

Inspiring Change Manchester: Housing First

Interim Progress Report

Version 1

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**new
economy**

GMCA GREATER
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EXECUTIVE SUMMARY

Study Background

Housing First (HF) is an intervention aimed to support people with complex needs and long term homelessness into housing. The Greater Manchester Combined Authority (GMCA) Research Team (formerly New Economy) were commissioned to evaluate the initial impact of Shelter Manchester's HF pilot through a full Cost-Benefit Analysis (CBA). The CBA would review outcomes of the pilot by assessing the potential financial savings to statutory services by reducing demand as well as the wider economic and societal value of the pilot. The outcomes of the CBA would be used to inform the viability of implementing the Housing First project on a larger scale.

The aim of the present report is to provide a presentation of preliminary findings of the CBA. This will enable an interim review of the Housing First pilot by colleagues at Shelter.

The report also provides details on the following indicators:

- **Criminal justice**
- **Accessing health services**
- **Accommodation**
- **Social Value**

Main Findings

The fiscal payback is **£376,893 over five years**, representing a potential **2.65:1 return on investment**. Furthermore, benefits calculated in the initial year are estimated to total £150,984, suggesting that **the project will break even in its first year**.

Key savings included:

- Almost 50% reduction in the number of nights that clients spent in prison (potential saving of £42,968)
- 96% reduction in hospital inpatient episodes (potential saving of £876,744)
- 35% reduction in street homeless and 92% reduction in people living in temporary accommodation (potential saving of £83,884)
- Almost a 50% reduction in housing evictions (potential saving of £74,458)
- Positive outcomes across all four social indicators totalling an equivalent increase in social value of £86,155

Conclusions

Early analysis of HF's financial viability on a longer term scale are promising, suggesting a good return on investment and that the project will break even within the first year. There are a number of identified weaknesses with the HF data analysed thus far. Shelter have since addressed a number of these difficulties, however the amended and updated data was not completed in time for the present report. It is anticipated that the complete CBA will support more compelling discussions in relation to adopting HF as a viable city-wide approach of housing support for people facing complex needs. GMCA are due to report the full CBA in July 2018.

1 Introduction

- 1.1 Greater Manchester has seen significant population growth over recent years (New Economy, 2017) resulting in greater demand on available housing and, therefore, reduced availability (Department for Communities and Local Government, 2011; 2017). This decline in available housing has resulted in a competitive private rented sector, with 28% of Manchester residents living in privately rented properties (Census 2011).
- 1.2 Since 2010, data from Department for Communities and Local Government suggests that street homelessness in Manchester has increased by over 1000%. The cost of street homelessness has been estimated to be between £24,500 and £26,000 more than other citizens (New Economics Foundation, 2008) however more recent estimations have estimated the cost to be over £40,000 for a homeless person with complex needs (Pleace, 2015).
- 1.3 Homelessness is now a key element of political debate and was highlighted in three party manifestos during the 2017 General Election campaign (Homeless Link, 2017). Additionally, the introduction of the Homelessness Reduction Act 2017 places increased responsibility on Local Authorities to prevent homelessness, regardless of priority of need.
- 1.4 Across Greater Manchester, homelessness has become a key mayoral priority with Mayor of Greater Manchester Andy Burnham pledging in his manifesto to end rough sleeping in Greater Manchester by 2020. Since taking office, Mayor Burnham has appealed for the property sector and business community to allow the use of empty buildings as temporary hostels and has launched a new Homelessness Fund, part-funded by his salary.
- 1.5 In 2014, Shelter launched the Inspiring Change Manchester (ICM), an eight-year programme, funded through the Big Lottery Fund's fulfilling lives programme. ICM has been designed and developed with service users in order to meet the diverse requirements of people living in Manchester with a variety of complex needs (including a history of problem drug and alcohol use, mental health or emotional well-being issues, accommodation problems and offending) (Shelter, 2017). The programme aims to break down barriers that can prevent these people from leading fulfilling lives by delivering the right range of services at the right time.
- 1.6 As part of the ICM programme, Shelter launched a 2 year pilot of the Housing First (HF) project. The HF model is based on the assumption that housing is a basic human right and with the aim to reduce enduring clinical and social needs that is associated with long term homelessness. The scheme is based on the principles that permanent accommodation is provided without the required assessment of being "housing ready", there are no preconditions about access or engagement of treatment (including no requirement of substance abstinence), support services are offered and brought to the service user – support is offered on a flexible basis and can continue if the service user leaves the programme (if required) (McKeown, 2008).
- 1.7 HF offers open ended support to long term and recurrently homeless people who have high support needs, including (but not limited to) severe and enduring mental health difficulties, poor physical health and chronic substance misuse (McKeown, 2008). In their review of 9 HF programmes across the England, Bretherton and Pleace (2015) reported that 78% of current service users were housed by HF providers at the time of the interviews

and 5 providers had successfully housed 59 out of 80 clients for 12 months or more, suggesting a good level of housing sustainment¹.

- 1.8 Bretherton and Pleace's (2015) evaluation reports mixed findings on service user gains in terms of physical health, mental health, social integration, level of substance misuse or anti-social behaviour. However, there was no evidence of increased levels of substance use or anti-social behaviour.
- 1.9 As part of a wider evaluation of the ICM project, the Greater Manchester Combined Authority's (GMCA) Research Team (formerly New Economy) were commissioned to evaluate the financial impact of Shelter Manchester's HF pilot through a full Cost-Benefit Analysis (CBA). The CBA would review outcomes of the HF pilot by assessing the potential financial savings to statutory services through a reduction in demand as well as the wider economic and societal value. The outcomes of the CBA would be used to inform decision making as to the viability of implementing the HF project on a larger scale.
- 1.10 A logic model was developed between Shelter and GMCA, providing a visual representation of how the CBA for HF would be structured and what outputs, outcomes and potential impacts would be measured (see Appendix A). An outcomes framework was also developed to identify what outcomes would be included in the CBA and how these outcomes would be assessed and costed (see Appendix B).
- 1.11 The identified aims of the HF project were:
 - To sustain 10-15 tenancies per year
 - Clients with complex needs will sustain their accommodation and address their overarching complex needs
 - Manchester residents with three or more complex needs will have improved health, well-being, housing, employment, reduced re-offending, and these outcomes will be sustainable. This is intended to lead to a social return on investment of 3:1.
- 1.12 It is hoped that evidence from the pilot will support more compelling discussions relating to adopting HF as a viable city-wide approach of housing support for people facing complex needs. Long term impacts of the pilot could result in decisions to decommission of the number of hostels providing intensive care.
- 1.13 The aim of the present report is to provide a summary of the decisions taken thus far on the HF pilot, with presentation of preliminary findings. This will enable interim review of the HF pilot by colleagues at Shelter.
- 1.14 A final CBA report containing a comprehensive write up of the complete HF analysis and findings will be published in July 2018. The completed CBA will inform commissioners whether the project provides a value for money return on investment by reviewing available evidence on the fiscal (e.g. demand reduction and resource saving (e.g. A&E, police, homelessness)), economic (e.g. employment, income) and social benefits (e.g. quality of life) of the project.

¹ At the time of the report 1 HR provider had not been running for 12 months and therefore was not included in this analysis and data was not available for a further 2 providers

2 Methodology

2.1 Interim analysis was conducted on data provided between 1 April 2016 and 30 June 2017. At the time of reporting there were 17 clients in the cohort and had been no drop outs from the programme. Details of recruitment of the cohort can be seen in Figure 1.

	Clients arriving	Total clients
Q1 2016/17	5	5
Q2 2016/16	5	10
Q3 2016/17	2	12
Q4 2016/17	5	17
Q1 2017/18	0	17

Figure 1: Number of clients recruited to the HF programme by quarter

2.2 Data collected by ICM's practitioners has been collated by Shelter on the M-Think system and then securely emailed to GMCA for the purposes of analysis. The data encompass 113 different indicators which can provide information on four strands, which relate to:

- Service user data (relating to services being accessed by the cohort) (75 indicators)
- Outcome Star tracking (social value) (10 indicators)
- New Directions Team (NDT) assessment (focussing on chaotic lifestyle indicators) (10 indicators)
- Ongoing service use (relating to interactions with police, hospitals, counselling, etc.) (18 indicators)

2.3 For the purposes of analysis and interpretation of findings, these strands were transformed to provide information on accommodation, criminal justice service interactions, health service interactions and public value indicators.

2.4 Upon receipt by GMCA, the data was visually examined for anomalies. Obvious typographical errors were corrected by the GMCA Analyst without consultation with Shelter. Examples include numbers presented in the wrong format (e.g. percentages instead of whole numbers), text instead of numbers, numbers that were outside the possible score parameters for the measure (e.g. a scale of 1-10 showing a figure greater than 10), or numbers that did not add up when taken in the context of multiple indicator subsets (e.g. totals of 110% were corrected to 100%). If the anomaly could not be accounted for the data point was removed.

2.5 Data for the initial and most recent assessments for each individual were then extracted and either a total or a mean figure for each indicator is calculated for both the initial and

most recent assessment, depending on the measures used. For example, a total figure would be used for 'amount of nights spent in police custody' in order to calculate the total number of days spent in custody by the cohort, however a mean figure would be used for calculating where the clients sit on the NDT Assessment or Homeless Outcome scales.

- 2.6 Data for each participant was compared across two points: at initial assessment and at the end of June 17. However, due to incomplete data, some clients did not have scores of all measures at each of the two time points. In such cases, data from the rest of the cohort was utilised and any findings extrapolated up to represent the full cohort of 17.
- 2.7 The difference between the initial and most recent figures was then calculated to identify any changes in the measure.
- 2.8 Cost benefits were then attributed to each indicator change where applicable. Some cost benefits (e.g. drug and alcohol dependency and housing evictions) were taken directly from the New Economy CBA model, others (e.g. mental health outpatient attendances and counselling sessions) were from the New Economy Unit Cost Database. Others relating to accommodation costs were taken from Pleace and Culhane (2016). Any costs which could not be found in published sources were sourced by the GMCA. Full links are provided in the CBA spreadsheet.

3 Summary of Main Findings

All costs are attributed to Shelter via the Big Lottery Fund. Calculated costs consist of £141,984 for one year, including £126k for salaries and £16k for the Flexible Fund. Costs in relation to the Education and Training Offer and volunteer/staff expenses were not available at the time of reporting, therefore these have not been considered in the CBA. This must be considered when interpreting the findings.

- 3.1 This CBA only considers the costs for the period of one year. However, the model considers the benefits observed for the cohort in this year, and then predicts future ongoing benefits for the cohort over a five year period. The benefits calculated in the initial year are estimated to total £150,984, suggesting that the project will break even in its first year.
- 3.2 It is estimated that after the first year the benefits will reduce to 67% as the initial positive effects of the intervention begin to wear off, totalling estimated benefits of £97k for that year. A similar tail off to an estimated 44% of the total benefit in year three (with associated £63k benefits), 30% in year four (£40k) and a levelling off of the reduction to 20% in year five (£26k). This suggests that the potential fiscal payback is £376,893 over five years (taking into account longer term benefits) representing a 2.65:1 return on investment.
- 3.3 Projecting these initial findings over the course of the 5 year investment would indicate potential savings of £564k to the NHS, £79k to Local Authority, £75k to the police, £62k to housing providers, £41k to the prison service, £2k to courts/legal aid, and other CJS £1k as a direct result of HF intervention programme. The initial findings suggest that HF will result in additional costs to the Department of Work and Pensions (DWP) of £360k and Shelter will pay the aforementioned £142k budgeted from the Big Lottery Fund.
- 3.4 To provide a more detailed analysis of the initial CBA, results have been organised across themes relating to Criminal Justice, Accessing Health Service, Accommodation and Public Value. Details of these can be found below.

3.5 Criminal Justice

	Total number for each indicator per annum across whole cohort at initial assessment	Total number for each indicator per annum across whole cohort at most recent assessment	Actual change	Fiscal benefit to:			
				Police	Courts/ Legal aid	Prisons	Other CJS
Number of arrests	42.5	42.5	0.0				
Number of police cautions	1	0.4	-0.6	£462			
Number of nights spent in police custody	374	697.1	323.1	-£69,508			
Number of magistrates court proceedings	34	34	0.0				
Number of crown court proceedings	1	0.9	-0.1	£346	£2,423		£692
Number of nights in prison	416.5	216.7	-199.8			£42,968	

Figure 2: Fiscal benefits of Housing First indicators relating to Criminal Justice

3.5.1 It can be seen from Figure 2 that there was an 86% increase in the number of nights that clients spent in police custody between the times of the clients' initial assessment to that of their most recent, costing the police service an estimated £70k. However, fiscal benefits can be seen in regards to a reduction in the number of nights that clients spent in prison by almost 50%. There was also a very small reduction in crown court proceedings, which has a fiscal benefit of almost £3.5k to various criminal justice services.

3.6 Accessing Health Services

3.6.1 Accessing Mental Health Services

	Total for this indicator per annum across whole cohort at initial assessment	Total for this indicator per annum across whole cohort at most recent assessment	Actual change	Fiscal benefit to:	
				NHS	Police
Number of face to face contacts with CMHT	46.8	0.0	-46.8	£19,835	
Number of counselling or psychotherapy sessions	34.0	34.0	0.0		
Number of mental health service outpatient attendances	21.3	8.5	-12.8	£4,946	
Number of days spent as a mental health service inpatient	89.3	382.5	293.2	-£319,609	

Figure 3: Fiscal benefits of Housing First indicators relating to Assessing Mental Health Services

3.6.2 Figure 3 highlights a 328% increase in the cohort accessing mental health services as an inpatient, costing the NHS around £320k. The number of face to face contacts with Community Mental Health Teams and mental health out-patient attendances have reduced, providing a fiscal benefit to the NHS.

3.6.3 Assessing Physical Health Services

	Total for this indicator per annum across whole cohort at initial assessment	Total for this indicator per annum across whole cohort at most recent assessment	Actual change	Fiscal benefit to:	
				NHS	Police
Reduced drug dependency	7.0	7.0	0.0		
Reduced alcohol dependency	7.0	7.0	0.0		
Presentations at A&E	59.5	33.9	-25.6	£6,574	£730
Outpatients attendances	4.3	4.3	0.0		
Hospital inpatient episodes	204.0	8.5	-195.5	£876,744	

Figure 4: Fiscal benefits of Housing First indicators relating to Assessing Physical Health Services

3.6.4 Figure 4 illustrates that no differences were found in the cohort for levels of drug and alcohol dependency between initial and most recent assessments. However, marked reductions were observed in client presentation at A&E (43% reduction) as well as the number of hospital inpatient episodes (96% reduction), resulting in an overall fiscal saving to the NHS of almost £900k.

3.7 Accommodation

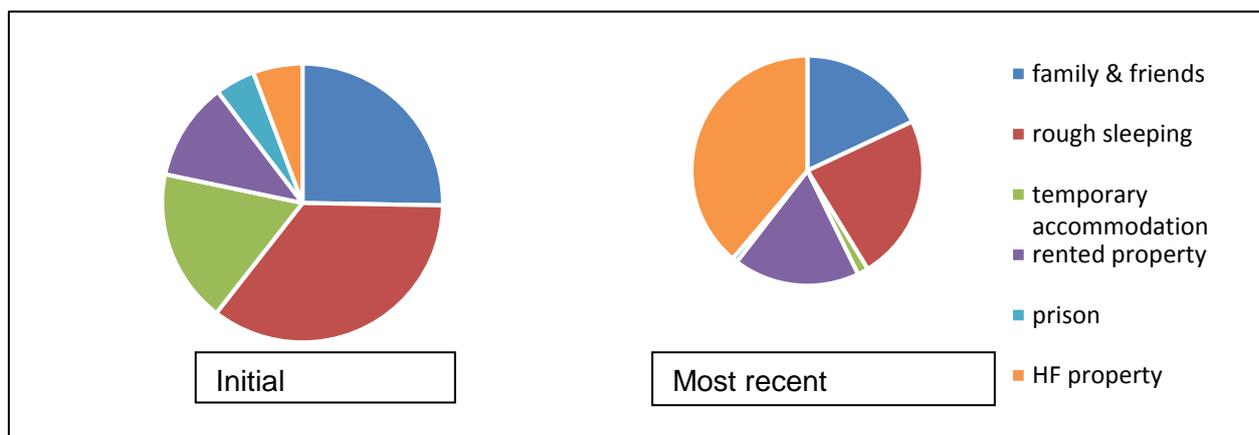


Figure 5: Client changes in accommodation between initial and most recent assessments.

As can be seen in Figure 5, engaging in the HF programme has resulted in a reduction in clients living with friends and family, street homeless, temporary accommodation and in prison². An increase can be seen of clients living in a rented shared property and “other” accommodation. For the HF clients, this refers to their own HF tenancy. No clients reported living in either supported accommodation or their own property (private sector) throughout the period of analysis.

	Total number of days for this indicator per annum across whole cohort at initial assessment	Total number of days for this indicator per annum across whole cohort at most recent assessment	Actual change	Fiscal benefit to:				
				Local Authority	Police	Other CJS	DWP	Housing Provider
Housing evictions	8.5	4.3	-4.3	£7,400		£2,220		£64,383
Accommodation with family and friends	1574.5	1108.4	-466.0					
Street homeless	2195.4	1427.0	-768.4	£34,414	£8,604			
Temporary accommodation	1108.8	88.7	-1020.1	£40,866				
Supported accommodation	0.0	0.0	0.0					
Own tenancy social housing	0.0	0.0	0.0					
Own tenancy private sector	709.7	0.0	-709.7				£66,293	

² Although ‘accommodation – prison’ is recorded as a percentage in the accommodation section taken from the Service User Record, it is considered more accurate to include the full number of days spent in prison in the ‘Criminal Justice’ table above, as figures from the Ongoing Service Use spreadsheet are more accurate for this measure.

4 Discussion and Conclusions

- 4.1 It was anticipated that there would be 10-15 tenancies sustained each year, this was surpassed in the financial year 2016/17 with 17 people engaging with the programme. No clients have so far disengaged from the programme, with no further participants being recruited in Q1 2017/18.
- 4.2 Data collected between Q1 2016/17 and Q1 2017/18 have indicated an overall fiscal benefit of the outcomes of the HF project when offset against the costs associated with the project and wider societal costs. Should the longer term data continue along the same trajectory, it can be anticipated that there will be a 2.65:1 return on investment; this is slightly lower than the intended return on investment of 3:1.
- 4.3 The data suggest that a much greater proportion of clients secured stable accommodation through engaging in the HF project, resulting in fewer evictions and few clients living in less stable living conditions. There was some evidence that clients had started to address some overarching complex needs, including accessing benefits and health care services (including mental health services). There was, however, little evidence of clients addressing substance misuse difficulties.
- 4.4 Interim evidence suggests that outcomes related to social value have seen improvements across the cohort. Positive results were recorded against all 4 indicators.
- 4.5 The outcomes relating to reoffending are mixed, with clients spending fewer nights in prison and having fewer court proceedings and police cautions, however there was a marked increase in the number of nights which clients were spending in police custody.
- 4.6 The present data is comparable to other HF projects reported by Bretherton and Pleace (2015) in that there is evidence of sustained tenancy and more stable accommodation being accessed by clients, but mixed evidence regarding any positive impact on criminal activity and substance use. Client physical and mental health was not assessed in the present evaluation for comparisons to be made with other HF pilots.
- 4.7 Whilst social measures were not collected or analysed per se, it can be anticipated some of the increase in financial costs calculated in the CBA would have positive impact on the client's life, e.g. accessing benefits, having a stable home, accessing mental health services. Future research could look at these outcomes in more detail.
- 4.8 It is anticipated that data from the completed pilot (report due July 2018) will allow for more concrete conclusions to be drawn about the sustainability of the positives indicated in the data and provide clarity on the areas in which the data are currently mixed.
- 4.9 Whilst the methodology and analysis of this CBA has attempted to be proficient and robust, there are a number of limitations that affect the reliability of the data that must be considered when interpreting the results and conclusions. Firstly, a number of data points were missing from the analysis meaning that the cohort data was extrapolated to provide an estimation for the missing data. This is standard practice in statistical analysis, however in a small sample, such as the HF cohort, this can skew the data and therefore resulting analysis and conclusions.

- 4.10** There are a number of costs which have not been accounted for, for example, room rental, travel expense, education and training costs etc. It is anticipated that some of these costs will be provided and therefore included in future analyses of the data.
- 4.11** As with any CBA, there is always a chance that not all costs have been accounted for, or not accounted for correctly. For example, costs to DWP have not been considered when a person is living with friends or family, however, if this a stable accommodation they may be claiming benefits under this address.
- 4.12** Finally, much of the data is reliant on service user self-report. Whilst this may be unavoidable it is likely to reduce the reliability of the data.
- 4.13** It is hoped that now Shelter are able to provide more comprehensive data for the indicators considered in the CBA presented in the present report, the overall reliability of the analysis will improve. It is recommended that the additional costs currently not included (see point 4.10) are sourced to further improve the reliability of the analysis. It may also be worth considering including savings as a result of reducing domestic violence or increasing education and training which are highlighted as key outcomes in the Housing First Outcomes Framework document.

5 Conclusions

- 5.1 Shelter Manchester launched the HF pilot in April 2016, it will run until March 2018 and is part of the Inspiring Change Manchester project. Early analysis of the data provided from the first 5 quarters of the project indicate that the pilot has the potential to provide a fiscal payback of over £375k over a period of five years, with a 2.65:1 return on investment. Furthermore, calculation of the benefits suggest that the project will break even in within the first 12 months of running.
- 5.2 Early evidence suggests that the HF pilot has effectively supported people into stable accommodation, leading to a reduction in presentations at A&E as well as increased access to benefits and support services. The data suggests that HF has had little impact on clients' substance misuse and criminal activity. However, it may be that these are more complex needs which require more long term intervention to see improvements.
- 5.3 There are a number of identified weaknesses with the HF data analysed for the present report. Shelter have since addressed a number of these difficulties and it is anticipated that the findings and conclusions presented in the final CBA report, due July 2018, will be comprehensive, accurate and reliable.
- 5.4 Early analysis of HF's financial viability on a longer term scale are promising. It is anticipated that the complete CBA will support more compelling discussions in relation to adopting HF as a viable city-wide approach of housing support for people facing complex needs.

6 References

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7 Appendices

7.1 Appendix A : Housing First Logic Model

Project: Housing First

Contextual conditions

Housing First is an internationally recognised approach to housing support which has been tried and tested globally, both in nations which have a high level of social housing provision and in countries which have a high reliance on the private housing market. A driving principle behind Housing first is that housing is a Human Right. This is driven by wider global Human Rights movements, defined in part by the UNHRC.

HF has been shown to provide more positive outcomes than traditional supported housing for some client groups such as those who are chronically homeless, as it provides person-centred support and stops formation of negative peer groups Manchester has seen a decline in available housing stock for allocation; in Manchester 32% of stock in 2010, 30% 2016 (Local Authority Housing Data Return). Competitive Private Rented Sector – 28% Renting in Manchester through PRS (Census 2011).

Increase in rough sleeping – 189 in Greater Manchester, 361% increase on 2010. 78 recorded in Manchester 2016, 1014% increase on 2010. Manchester 2k streets or temporary accommodation (DCLG Rough Sleeping tables). Housing First model works with individuals who are chronically homeless- increase in rough sleeping indicates increase in this client group.

Housing Crisis is now a key element of political debate – It was highlighted in 3 manifestos during recent general election and is a key mayoral priority.

Key policy conditions

Manchester Homelessness charter; Homelessness Reduction Act 2017 – working to end homelessness across sectors.

DCLG – Social Impact Bond to support c300 rough sleepers across GM in 5 years via a network of community hubs, sustained homes, drug treatment; Human Rights Act 1998

Mayor Andy Burnham pledged to end rough sleeping in GM by 2020 in his manifesto and, on taking office, has appealed for the property sector and business community to offer up empty buildings as temporary hostels and set up a new homelessness appeal, part-funded by his salary.

Wider strategic prioritisation of Health & Social Care; Greater Manchester Public Service Reform

Programme Objectives

Manchester residents with three or more complex needs will have improved health, well-being, housing, employability, reduced re-offending, and these will be sustainable by

Testing whether Housing First, run true to the HF principles, works in Manchester for clients with multiple and complex needs and enables them to maintain their accommodation.

Rationale

By exploring housing as a human right and by separating housing and support in line with HF principles, people with complex needs can sustain a tenancy

Inputs

Expected 20 HF clients per year (up to 40 overall)
 1x FT Project Manager
 2x FT HF Support Staff
 1x FT Housing First Development Officer
 1x FT GROW Trainee
 Peer Mentors – 1 per client
 Flexible Fund – Allocated £1,500 per person
 Partnership Steering Group
 ETE offer/MH pathway

Activities

Identify and source properties
 Person centred support
 Ongoing engagement
 Offer of education training
 Personal budget

Outputs

10 – 15 tenancies sustained per year

Intended Impacts

Decommissioning savings from reduction in number of hostels providing intensive care.

Intended Outcomes

HF tenants with complex needs will sustain their accommodation and address their overarching complex needs
 Manchester residents with three or more complex needs will have improved health, well-being, housing, employability, reduced re-offending, and these outcomes will be sustainable. This is intended to lead to a social return on investment of 3:1
 Evidence from the pilot available to support more compelling discussions relating to adopting Housing First as a viable city-wide approach of housing support for people facing complex needs

2.2 Appendix B: Outcomes Framework Proposal

Document containing outcome	Outcome	Indicators	New Economy proposal – data	New Economy proposal – other
Inspiring Change Manchester Local Evaluation years 3 and 4	Manchester residents with multiple and complex needs have more opportunities for involvement in the services they need, and influence on decisions that affect them	Number of service users involved as volunteers on the programme	Can be assessed with current data	
		Number of service users involved in education, training and employment opportunities	Should be able to analyse this, but probably not with current data	
	Services will share more information and better coordinate interventions for people with multiple and complex needs	Services demonstrating improved accessibility and flexibility for people with complex needs, through changes to organisational culture and procedures	Not achievable	Possibly achievable through interviews and correspondence with service users and programme leads
		The number of organisations adopting common systems and actively sharing learning and information about their services	Not achievable	Probably achievable through interviews and correspondence with programme and partner-leads and data officers
Exploring the success and impact of the ICM Housing First Pilot	Manchester residents with three or more complex needs will have improved health, well-being, housing, employability, reduced re-offending, and these will be sustainable	Number of Service users with improved average Homelessness Star scores	Can be assessed with current data	
		Number of service users with improved average NDT Assessment scores	Can be assessed with current data	
		Number of service users with improved average WEMWBS scores	Can be assessed with current data.	
	Commissioning of mainstream services responds to project learning, funding cost-effective evidence-based interventions for people with multiple and complex needs.	Commissioning is improved, with services being commissioned in an integrated way, with increased service user involvement and supporting service flexibility which reduces inclusion		Achievable in future through interviews and correspondence with service users and programme leads
University of York 'Housing First in England – An Evaluation of Nine Services'	Length of housing sustainment by service users	Length of sustainment provided by service users		Achievable in future through interviews and correspondence with service users and programme leads

Service users feeling satisfied with current housing	Is the client; Satisfied with housing? Feeling safe in their home? Feeling they can "Do what they want, when you want"? Feeling they can "Get away from it all" in their housing?	Not currently collected.	Potentially achievable in future through interviews and correspondence with service users and programme leads
General health of service users	General Health rated by service user from "very bad" to "very good".	Current data only allows for number of A+E/hospital attendances.	
Mental health of service users	MH rated by service user from "very bad" to "very good".	Current data only allows for number of MH related sessions attended.	
Alcohol / drug use	Client's answers to questions on: Drink alcohol on the street Drink alcohol until you feel drunk Take illegal drugs	Current data relates only to data on alcohol / drug abuse, but nothing this specific.	
Economic integration	Do service users engage in paid work?	Can be assessed with current data.	
Community Participation	Client's feelings of belonging to neighbourhood from "not at all" to "very strongly".	Some current data relates slightly to this topic.	
Contact with family	Client's self-assessed level of contact from "none" to "weekly or daily"	Some current data relates slightly to this topic.	
Socialising	Client's self-assessment from "none" to "once a week"	Can be assessed with current data.	
Anti-Social and Criminal Behaviour	Client reports on whether they have been: Arrested Begging Involved in anti-social behaviour	Current data would provide number of arrests, cautions etc.	