

Introduction: This Recovery Outcomes Web tool is a validated tool which has been developed by the Scottish Government in partnership with a broad range of stakeholders, including Alcohol & Drug Partnerships (ADPs), ISD, drug and alcohol services, service users, people in recovery, and national drug and alcohol, healthcare and research organisations in Scotland.

Purpose: The key aim of the tool is to measure changes in a person's life as a result of an intervention when they access specialist support from services for drug and/or alcohol users in Scotland. This will help to provide a better understanding of their recovery journey, related needs and motivation for change. Secondary benefits of outcomes measurement are to inform workforce development, service improvement and future service provision for managers, ADPs, funding bodies and the Scottish Government.

Use: It is expected that the worker and service user talk about each of the outcome indicators, and agree a score based on where both agree the person is at that point in time. If there is more than one worker supporting a service user in the service, then the service should agree who is the main or key worker who should complete this tool with the service user. This should help to show a person's progress while they are engaged with the service. Other services supporting the service user may also be completing the ROW tool with the same service user based on their interventions.

Setting: The Recovery Outcomes (ROW) tool will be set within the Drug & Alcohol Information System (DAISy) planned for 2017 with the option for direct access to the ROW tool being designed for more frequent use if desired for a particular service or ADP area.

The ROW Tool should be used and collected as frequently as deemed appropriate by each individual service provider. However, only the scores recorded at **initial assessment, 12, 26 and 52 weeks and transfer/discharge** will be required to be included in the DAISy system. Every service provider involved with an individual should complete and submit ROW Tool scores at these time points, at a minimum.

Scoring: The scores should be used to measure against each of the outcomes, with 1 being poor and 10 being excellent. These scores will be mutually agreed between service users and staff, linking to recovery plans and, if helpful, other specific outcomes measures such as GIRFEC and Mental Health Scales. It may be that scores worsen at different points in the person's recovery journey, as the process is not always linear, but it is important to take a measure of an individual's progress at that specific point in their life to identify changing needs and ensure the required support.

The scoring at each outcome consistently moves through stages of no action and having a high level of need (1), to identifying needs (2), action being required (3), taking action on **mutually agreed** areas of a recovery (care) plan with or without support (4-6), experiencing improvement (7-9), to the ideal improvement goal being achieved with no further improvement needed in a particular outcome area (10).

Scoring Definitions: Some outcome areas may not be applicable for all service users, therefore for an individual with no issues, in for example (8) *Offending*, or (10) *Children*, the score should be 10. There are also some cross-over issues between outcomes such as safety, where relevant please only score these issues once.

Please refer to the definition and recording guidance for each individual outcome area in the main body of this document.

Recovery Outcome 1: Substance Use

Definition: The overall stage of recovery in dependent alcohol and/or drug use. This includes frequency, safe/harmful use, (il)licit use, level of self-control with substances, taking action and level of improvement with substance use. Substances include, but are not limited to: alcohol, opioid replacement therapies (ORT), benzodiazepines, and analgesics, new psychoactive substances (NPS), crack/cocaine, cannabis and volatile substances.

Overall alcohol & drugs:

1	2	3	4	5	6	7	8	9	10
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Comment:

10 Not using alcohol/drugs, strong and resilient in coping with triggers, don't require support

9 Mostly abstinent from alcohol/drugs, confident in substance-free future with support

8 Rare use of alcohol/drugs, engaged in own recovery journey, new skills for coping with triggers

7 Long periods of being alcohol/drug free, learning how to cope with relapse but still require support

6 Reducing alcohol/drug use, and trying to maintain this by avoiding activities that enable relapse

5 Moving from awareness to action, starting to explore recovery options independently

4 Full realisation of unsafe alcohol/drug use, accepting help and guidance from workers/others

3 Starting to consider changes in alcohol/drug use are possible, but unsure of how to move forward

2 Alcohol/drugs use unsafe, some acknowledgement that there is a problem but won't accept help

1 Alcohol/drugs use unsafe, out-with control, harmful, and not seen as a problem

Recording Guidance:

This outcome includes both problematic alcohol and/or drug use. Where there are multiple problematic substances (including alcohol) the overall rating should reflect the substance that is causing the **most** harm. In DAISy, the scoring for this outcome should reflect the main problem area and substance(s) the service user reports using, as designated in the relevant section of the DAISy dataset (i.e. if an individual is primarily being seen for and affected by problematic alcohol use, the scores here should be based on this and not on other less problematic substances).

For example:

- Alcohol use which is unsafe and out of control = 1
- Cocaine use, with a little action being taken on treatment and care or advice = 4
- **Overall Substance Use score = 1**

For ratings 1, 2: unwilling to accept help and mostly not acknowledging there is a problem

For ratings 3, 4: some realisation of problem, engaging with support, but yet to take any action

For ratings 5, 6: actively preparing to make a change, identifying triggers and reducing substance use

For ratings 7, 8: substance use significantly reduced and managing triggers, with support

For rating 9: mostly substance free, engaged in recovery but need support to maintain this

For rating 10: abstinent from alcohol/drugs, unaffected by triggers, not requiring support

Recovery Outcome 2: Self-care and nutrition

Definition: Overall stage of looking after self, including diet and nutrition, personal hygiene, fitness, personal safety and being able to keep appointments

Overall score:

1	2	3	4	5	6	7	8	9	10
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Comment:

- 10 Independently maintaining self-care and diet
- 9 Increased confidence in maintaining personal safety, self-care and nutrition - independently
- 8 Improvement in personal safety, self-care and nutrition – with support
- 7 Progressing actions in relation to personal safety, self-care and nutrition – with support
- 6 Clear action plan and making positive changes in relation to personal safety, self-care and nutrition
- 5 Moving from awareness to action, starting to explore changes in self-care and nutrition, independently
- 4 Full realisation of problems with self-care and nutrition, accepting help from workers/others
- 3 Starting to consider changes in self-care and nutrition are possible, but unsure how to move forward
- 2 Some acknowledgement of problem with self-care and nutrition but won't accept help
- 1 Personal safety out-with control, and harmful and not seen as a problem, insufficient diet and poor self care

Recording Guidance:

For ratings 1, 2: unwilling or resistant to accept help and mostly not acknowledging there is a problem or resigned to current state and believe that they have no control over their situation

For ratings 3, 4: some realisation of problem, engaging with support, becoming more aware of the potential benefits of making a change but yet to take any action

For ratings 5, 6: actively preparing to make a change, identifying triggers and preparing for a larger life change

For ratings 7, 8: Maintaining and managing triggers, with support

For rating 9: engaged in recovery but need support to reinforce and maintain this

For rating 10: successfully avoiding former behaviour, unaffected by triggers, not requiring support

Recovery Outcome 3: Relationships

Definition: Overall score for relationships with partner, family, and friends, including isolation, stability and involvement in recovery communities, wider social networks and safety in these relationships (see self-care).

*Please note for relationships with children see Recovery Outcome 10.

Overall score:

1	2	3	4	5	6	7	8	9	10
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Comment:

10	Maintaining and experiencing positive, supportive relationships/social networks/communities
9	Increased confidence in starting and/or developing positive relationships – independently
8	Improved and/or increase in positive relationships/social networks – with support
7	Progressing actions in relation to improving relationships and recovery/social networks – with support
6	Clear action plan and making positive changes in relation to improving social network and relationships
5	Identifying problems in relation to relationships and social networks
4	Full realisation of dysfunctional social network and impact of/on relationships. Accepting help and guidance from workers/others
3	Starting to consider impact of negative/unsupportive relationships but unsure of how to move forward
2	Some acknowledgement of problem with relationships but won't accept help
1	Isolation, unsafe, harmful or involved in damaging relationships out with control, no supportive/positive relationships

Recording Guidance:

For ratings 1, 2: unwilling or resistant to accept help and mostly not acknowledging there is a problem or resigned to current state and believe that they have no control over their situation

For ratings 3, 4: some realisation of problem, engaging with support, becoming more aware of the potential benefits of making a change but yet to take any action

For ratings 5, 6: actively preparing to make a change, identifying triggers and preparing for a larger life change

For ratings 7, 8: Maintaining and managing triggers, with support

For rating 9: engaged in recovery but need support to reinforce and maintain this

For rating 10: successfully avoiding former behaviour, involved in good quality and sufficient relationships, feeling safe and supported. Unaffected by triggers, not requiring support

Recovery Outcome 4: Physical health and wellbeing

Definition: overall score for physical health including blood borne viruses (BBVs), wound care, sexual and reproductive health (for males and females), circulatory and respiratory health, chronic pain, recent overdose events, nerve damage, keeping medical appointments and taking medication as prescribed

Overall score:

1	2	3	4	5	6	7	8	9	10
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Comment:

- 10 Experiencing and maintaining good overall physical health and well-being
- 9 Increase in confidence in sustaining physical health and well-being – independently
- 8 Improved physical health and well-being – with support
- 7 Progressing actions in relation to improved physical health and wellbeing – with support
- 6 Clear action plan and making positive changes in relation to physical health and well-being
- 5 Identifying problems in relation to physical health and well-being
- 4 Full realisation of impact to physical health and well-being and willing to accept help from worker
- 3 Starting to consider impact on physical health and well-being but unsure how to progress
- 2 Acknowledgement of drug and alcohol related health problems but unwilling to accept help
- 1 Recent overdose/suicide attempt or alcohol related hospital admissions, very poor physical health and well-being – not seen as a problem

Recording Guidance:

For ratings 1, 2: unwilling or resistant to accept help and mostly not acknowledging there is a problem or resigned to current state and believe that they have no control over their situation

For ratings 3, 4: some realisation of problem, engaging with support, becoming more aware of the potential benefits of making a change but yet to take any action

For ratings 5, 6: actively preparing to make a change, identifying triggers and preparing for a larger life change

For ratings 7, 8: Maintaining and managing triggers, with support

For rating 9: engaged in recovery but need support to reinforce and maintain this

For rating 10: successfully avoiding former behaviour, unaffected by triggers, not requiring support

Recovery Outcome 5: Mental Health and Emotional Well-being

Definition: Overall score for mental and emotional wellbeing, including coping skills, stress, anger management, establishing boundaries, sleep routines, trauma, alcohol related brain damage (ARBD), head injuries, self-worth, personal resilience, outlook/maturity, keeping appointments and taking medication as prescribed

Overall score:

1	2	3	4	5	6	7	8	9	10
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Comment:

- | | |
|----|--|
| 10 | Good overall mental and emotional wellbeing maintenance, resilience, taking required medication and support as required. (if applicable) |
| 9 | Improving mental health and emotional wellbeing – reduced support |
| 8 | Improvement on reliance and mental health support. Increased personal resilience – with support |
| 7 | Acting on actions agreed and progressing goals – with support |
| 6 | Clear action plan and making positive changes in relation to improving mental health and emotional well-being |
| 5 | Identifying problems in relation to mental health and engaging in dialogue in relation to impact of mental health issues |
| 4 | Full realisation of impact of mental health issues, on self and others and accepting help and guidance from workers/others |
| 3 | Starting to consider impact of mental health issues on self and others but unsure of how to move forward |
| 2 | Mental health and emotional wellbeing acknowledged but won't accept help |
| 1 | Low mood, anxiety and stress – not seen as a problem |

Recording Guidance:

For ratings 1, 2: unwilling or resistant to accept help and mostly not acknowledging there is a problem or resigned to current state and believe that they have no control over their situation

For ratings 3, 4: some realisation of problem, engaging with support, becoming more aware of the potential benefits of making a change but yet to take any action

For ratings 5, 6: actively preparing to make a change, identifying triggers and preparing for a larger life change

For ratings 7, 8: Maintaining and managing triggers, with support

For rating 9: engaged in recovery but need support to reinforce and maintain this

For rating 10: successfully avoiding former behaviour, unaffected by triggers, not requiring support

Recovery Outcome 6: Occupying time and achieving goals

Definition: Overall score for occupying time and fulfilling personal goals such as employability, training, education, employments, volunteering, personal values and beliefs, dreams and aspirations and enjoyment

Overall score:

1	2	3	4	5	6	7	8	9	10
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Comment:

10	Consistently able to fill and maintain own time, education/work/volunteering going well, fulfilling personal goals
9	Increased self-confidence in occupying time positively and achieving goals – independently
8	Improvement in occupying own time positively, fulfilling goals and identifying day to day triggers – with support
7	Progressing actions in relation to occupying time positively and achieving goals – with support
6	Clear action plan and making positive changes in relation to occupying time positively and fulfilling goals
5	Identifying problem areas in relation to occupying time positively and fulfilling goals
4	Full realisation of impact of not occupying time and fulfilling goals and accepting help and guidance from works/others
3	Starting to consider impact of not occupying time and fulfilling goals but unsure how to move forward
2	Acknowledgement there is a problem with occupying time and fulfilling goals but won't accept help
1	Feeling unhappy with life, unfulfilled, struggling with occupying time – not seen as a problem

Recording Guidance:

For ratings 1, 2: unwilling or resistant to accept help and mostly not acknowledging there is a problem or resigned to current state and believe that they have no control over their situation

For ratings 3, 4: some realisation of problem, engaging with support, becoming more aware of the potential benefits of making a change but yet to take any action

For ratings 5, 6: actively preparing to make a change, identifying triggers and preparing for a larger life change

For ratings 7, 8: Maintaining and managing triggers, with support

For rating 9: engaged in recovery but need support to reinforce and maintain this

For rating 10: successfully avoiding former behaviour, unaffected by triggers, not requiring support

Recovery Outcome 7: Housing and independent living

Definition: Overall score for housing and independent living, including safe secure and appropriate accommodation, anti-social behaviour, tenancy care, rent (see also Money Matters), housing applications, necessary furnishing, living with family or in a shared living space

Overall score:

1	2	3	4	5	6	7	8	9	10
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Comment:

- 10 Sustained, secure, safe accommodation/housing and independent living
- 9 Increase self-confidence regarding housing/accommodation and independent living – independently
- 8 Increased sense of safety regarding housing/accommodation and independent living – with support
- 7 Improvement in housing/accommodation situation and independent living
- 6 Clear action plan and making positive changes in place in relation to housing and independent living
- 5 Identifying problems areas in relation to accommodation and housing
- 4 Full realisation of problem, impact on self, safety and recovery – willing to accept support from worker(s).
- 3 Starting to consider impact of housing, accommodation issues but unsure of how to move forward
- 2 Acknowledgement there is a problem, impact of safety – but unwilling to accept help
- 1 Roofless, sleeping rough, no accommodation, out with control – not seen as a problem

Recording Guidance:

For ratings 1, 2: unwilling or resistant to accept help and mostly not acknowledging there is a problem or resigned to current state and believe that they have no control over their situation

For ratings 3, 4: some realisation of problem, engaging with support, becoming more aware of the potential benefits of making a change but yet to take any action

For ratings 5, 6: actively preparing to make a change, identifying triggers and preparing for a larger life change

For ratings 7, 8: Maintaining and managing triggers, with support

For rating 9: engaged in recovery but need support to reinforce and maintain this

For rating 10: successfully avoiding former behaviour, unaffected by triggers, not requiring support

Recovery Outcome 8: Offending

Definition: Overall score for offending activity, including frequency and severity of offending, (regardless of the offence), engaging with rehabilitation work, through care plan) if appropriate complying with any court/bail orders

Overall score:

1	2	3	4	5	6	7	8	9	10
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Comment:

10	Offending activity has ceased, previous offending issues addressed or no offending history* (Offending under control, if appropriate through care plan implemented and complying with court orders)
9	Reduction in new cases, continued engagement with criminal justice, outstanding cases and court orders – independently
8	Increased sense of confidence in reducing offending behaviour, engaging with outstanding cases and engagement with any court orders – with support
7	Progressing actions in relation to offending, court cases and court orders – with support
6	Clear action plan in place and making positive changes in relation to offending including engagement with court orders and outstanding cases
5	Identifying problems areas in relation to impact of offending on self and others
4	Full realisation of impact of offending on self and others and willing to accept help and guidance from worker
3	Starting to consider/acknowledge impact of offending on self and others but not willing to accept help
2	Some acknowledgement of impact of offending on self and others but not willing to accept help
1	Frequent offending activity in relation to drug and alcohol use, no control of offending activity, non-compliance with court orders – not seen as a problem

Recording Guidance:

For ratings 1, 2: unwilling or resistant to accept help and mostly not acknowledging there is a problem or resigned to current state and believe that they have no control over their situation

For ratings 3, 4: some realisation of problem, engaging with support, becoming more aware of the potential benefits of making a change but yet to take any action

For ratings 5, 6: actively preparing to make a change, identifying triggers and preparing for a larger life change

For ratings 7, 8: Maintaining and managing triggers, with support

For rating 9: engaged in recovery but need support to reinforce and maintain this

For rating 10: No offending history, or successfully avoiding former behaviour, unaffected by triggers, not requiring support

Recovery Outcome 9: Money Matters

Definition: Overall score for individuals financial situation being under control, including bank accounts, paying bills fully/on time, payments for rent related utilities (e.g. electricity/gas/telephone), budgeting welfare benefits issues (applications, appeals, sanctions, appointments), utilising money advice and advocacy, financial stress and accessing support such as food banks and credit unions

Overall score:

1	2	3	4	5	6	7	8	9	10
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Comment:

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| 10 | Finances under control, able to manage within existing budget, paying bills on time, feeling in control of finances |
| 9 | Increased confidence and skills in relation to money matters – independently |
| 8 | Improvement in indentified money matters – with support |
| 7 | Progressing actions in relation to money matters situation – with support |
| 6 | Clear action plan in place and making positive changes in relation to money matters situation |
| 5 | Identifying problem areas in relation to impact of money matters situation |
| 4 | Full realisation of impact on money matters situation on self and others and ready to accept support |
| 3 | Starting to consider impact on money matters situation on self and others but unsure how to progress |
| 2 | Acknowledgement of impact on money matters, on self and others but not ready to accept support |
| 1 | Bills unpaid, no expendable income, drug related debt – not seen as a problem |

Recording Guidance:

For ratings 1, 2: unwilling or resistant to accept help and mostly not acknowledging there is a problem or resigned to current state and believe that they have no control over their situation

For ratings 3, 4: some realisation of problem, engaging with support, becoming more aware of the potential benefits of making a change but yet to take any action

For ratings 5, 6: actively preparing to make a change, identifying triggers and preparing for a larger life change

For ratings 7, 8: Maintaining and managing triggers, with support

For rating 9: engaged in recovery but need support to reinforce and maintain this

For rating 10: successfully avoiding former behaviour, unaffected by triggers, not requiring support

Recovery Outcome 10: Children

Definition: Overall score for child wellbeing and parenting individuals parenting skills, contact with child(ren), child practical, emotional and physical wellbeing, child's plan. Child(ren)'s school attendance, complying with any child(ren) and family social work involvement and/or children's hearing system requirements. Include individuals who are pregnant, or partners who are pregnant. Well-being indicators for children will be achieved by supporting improved joint working with appropriate children and family support and helping children achieve their developmental milestones.

Overall score:

1	2	3	4	5	6	7	8	9	10
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Comment:

10	No social work involvement regarding children, care of child(ren) is good. Children are thriving and achieving developmental and age appropriate milestones
9	Minimal social work involvement. Sustaining parental responsibilities/care, health and wellbeing of child(ren) and increased parenting confidence
8	Decreased social work involvement/complying with any social work orders
7	Regular contact with child(ren) improved parenting ability and child safety and wellbeing with support
6	Clear action plan in relation to child(ren), and making positive changes engaging with named person and appropriate services re child's plan
5	Identifying problems in relation to impact of substance misuse on child(ren)
4	Full realisation of impact of substance use, accepting support from workers/others
3	Starting to consider impact of substance use on child(ren), but unsure of how to move forward
2	Acknowledgement of impact of substance use on child(ren) – but not ready to accept support
1	No awareness of the impact of substance use on child(ren) – not seen as a problem

Recording Guidance:

This outcome is applicable to those with dependent children or child contact arrangements or with any child contact under the age of 18. This is also applicable to those who are pregnant or in a relationship with a pregnant partner. Children includes clients own children, siblings, nieces, nephews, cousins, partners and friends children.

If no children or if children are over the age of 18 then rating would be 10.

If you have a biological child but do not have contact with them, then the rating would be 10.

For ratings 1, 2: unwilling or resistant to accept help and mostly not acknowledging there is a problem or resigned to current state and believe that they have no control over their situation

For ratings 3, 4: some realisation of problem, engaging with support, becoming more aware of the potential benefits of making a change but yet to take any action

For ratings 5, 6: actively preparing to make a change, identifying triggers and preparing for a larger life change

For ratings 7, 8: Maintaining and managing triggers, with support

For rating 9: engaged in recovery but need support to reinforce and maintain this, and increased parental capacity

For rating 10: successfully avoiding former behaviour, unaffected by triggers, not requiring support