

Outcome framework for ending rough sleeping

Resources required to delivery activities	Activities that will be carried out to achieve results	Results that will be measured and monitored to achieve outcomes	Outcomes that will be pursued to achieve desired change
Money (revenue and capital budgets) Revenue - Salaries and oncosts - Training - Other operational expenditure Capital - IT hardware and software - Office space - Emergency accommodation - Mainstream housing People (staffing numbers, qualifications, etc) Staffing personalised budgets	Customers (who they are and how they will access services) People experiencing - hidden homelessness - street homelessness Referral from: - self - family/friends/others - voluntary organisations - public bodies Services (housing and support that will be provided for the benefit of customers) Personalised budgets for each person Contact & assessment team –	Quantity measures (number of customers helped) Number of people found to be experiencing street homelessness on any given night, of which the number who are - sleeping on the streets for the first time - sleeping on the streets for two or more consecutive nights - sleeping on the streets after a time spent off streets Number of people who report to be experiencing hidden homelessness Number people move into emergency accommodation	Service delivery outcomes (The change that is intended to be accomplished) Nobody sleeps rough Customer outcomes (The change that it is intended people will benefit from) People get the housing and support needed to avoid sleeping rough

management – 0.5x worker – 1x Contact & assessment team ○ hidden homelessness workers ○ street homelessness workers ○ NSNO Hub workers emergency accommodation ○ hostel workers ○ support workers ○ cleaning/catering ○ housing management functions housing first workers meeting wider support needs ○ social workers ○ Psychiatric nurses ○ drug & alcohol workers ○ JCP advisors ○ primary health practitioners ○ health promotion workers	• hidden homelessness assertive outreach (e.g. to prisons/probation, JCP, adult social care, A&E, hospitals (acute, general, mental health) etc) • street homelessness assertive outreach, with specific women's sessions • NSNO hub to carry out housing and support needs assessment and formulate a personal plan • Partnership working to meet wider support needs (see below) • flexible working patterns, including daytime and nighttime plus weekends • proactive • gathering/sharing intelligence • risk assessment Emergency accommodation – • Psychologically informed environment	Number of people evicted from emergency accommodation Quality measures <i>(standard of help provided)</i> Satisfaction with expenditure of personalised budget Satisfaction with standard of emergency accommodation Satisfaction with support worker Satisfaction with housing and support needs assessment Effort measures <i>(amount of time spent on providing help)</i> Number of referrals received for emergency accommodation Number of people engaged in education, employment, or vocational training	
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Partnership coordination ○ procurement officers ○ performance officers Qualifications • Level 3 certificate in supporting homeless people • Level 3 certificate in mental health • Level 3 certificate in alcohol & drug problems Materials (e.g. IT hardware and software, buildings, etc) IT • referral system • case management system • performance systems Buildings • office space for service providers	• 24/7 access • Separate provision for females and males • Ensuite self-contained rooms, with at least one bedroom being fully accessible for a disabled person • 1x support worker to 5x residents • No evictions to streets • Short-term stay of between 3 to 6 months Rapid rehousing move-on pathway • Resettlement support to plan and make move from emergency accommodation into mainstream housing or other specialist accommodation for people with long-term housing support needs	Number of people diverted away from street life activities (e.g. street drinking, begging, etc) Number of people referred for pre-tenancy and resettlement support/training Effect measures (difference the help has made) Number of abandonments from emergency accommodation and mainstream housing Number of departures from emergency accommodation for positive reasons Number of people moved on to suitable accommodation Number of people sustaining accommodation after • Six months • Two years	
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• office space for partnership team • Emergency accommodation • Mainstream housing	• Tenancy sustainment support for people living in mainstream housing Housing first approach • seven HF principles • mainstream housing (SRS and PRS) • caseload of 5 persons Meeting wider support • Mental health counselling, therapy and treatment • Drug/alcohol harm reduction and treatment • Welfare benefit and employment advice • Primary medical services and health promotion • Mainstream professionals seconded into specialist mental health, drugs/alcohol, welfare & employment, and medical/health roles to work with people		
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	experiencing or risk of rough sleeping • Presence at NSNO hub and emergency accommodation. • Participation in assertive outreach sessions. • Specialist professional professionals enable access to mainstream mental health, drugs/alcohol, welfare & employment, and medical service as people enter into rapid re-housing pathway or housing first provision. Strategies <i>(plans, policies, procedures, protocols, etc that will be framework behind the services)</i> • rough sleeping partnership board (see commissioners listed below)		
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	• joint procurement framework • joint performance monitoring and management framework • outcome-based needs assessment and support planning tool Commissioners <i>(local and national organisations investing funding to deliver results and outcomes)</i> • MHCLG • (Mayoral) Strategic Authorities (also known as Combined Authorities) • Local government ○ Housing ○ Adult social care ○ Public health ○ Community safety		
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