



# Homelessness Prevention High Support Services

Consideration of outcomes

October 2011

The intended outcome for all Homelessness Prevention High Support services is to enable vulnerable people to make sustainable progress towards achieving independent living. We are looking for a range of short-term services:

- Targeted to those in need of high support (and focused on achieving timely move-on to lower support accommodation);
- With support structures/signposting in place to help people to more effectively manage their physical and mental health and any substance misuse issues;
- Which provide high quality, flexible services – promoting a realistic range of longer-term housing options;
- Focused on reducing the level of repeat homelessness (empowering people to be able to maintain their independence once achieved).

We will develop performance outcomes and service requirements that better reflect success. Central to these will be how well services develop and meet individualised support pathways and ultimately the longer-term impact for service users.

The document attached as Appendix 1 shows the existing outcomes and strategic links in Bristol for the Supporting People Framework.

During this consultation process we intend to engage with service providers, service users and other stakeholders to develop outcomes. These will contribute to the objectives of relevant strategies but will also better focus on the profile of client groups in Bristol. We will canvass opinion on this in both the general stakeholder and provider sessions. A specific 'provider' day will be set up to address:

- Key/priority service and service user outcomes;
- How these can be measured;
- Identifying standards of excellence to help services to achieve the defined outcomes

### **Areas for consideration within specific client groups**

The areas highlighted below are not an exhaustive list but will form the basis of initial consultation on a set of outcomes that will improve the transition towards independent living for service users in Bristol. We recognise that within our overarching outcome and service objectives there are some service user groups where a greater emphasis on certain specific outcomes will be more effective in preventing homelessness / achieving and maintaining independent living.

Therefore we will be looking for services for young people to have a greater focus on:

- Mediation (and links with support options for family to achieve a return home/leaving in a more planned way, where appropriate);
- Supporting/linking young people with education, training and employment opportunities;
- Young people's psychological wellbeing.

With women's services we are looking for services with a greater emphasis on:

- Reducing isolation and helping women make positive choices;
- Providing emotional and physical support and safety;
- Providing appropriate support for women around all types of abuse.

With offenders we are looking across all provision for services to:

- Focus on tackling the repeat prison/homelessness cycle;
- Ensure improvements in reducing future offending behaviour.

We are looking for complex need services to offer:

- Support planning and an outcome-focused approach aligned to best practice for mental health recovery and other associated factors of exclusion;
- Emotional support and help to build self confidence;
- Established links into wider mental health provision;
- Skilled workers with up to date training in Mental Health Support;
- Support to enable service users to pro-actively engage with mental health services.

## **Current outcome recording**

As part of the provider consultation period, accommodation providers were asked how they record outcomes, in addition to the contract requirements set by the Supporting People team.

Different organisations use different software systems to record information in certain ways, but the key outcome that organisations are trying to achieve is planned and sustainable move-on for vulnerable people to enable them to live independently.

It was possible to group the responses into several key areas, as follows:

- Support planning;
- Risk management;
- Targets set by commissioning/regulating bodies (e.g. SP, DCLG, TSA);
- Reports collated by St Andrews;
- Outcome tracking tools (e.g. Outcome Star, CORE 10);
- Customer satisfaction surveys, compliments/complaints, arrival and exit questionnaires, house meetings and events;
- Case studies;
- Accreditation.

More detail about specific responses, grouped by service user group is below:

### **Young People**

- Sustained move on programme - Statistical capture on the IBS system & SP workbooks (stopping the homelessness cycle);
- Robust void turn around time reported on a monthly basis inline with RSL and TSA standard;
- Mystery shopping;
- Positive outcome case studies;
- Internal audit tool;
- Bespoke support planning / risk management tool enables the service user support worker and third party to clearly measure;
- Star outcomes monitoring tool, Outcomes data monitoring in accordance with CROSS systems and their own “distance travelled” questionnaire;
- Annual service user questionnaires;
- Audits of files and support plans;
- Discussions of all survey results through development days with both staff and service users;
- The ‘Hear by Right’ framework for service user involvement;
- A service user scrutiny panel that reports directly to the board.

### **Single homelessness**

- NMES outcome wheel:

- Objective measured for needs assessment and support planning;
- Allows client involvement in their progress review;
- Developing 8 Key areas of their life;
- Online support package from needs and risk assessment to support planning with targets, interventions and actions;
- NMES is designed to be capable of meeting local reporting requirements;
- Planning to link NMES to Management information system to give regular updated dashboards of top line indicators.
- Outcome and success measured against the outcome targets set by DCLG;
- Electronic support programme used to assess risks to self, risks to others, risks from others and supported housing needs;
- Reports sent out to St. Andrews;
- Monitor against the targets set within contract with SP, e.g. % of positive move-on & turnover of service users;
- Internal data recording on residents engaging with meaningful activity, incidents, accidents, milestones achieved in support plan, arrears and voids;
- Some evictions being recorded as a negative outcome at the time have led to positive outcome in future, therefore emphasise a more objective approach to outcome;
- Some assessment and planning tools reflect 5 key outcomes: being healthy; economic wellbeing; enjoying and achieving; staying safe; make a positive contribution;
- The Outcome Star measures the distance travelled towards any particular goal and considers any progress towards a given goal as success. It allows for the development of the inter-relationship between potential goals in the short term;
- Key milestones for each customer are person centred, realistic and measurable within agreed timescales;
- A high rate of planned move-on through our support planning, multi-agency approach, involvement in HSR development and high level of expertise in our staff team;
- We focus on individual customer outcomes, e.g. positive, sustainable move-on; establishing stability; women leaving sex-work;
- Develop a thorough risk management plan, demonstrating that we are not risk-averse and willing to give people new chances;
- Work with customers to identify and engage with TREE – 25% of customers are engaged in TREE activities every day Mon-Fri;
- Deliver a short-term model of service provision that delivers outcomes in rough sleeping and homelessness prevention with a high level of planned move-on (average of 2.51 months stay since April 2009, 170% of service capacity moved on in a planned way in 2009-10);
- We have a high level of staff retention, which ensures consistency for customers and expertise.

## **Women's services**

- Occupancy levels demonstrate the demand for the service;
- The QAF 2009 has clear expectations of support agencies. It includes assessment and support planning, security, health and safety, safeguarding and protection from abuse, fair access, diversity and inclusion and client involvement and empowerment;
- Success for each service user is individualised, however some of the milestone targets may include; managing housing; managing mental health; maximising income and budget planning; accessing healthcare services; securing move-on and independent accommodation; planning opportunities for learning; and preparing for work;
- Service users are supported to set self-directed targets, which are summarised within support plans based on the 5 SP outcome areas;
- Monitoring data is gathered and recorded at each stage of the service. Client record forms and outcome forms are sent off regularly to St. Andrews for collation;
- The Support Contract and Support Plan are reviewed and progress assessed after 6 weeks and every 6 months. Support Plans are then updated and a Record of Achievement issued to the service user;
- Also gather information through regular service reviews, satisfaction surveys, house meetings, events and focus groups;
- SROI (social return on investment);
- Exit interview;
- Stakeholder survey feedback.

### **Mental health services**

- The Recovery Star (nominated by the Department of Health as the main tool for recovery goals assessment and attainment) forms the basis of our Supporting People support work and recovery planning with individuals;
- Other tools used include the mental health Core 10, and service user defined ratings;
- Other self-rating scales are being developed such as an anti-social behaviour rating;
- Within accommodation services housing management outcomes such as arrears, bad debts and voids are monitored and reported to partner Housing Associations as well as internally;
- Monitoring SPIs and KPIs rigorously using internal mechanisms such as audits and team targets;
- Benchmarking against comparator organisations supported by excellent networking, local, regional and national including Mental Health Providers Network and the Strategic Network for Mental Health;
- Service user participation in the organisation's performance includes: exit questionnaires, suggestions, compliments and complaints and service level service user forums (with budget responsibility);
- Customer Satisfaction;
- Service user and Staff surveys;

- Supporting Clients Effectively Toolkit which has helped embed good practice around outcome focussed support and has involved all staff undergoing training to ensure that they know it not just about what they do with clients, but how they do it and what techniques and skills they need.

## Appendix 1 Homeless Prevention / Accommodation Pathways – links with existing visions/outcomes

|   |  |   |  |   |  |   |   |  |
|---|--|---|--|---|--|---|---|--|
| SCS VISION  | <b><i>“By 2020, our aim is to be in the top 20 cities in Europe”</i></b>   |   |  |   |  |   |   |  |
| The SCS themes  | Make our prosperity sustainable  | Raise aspiration of young people and families   |  |   | Reduce health and wealth inequality  | Build stronger and safe communities   |   |  |
| S. People Vision  | <b>To enable vulnerable people to achieve and maintain independent living by ensuring a choice of flexible, high quality and effective housing related support</b> |   |  |   |  |   |   |  |
| <b>SP Aim</b> to help achieve SCS vision by ensuring that housing related support services: | Prevent social exclusion and homelessness  | Promote social inclusion, empowering people to maintain their independence  | CLG high level Outcome 1:<br><br>Economic Well-being | CLG high level Outcome 2:<br><br>Enjoying and Achieving | CLG high level Outcome 3:<br><br>Being Healthy   | CLG high level Outcome 4:<br><br>Safety and security  | CLG high level Outcome 5:<br><br>Social and Civic participation |  |
| Preventing Homelessness Strategy – Outcomes   | Eliminate homelessness crisis  | Where households do experience homelessness, they are provided with relevant and timely advice and support, enabling them to become fully independent |  |   | Ensure that people receive a positive experience of all homelessness and housing advice services                                     | Reduce to a minimum the number of households that become homeless on more than one occasion |   |  |
| Housing strategy vision   | <b>Housing will provide a springboard to achieving a high quality of life and create the opportunity for all to thrive in mixed communities of choice”</b>         |   |  |   |  |   |   |  |
| Housing Strat. Outcome 7  | Improve and maintain independence and inclusion by providing effective support e.g. for disabled people and other potentially vulnerable groups                    |   |  |   |  |   |   |  |
| Measure our success by monitoring progress on:  | Increase the percentage of vulnerable people <b>achieving independent living</b> (NI 141)  | Increase the percentage of vulnerable people who are supported to <b>maintain independent living</b> ( NI 142)  |  |   | Increase the proportion of <b>socially excluded adults in settled accommodation</b> , and employment, education or training (PSA 16) |   |   |  |

