Housing Support Grant Outcomes Framework:
Monitoring data return 2023-24
Guidance on completion

Contents

1. Introduction

The purpose of the Housing Support Grant (HSG) 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.

The **purpose of the new HSG Outcomes Framework** is to provide an operational tool to **evidence the desired outcomes of the support services funded via the grant for individuals receiving support**. This Outcomes Framework is intended to be used in a number of ways:

- By support providers to capture service users' outcomes from support received via HSG services during a reporting period, and should align with providers' own progress monitoring approaches and procedures
- By Local Authorities to consider as part of their monitoring of services commissioned via the HSG, and to inform future needs assessment and planning decisions
- By Welsh Government to measure the overarching effectiveness of the HSG across Wales

The new HSG Outcomes Framework consists of both **Primary Outcomes** and **Secondary Outcomes** to evidence the impact of support services funded via the grant. Further detail is provided in **Section 3**. This new HSG Outcomes Framework replaces the previous Supporting People Outcomes Framework.

This **Guidance** document should be read alongside the **published HSG Outcomes Framework** at https://www.gov.wales/housing-support-grant-outcomes-framework. That document provides further detail of each of the Primary Outcomes and Secondary Outcomes, including the relevant 'Service User Indicators' and relevant HSG project types applicable to each outcome. These are also presented in **Annexes 1 and 2 of this Guidance**.

The HSG Outcomes Framework has been co-produced with a Housing Support Grant (HSG) Outcomes Framework Task & Finish Group established since late 2021. Membership of the group included representation from Cymorth Cymru, Llamau, The Wallich, Hafan Cymru and eight local authorities.

Further detail of the development of the HSG Outcomes Framework and feedback from engagement events held in Autumn 2022 that has informed the final HSG Outcomes Framework can be found at https://www.gov.wales/housing-support-grant-outcomes-framework-feedback.

2. Reporting requirements

The information below provides guidance for when and how to complete the new HSG Outcomes Framework monitoring data return.

Data collection and return date for Local Authorities

Outcome Period	Dates covered	Deadline for submission to WG
Period 1	1st April to 30th September 2023	30th November 2023
Period 2	1st October to 31st March 2024	31st May 2024

These data collection and return dates are for local authorities to submit to Welsh Government. Please submit your return to **HousingSupportGrant@gov.wales** by the dates shown above.

Deadlines and arrangements for service providers to submit their returns to local authorities will be agreed and confirmed by the local authorities.

It is the responsibility of the local authority to collate and amalgamate all input sheets from providers and submit a single return back to Welsh Government. Therefore local authorities only need to return one home and summary sheets to Welsh Government per period and not the input sheets completed by the providers.

To do this, please copy and paste the summary data as *values*, into their respective cells onto a new spreadsheet, before removing the input sheet to avoid formulae issues. Locked cells can be unlocked by unprotecting the workbook - no password is required.

Audit requirements

Local authorities will not be required to submit an outcomes audit certificate for 2023-24 but will need to make their own decision about audit arrangements based on their own processes and requirements.

This will be revisited in the near future once the new HSG Outcomes Framework has been fully embedded.

3. Recording Outcomes

3.1 Recording Primary Outcomes

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 short-term supported accommodation or a settled home; or floating support services in an individual's own home/accommodation. The primary outcomes are set out below.

Primary Outcomes
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
2. People have been able to access emergency / temporary accommodation or short-term supported accommodation
3. People can access and sustain a suitable settled home
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).

*The term **settled home** refers to accommodation in both the social and private sectors that is expected to last at least six months and has the potential to be available for as long as the contract holder wishes.*

Note: Under Renting Homes Wales Act[1] the term 'occupation contract' has replaced the term 'tenancy agreement' and the term 'contact holder' has replaced the term 'tenant'

Each Primary Outcome is accompanied by a set of Service User Indicators.

Annex 1 provides further detail of each of the **Primary Outcomes,** including the relevant **Service User Indicators** and **Type of interventions/activities/services** applicable to each outcome. **Note:** the type of **interventions/activities/services** listed are examples only and are not meant to be an exhaustive list. Other services could also be valid if they are relevant.

When recording against the Primary Outcomes, these are based on fact in terms of assessing which outcome is applicable. The Primary Outcome recorded should be based on the individual's **outcome at the six month reporting period** (or at the date the individual's progress was last reviewed if before the six month period). For example:

Example 1 - If at the six month reporting point a person has moved from sleeping rough and receiving outreach support into short-term supported accommodation and is receiving housing related support, then Primary Outcome 2 would be recorded.

Example 2 - If at the six month reporting point a person has moved from emergency / temporary accommodation into a more settled home and is receiving housing related support, then it would be Primary Outcome 3 that is recorded.

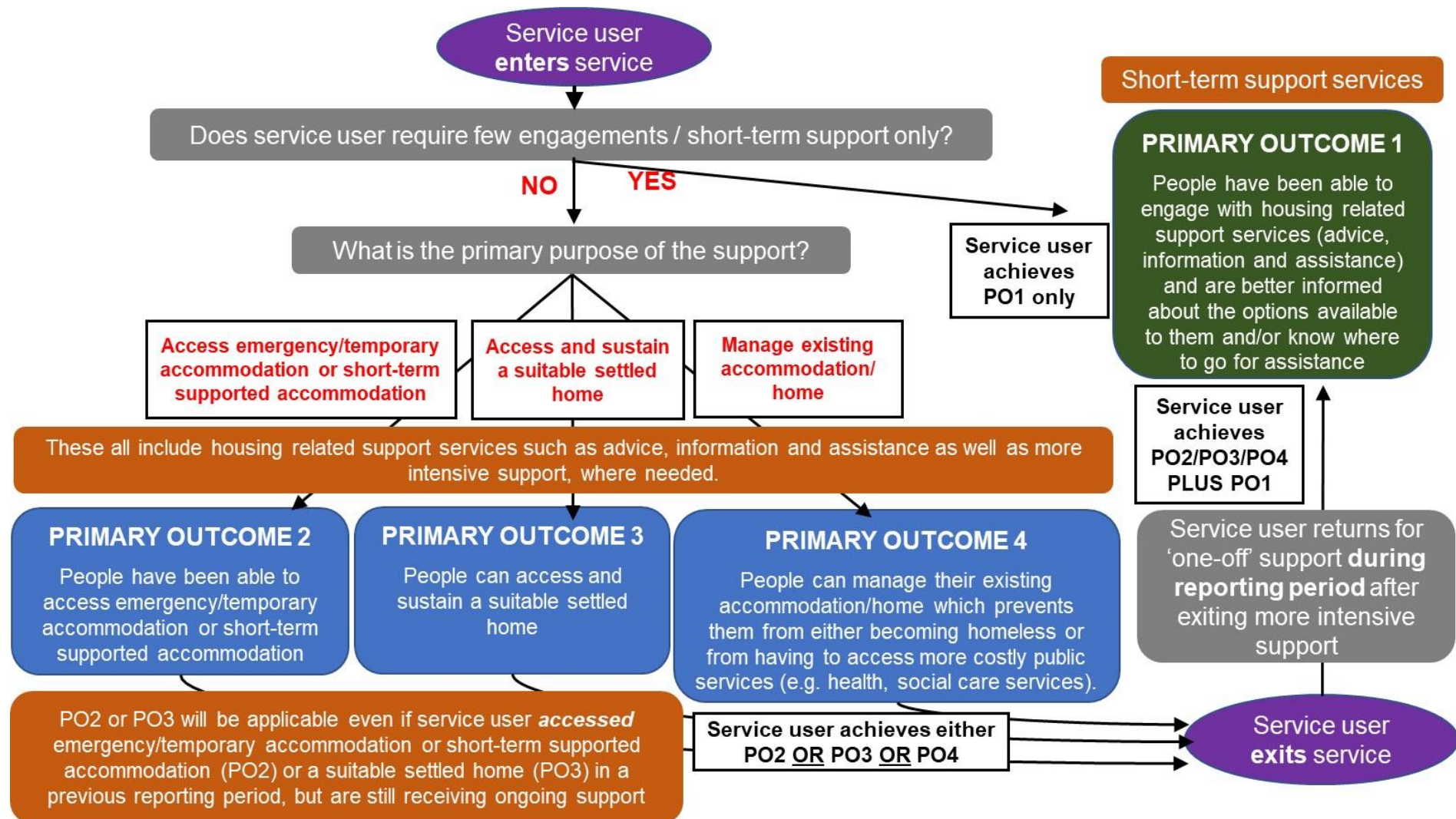[1] The Renting Homes (Wales) Act 2016 | Law Wales (gov.wales)

Example 3 – If at the six month reporting period 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, then both Primary Outcome 3 and 1 would be recorded.

It is expected that every individual receiving HSG support will achieve only **one Primary Outcome per period**. However, an individual may also achieve Primary Outcome 1 (advice, information and assistance) in addition to one other Primary Outcome if they have re-presented/returned after leaving a HSG service to receive one off support/advice during the same reporting period. This is illustrated in the **diagram on Page 5 below**.

Each applicable Primary Outcome has corresponding 'Service User indicators' related to them. These will require either a 'Yes' or 'No' response in the tool depending on which are applicable (see **Section 4**).

You will only need to record '**Yes**' **to one of the Service User indicators to have achieved the overall Primary outcome**. Not all the Service User indicators have to apply.

Illustration of Primary Outcomes

Service user **enters** service

Does service user require few engagements / short-term support only?

NO | YES

What is the primary purpose of the support?

Access emergency/temporary accommodation or short-term supported accommodation

Access and sustain a suitable settled home

Manage existing accommodation/ home

These all include housing related support services such as advice, information and assistance as well as more intensive support, where needed.

Service user achieves PO1 only

Short-term support services

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

Service user achieves PO2/PO3/PO4 PLUS PO1

PRIMARY OUTCOME 2

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

PRIMARY OUTCOME 3

People can access and sustain a suitable settled home

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).

Service user returns for 'one-off' support **during reporting period** after exiting more intensive support

PO2 or PO3 will be applicable even if service user *accessed* emergency/temporary accommodation or short-term supported accommodation (PO2) or a suitable settled home (PO3) in a previous reporting period, but are still receiving ongoing support

Service user achieves either PO2 OR PO3 OR PO4

Service user **exits** service

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3.2 Recording Secondary Outcomes

The **Secondary Outcomes** are a menu of **tailored outcomes, dependent on an individual's needs and support plans (where applicable). These demonstrate the wider impact of the HSG beyond the housing-related primary outcomes. They are not goals that every individual must achieve, therefore not every outcome will be applicable to every service user.**

They should be based on a two way conversation with the service user and will be subjective. It is only where a relevant support need 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 below.

Secondary Outcomes
1. People have positive and healthy relationships with people in their life
2. People feel safe
3. People have independence and control of their day to day lives
4. People are engaged in something meaningful to them
5. People's physical health is good
6. People are managing the impact of their dependency
7. People's mental health and wellbeing is good

Each Secondary Outcome is accompanied by a set of Service User Indicators.

Annex 2 provides further detail of each of the **Secondary Outcomes,** including the relevant **Service User Indicators** and **Type of interventions/activities/services** applicable to each outcome**. Note:** the type of **interventions/activities/services** listed are examples only and are not meant to be an exhaustive list. Other services could also be valid if they are relevant.

Scaling of Secondary Outcomes

To capture an individual's experience whilst receiving support, **Secondary Outcomes should be recorded using a scaled approach** as set out below. It is a simple scale where individuals are encouraged to focus on the **descriptions** of the scales rather than the numbers.

If a 'Service User Indicator' is **not applicable** to the service user based on their support needs, a scale of **'0'** should be recorded. For each applicable Secondary Outcome, not all the Service User indicators have to apply in order that an individual achieves a Secondary Outcome.

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

To capture an individual's experience, we would suggest asking service users how they have felt 'recently' rather than over a defined time period.

We acknowledge that the scale for an individual could be lower than the previous scale recorded and understand that there will be fluctuations during the reporting periods. This is by no means a reflection of the work undertaken by support providers and should not be viewed as a target. It is also acknowledged that it may not be realistic for some service users, depending on their individual circumstances, to ever record a '4' or '5' scale during the support period. Instead, the scaling approach should be viewed as a simple way to capture any progress made, where applicable.

The table below provides an example of **one of the secondary outcomes**, the service user indicators and the scales from 0 to 5. An individual would be guided by their support worker through the **descriptions** of the scaling for each of the service user indicators.

Outcome	Service User Indicators	Scaling descriptions					
		0 = Not applicable	1 = None of the time	2 = Rarely	3 = Some of the time	4 = Often	5 = All of the time
People have independence and control of their day to day lives	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				✓		

4. Entering data into the spreadsheet

Please ensure you have entered data into all the appropriate fields. The **Primary Outcomes are mandatory** but the **Secondary Outcomes are a menu of tailored outcomes**, dependent on an individual's needs and support plans (where applicable). They are not goals that every individual must achieve, therefore not every secondary outcome will be applicable. However, where a relevant support need has been identified a secondary outcome should be reported.

The **green** coloured tabs are summary sheets that perform automatic calculations based on data entered onto the input sheets which appear as **blue tabs.**

Please note: Some cells with automatic calculations have been locked to minimise the chance of accidentally overriding automatic values.

Completing each tab & relevant definitions –

'HOME' tab: - *Applicable to local authorities only*	
Period covered:	Please confirm the period which the return covers e.g. either Period 1 or Period 2.
Contact information:	Please enter the contact details of who we should contact should we have any queries relating to the return.
Total HSG allocation:	Please enter the total HSG funding allocation that your local authority receives.
Declaration	The declaration should be completed by an officer with the appropriate level of authority within your organisation.
	The signature of the officer should be an electronic signature. You do not need to send a hard copy signature.
'Guidance' tab	
This tab is for information only – it does not require any data entry. The guidance notes are there to support the use and understanding of the excel tool. The notes explain the data that needs to be entered onto the spreadsheet.	
'Summary Outcomes' tab:	

This sheet will **automatically calculate** numbers that have been entered onto the input sheets 'Input – Outcomes'. It does not require any data entry and the cells have been locked for this purpose.	
Cell B4	Automatically calculates the total number of unique individuals receiving HSG support with at least one Primary outcome during the period
Cell B7	Automatically calculates the total number of people who achieve Primary outcome 1. This includes individuals who have left HSG services and achieved either PO2, PO3, PO4, and then 'returned' during the reporting period for 'one-off' support and also achieved PO1.
Cells B8 to B10	Automatically calculates the total number of people who achieve Primary outcomes 2, 3 or 4 respectively.
Cell B14	Automatically calculates *Number of individuals who achieve only Primary Outcome 1 ()*. It reflects the number of individuals who have only achieved Primary Outcome 1 and no other Primary Outcomes
Cell B15	Represents the difference between B9 and B16 to represent those people who achieved Primary outcome 1 as well as a second Primary outcome (individuals who have left HSG services (having achieved PO2, 3 or 4 and who 'return' for 'one-off' support) during the reporting period).
Cell B16	Automatically calculates the number of individuals who are in emergency / temporary accommodation while they receive support to help them look for a more settled/permanent home.
Cell B17	Automatically calculates the number of individuals who are in short-term supported accommodation while they receive support to help them look for a more settled/permanent home.
Primary Outcomes (including exceptional cases for recording multiple Primary Outcomes)	It is expected that every individual receiving HSG support will usually achieve only **one primary outcome per period**. However, an individual may also achieve Primary Outcome 1 (advice, information and assistance) in addition to one other primary outcome if they have re-presented/returned after leaving a HSG service to receive one off support/advice during the reporting period. **The diagram on page 5 provides an illustration of the Primary Outcomes and how they should be recorded.**

However, an individual should only be entered **once** on the spreadsheet (one row per individual) during a reporting period. Therefore if the same individual returns to access **'one off'** housing related support services (Primary Outcome 1) during the reporting period and have already been entered onto the |

	spreadsheet achieving either Primary Outcomes 2, 3, or 4, this would be entered in the same record on the same row.
	If an individual re-presents in a *new* reporting period, they would be recorded as a new row in the spreadsheet and entered **once** only (one row per individual) but can achieve more than one primary outcome in the same row during that reporting period (in line with guidance at 3.1 of this document).
Achievement of an outcome:	You will only need to record **'Yes' to one of the Service User indicators to have achieved the overall primary outcome**. Not all the Service User indicators have to apply.
	The primary outcome recorded should be based on the individual's outcome achieved at the six month reporting period (or at the date the individual's progress was last reviewed if before the six month period).
Primary Outcome 2	There are two Service User Indicators for Primary Outcome 2 to distinguish between people receiving support whist they are in emergency / temporary accommodation **or** in short-term supported accommodation.
Emergency / Temporary Accommodation Definition	This would include an individual being in emergency / temporary accommodation whilst move on accommodation is being arranged and housing plan agreed, e.g. triage assessment centres.
Short-term Supported Accommodation Definition	This would include where accommodation is provided alongside support to help people live as independently as possible. Short-term supported accommodation services support clients to move on to a settled home when the need for support is met. For the purpose of this framework, Short-term supported accommodation would include refuge provision.
Secondary Outcomes	The secondary outcomes are a menu of **tailored** outcomes, dependent on an individuals' 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 a relevant support need has been identified that the secondary outcome should be reported.
	It is not expected that a secondary outcome is recorded for individuals receiving short term or one off support (returnees) and achieving PO1, as they would not have a support plan in place and would not have time to review progress and achieve a secondary outcome. However, where a secondary outcome has been possible to achieve for these individuals then this should be recorded.

Multiple Secondary Outcomes	An individual may achieve more than one secondary outcome during a period. However, an individual should only be reported on once against each outcome during the reporting period, with multiple secondary outcomes recorded (if applicable). Therefore an individual should only be entered **once** on the spreadsheet (one row per individual) but can achieve more than one secondary outcome in the same row. If an individual re-presents in a *new* reporting period, they would be recorded as a new row in the spreadsheet and entered **once** only (one row per individual) but can achieve more than one secondary outcome in the same row.
Secondary Outcome 2: *'I am not negatively impacting the emotional or physical well-being of others'*	**This indicator is optional and should only be recorded if relevant and appropriate.** It is acknowledged that the indicator could be triggering for an individual if they are for example, a domestic abuse survivor accessing VAWDASV services. Therefore, support workers should use their own professional judgement in deciding whether this indicator should be applied or not.
'Summary Reasons for leaving' tab. This sheet will **automatically calculate** numbers that have been entered onto the input sheets 'Input – Outcomes'. It does not require any data entry and the cells have been locked for this purpose.	
Main reasons for leaving	This reflects those individuals who left HSG services during the period, The number of leavers against each 'Main reason for leaving' will be **automatically calculated.** The *Total number of leavers, excluding transfers to another HSG agency will also be automatically calculated*. Support providers should select only one category that is most relevant to an individual from the list of reasons provided below:
Housing related support needs have been met	This should include where any individual's needs have been met in line with support plan and no longer requires HSG support. This includes any reason where their needs have been met (e.g. mental health needs stabilised, able to manage money/debt etc and should not be captured under the 'Other' category
Moved in to settled accommodation (and no longer need support)	Self-explanatory

Non-engagement with support	This should include where the individual disengages with support, or where the provider is unable to contact the individual. (NB support providers should always use a variety of approaches and provide multiple opportunities for a person to engage with a HSG service)
Support no longer required	Where the individual has not completed their support plan but of own accord no longer requires/wants support e.g. may have moved back with family
Moved out of the area	This should include where the individual has moved out of the area and no longer receiving HSG support by the provider/LA
Entered prison/young offender's institution	Self-explanatory
Moved into a longer-term care or health service (e.g. care home/home care/hospital/hospice)	This should include where any individual has moved into long term care or health services and no longer receiving housing related support by HSG services.
Moved into supported living, extra care or sheltered housing (and no longer need housing related support)	This should include where an individual has moved into supported living, extra care or sheltered housing and is no longer receiving housing related support by HSG services
Entered specialist health services (e.g. Mental Health Unit/Detox Unit)	This should include where an individual has moved into specialist health services (e.g. Mental Health Unit/Detox Unit) and is no longer receiving housing related support by HSG services
Deceased	Self-explanatory
Moved to another HSG service/provider (but still	This should only include where the individual may have moved from one HSG service provider to another during the period but is still receiving HSG support. For example, if an individual has moved from receiving

receiving housing related support)	outreach services (provider 1) into short-term supported accommodation and still receiving housing related support from (provider 2).
N/A for one off services	This should only include where the individual has received short term/one off support via day time drop in/outreach services etc.
Other	This should only be selected by exception where the reason isn't captured by any of the other category

'Summary Homelessness Status' tab - This sheet will **automatically calculate** numbers that have been entered onto the input sheets 'Input – Outcomes'. It does not require any data entry and the cells have been locked for this purpose.

Status on entry to HSG related support	This will **automatically calculate** the homelessness status of each individual currently being supported at the point at which they joined a support scheme
Status on leaving to HSG related support	This will **automatically calculate** the homelessness status of each individual who left a support scheme during the period.

'Input – Outcomes' tab

Data will be entered onto this sheet by the provider.

'Provider' (column B)	Provider to enter the name of their organisation
'Gender' (column E)	Drop down list with the following choices: - M Male - F Female - NB Non-binary - T Transgender - I Intersex - P Prefer not to say

'Service User Reference Number' (column F)	**Automatically generated** by entering data into columns C, D & E.
'LA' (column G)	Drop down list of all local authorities.
'Type of HSG project' (column H)	Drop down list of the HSG project types: - Short-term Supported Accommodation - Floating Support in own home/accommodation - Extra Care Services - Refuges - Assertive Outreach/Floating Support Services - Day Time Drop in Advice Services - Emergency / Temporary Accommodation Provision - PRS Access Scheme - Long term / Permanent Supported Accommodation - Housing First - Other Homelessness Prevention projects
'Homelessness Status on entry to HSG related support' (column L)	Drop down list, once a choice has been entered this will automatically be counted on the 'Summary Homelessness Status' tab
'Homelessness Status on leaving HSG related support' (column M)	Drop down list, once a choice has been entered this will automatically be counted on the 'Summary Homelessness Status' tab
Primary outcomes 1- 4	Each Primary Outcome, including their service user indicators, have a drop list which requires entering yes/no under each indicator. The data entered under the primary outcomes on this sheet will automatically appear on the 'Summary Outcomes' sheet. You do not need to say yes to all service user indicators under the outcome for the individual to have achieved the outcome.
Optional Secondary Outcomes	These appear with their service user indicators underneath each outcome with a drop down list of options 0 – 5. Please refer to the section on **Scaling responses** in this document. The data entered under the

	secondary outcomes on this sheet will automatically appear on the 'Summary Outcomes' sheet. 0 should be entered for outcomes that are not applicable.
'Has support ended?' (column BV)	Drop down list with a yes/no option, should only be completed when support has ended. Data entered into this column will automatically appear on the 'Summary reasons for leaving' sheet.
'Reason for leaving/ending support (column BW)	Drop down list with options of reasons for leaving, should only be completed when support has ended. Data entered into this column will automatically appear on the 'Summary reasons for leaving' sheet.

Homelessness Status Definitions

Homelessness is where a person lacks accommodation or where their tenure is not secure. Rough sleeping is the most visible and acute end of the homelessness spectrum, but homelessness includes anyone who has no accommodation, cannot gain access to their accommodation or where it is not reasonable for them to continue to occupy accommodation. This would include overcrowding, 'sofa surfing', victims of abuse and many more scenarios. A person is also homeless if their accommodation is a moveable structure and there is no place where it can be placed[2] (Strategy for Preventing and Ending Homelessness 2019)

Homeless	This would include an assortment of individuals with a variety of circumstances, who are eligible for HSG support (see HSG Guidance for eligibility criteria). Individuals in this category are not in receipt of temporary accommodation. Some examples of those who are homeless might include (but will not be limited to): - Those sofa surfing - Those sleeping rough - Those who have already been evicted (either by landlord or family) - Those who have left prison or the armed forces and have nowhere to go - Those who are resident in accommodation that may be subject to disrepair, overcrowding or experiencing domestic abuse.

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[2] Homelessness strategy (gov.wales)

At Threat of Homelessness within 56 days & need support to remain in own home	This would also cover those who are at threat of homelessness in the next 7 days, and could cover (but would not be limited to): - those who are at risk of domestic abuse - those who have been threatened with eviction (either by landlord – legal notice received - or family). This option includes those who need immediate help to remain in their own home/retain their occupation contract.
Not at Threat of Homelessness within 56 days	This would cover those who are in an insecure tenancy for example, those being evicted but **not** within 56 days or have not gone through the homelessness system yet.
Needing support to remain in own home/permanent supported accommodation	This covers (but is not limited to): - those with learning difficulties/mental health issues/older persons/those with substance misuse issues - those likely to be at threat of eviction in the future, without support. This option includes those who will require long term support to continue living independently and which prevents them from either becoming homeless or from having to access more costly public services (e.g. health, social care services).
In Temporary Accommodation	This covers those who are currently being housed in emergency / temporary accommodation or short-term supported accommodation, for example: - Emergency / Temporary Accommodation e.g Triage Assessment Centres. - Short-term supported accommodation, including refuges
Maintaining Stable Accommodation Independently (6months+)	This option will cover all those who, at the end of their support, are in accommodation likely to last at least 6 months or more, and are capable of maintaining that accommodation/ occupation contract without support. This accommodation can be family/friends with a sense of permanence to the arrangement (own room), private sector or social rented occupation contract.

	This option also covers those who no longer need support to remain in their own home/accommodation and no longer at threat of homelessness.

Annex 1 - 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)

Note: Under Renting Homes Wales Act[3] the term 'occupation contract' has replaced the term 'tenancy agreement' and the term 'contact holder' has replaced the term 'tenant'

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[3] [The Renting Homes (Wales) Act 2016 | Law Wales (gov.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

Annex 2 - 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 used 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