



The Housing Support Grant Outcomes Framework

For implementation
from April 2023

January 2023



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1. Introduction

Background

- 1.1 The Welsh Government's [Housing Support Grant \(HSG\)](#) was introduced in April 2019. The overall grant purpose is to prevent homelessness and support people to have the capability, independence, skills, and confidence to access and/or maintain a stable and suitable home.
- 1.2 In 2021, it was agreed that a new Outcomes Framework for the HSG should be developed to accurately capture the core purpose of the grant and its wider benefits. Prior to this, local authorities (LAs) have reported against, and currently report against, defined outcomes in the legacy Supporting People (SP) Outcomes Framework for people supported by the HSG. This new HSG Outcomes Framework will therefore be the successor to the legacy SP Outcomes Framework and will capture the core purpose and all support services provided by the HSG.

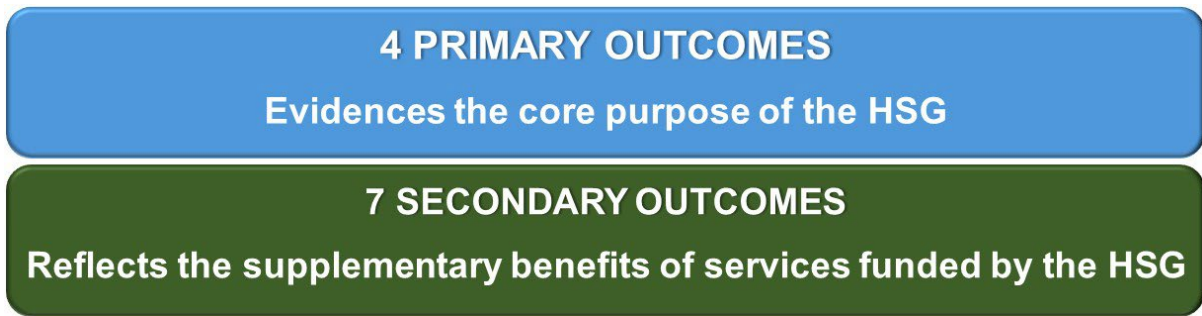
Development of the new Outcomes Framework

- 1.3 A HSG Outcomes Framework Task & Finish Group was established in November 2021 to work collaboratively to co-produce the new HSG Outcomes Framework. As part of the process and to inform the development of the final HSG Outcomes Framework, the Welsh Government held four virtual engagement events with local authorities and housing service providers in autumn 2022. Cymorth Cymru also hosted a dedicated event for frontline workers from the homelessness and housing sector.
- 1.4 In addition to the engagement events, six local authorities and 30 service providers have been participating in a pilot of an earlier draft of the HSG Outcomes Framework since June 2022. All the feedback received from the piloting and the engagement events has informed the final Outcomes Framework presented here.

2. Structure of the new HSG Outcomes Framework

- 2.1 The new HSG Outcomes Framework consists of both **primary outcomes** and **secondary outcomes** to evidence the support services funded via the grant.
- 2.2 The **primary outcomes** relate to evidencing the main purpose of the HSG grant. They aim to cover all types of HSG services provided via the grant, from few / short-term engagements via drop-in services or outreach services; accessing emergency/ temporary accommodation or short-term supported accommodation or a settled home; or floating support services in own home/accommodation. The primary outcomes are set out in **Section 4**.
- 2.3 The **secondary outcomes** are a menu of **tailored outcomes** only, dependant on an individual's needs and support plans (where applicable). They are not goals that every individual must achieve, therefore not every outcome will be applicable. It is only where relevant support has been identified that the secondary outcome should be reported. The secondary outcome achieved should be clearly aligned to the support intervention received. The secondary outcomes are set out in **Section 5**.

2.4 This conceptual approach is summarised in **Diagram 1** below.



3. Recording Primary and Secondary Outcomes

3.1 The primary and secondary outcomes will be recorded as set out below:

- Primary outcomes – **Yes/ No** response
- Secondary Outcomes – Scaled response as set out below

Scale	Description
0	'Not applicable' - the service user indicator does not apply to the individual
1	'None of the time' – never happens
2	'Rarely' – on very few occasions, almost never
3	'Some of the time' – occasionally, now and then
4	'Often' – frequently or many times
5	'All of the time' – Constantly, every day

3.2 Further details on how to record against the service user indicators for each primary outcome and each secondary outcome (where relevant) will be covered in the supporting guidance document, which will be published / distributed at end January 2023.

4. Primary Outcomes

Primary Outcome 1

People have been able to engage with housing related support services (advice, information and assistance) and are better informed about the options available to them and/or know where to go for assistance

Note: This outcome is relevant to few/short-term engagements via advice, information and/or assistance services engagement and therefore would not require a support plan/review to be in place; or where an individual has re-presented/returned to receive one off support/advice after leaving HSG services. However, it can also include provision of floating/outreach support to individuals who are homeless (see definitions at page 16 of the guidance document), and not in Temporary Accommodation, to help access to settled accommodation (and may have a support plan in place).

Service user indicators (To record a 'yes'/'no' response against each indicator)

- I have been made aware of my housing rights and housing options available to me
- I have been made aware of the housing related support available to me
- I have been made aware of the benefits/financial support I am entitled to and how to apply for them
- I know where to go for assistance if needed
- I have been signposted to further assistance/support if needed
- I am receiving housing related support to help me look for a more permanent/settled home.

Relevant HSG Project type

- Assertive outreach/floating support services
- Day Time Drop in Services
- Any service that has provided one-off support/advice to an individual that has re-presented/returning after leaving a HSG service

HSG Activities/intervention

- Establishing and building trusting relationships with people who are not engaged with services
- Raising awareness of housing options/housing rights
- Raising awareness of housing related support available and where to go for assistance
- Raising awareness of the benefits/financial support the individual may be entitled and how to claim by advising and signposting to appropriate services
- Provision of housing related support to individuals who are homeless to help access a settled home/accommodation.
- Signposting/referring or help to access appropriate services, for example:
 - Signposting to local authority housing options/homelessness services
 - Help/signpost to sources/funding to access essential needs (food, clothing, furniture, essential appliances)
 - Help to access/register with healthcare (e.g. GP, dentist, mental health services, midwife)
 - Single issue' help (e.g. help with benefit claim, help to deal with a letter/bill, help to set up utilities in new home)

Primary Outcome 2

People have been able to access emergency / temporary accommodation or short-term supported accommodation

Note: This outcome is relevant to services/engagement where a support plan/review is required

Service user indicator (*To record a 'yes' / 'no' response against each indicator*)

- I am in emergency / temporary accommodation whilst I receive support to help me look for a more permanent/settled home
- I am in short-term supported accommodation whilst I receive support to help me look for a more permanent/settled home

Relevant HSG Project types

- Emergency / temporary Accommodation
- Short-term Supported Accommodation (including Refuges)

HSG Activities/interventions

- Raising awareness of housing options/housing rights
- Raising awareness of housing related support available
- Provision of ongoing housing related support
- Access to emergency/ temporary accommodation and provision of support to look for a more permanent/settled home
- Support to access short-term supported accommodation and sustain the accommodation until a more permanent solution is found
- Support for VAWDASV survivors to access refuge accommodation/dispersed accommodation and ongoing housing related support
- Signposting and facilitating access to relevant private, public, voluntary services to support an individual's health and wellbeing

Primary Outcome 3

People can access and sustain a suitable settled home

Note: This outcome is relevant to services/engagement where a support plan/review is required

Service user indicators (To record a 'yes'/'no' response against each indicator)

- I have successfully moved from emergency / temporary accommodation or short-term supported accommodation into a settled home
- I have settled accommodation which meets my needs and which is likely to last 6 months or more
- I have the relevant information, capability, skills, and/or confidence to be able to sustain/manage my settled accommodation

Relevant HSG Project types

- Private Rented Sector Access Scheme
- Housing First
- Floating support

HSG Activities/interventions

- Support to access and sustain an occupation contract* in the PRS (e.g. bond certificate, Landlord mediation, HRS)
- Support to access Housing First Accommodation
- Provision of ongoing housing related support
- Providing advice and support around sustaining an occupation contract/managing accommodation with appropriate support as outlined within the HSG criteria
 - Raising awareness of contract-holder* obligations/contract-holder rights/housing rights in order to retain a housing situation
 - Enabling and facilitating access to finance/debt advice and be given the skills to manage their money in the future
 - Enabling and facilitating the service user to claim welfare benefits/maximise income by advising and signposting to appropriate services
 - Signposting and facilitating access to relevant private, public, voluntary services to support an individual's health and wellbeing
 - Enabling and facilitating service users to access education, training or work or meaningful activities
- Access to mediation services (landlord and family)

*The term 'occupation contract' has now replaced the term 'tenancy agreement' and the term 'contract holder' has replaced the word 'tenant' under Renting Homes Wales Act¹

¹ [Housing law is changing: Renting Homes Wales | GOV.WALES](#)

Primary Outcome 4

People can manage their existing accommodation/home which prevents them from either becoming homeless or from having to access more costly public services (e.g. health, social care services)

Note: This outcome is relevant to services/engagement where a support plan/review is required

Service user indicators (*To record a 'yes'/'no' response against each indicator*)

- I am receiving housing related support to help me manage my accommodation/home
- I have the relevant information, capability, skills, and/or confidence to be able to manage my accommodation/home
- I am in control of my daily life as much as I can be to be able to manage my accommodation/home

Relevant HSG Project types

- Floating Support in their own home
- Long term/Permanent Supported Accommodation
- Extra Care Services

HSG Activities/interventions

- Signposting/facilitating access to appropriate services which enable a service user to have the skills, confidence and independence to maintain their home (in line with HSG criteria). For example:
 - Raising awareness of contract-holder obligations/contract-holder rights/housing rights in order to retain a housing situation
 - Enabling and facilitating access to finance/debt advice and be given the skills to manage their money in the future
 - Enabling and facilitating the service user to claim welfare benefits/maximise income by advising and signposting to appropriate services
 - Signposting and facilitating access to relevant private, public, voluntary services to support an individual's health and wellbeing
 - Enabling and facilitating service users to access education, training or work or meaningful activities
- Access to mediation services (landlord and family)
- Projects that provide target hardening equipment to enable victims of domestic abuse to remain safe in their own home
- Provision of alarms
- Signposting to services/funding in relation to organising repairs or improvements to their homes, or adaptations, or other appropriate services
- Liaising with social services

5. Secondary Outcomes

Secondary Outcome 1

People have positive and healthy relationships with people in their life

The inclusion of this outcome and will depend on the individual's own needs and support plan.

Service User Indicators (If applicable - To record against using scaling descriptions in Section 3)

- I have positive and/or healthy relationships with my family and/or child/children
- I have positive and/or healthy relationships with my friends and/or peers
- I have positive and/or healthy relationships with people I live with
- I don't feel isolated
- I feel connected to my local community

Type of interventions/activities/services

- Access to family mediation services
- Enabling and facilitating the individual's contact with their support worker/peer support
- Enabling and facilitating individuals to establish links to public, private and voluntary sector services in their local communities to alleviate loneliness and establish meaningful relationships
- Enabling and facilitating individuals to establish/re-establish appropriate links with family and friends
- Enabling people to recover from abusive or violent relationships
- Supporting people to move on from negative relationships

Secondary Outcome 2

People feel safe

The inclusion of this outcome and will depend on the individual's own needs and support plan.

Note: This secondary outcome includes:

- People feel safe in their home/accommodation from either physical or emotional harm
- People are contributing to the safety and wellbeing of themselves

Service User Indicators *(If applicable - To record against using scaling descriptions in Section 3)*

- I feel safe in my home/accommodation from any physical harm
- I feel safe in my home/accommodation from any emotional harm

Optional indicator only if relevant and appropriate to record

- I am not negatively impacting the emotional or physical well-being of others

Type of interventions/activities/services

- Access to family mediation services
- Projects that provide target hardening equipment or other support to enable victims of domestic abuse to remain safe in their own home
- Supporting people to escape or avoid other forms of abuse, violence or exploitation
- Provision of alarms
- Supporting people to reduce anti-social behaviour
- Supporting people to reduce or avoid re-offending

Secondary Outcome 3

People have independence and control of their day to day lives

The inclusion of this outcome and will depend on the individual's own needs and support plan.

Note: This outcome includes **financial independence and control**, but also includes other aspects of people's lives, where applicable.

Service User Indicators (If applicable - To record against using scaling descriptions in Section 3)

- I am positively engaging with support
- I feel in control of my daily life
- I am able to manage my money
- I have the practical skills to live independently

Type of interventions/activities/services

Enabling and facilitating access to advice services and be given the skills to manage their money and able to maintain their accommodation in the future and live independently:

- Enabling and facilitating the individual to maintain their housing situation by assisting them to make appropriate payment plans or payments to service providers that relate to their property, e.g. utilities, landlords and prevent the loss of their home due to debt.
- Enabling and facilitating the service user to budget and to be given the skills to manage their budget in the future.
- Supporting people to develop practical life skills, such as cooking, cleaning, washing and other housekeeping tasks
- Supporting people or signposting people to services or technologies that help them to develop confidence, literacy or computer skills to help them manage their lives independently
- Signposting to appropriate services which enable a service user to retain their home (with an expectation that the service user will not require this advice on an ongoing basis)
- Signposting to appropriate services in relation to organising repairs or improvements to their homes, or adaptations, or other appropriate services

Secondary Outcome 4

People are engaged in something meaningful to them

The inclusion of this outcome and will depend on the individual's own needs and support plan.

Note: This outcome reflects any activity that the provider/support worker has facilitated the individual to access as part of addressing their housing support needs, and has subsequently enabled them to have the capability, independence, skills and/or confidence to access and/or maintain a stable and suitable home/accommodation.

Service User Indicators (If applicable - To record against using scaling descriptions in Section 3)

- I am engaged in an activity that is meaningful to me and has contributed to my well-being E.g.
 - Education
 - Training
 - Voluntary opportunities
 - Employment
 - Sports and recreation
 - Hobbies
 - Other activities in the community
 - Diversionary Activities

- I am able to do the things that matter to me

This service user indicator refers to activities that have a positive outcome on the individual's well-being.

Type of interventions/activities/services

Signposting and facilitating individuals to access education, training, employment or voluntary work, or activities in their community. These should be person-centred and strengths-based, helping to provide people with a sense of purpose and improve their well-being.

Secondary Outcome 5

People's physical health is good

The inclusion of this outcome and will depend on the individual's own needs and support plan.

Service User Indicators (If applicable - To record against using scaling descriptions in Section 3)

- I feel that my physical health is good
- I can access the health services I need for my physical health
- I am actively trying to manage or improve my physical health

Type of interventions/activities/services

- Signposting and facilitating initial access to (public) health services (and any appropriate re-referral during the period of support provision), e.g. signing on with a doctor or dentist. (Housing related support does not extend to regularly accompanying individuals to health appointments or counselling)
- Signposting and supporting access to information that people can use to improve their physical health (e.g. healthy eating, low level exercise)
- Signposting and facilitating access to sport and recreational activity in the community

Secondary Outcome 6

People are managing the impact of their dependency

The inclusion of this outcome and will depend on the individual's own needs and support plan.

Service User Indicators (If applicable - To record against using scaling descriptions in Section 3)

- I feel that I can manage my dependency / use
- I am reducing the harms associated with my dependency / use
- I can access the support I need to help me to manage my dependency / use

Note: These may relate to substance use/dependency or behavioural dependency

Type of interventions/activities/services

- Signposting and facilitating access to specialist support to deal with dependency issues
- Providing ongoing, non-judgemental, non-specialist support to deal with substance use/dependency or behavioural dependency
- Supporting people re: harm reduction e.g. needle exchange

Secondary Outcome 7

People's mental health and wellbeing is good

The inclusion of this outcome and will depend on the individual's own needs and support plan.

Service User Indicators (If applicable - To record against using scaling descriptions in Section 3)

- I feel that my mental health, health and/or wellbeing is good
- I can access the mental health services I need
- I am actively trying to manage or improve my mental health
- I feel optimistic about the future
- I feel resilient and can cope with day to day worries, stresses and uncertainty

Type of interventions/activities/services

- Signposting and facilitating access to emotional support which promotes resilience and well-being for service users in receipt of a housing related support service
- Signposting and facilitating access to specialist mental health support
- Providing psychologically informed, non-judgmental listening and support