



# Housing Support Grant Outcomes Framework:

## Training pack for new starters

# Purpose of the Housing Support Grant

**An early intervention grant programme to support activity, which prevents people from becoming homeless, stabilises their housing situation, or helps potentially homeless people to find and keep accommodation.**

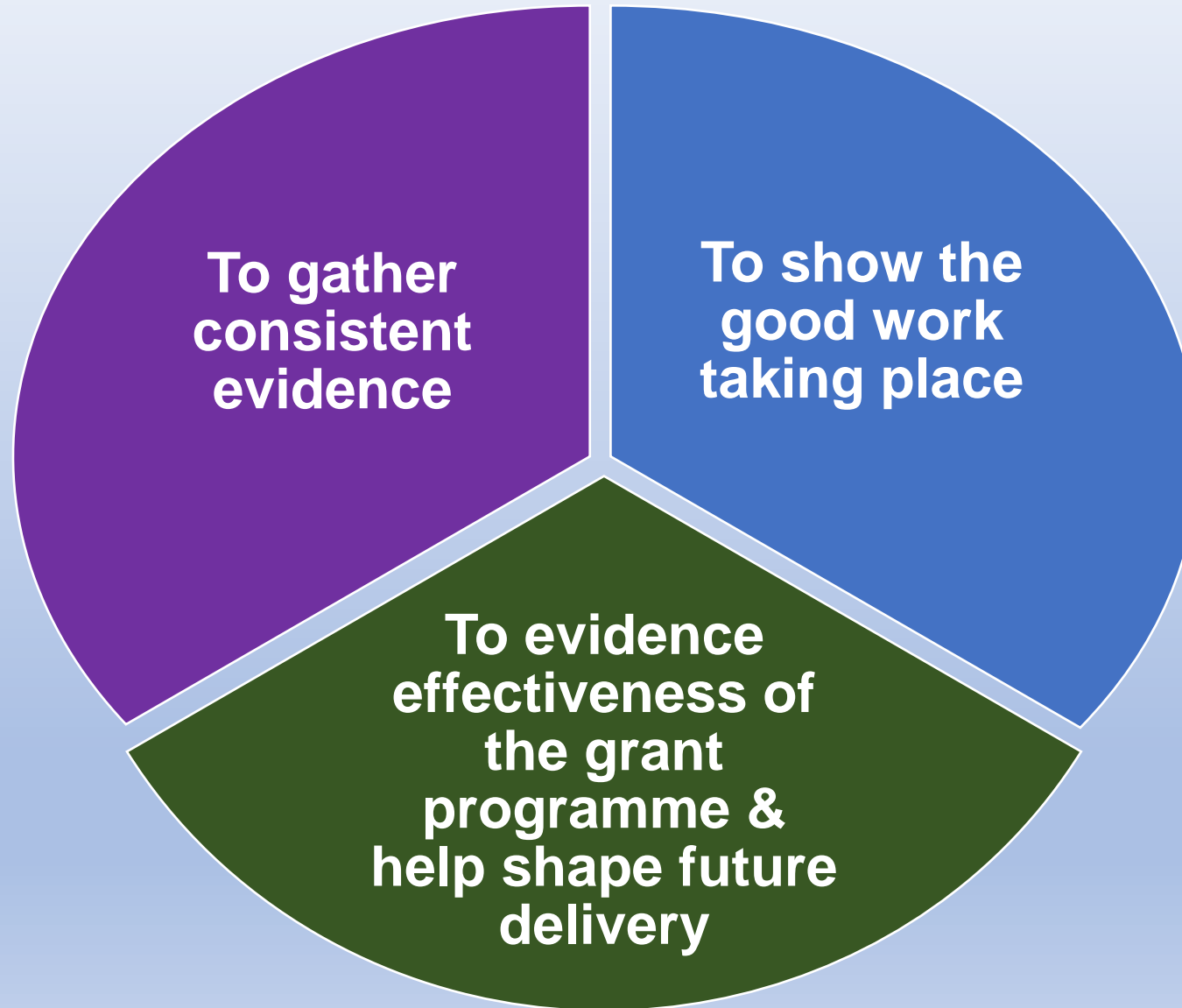
# HSG Outcomes Framework

The HSG Outcomes Framework is available at:  
<https://www.gov.wales/housing-support-grant-outcomes-framework>

Local authorities and service providers should also read the guidance developed to help them complete the monitoring data return to Welsh Government.

Ask your HSG lead for a copy of the guidance.

# Why we collect HSG outcomes?



# Reporting requirements to Welsh Government

Two reporting periods when local authorities will be required to submit a single data return to Welsh Government

```
graph LR; A([Two reporting periods when local authorities will be required to submit a single data return to Welsh Government]) --> B[Period 1: 1 April – 30 September]; A --> C[Period 2: 1 October – 31 March];
```

Period 1: 1 April – 30 September

Period 2: 1 October – 31 March

**Service Providers**: local authorities will set the deadline and arrangements for when you'll need to submit your returns to the local authority.

**Contact your local authority for these details.**

# Key principles of the outcomes framework

**4 Primary  
Outcomes**

**7 Secondary  
Outcomes**

**Captures short-  
term support /  
few engagements**

**Scaling response  
for Secondary  
Outcomes**

# Primary Outcomes (PO): To evidence main purpose of the HSG

## PO 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

## PO 2

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

## PO 3

People can access and sustain a suitable settled home

## PO 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)

# Primary Outcomes (PO): To evidence main purpose of the HSG

Refer to pages  
4 – 7 of the  
Outcomes  
Framework

Achieve one  
PO per  
period

Can also achieve PO1 in  
addition to one other PO if  
re-represent/return after  
leaving a HSG service  
(see next slide)

Included types of  
interventions / activities /  
services that are  
applicable for each  
outcome: **EXAMPLES  
ONLY** and isn't an  
exhaustive list

**Mandatory**

Assessing which PO is applicable  
**based on fact** (housing situation  
of the Service User)

Achieve PO by recording 'Yes'  
to at least **one** of the Service  
User Indicators

Each PO has a set of  
Service User Indicators  
**Yes / No response**

**Not all SU  
indicators  
have to  
apply**





# Secondary Outcomes (SO): To evidence the wider impacts of the HSG

**SO1: People have positive and healthy relationships with people in their life**

**SO2: People feel safe**

**SO3: People have independence and control of their day to day lives**

**SO4: People are engaged in something meaningful to them**

**SO5: People's physical health is good**

**SO6: People are managing the impact of their dependency**

**SO7: People's mental health and wellbeing is good**

# Secondary Outcomes (SO): To evidence the wider impacts of the grant

Refer to pages 8 – 14 of the Outcomes Framework

Types of interventions / activities / services that are applicable for each outcome: **EXAMPLES ONLY** and isn't an exhaustive list

Use the scaling response to capture an individual's experience

Can achieve **more than one SO** during a reporting period

**Tailored / Flexible Outcomes**

Based on a two way conversation with the Service User – will be subjective

SO achieved should align to the support intervention received

Not every SO will be applicable to every Service User

Each SO has a set of Service User Indicators

Not all SU indicators have to apply to achieve a SO

# Scaling responses for *Secondary outcomes only*

Scale	Description
0	'Not applicable' - the service user indicator does not apply
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

# Recording Primary and Secondary Outcomes

## Recording Primary Outcomes

- Based on the individual's outcome achieved **at the 6 month reporting period (or at the date the individual's progress was last reviewed if before the 6 month period)**
- **Yes or No response** to Service User Indicators – depending on which are applicable

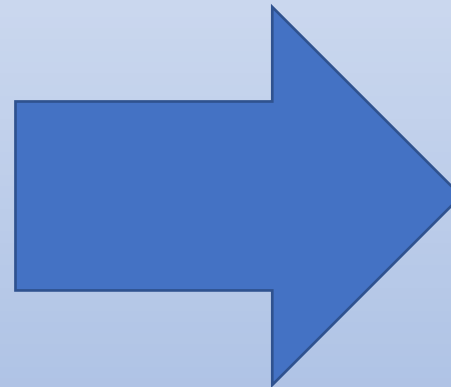
## Recording Secondary Outcomes

- Use the scaling response
- Focus on the **descriptions** of the scales rather than the numbers
- Ask Service Users how they have felt **recently** rather than over a defined time period

# Examples of how to record Primary Outcomes

***At the six month reporting point***

*If a person has moved from sleeping rough and receiving outreach support into short-term supported accommodation and is receiving housing related support*



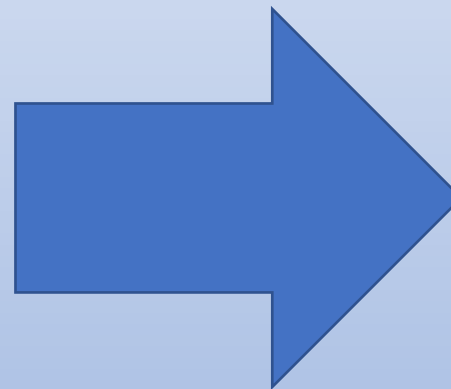
**Record as Primary Outcome 2**



# Examples of how to record Primary Outcomes

## *At the six month reporting point*

*If a person had been receiving support to access and sustain a settled home / accommodation and subsequently left as support needs had been met, but then returned during the **same** period to receive one off support*

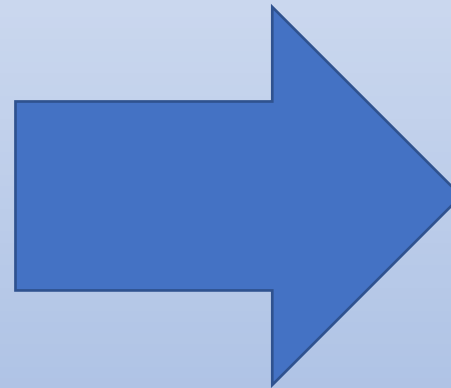


**Record as Primary Outcome 3 and Primary Outcome 1**

# Examples of how to record Primary Outcomes

## ***At the six month reporting point***

*If a person has moved from emergency / temporary accommodation into a more settled home and is receiving housing related support*



**Record as Primary Outcome 3**



# **Monitoring tool (Welsh Government excel spreadsheet)**

**Welsh Government has developed an Excel tool to assist local authorities and service providers to record outcomes against the new Outcomes Framework.**

**However, local authorities will incorporate the tool into their own existing outcomes data collections systems and advise providers of their arrangements for collecting outcomes from providers.**

**This may look slightly different to the WG excel tool (which is demonstrated on slides 21 – 30) depending on the tool/database that the Local Authority uses.**

# Monitoring tool (Welsh Government excel spreadsheet)

**HOME**  
Local authorities to complete

**DROP-DOWN LISTS**  
Information only

**WORKSHEETS  
in the tool**

**GUIDANCE**  
Information only –  
explains the data needed to  
be entered

**INPUT – OUTCOMES**  
The Provider will input data onto this sheet

**SUMMARY**  
All the Summary sheets will  
automatically calculate  
numbers that have been  
entered onto the input sheet  
'Input –Outcomes'

# Entering data into the Monitoring tool

## Local authorities

**Service Providers:** input data into the Input sheet (may look different to WG's excel tool, depends on the tool used by the local authority)

**Local authorities:** please refer to the guidance for detailed information

Collate & amalgamate all data from service providers

Input the data from service providers onto the input sheet

Submit **one** return: home and summary sheets to Welsh Government (per period)

Welsh Government doesn't need to see the input sheets completed by the provider

**The following slides include screenshots from the WG Excel monitoring tool.**

**You should also refer to the guidance which had detailed information on how to complete the WG Excel monitoring tool.**

AutoSave Off | Housing Support Grant Outcomes Framework\_Monitoring data return 2023-24 - Read-Only | Search

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Clipboard: Paste, Cut, Copy, Format Painter

Font: Arial, 12, Bold, Italic, Underline, Text Color, Background Color

Alignment: Left, Center, Right, Merge & Center

Number: General, Percentage, Decimals

Styles: Normal 25, Normal 26, Normal, Bad

A1		
	<b>A</b>	<b>B</b>
1		
2		
3	<b>Housing Support Grant Outcomes - Monitoring Return 2022</b>	
4		
5	<b>Period covered:</b>	
6		
7	<b>Contact information</b>	
8	Local Authority:	
9	Contact Name	
10	Contact Telephone:	
11	Contact Email:	
12		
13	<b>Total HSG allocation</b>	£
14	<b>HSG allocation covered by this return</b>	£
15		
16	Please complete this return in full and submit it to <a href="mailto:HousingSupportGrant@gov.wales">HousingSupportGrant@gov.wales</a>	
17		
18	<b>Declaration</b>	I certify, to the best of my knowledge and belief, that the information provided in this return is correct.
19	Name	
20	Position	
21	Signature	
22	Date	
23		
24		
25		
26		

# HOME SHEET

Local authorities to complete

Guidance notes	
Who should be entered on the return	<p><b>Service Users at the start of support</b></p> <ul style="list-style-type: none"> <li>• Include whether outcome is relevant / reasons for not achieving</li> <li>• Do not enter a review / end of support date</li> <li>• Homelessness Status at Point of Entry to be completed</li> </ul> <p><b>Service Users who have had a Support Plan Review</b></p> <ul style="list-style-type: none"> <li>• Include whether outcome is relevant / reasons for not achieving</li> <li>• Do not enter an end of support date</li> <li>• Homelessness Status at Point of Entry to be completed</li> </ul> <p><b>Service Users whose support has ended</b></p> <ul style="list-style-type: none"> <li>• Include whether outcome is relevant / reasons for not achieving</li> <li>• Support Ending Planned / Reason ended to be completed</li> <li>• Homelessness Status at Point of Entry to be completed / Exit</li> </ul>
Gender	Please enter either M (Male), F (Female), N (Non-binary), T (Transgender), I (Intersex) or P (Prefer not to say)
Service User Reference (Column C-F)	<p>Please enter</p> <ul style="list-style-type: none"> <li>• first 3 letters of the surname (<i>C</i>)</li> <li>• DOB (<i>D</i>) – Format dd/mm/yy</li> <li>• Gender (<i>E</i>)</li> </ul> <p>This will automatically populate the Service User Reference (<i>F</i>)</p>
Date Support Started ( <i>Column I</i> )	Complete in format dd/mm/yy
Review Date ( <i>Column J</i> )	Complete in format dd/mm/yy
Date Support ended ( <i>Column K</i> )	Only one column to be completed (a separate entry is required if a SU has a review date and End of support)
Outcomes – Relevant	Please ensure this is completed for all entries - Enter Yes or No from the drop down list for Primary Outcomes
Has support ended? (Column BV) / Reason for leaving/support ended (Column BW)	Only complete if support has ended (Ensure Column M is completed)
Homelessness Status on entry to HSG related support ( <i>Column L</i> )	<p>This should be completed for all entries. The options are:</p> <ul style="list-style-type: none"> <li>• Homeless</li> <li>• At Threat of Homelessness within 56 days &amp; need support to remain in own home</li> <li>• Not at Threat of Homelessness within 56 days</li> <li>• Needing support to remain in own home/permanent supported accommodation</li> <li>• In Temporary Accommodation</li> </ul>

# GUIDANCE SHEET

**This should help with completing the excel tool and sets out what data needs to be entered onto the spreadsheet.**

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File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Clipboard | Font | Alignment | Number | Styles

	A	B	C	D	E	F	G	H	I
1	<b>Housing Support Grant - Outcomes for the period</b>								
2									
3	<b>Summary of outcomes</b>								
4	Total number of individuals receiving HSG support with at least one Primary outcome during the period	0	Automatic calculation						
5									
6	<b>Primary Outcome</b>	<b>Number of people</b>							
7	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	0	Automatic calculation						
8	2. People have been able to access emergency/ temporary accommodation or short term supported accommodation	0	Automatic calculation						
9	3. People can access and sustain a suitable settled home	0	Automatic calculation						
10	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).	0	Automatic calculation						
11									
12									
13	<b>Further insight into Primary Outcomes</b>	<b>Number of people</b>							
14	Number of individuals who achieve only <b>Primary Outcome 1</b> ('one-off support')	0	Automatic calculation						
15	Number of individuals who achieve <b>Primary Outcome 1</b> as well as a second Primary Outcome (individuals who have left HSG services - PO2, PO3 or PO4 - who 'return' for 'one off' support during reporting period)	0	Automatic calculation						
16	Of those achieving <b>Primary Outcome 2</b> , number of individuals who are in emergency/temporary accommodation while they receive support to help them look for a more settled/permanent home	0	Automatic calculation						
17	Of those achieving <b>Primary Outcome 2</b> , number of individuals who are in short-term supported accommodation while they receive support to help them look for a more settled/permanent home	0	Automatic calculation						
18									
19									
20									
21	<b>(IF APPLICABLE) Secondary Outcome - if applicable to individuals</b>	<b>Number of people</b>	Note this is only recording whether Secondary Outcome applicable for each SO, not the distance travelled in scaling						
22	1. People have positive and healthy relationships with people in their life	0	Automatic calculation						
23	2. People feel safe	0	Automatic calculation						
24	3. People have independence and control of their day to day lives	0	Automatic calculation						
25	4. People are engaged in something meaningful to them	0	Automatic calculation						
26	5. People's physical health is good	0	Automatic calculation						
27	6. People are managing the impact of their dependency	0	Automatic calculation						
28	7. People's mental health and wellbeing is good	0	Automatic calculation						
29									
30									
31									
32									

HOME | GUIDANCE | Summary Outcomes | Summary Reasons for leaving | Summary Homelessness Status | INPUT - Outcomes | DROP DOWN LIST ...

# SUMMARY OUTCOMES SHEET

Doesn't require any data inputs.

Will automatically calculate the numbers entered onto the input sheet (Input - Outcomes).

Cells have been locked.

AutoSave Housing Support Grant Outcomes Framework\_Monitoring data return 2023

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Paste Cut Copy Format Painter

Clipboard

Arial 12

Font

Alignment

General %

Number

A1 Housing Support Grant - Reasons for leaving during the period

	A	B	C	D
1	<b>Housing Support Grant - Reasons for leaving during the period</b>			
2				
3	<b>Main reason for leaving</b>	<b>No. of Leavers</b>		
4	Housing related support needs have been met	0	Automatic calculation	
5	Moved in to settled accommodation (and no longer need support)	0	Automatic calculation	
6	Non-engagement with support	0	Automatic calculation	
7	Support no longer required	0	Automatic calculation	
8	Moved out of the area	0	Automatic calculation	
9	Entered prison/young offender's institution	0	Automatic calculation	
10	Moved into a longer-term care or health service (e.g. care home/home care/hospital/hospice)	0	Automatic calculation	
11	Moved into supported living, extra care or sheltered housing (and no longer need housing related support)	0	Automatic calculation	
12	Entered specialist health services (e.g. Mental Health Unit/Detox Unit)	0	Automatic calculation	
13	Deceased	0	Automatic calculation	
14	Moved to another HSG service/provider (but still receiving housing related support)	0	Automatic calculation	
15	Other	0	Automatic calculation	
16	N/A for one off services	0	Automatic calculation	
17	<b>Total number of leavers (not including one off service users)</b>	<b>0</b>	Automatic calculation	
18				
19	<b>Total number of leavers, excluding transfers to another HSG agency</b>	<b>0</b>	Automatic calculation	
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				

Ready Accessibility: Investigate

# SUMMARY REASONS FOR LEAVING SHEET

Doesn't require any data inputs.

Will automatically calculate the numbers entered onto the input sheet (Input - Outcomes).

Cells have been locked.



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File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Clipboard: Paste, Cut, Copy, Format Painter

Font: Arial, 12, Bold, Italic, Underline, Paragraph, Merge & Center

Alignment: General, Conditional Formatting, Table

Number: %, .00, .00

Styles: Normal 2.5, Normal 2.6, Normal, Bad, Good

B1: Housing Support Grant - Homelessness status of people supported during the period

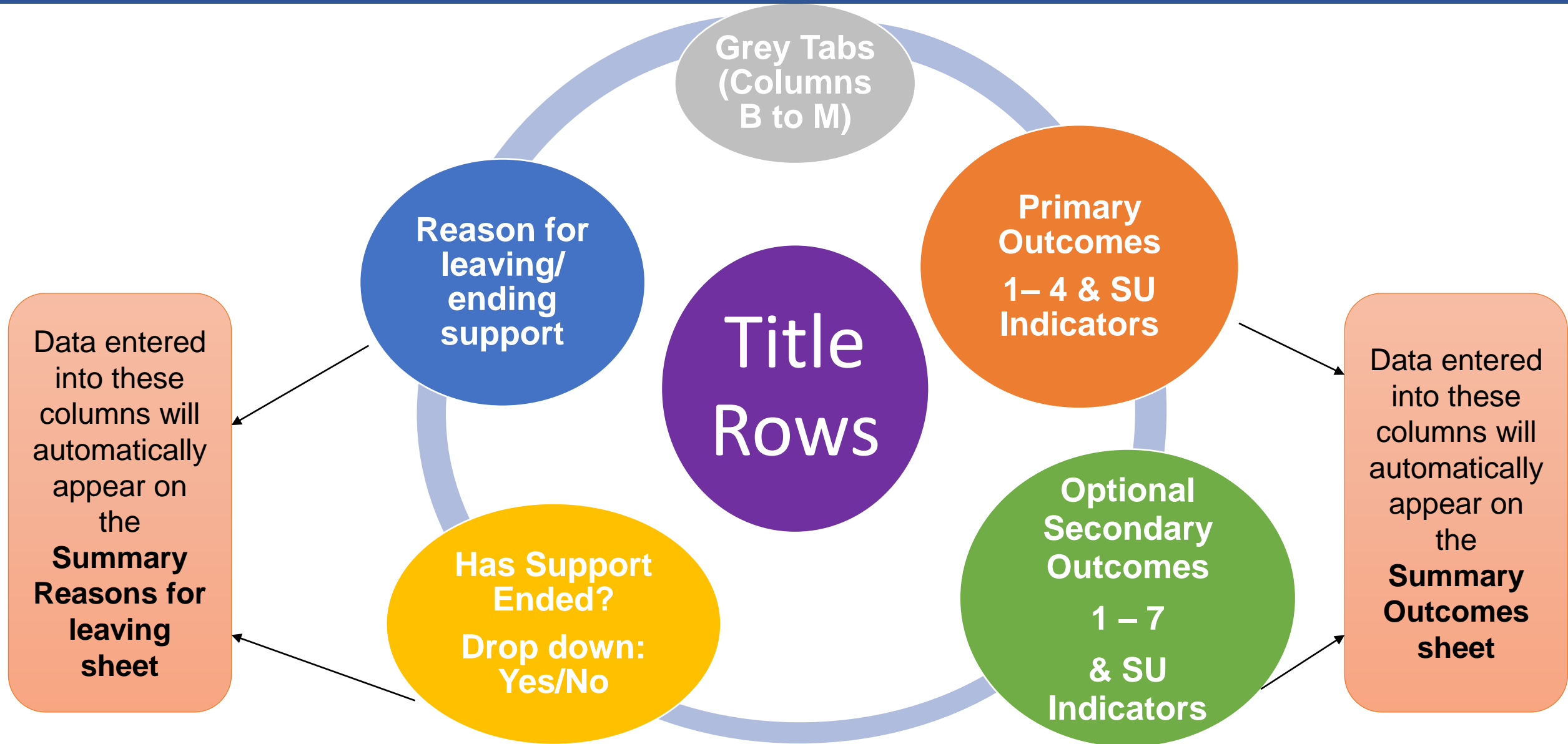
Housing Support Grant - Homelessness status of people supported during the period				
Status	Homelessness Status on entry to HSG related support	Homelessness Status on leaving HSG related support		
Homeless	0	0	Autom	
At threat of Homelessness within 56 days & Need support to remain in own home	0	0	Autom	
Not at threat of Homelessness within 56 days	0	0	Autom	
Needing support to remain in own home/permanent supported accommodation	0	0	Autom	
In temporary accommodation	0	0	Autom	
Maintaining stable accommodation independently (6mths +)		0	Autom	
<b>Total</b>	<b>0</b>	<b>0</b>	Autom	

HOME | GUIDANCE | Summary Outcomes | Summary Reasons for leaving | **Summary Homelessness Status** | INPUT - Outcomes | DROP DOWN LIST ...

# SUMMARY HOMELESSNESS STATUS SHEET

- Doesn't require any data inputs.
- Will automatically calculate the numbers entered onto the input sheet (Input -Outcomes).
- Cells have been locked.

# INPUT – OUTCOMES SHEET



# INPUT – OUTCOMES SHEET

Provider	First three letters of surname	DoB dd/mm/yy	Gender	Service User Ref No.	LA	Type of HSG Project	Date support started dd/mm/yy	Review date dd/mm/yy	Date support ended dd/mm/yy	Homelessness Status on entry to HSG related support	Homelessness Status on leaving HSG related support

Providers to enter data (*as already noted the tool used by your LA may look different to WG's excel tool*).

Complete grey tabs for all Service Users.

Drop down lists

**Service User Ref No. Column** will automatically generate by entering data into columns First letters of surname (C) DoB dd/mm/yy (D) and Gender (E)

# INPUT – OUTCOMES SHEET

## Primary Outcomes (POs)

4 Primary Outcomes and their Service User indicators below. Example for PO1 and PO2 only

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						PRIMARY OUTCOME 2: People have been able to access emergency/temporary accommodation or short-term supported accommodation	
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.	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
▼	▼	▼	▼	▼	▼	▼	▼

- From the drop down list, enter Yes/No under each Service User (SU) indicator. Not all SU indicators have to apply.
- Achieve the PO by recording **‘Yes’ to one** of the SU indicators.
- Only enter a person **once** (one row per individual) during a reporting period.
- If same person returns to access **‘one off’** housing related support services (PO1) during the reporting period and have already been entered onto the spreadsheet achieving either PO’s 2, 3, or 4, - enter in the same record on the same row.

# INPUT – OUTCOMES SHEET

## Secondary Outcomes (SOs)

(IF APPLICABLE) SECONDARY OUTCOME 1: People have positive and healthy relationships with people in their life					(IF APPLICABLE) SECONDARY OUTCOME 2: People feel safe			(IF APPLICABLE) SECONDARY OUTCOME 3: People have independence and control of their day to day lives				(IF APPLICABLE) SECONDARY OUTCOME 4: People are engaged in something meaningful to them	
I have positive and/or healthy relationships with my family and/or child/children	I have positive and/or healthy relationships with my friends, family 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	I feel safe in my home/ accommodation from any physical harm	I feel safe in my home/ accommodation from any emotional harm	I am not negatively impacting the emotional or physical well-being of others	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	I am engaged in an activity that is meaningful to me and has contributed to my well-being	I am able to do the things that matter to me

- 7 Secondary Outcomes (SO) and their Service User indicators underneath.
- Drop down list with options 0 – 5 (see slide 12 for scaling responses). Enter 0 for outcomes that are not applicable.
- Only enter a person **once** (one row per individual) – although they can achieve more than one secondary outcome in the same row.
- Don't expect to record a SO for individuals receiving short term or one off support (returnees) and achieving PO1, as they would not have a support plan in place and not have time to review progress and achieve a SO. However, where a SO outcome has been possible to achieve for these individuals then this should be recorded.
- **SO2: this indicator should only be recorded if relevant and appropriate (refer to guidance).**

# INPUT – OUTCOMES SHEET

<b>Has Support Ended?</b> (only complete when support has ended)	<b>Reason For Leaving/Ending Support</b> (only complete when support has ended)

## Has Support Ended?

This should only be completed when support has ended. Drop down list with a Yes/No option.

Data entered into this column will automatically appear on the 'Summary reasons for leaving' sheet.

## Reason For Leaving / Ending Support

This should only be completed when support has ended.

Drop down list with options of reasons for leaving. Select the one that is most relevant to an individual. Refer to the guidance for a detailed explanation of the reasons for leaving.

Data entered into this column will automatically appear on the 'Summary reasons for leaving' sheet.

**As noted on Slide 17 – local authorities are responsible for collating and amalgamating all data from providers and submit a single return back to Welsh Government for the two reporting periods.**