reporting Tool. If you can't find your question here, please contact the IPS Grow Lead for your region.



Contents:

Getting an Account	2
—————	
Data Governance and Security	3
—————	
Uploading Data to the Tool	5
—————	
Sending my NHS England Quarterly Return	7
—————	
Outcomes and Definitions	9
—————	
Other	9
—————	
Problems and Errors	10
—————	

Getting an Account

How can I access the Reporting Tool?

You can sign up to the Reporting Tool by filling out [this registration form](#). This will allow us to determine which account type(s) you need.

For more information on account types, click [here](#).

I'm not sure I've got the right type of account, who do I contact?

If you are unsure about your account type and think you need a different/additional account, please contact support@ipsgrow.org.uk and someone will be in touch to discuss your needs.

Why might I need several accounts?

Each account type allows you to view different information in the tool and carry out different actions. The responsibilities of your job may mean you require more than one account. For example:

- A team leader who needs to upload data to their dashboard but is also responsible for submitting quarterly returns will need a Team Level and a Service Level account.
- A team leader who covers more than one team would need an account for each team.
- If a service is split in between two STPs, the person in charge of submitting Quarterly Returns would need two Service Level accounts to report to each STP.
- A commissioner might need to review quarterly returns and view their providers' dashboard for contract monitoring. This person would need an STP Level and a Stakeholder Level account.

Once I have an account, can I set up other members of my team?

Unless you are transferring your account to someone else, all new users of the tool need to register themselves on the registration form ([here](#)). Please ask them to fill out the registration form.

I'm leaving my post and would like to transfer my account to someone else. How can I do this?

To transfer your account to another colleague within your organisation, please contact ips.support@bjss.com, copying the person who will be taking over from you.

Can I register for an account even if my organisation is not receiving NHS England transformation funding?

Yes, any IPS service may register to use the IPS Grow Reporting Tool. We are encouraging services to use the "Dashboard" function within the tool to enable you to monitor and view your own performance and data. We ask only that if you are not receiving transformation you refrain from using the "Quarterly Returns" section of the Reporting Tool, unless otherwise instructed by your NHS England Regional Lead.

When you fill out the registration form, please select "Other" as a Region. This will allow us to set you up outside the NHS England reporting structure.

Data Governance and Security

Who can view my data in the Reporting Tool?

There are three sets of data in the Reporting Tool viewable at different levels:

- **The dashboard (Service or Team Level)**, viewable only by people within the service. Anyone set up with a Team Level account will be able to view the dashboard for their team only, and anyone set up with a Service Level account will be able to view the dashboard for all teams.
- **The dashboard (Stakeholder Level)**, which summarises information from the Team Level or Service Level dashboard. Providers can request for their commissioners or partners to be set up to view this dashboard. If you are signed up to the Reporting Tool and we receive a request for a Stakeholder Level account to be added to your service, we will check with the service before issuing anyone external with an account. For more information on what is displayed on the dashboard for external stakeholder, click [here](#).
- **Quarterly Returns**, which are viewable by the STP Leads, NHS Regional Leads, IPS Grow Leads in your area. At a National Level this information can be viewed by NHS England and IPS Grow. This information is only viewable after the provider has clicked “Submit”.

What are the Terms and Conditions and why do I need to accept them?

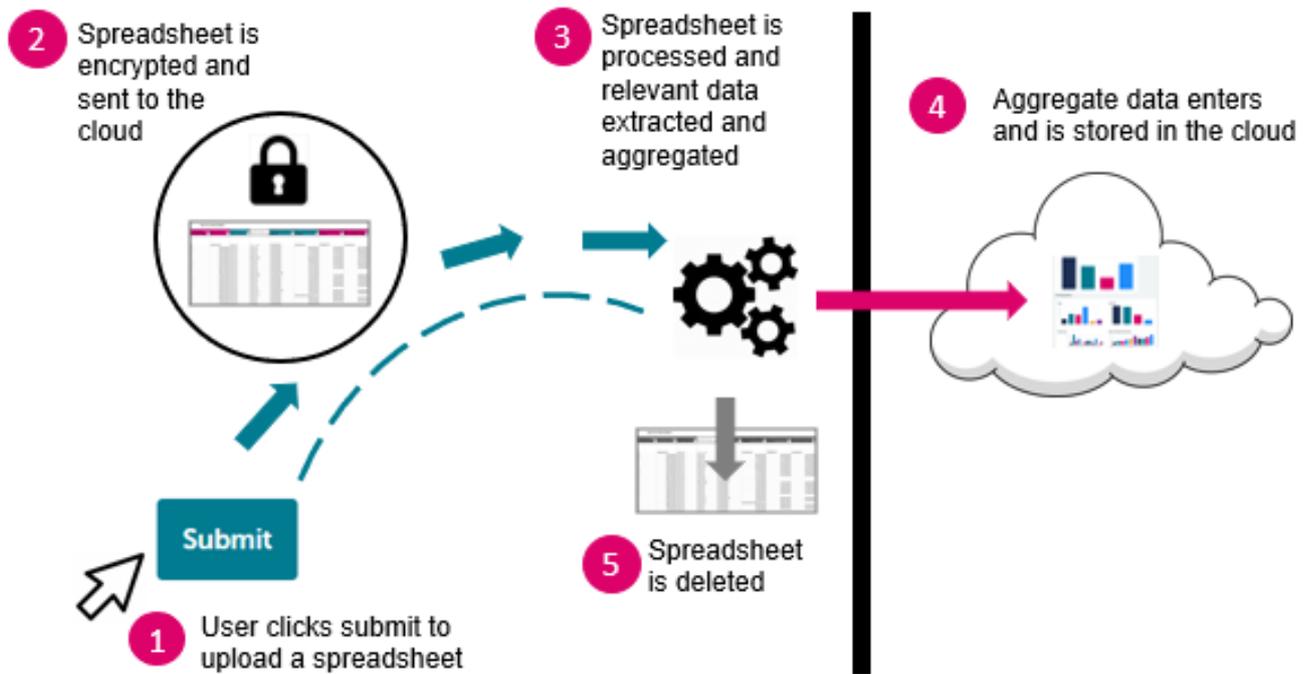
Before your service can use the Reporting Tool, we ask the person with a Service Level account to agree to the Terms and Conditions. These set out how the Reporting Tool processes, stores and deletes data uploaded to the tool. It is a Data Processing Agreement, which is a requirement under GDPR, between yourself as the “data Controller” and BJSS, IPS Grow’s technology partners who are the “data Processor” who host and support the Reporting Tool.

What data centre is being used to store information within the Reporting Tool?

We are using Amazon AWS as a cloud provider.

Does the Reporting Tool store the personal information about my clients when I upload my spreadsheet?

No. The Reporting Tool does not store any personal information about IPS clients. When you upload a spreadsheet the Reporting Tool scans the document for the headings it needs to populate your dashboard or Quarterly Return (such as “Referral date”). It then performs a set of calculations to aggregate this data into a summary report. It ignores any other information that might be included in the spreadsheet (such as “Client name”). The spreadsheet is never stored in the cloud or on a server, it is kept in memory while the processing takes place and immediately deleted. This process takes less than 10 seconds.



How does the Reporting Tool keep data secure?

We have designed the IPS Grow reporting tool for security and to protect privacy. Please see **Appendix 1** at the end of this document for full information on security design features. In addition, we conducted an externally commissioned penetration test before launching the tool, to identify any potential security vulnerabilities.

Uploading Data to the Tool

How can I upload data to the tool?

- **To use the dashboard:** you can upload the [IPS Grow Standard Spreadsheet](#) or your own spreadsheet(s) in CSV format. You can upload several spreadsheets and the tool will automatically aggregate the data. Only people with a Team Level account can do this.
- **To submit the Quarterly Return:** you can choose to upload the IPS Grow Standard Spreadsheet or your own spreadsheet(s) in CSV format. You can upload several spreadsheets and the tool will automatically aggregate the data. Alternatively, you can submit your Quarterly Return by entering data manually. Only people with a Service Level account can do this.

What is the IPS Grow Standard Spreadsheet?

The [IPS Grow Standard Spreadsheet](#) is an Excel template designed by IPS Grow for service providers. Built in partnership with providers and commissioners, it includes the recommended datapoints for an IPS service to collect. It was designed with the aim of standardising and limiting data collection to include only the most pertinent information used for decision-making. It is not compulsory to use the IPS Grow Standard Spreadsheet; it is primarily designed for new services and for services currently using Excel to collect data.

The Reporting Tool is compatible with the Standard Spreadsheet. For more information, see the Standard Spreadsheet and read the [Guidance](#).

Do I have to use the IPS Grow Standard Spreadsheet or can I use my own Excel spreadsheet(s)?

The Reporting Tool can read your own Excel spreadsheet(s), providing that:

- The headings you want the Tool to read match the IPS Grow Standard Spreadsheet. It does not have to be in the same order, but the headings must have the exact same wording.
- The information is contained within 1 tab.
- There is only one row per client.

If you need support adapting your existing spreadsheets to use with the Reporting Tool, please contact the IPS Grow Lead for your region.

I've uploaded my spreadsheet, but it hasn't populated my dashboard?

There could be many reasons for this:

- Check your column headings. The Reporting Tool will only read the columns headings it recognises, which means they must match the wording in the IPS Grow Standard Spreadsheet.
- Check that you selected the right quarter when uploading the spreadsheet. Remember that the Reporting Tool counts in calendar years, not financial years, so Q1 refers to the months of January to March.
- Check the date format of your Excel spreadsheet. Dates should be recorded as DD/MM/YYYY. Please note that entering text in a column requiring a date will throw up an error.

If you suspect the Reporting Tool is broken, please contact ips.support@bjss.com.

If you would like help fixing or adapting your spreadsheet, please contact the IPS Grow Lead for your region.

Can I upload several spreadsheets to the tool, for example if my employment specialists each have their own spreadsheet?

Yes, the tool will automatically aggregate data from different spreadsheets, as long as you upload them together and they are all compatible with the tool.

How do I save a file in CSV format?

You can find information on how to save your spreadsheet as a CSV file [here](#).

How do I upload data from case management systems / clinical systems to the tool?

If your existing case management or clinical system already records all the information you need, you may not want to switch to the IPS Grow Standard Spreadsheet. As long as your case management system allows you to export data in an excel or csv format, you can upload these files to the Reporting Tool to populate your dashboard or quarterly return.

Sending my NHS England Quarterly Return

Is it mandatory to use the Reporting Tool to submit my Quarterly Return?

We strongly encourage all providers to use the Reporting Tool for Quarterly Returns from Q2 2019/20. Please speak to your STP Lead or NHS England Regional Lead from your area.

If I submit my Quarterly Return using the Reporting Tool, do I also need to fill out the NHS England Excel Monitoring template?

No, unless otherwise specified by your NHS England Regional Lead. The Reporting Tool has been designed to capture the same information.

How does the Reporting Tool count different quarters?

The tool counts in calendar years. Q1 = 1 January to 31 March; Q2 = 1 April to 30 June; Q3 = 1 July to 30 September; Q4 = 1 October to 31 December.

For example, to submit your Quarterly Return for July-September (Q2 of the financial year), please select Q3 on the tool.

If I upload a spreadsheet to the Quarterly Return page, is the data automatically sent to NHS England?

No. The data will not be shared with NHS England until you preview your Quarterly Return and click "submit". Once submitted, you still have the possibility to "edit" your Quarterly Return as many times as you want.

I don't want to use the IPS Grow Standard Spreadsheet or adapt my own spreadsheets. Can I still use the Reporting Tool for my Quarterly Returns?

Yes. If you are not using the IPS Grow Standard Spreadsheet you can still use the Reporting Tool for your Quarterly Returns. Simply fill in the Quarterly Return web-form manually.

Do I still need to fill out some of the Quarterly Return manually? Will I be able to include commentary?

Some parts of the Quarterly Return are not automatically filled in when you upload a spreadsheet. Please enter the following information manually:

- **Quantitative Information:** Average number of hours worked per week for all clients in paid work; Number of clients carried over on the caseload from the previous financial year
- **Narrative Information:** Progress in quarter, Challenges in quarter, Good news stories, Additional comments
- **Workforce Information**
- **Fidelity Information**

Should I fill out my Quarterly Return with information for my entire service, or just team members funded by NHS England?

When filling out your Quarterly Return, you should report on performance for the following team members:

- Wave 1 or 2 funded staff;
- Pre-existing IPS staff within your service;
- Any other employment specialists in your service who are based in secondary care.

As far as possible, you should try to exclude:

- Any employment specialists working in primary care settings;
- Any employment specialist whose caseload is mainly job retention cases (where the client was employed on referral).

For more information on which staff to include, please contact NHS England.

Can I see or edit my data after having submitted my Quarterly Return?

Yes. If you want to make changes we recommend you to do so before the deadline for the Quarterly Return submission. You can also make edits after the deadline if you need to respond to feedback from your STP or Regional Lead.

I receive both Wave 1 and Wave 2 funding. Do I need to submit two Quarterly Returns?

No. You can enter information for Wave 1 and Wave 2 together, in the same Quarterly Return.

I'm a provider. Will I be notified if my STP lead accesses my report online?

No. If you are a provider, please contact your STP Lead directly if you want to ensure this person has been able to access your Quarterly Return.

I'm an STP lead. Will I be notified when a provider in my area submits their report?

No. If you are an STP Lead, please check your account regularly in the run-up to a reporting deadline.

My team is divided between two STPs. How can I use the tool to send my Quarterly Return?

If your teams are split across two or more STPs you will need more than one login to access the Reporting Tool and to send your Quarterly Return. Please list both STPs when you fill out the registration form and someone from IPS Grow will be in touch. Alternatively, you can contact your IPS Grow Lead to discuss your setup requirements.

I started using the Reporting Tool for quarterly reporting part way into the financial year. Can I enter information for previous quarters?

Yes, we strongly encourage you to enter information for previous quarters so that you and your STP Lead have a full picture of the year. Be careful to make sure the numbers you put in the Reporting Tool match up with what you previously submitted in the Excel Monitoring Template.

Outcomes and Definitions

How does the Reporting Tool calculate 13 and 26-week sustainments?

If you are using the IPS Grow Standard Spreadsheet the Reporting Tool can automatically calculate sustainments for you, using the following definition:

Sustained employment is measured regardless of whether this duration was accrued over the same job or multiple jobs. Breaks in employment for clients with multiple jobs must be less than 6 weeks between jobs. If a gap of more than 6 weeks occurs, the clock will reset and sustainments will be calculated from the start date of the subsequent job. Only one job sustainment outcome of each duration (13, 26 weeks) will be counted for each person referred into the service.

Alternatively you can manually record your 13 and 26 week sustainments. For more information on how the Standard Spreadsheet works with the Reporting Tool, please see [this guide](#).

Can the Reporting Tool calculate the total number of jobs gained in my service, or only the number of people supported into work?

The current version of the Reporting Tool does not include a breakdown of the total number of jobs acquired by clients, only the total number of people supported into work. We hope to include both metrics in the next version of the Reporting Tool. We recognise this is an important outcome metric and in the meantime, we would suggest you record the total number of jobs in the narrative section of your quarterly report.

Other

Can I print my dashboard or my Quarterly Return so I can share it with others?

Currently, the Reporting Tool does not include the option to print pages. If you would like to share your dashboard with an external partner we suggest you ask them to register for a Stakeholder Level account. Otherwise you can take a screenshot to capture the information you need to share. We hope to include a print to PDF function in the next version of the Reporting Tool.

I want to use the dashboard at Team Level. Do I need to change my spreadsheet's dropdown options to match the IPS Grow Standard Spreadsheet?

Yes and no. If you want to see graphs on client demographics (ethnicity, gender, benefit status), you will need dropdown options that match the IPS Grow Standard Spreadsheet. However, the graphs still work with a shorter list of options, so you can decide to include fewer categories. Demographics are an optional feature of the dashboard, you can still use the dashboard without them.

Does the Reporting Tool replace the Mental Health Standard Dataset (MHSDS)?

No, providers will still need to submit data through the MHSDS. We have ensured that our definitions of referral, employment status and hours per week match the MHSDS. Those are the only three IPS metrics currently collected in the MHSDS. Please direct any questions you have about the MHSDS to NHS England.

Problems and Errors

I think the tool is broken, what should I do?

The tool will automatically detect some technical faults and generate an error message. If this happens, follow the prompts in the tool, which will instruct you on how to send an error report to our technology partner, BJSS.

If you don't receive any notification or message, please contact BJSS at IPS.Support@bjss.com

What should I do if I'm having trouble logging in?

For any login issues, please email IPS.Support@bjss.com

Please note: logins are case sensitive. Both your user name and password need to be entered in lower case.

I have a different question about the Reporting Tool, who should I contact?

Please direct any questions around non-technical support to your IPS Grow Lead. Alternatively, you can email support@ipsgrow.org.uk

Further Resources

Access our other resources to assist with your IPS data and reporting here:

- Reporting Tool
- Reporting Tool User Guide
- IPS Grow Website
- Standard Spreadsheet
- Standard Spreadsheet Guidance
- IPS Grow Leads Offering and Contact Details

Appendix 1 - Details on Information Security and Privacy

AWS Services

AWS services comply with the General Data Protection Regulation (GDPR).

Only non personalised, aggregated data will be transmitted - requirements around Information Governance are minimised.

The technical design for the key AWS services facilitate information security.

Cognito

- Contains user details;
- Provides access rights to AWS services/resources.

Lambda

- Provides compute functionality;
- Protected by Amazon Virtual Private Cloud (VPC), which will only be accessible via API Gateway;
- Detailed logs provided for monitoring/audit.

Aurora

- Aurora DB placed in the same VPC as the Lambda functions - no direct access allowed for users;
- Stores potentially sensitive data (if required);
- If required, data can be encrypted at rest.

API Gateway

- E2E encryption between web page and API Gateway;
- Securely maps web UI requests to Lambda functions;
- API Calls are restricted using details within Cognito;
- Full access logs provided for monitoring/audit.

S3

- Provides file storage capabilities;
- Static web site files (HTML etc) contained in the S3 bucket will be public;
- No other data are stored in S3;
- Write access to the files will be restricted i.e. normal users don't have write access to the files.

Technical Architecture

