



Vulnerable Adults Housing and Wellbeing Support

Outcomes Framework



20th February 2019

Contents

Introduction

Part one – Strategic outcome framework

Part two – Measureable outcomes:

- Key Performance Indicators
- Strategic outcomes
- Service specific outcomes
- Methodology

Part three – Payment by outcomes:

- Outcomes
- Methodology

Part four – Social Value

Part five - Monitoring housing and wellbeing support

Introduction

It is important that vulnerable adults have access to safe, secure, quality affordable housing at the moment when it is needed, which is an essential platform to delivering the adult social care and health vision.

The new commissioning of housing and wellbeing support to vulnerable adults social inclusion services set out the planned approach to ensuring housing is not a barrier or cause of poor health and wellbeing requiring a partnership approach to understanding and tackling issues with clear accountability and responsibility. The intention is that vulnerable adults move to their optimal position along the housing pathway at a pace suited to them.

To achieve this we want to ensure a range of support options are available following the pathway for housing and wellbeing support to vulnerable adult services:

- **Universal Prevention** – By ensuring a wide range of timely, accurate information and advice about housing options and financial issues is available to everyone to prevent issues with housing occurring in the first place.
- **Targeted Prevention** – to ensure a holistic response to at risk groups, including a lead worker, including young people, people leaving prison, people experiencing domestic abuse, troubled families, people who are homeless or people with complex needs.
- **Crisis Prevention and Relief** - to assist people as soon as possible if they do become homeless so that their homelessness can be relieved by securing sufficient accommodation and support. This would include refuges, emergency bed spaces of which a proportion will be out of hours and a multi-agency approach with support being short term.
- **Transition services** (Homeless Recovery) – To support people to recover from their experience and stay out of homelessness by focusing upon the overall improved wellbeing of adults and children in the household. This support is likely to be long-term.

The strategic outcomes framework will enable us to measure the success and achievements of housing and wellbeing support. It is a toolkit to evaluate the impact of the support at a range of levels; individual service users, client groups, and the overall programme. To fully evaluate housing and wellbeing support services we have developed two sets of outcomes:

- **Measurable outcomes** – these will measure the impact on service users and clients groups; and

- **Evidence outcomes** – these will evidence the achievements of providers delivering housing and wellbeing support and how systems are evolving and working.

How will it work?

The measurable outcomes will be needs focused and the appropriate outcomes will be selected for each client at the time of assessment. The number of outcomes for each client will be dependent on need presented. The outcomes will be evidenced as follows:

- Client assessment
- Needs identified
- Confirmation needs met
- Evidence.

The evidence outcomes have been identified as ‘payment by outcomes’ and will be mandatory.

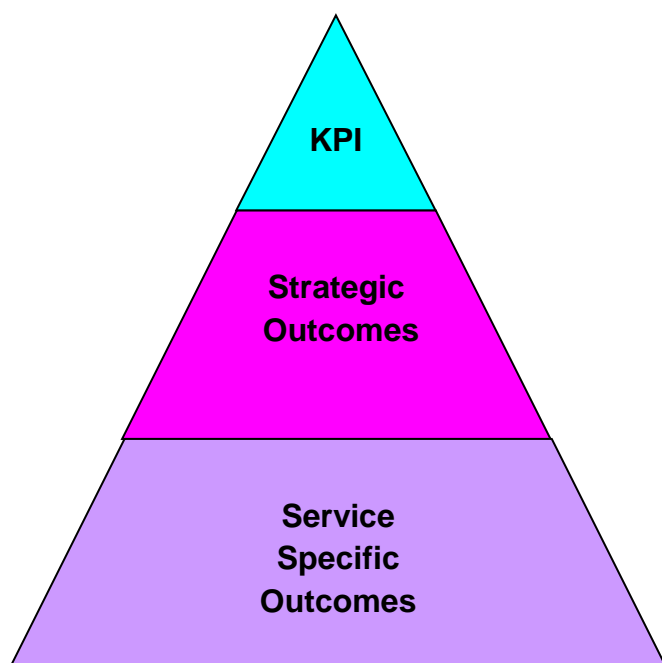
:

Part one – Strategic outcome framework

We need to demonstrate that we are delivering the range of housing and wellbeing support options specified and achieving appropriate outcomes for vulnerable adults.

To do this we have developed a strategic outcome framework that is strong, robust and deliverable. The intention is to demonstrate performance and show that the vulnerable adult pathways are delivering and achieving. Importantly it will also demonstrate the outcomes achieved by service users.

The key components of the framework are:



The framework enables overarching Key Performance Indicators (KPI) to be measured with a layer of detail below. The strategic outcomes will be generic and be applicable to all vulnerable adults regardless of client group. There will be two elements to this set of outcomes:

- Measurable; and
- Evidence based.

The service specific outcomes will be focused on individual client groups and services and will relate to the pathways created for each group. This means we will be able to see if the pathways are working whilst demonstrating outcomes achieved by vulnerable adults.

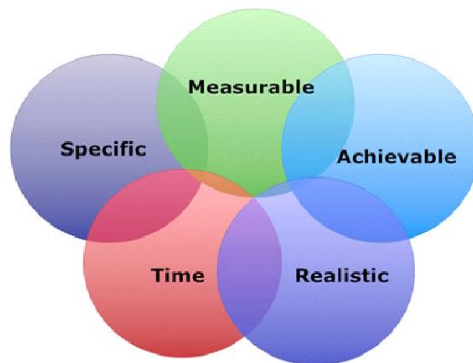
Key principles

There are a number of principles that are important to the strategic framework:

- Focus on the customer journey and pathway.
- Link to national and local priorities.
- Hold providers accountable for achieving outcomes.
- Be SMART in its methodology.
- Take a needs and systems change approach.

Part two – Measureable outcomes

Measureable outcome will enable us to see the effectiveness of housing and wellbeing support and importantly to access and evidence the outcomes achieved for and by service users.



Key Performance Indicators (KPI)

The Key Performance Indicators for vulnerable adults housing and wellbeing support are focused on maintaining and maximising independence:

- KPI 1 – Number of vulnerable adults supported to establish and maintain independent living.
- KPI 2 – Number of vulnerable adults supported to move on from temporary/short term living arrangements.

Strategic outcomes

This element of the strategic outcome framework is focused on strategic outcomes that can be achieved across all client groups. The outcomes are focused on three of the priority areas visions in the Council Plan 2018-2022:

- Jobs and skills – an entrepreneurial city to learn, work and invest in: We will create opportunities for local people to develop skills and make the best of economic growth.
- Health – a fulfilling city to age well in: Citizens and communities will have choice and control over their care and improved resilience and independence.
- Housing - a great city to live in: We will work with our partners to build a fair and inclusive city for all.

Jobs and skills

The outcome for jobs and skills is **succeed economically** with the following range of indicators:

- **Maximise income, including receipt of the correct benefits:**
 - Vulnerable adult needed support to maximise their income.
 - Vulnerable adult maximised their income.
- **Reduce overall debt:**
 - Vulnerable adult needed support to reduce their overall debt.
 - Vulnerable adult reduced their overall debt.
- **Obtain paid work/participate in paid work:**
 - Vulnerable adult needed support to obtain paid work.
 - Vulnerable adult obtained paid work.
- **Participate in chosen unpaid work like activity such as volunteering or work experience:**
 - Vulnerable adult needed support to participate in chosen work like activity.
 - Vulnerable adult participated in chosen work like activity.
- **Participate in chosen training and/or education:**
 - Vulnerable adult needed support to participate in training and/or education.
 - Vulnerable adult participated in training and/or education.

Health

The outcome for health is **improved health and wellbeing** with the following range of indicators:

- **Better manage or improve physical health:**
 - Vulnerable adult needed support to better manage or improve their physical health.
 - Vulnerable adult better managed or improved their physical health.
- **Better manage or improve mental health:**
 - Vulnerable adult needed support to better manage or improve their mental health.
 - Vulnerable adult better managed or improved their mental health.
- **Improved (self-reported) wellbeing satisfaction levels:**
 - Vulnerable adult needed support to improve satisfaction levels of wellbeing.
 - Vulnerable adult reported improved satisfaction levels of wellbeing.
- **Vulnerable adult is safe and well and not self -neglecting:**

- Vulnerable adult needed support to not self-neglect and remain safe and well.
- Vulnerable adult does not self-neglect and remains safe and well.
- **Access primary health care including health checks:**
 - Vulnerable adult needed support to access primary health care.
 - Vulnerable adult accessed primary health care.
 - Vulnerable person registered with a GP.
 - Vulnerable adult received a health check.

Housing

There are two outcomes for housing; **maintain accommodation and avoid eviction** and **inclusion and connection with local communities** which have the following range of indicators:

Maintain accommodation and avoid eviction

- **Maintain accommodation and avoid eviction:**
 - Vulnerable adult needed support to maintain their accommodation and avoid eviction.
 - Vulnerable adult maintained their accommodation and avoided eviction.
- **Secure / Obtain settled accommodation:**
 - Vulnerable adult needed support to secure/obtain settled accommodation.
 - Vulnerable adult secured/obtained settled accommodation.

Inclusion and connection with local communities

- **Participate in leisure, cultural, faith, informal learning and community activities:**
 - Vulnerable adult needed support to participate in leisure, cultural, faith, informal learning and community activities.
 - Vulnerable adult participated in leisure, cultural, faith, informal learning and community activities.
- **Establish contact with external services, family and/or friends:**
 - Vulnerable adult needed support to establish contact with external services, family and/or friends.
 - Vulnerable adult established contact with external services, family and/or friends.
- **Integrate and become part of a new community:**
 - Vulnerable adult needed support to integrate and become part of a new community.

- Vulnerable adult is now part of a new community and not returning to previous community?

Service specific outcomes

Domestic abuse

- Reduction in the risk of further incidents of domestic abuse:
 - Vulnerable adult needed support to experience no incidents of domestic abuse during service.
 - Vulnerable adult experienced no incidents of domestic abuse whilst in service.
- Understanding the nature and cause of domestic abuse:
 - Vulnerable adult needed support to understand the nature and cause of domestic abuse.
 - Vulnerable adult understood the nature and cause of domestic abuse.

Ex-offenders

- Reduction in the risk of further incidents of offending:
 - Vulnerable adult needed support to experience no incidents of re-offending during service.
 - Vulnerable adult experienced no incidents of re-offending whilst in service.

Homeless

- Integration into new community:
 - Vulnerable adult needed support to integrate into a new community e.g. life skills support.
 - Vulnerable adult integrated into a new community.

Young people

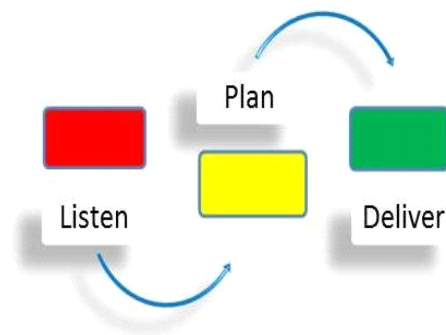
- Establish or maintain appropriate networks:
 - Vulnerable adult needed support to establish and maintain appropriate networks.
 - Vulnerable adult established and maintained appropriate networks.

Methodology

It is anticipated that each service area will be able to evidence all of the outcomes. But, the outcomes will have to be needs based.

The intention is that the outcomes will be set with the service users at the time of assessment. This could mean that some service users may have several outcomes and some only one or two.

The success of the outcomes will be measured by the confirmation that the need has been met and the evidence as to how.



Part three – Payment by outcomes

As part of the outcomes framework we want to take a payment by outcomes approach to the systems change element of services. In addition to measuring the achievements and evidencing outcomes achieved for and by service users we need to evidence what providers are achieving in respect of delivery of service and how they are innovating and improving services.

Instead of providing a measure for each outcome success will be monitored by evidence and appropriate payment made.

Strategic systems change outcomes

- **Working in partnership:**
 - Attend Homeless Prevention Board or other appropriate boards, meeting or groups.
 - Use common assessment frameworks.
- **Joint referral routes:**
 - Use joint referral routes working with partners.
 - Number of joint referrals.
- **Cohesive quality standards:**
 - Quality standards are comprehensive and can be easily measured.
 - Quality standards meet contractual requirements.
- **Joint commissioning:**
 - Service jointly commissioned with partner or key stakeholder.
 - Working with partners to deliver service.
- **Commissioned hours are delivered:**
 - Utilisation of hours.

Methodology

Payment by outcomes will account for 10% of the contract with each of the five outcomes valued at 2.5%. Therefore, to achieve full payment all five outcomes need to be met.

Part four – Social value

All social inclusion providers as part of their contract have to demonstrate the additional social value they are delivering by providing a social value offer. The benefits of these offers can then be derived. Housing and wellbeing support services already deliver social value as part of the standard contract, for example supporting citizens to access paid work. This reduces benefit costs freeing up money to be spent elsewhere and more money becomes available to spend locally.

Additional social value is where services go above and beyond the standard contractual requirements and is more difficult to quantify. It is about social value delivered to the wider community, with a focus on economic, social and environmental impacts. Examples of an additional social value offer are; providing services available to the wider community as well as service users, gardening schemes or supporting people to avoid going into residential care. The benefits of these social value offers would be:

- Additional services delivered to the local community with no charge or additional costs;
- Improved environment with no cost to the local community;
- Savings on care provision which can be spent elsewhere; and
- Communities becoming more sustainable as people can remain living independently in them for longer.

The economic additional social value offer could include:

- Work placements, job clubs, employment programmes, use of local businesses and sharing resources.
- Education and training compliments employment support and includes peer mentoring programmes, apprenticeships, education provision and volunteering projects.
- Provision suitable accommodation increasing access social inclusion client groups.

The social element of the additional social value offer could include:

- Food banks, volunteer programmes, health and wellbeing and educational activities.
- Donation schemes for example of new and old furniture which is then sold at a reduced cost, food and finance.
- Leisure and social activities including; music therapy sessions, activities for children, personal development and life skills, cultural awareness events and mental skills training.
- Volunteer programmes.
- Health and wellbeing with the offer focused around activities including; health and wellbeing projects, gym access to services users from other services and organisations, substance misuse awareness programmes, healthy lifestyle projects and in house councillors.

- Community and partnership activities focused on opportunities to become engaged in community activities avoiding isolation and working together to achieve the best outcomes.

The environmental added social value is focused on the benefits services can provide to the environment for example making people more aware of energy efficiency to reduce emissions and could include:

- Donation schemes for example of new and old furniture which is then sold at a reduced cost, food and finance.
- Energy efficiency awareness focused around workshops and sessions to raise awareness of energy efficiency and its benefits.
- Gardening schemes.

Part five – Monitoring the programme

Data collection and performance monitoring is essential to service provision when analysing and considering quality, demand, utilisation, throughput, strategic relevance and more importantly value for money. As a local authority we need to ensure public money is spent economically, efficiently and effectively; high quality services are delivered for the public and that our local strategies and our obligations to central government are being fulfilled.



Housing and wellbeing support services will be monitored using the following tools:

- **Measurable outcomes as outlined in part 2.**
- **Payment by outcomes as outlined in part 3.**
- **Social value as outlined in part 4.**
- **Throughput:**
 - Total number of referrals
 - Total number of people successful in receiving support
 - Total number of referrals awaiting support (on waiting list)
 - Total number unsuccessful referrals
 - Reason for unsuccessful referral
 - Referral route.
- **Client feedback and capturing client experience**
- **Contract compliances:**

The quality assurance element will include assessing the strategic relevance of the services. Auditing of performance, reviewing key documents, looking at organisational financial viability and ensuring robust governance structures and arrangements are in place on an annual basis.



The Birmingham Standard



The Birmingham Standard will comprise of a pass or fail element. Alongside the pass element the Birmingham Standard will encompass a star rating system attached to the 5 elements of the PbR programme.

Staff/management interviews

Adult Social Care Directorate will undertake a series of interviews with both management and staff annually to ensure they understand service delivery, practices and are aware of / have received training, support and supervision on; assess their knowledge on key policies, procedures and practices relating to service delivery. To do this we will deploy an enabling and relationship management role focussing on supporting providers, capacity building, continuous improvement and innovation.

Consultations will also include ensuring staff and management are aware of setting and achieving client outcomes.

Validation

This is the provider self-validation element where providers will continue to send in evidence in relation to the Birmingham standard, the 5 areas of the current QAF tool:

- *Assessment & Support Planning*
- *Safeguarding*
- *Fair Access and Diversity*
- *Security, Health & Safety*
- *Client Empowerment*

“ The Birmingham Standard”



Validation visits will include auditing of the self-assessment, utilisation (staffing capacity); auditing of service users files, including risk assessments and support plans and validating outcomes to satisfy contract compliance on an annual basis. Alongside validation visits we may need to respond to any reported complaints, incidents, whistle blowing, concerns or irregularities as part of a spot check.

Safeguarding and Complaints

We will insist all serious incidents, accidents, near misses and complaints are reported as a mandatory requirement. Provider organisations will need to ensure relevant staff undertake necessary CRB checks, are supported to receive inductions, relevant training and regular supervisions; and ensure all practices are recorded and evidenced. All sensitive data relating to either staff or service users, including files and reports, must be protected and kept safe in line with data protection requirements.

