Developing your local housing offer for health and care:

Targeting outcomes

Housing LIN
Connecting people, ideas and resources

January 2016

CIH and the Housing LIN (Learning and Improvement Network) have collaborated on a number of publications to increase and improve effective working between housing, health and care (see p13 for more about other useful resources and services available from CIH and the Housing LIN).

The first version of this tool was one of those publications, helping housing and support providers to articulate and demonstrate the value of their services in terms of their partners' targets and outcomes.

Since its original publication on 2013, the legislative and policy framework has changed. It now acknowledges the significance of housing as a partner and contributor to achieving the aims of health and social care services to:

- Shift focus to wellbeing and maximising/ maintaining independence

- Provide timely intervention that can help to enable people to return to their home and community based solutions more quickly and successfully

- Prevent, reduce or delay people's dependence on more intensive and acute services.

A number of initiatives in place since 2013 are driving this:

- The Care Act 2014 and statutory care and support guidance

Wellbeing set as the pivotal principle around which support and care is to be developed; the definition includes suitable living accommodation.

Housing and support recognised as those wider services which are fundamental to achieving wellbeing and a shift to more effective and shorter term interventions to help people to maintain/ maximise their independence and reduce dependency on more intensive and higher cost interventions, and so to be included in information, and advice and planning for care and support.

Expectations on local housing authorities in terms of cooperation to achieving aims for people with care and support needs, and carers with support needs. The Act also includes responsibilities on housing providers which are in contact with people with care and support needs (i.e not only specialist providers) in terms of safeguarding from abuse or neglect. For more on safeguarding see the Housing and Adult Safeguarding Alliance webpages and CIH How to promote good adult safeguarding practices

For more on the Care act and guidance, see CIH health and housing webpages.

- A Memorandum of Understanding (MoU) to support joint action on improving health through the home

Both the CIH and Housing LIN are founding signatories of the MoU, a high level commitment by leading health, social care and housing organisations to demonstrate the importance of joint action across the sectors, accompanied by a national action plan to provide information, evidence and research to support more shared working (see action plan quarter 2).

The ambition is to provide a template to support local MoUs to be developed around agreed local priorities.

- [NHS England Five Year Forward View](#)

Sets out the vision for the NHS, recognising the substantial financial challenges for the NHS (including £22bn efficiency savings required) and therefore the critical role of public health and other preventative services to shift individual and community actions to increase wellbeing and prevent ill health.

Sets out different structures for integrated models across acute and primary health services with social care, including testing out new models though ['vanguard sites](#).' Although these do not specifically involve housing, these models provide the potential for more effective joint working in localities focused on services that can address local priorities in health.

- [The Better Care Fund (BCF)](#)

The £5.3b BCF is a means to drive that transformation, by bringing together existing funding streams with targets to shift local solutions from acute to community based services.

The last spending review committed investment of £1.5bn to the BCF up to 2020, including an increase to £500m for adaptations, (Disabled Facilities Grant). The latter is expected to ensure that 8,500 people will be able as a result to stay at home and not require residential care.

- [Care and Support Specialist Housing fund](#)

The government has committed capital funding for new accessible and adaptable housing to 'HAPPI' design principles to help older and disabled people to live independently. Administered by the Homes and Communities Agency and Greater London Authority, a further £400m was announced in the last spending review.

About this tool

Your local housing offer will most usefully pick up the outcomes and domains which address the more specific local priorities as set out in local CCG commissioning priorities, the Health and Wellbeing Board's joint health and wellbeing strategies and other appropriate local strategies covering care and support at home. This tool provides a chart to help to clarify and articulate how housing and related support services can deliver the specific outcomes required of health and care partners through the national frameworks. It does this by:

- Identifying the relevant outcomes in the national frameworks (across health, public health and social care) Identifying housing services and related support solutions that provide housing based solutions/ contribute to health and wellbeing outcomes

- Signposting to existing national evidence that gives background evidence, and modelling the key elements that the offer should contain, updated to reflect the latest work coming from the health and housing MoU

- Linking to tools that can help to: demonstrate demand, quality of services, efficiencies and outcomes (economic and social impacts)

National outcomes across public health, health and adult social care – housing and support solutions template

Public health outcomes framework 2013-16	Health outcomes framework 2015-16	Adult social care outcomes issued 2015-16	Housing contribution	Housing support contribution	Evidence sources	Cost and benefit analysis	Outcomes measures and Social Return On Investment
Domain 2: health improvement Self-reported wellbeing Domain 4: health care, public health and preventing premature mortality Health related quality of life for older people (TBD)	Domain 2: enhancing quality of life for people with long term conditions Health related quality of life: for people with long term conditions for people with 3 or more long term conditions (TBD) for people with mental illness Health related quality of life for carers	Domain 1: enhancing quality of life for people with care and support needs Social care related quality of life Proportion of people using services who have control over their life Proportion of people using social care who receive self directed support and those receiving direct payments (to be revised 2014/15) Carer reported quality of life Proportion of people who use services and their carers, who reported that they had as much social contact as they would like	• Decent housing and Lifetime homes standard (LHS) • Energy efficiency • Accessible neighbourhoods and good facilities • Sheltered/ extra care housing Decent and accessible housing in accessible, safe neighbourhoods with good connections/ facilities contribute to health and wellbeing. It enables people to maintain networks and independence, supports healthy lifestyles (eg exercise in green spaces). Reduces/ prevents need for greater care interventions, and support Community resources on estates provide the venue and focal point for local social activity and engagement, and opportunities for developing social and community networks/ participation (social capital) e.g Riverside's LiveTime	• Aids & Adaptations • Housing support • Sheltered/ extra care housing Adaptations and housing support / sheltered and extra care housing enable people to cope with daily living activities for longer, maintained in their home and close to existing networks of support. Reduces need for intensive care, allows for better delivery of care and health interventions in/closer to the home Suitably adapted and accessible housing supports carers to maintain their own safety and health/ enables the person cared for to continue/ learn tasks of daily living Supported housing, and sheltered/ extra care housing provide an environment in which shared and communal activities (both spontaneous and organised) can be delivered and enjoyed Facilities and activities are also available for wider community use, and activities that benefit residents and people living in the neighbourhood	CIEH (2015) Housing and health resource/ CIEH (2013) Mapping Health toolkit Care & Repair England (2015); Briefings and reports APPG Housing and care for older people (2011), Living well at home inquiry report CBI (2012), The right care in the right place NHF (2014) Prescription to success: A guide to the health economy DCLG (2012) Research into the financial benefits of the supporting people programme	Demonstrate the local costs and benefits. Housing partners to establish costs of services that comprise the housing offer Use tools to evaluate what this can bring in terms of efficiencies and/ or savings to partners in return for investment.	Demonstrate local performance and outcomes measurements, social impacts, and personalisation of services Housing partners to identify the deliverable outcomes from services under the housing offer, against the outcomes and targets of investing partners Personalisation of services - housing partner to identify the input of service users into the evaluation of outcomes and effectiveness of services

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Public health outcomes framework 2013-16	Health outcomes framework 2015-16	Adult social care outcomes issued 2015-16	Housing contribution	Housing support contribution	Evidence sources	Cost and benefit analysis	Outcomes measures and social value
Domain 1: improving the wider determinants of health Older people's perception of community safety (TBD) Social isolation	Domain 2: enhancing quality of life for people with long term conditions Enhancing quality of life for people with dementia (a measure of the effectiveness of post-diagnosis care in sustaining independence and improving quality of life)	Domain 4: safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm Proportion of people who use services who feel safe Proportion of people who use services who say those services make them feel safe and secure Proportion of completed safeguarding referrals where people report that they feel safe (TBD)	• Well planned and designed housing in safe neighbourhoods Housing and neighbourhoods planned and designed to prevent/ reduce opportunities for crime Location - well connected to facilities with transport links/ safe pavements/ lighting	• Adapted housing (enhancing security measures) • Housing support • Sheltered/ extra care housing Location of housing and facilities Enhanced security measures through handyperson services (private sector) Security entrances, on site staff and emergency alarm support Low level support and regular visits enhancing feelings of security and support Housing networks and protocols contribution to safeguarding Sheltered and extra care housing with communal facilities and activities – addressing social isolation and loneliness	CIEH (2015) Housing and health resource/ CIEH (2013) Mapping Health toolkit Housing LIN (2013), What role for extra care housing in a socially isolated landscape? and (2011), Public health and housing: we can get it right APPG Housing and care for older people (2011), Living well at home inquiry report NHF (2013) Providing and alternative pathway ONS (2015) Insights into loneliness, older people and wellbeing	CIH, Value for money tool (more available at CIH website) Family Mosaic (2015) How to take control, describing the randomised control trial approach used by Family Mosaic to illustrate savings from its services to local NHS Cap Gemini cost benefit tool has been applied to local areas, e.g Yorkshire and Humber, NE.(Prevention and Personalisation: the case for housing related support)	CIH's Service Quality Tool enables providers to demonstrate service quality in relation to social care and health. It embeds personalisation by including service user evaluation into the process, and provides rigorous external validation CIH is launching a Social Value Tool in 2016 designed for housing related support and allied services CIH's Healthy Homes accreditation enables providers to demonstrate the value of their housing based services for health and wellbeing

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Public health outcomes framework 2013-16	Health outcomes framework 2015-16	Adult social care outcomes issued 2015-16	Housing contribution	Housing support contribution	Evidence sources	Cost and benefit analysis	Outcomes measures and SROI
Domain 1: improving the wider determinants of health Employment for those with a long term health condition	Domain 2: enhancing quality of life for people with long term conditions Employment of people with long term conditions Employment of people with mental illness	Domain 1: enhancing quality of life for people with care and support needs Proportion of adults with learning disabilities in paid employment Proportion of adults in contact with secondary mental health services in paid employment	• Decent secure housing Housing provides the foundation from which people can engage with life opportunities, including education, employment and training Having a secure address helps people access employment	• Supported housing • Floating support • Worklessness services Providing support through supported housing or floating support services, enables people to re-gain life skills. Many support providers help customers to explore employment opportunities, including looking at re-entering employment Case studies West Midlands, Housing in the West Midlands, chapter 7 support to local communities	DCLG (2009) Research into the financial benefits of the supporting people programme Audit Commission (2009)Supporting People review report	Tools include: CIH Value for money tool PSSRU/Housing LIN, Improving housing with care choices for older people	At a broader basis the Health and Housing Impact assessment evaluates health outcomes resulting from housing activity For more on the impact assessment see CIH's housing offer

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Public health outcomes framework 2013-16	Health outcomes framework 2015-16	Adult social care outcomes issued 2015-16	Housing contribution	Housing support contribution	Evidence sources	Cost and benefit analysis	Outcomes measures and SROI
Domain 4: health care, public health and preventing premature mortality

Emergency readmission within 30 days of discharge from hospital

Hip fractures in over 65s

Dementia and its impacts (TBD) | Domain 3: helping people to recover from episodes of ill health/ injury

Emergency admissions for conditions that should not normally require hospital admission

Emergency readmission within 30 days of discharge from hospital

Proportion of older people (65+) still at home 91 days after discharge into rehab/ reablement services

Proportion of patients with hip fractures recovering to their previous levels of mobility/ walking ability at 30 and 120 days | Domain 2: delaying and reducing the need for care and support

Proportion of older people (65+) still at home 91 days after discharge into rehab/ reablement services

Effectiveness of reablement services (TBD)

Delayed transfer of care from hospital, and those attributable to adult social care

Dementia – a measure of the effectiveness of post-diagnosis care in sustaining independence and improving quality of life(TBD) | • Decent, accessible homes (LHS)
• Well planned, secure and accessible neighbourhood

Housing that is safe and accessible, in well planned and accessible neighbourhoods contributes to people being able to re-gain life skills and confidence, reduces risks of further accidents and falls

Design of housing or renewal provides opportunities to tailor to support people with dementia

Move-on accommodation – e.g. in supported, sheltered or extra care housing - can support delivery of intermediate care

Access to information and advice on housing options can provide better housing intervention to prevent increased need for/ dependence on care services | • Adaptations including rapid response services
• Floating support/ sheltered/ extra care housing

Rapid response services/ adaptations deliver accessible housing that can help people to be discharged in a timely way, remain safe at home, reduce need for ongoing and costly care interventions, and reduce risk of further accidents, see: Hospital2Home resource pack

Sheltered/ extra care housing can provide additional help through on site staff/ emergency alarm response. These can also provide a housing based rehabilitation service for people discharged from hospital but unable to return home immediately, see: Hospital care pathways

Design of specialist housing can support people with dementia to remain safe, retain independent living skills, reduce or delay need for more intensive care intervention, see: Housing and dementia: design | TCPA (2012) Reuniting health with planning: healthier homes, healthier communities

CIEH (2015) Housing and health resource/ CIEH (2013) Mapping Health toolkit

Housing 21 (2009), Extra care housing and people with dementia

DCLG (2012), National evaluation of the handyperson programme

NHF (2013), Dementia: finding housing solutions

NHS England (2015) Quick Guide: better use of care at home | Determine local costs and benefits using tools as listed above | Determine local outcomes, quality and social value measures using tools as listed above |

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Domain 4: health care, public health, preventing premature mortality Mortality from: preventable causes all cardiovascular diseases respiratory diseases Domain 2: health improvement Falls and injuries in people aged 65 and over Excess winter deaths Excess under 75 mortality rate in adults with serious mental illness	Domain 1: preventing people from dying prematurely Potential years life lost from causes amendable to health care Under 75 mortality rate cardiovascular disease Under 75 mortality rate respiratory disease Excess under 75 mortality rate in adults with serious mental illness		• Energy efficiency • Lifetime Homes standard housing development Energy efficiency addresses temperature and its impact on cardiovascular disease and respiratory problems. Warm homes and accessible homes both reduce likelihood of falls and accidents, and decrease reliance on care.	• Adaptations • Telecare Adaptations to housing enable people to continue tasks of daily living for longer, reduce reliance on care, and reduce risks of falls and accidents Telecare coupled with robust support services can support older and disabled people to live safely at home, with peace of mind as they can access assistance when needed and in emergencies. The development of telehealth provides additional support to monitor health and long term conditions	BRE (2015) The cost of poor housing to NHS BRE (2015) Homes and ageing in England Care & Repair England (2015) Home adaptations, integration and the Care Act Homeless Link evidence on homelessness and health And (2015) Preventing homelessness to improve health and wellbeing Frances Heywood and Lynn Turner for ODI/DWP (2007), Better outcomes, lower costs Marmot Review, Fair society, Healthy Lives, and evidence reports APPG (2011) Housing and care for older people, Living well at home inquiry report NHF (2012) On the pulse	Determine local costs and benefits using tools as listed above	Determine local outcomes, quality and SROI measures using tools as listed above

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Public health outcomes framework 2013-16	Health outcomes framework 2015-16	Adult social care outcomes issued 2015-16	Housing contribution	Housing support contribution	Evidence sources	Cost and benefit analysis	Outcomes measures and SROI
Domain 1: improving the wider determinants of health Adults with a learning disability/ in contact with secondary mental health services who live in stable and appropriate accommodation		Domain 1: enhancing quality of life for people with care and support needs Proportion of people with learning disabilities living in their own home/ with their family Proportion of adults in contact with secondary mental health services living independently (with or without support)	• Decent secure housing Decent and secure housing provides a platform from which people can gain life skills and explore education, employment training and volunteering to engage with society	• Supported housing • Floating support Supported housing followed by / or floating support can enable people to re/gain skills for independent living to maintain their own tenancy and home life Provision of support and care in a housing setting can reduce/prevent need for more institutional health or care interventions Support schemes can enable people to access private rented sector housing or home ownership and maintain independent living with greater choice	Family Mosaic research (see How to take control 2015) HM Government (2014) Mental health crisis care concordat: improving outcomes for people experiencing mental health crisis DH (2014) Winterbourne View Review Concordat: programme of action York Uni Centre for Housing Policy (2011), Demonstrating the effectiveness of housing support services for people with mental health problems: A review DCLG (2009) Research into the financial benefits of the supporting people programme	Determine local costs and benefits using tools as listed above	Determine local outcomes, quality and SROI measures using tools as listed above

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Domain 1: improving the wider determinants of health Percentage of population affected by noise Statutory homelessness Utilisation of green space for exercise/ health Fuel poverty Domain 3: health protection Air pollution	Domain 3: helping people to recover from ill health/ injury Preventing lower respiratory tract infections in children from becoming serious (reducing emergency admissions)		• Strategic planning for housing/ neighbourhoods • Statutory homelessness function of LAs • Energy efficiency • Housing standards Local housing and planning authorities contribute to effective public health/ health interventions through the design and development of good housing and neighbourhoods that support health and wellbeing (including green / community space for exercise) Environmental health enables action on housing standards (including cold and damp) and issues of noise Good housing standards help to address issues of air pollution (damp/ mold etc) in homes Local housing authorities exercise a statutory homelessness function, with housing options services that aim to prevent homelessness, extend partnership with private landlords, support access through deposit schemes	• Housing support Housing support to homeless households aims to prevent repeat episodes of homelessness	CIEH (2015) Housing and health resource/ CIEH (2013) Mapping Health toolkit Housing LIN (2015) Health risks and health inequalities in housing: assessment toolkit LGA (2015) A home is much more than a house: integrated approaches for the housing, health and care needs of vulnerable people District Council's Network (2013), District action on public health TCPA (2012) Reuniting health with planning: healthier homes, healthier communities TCPA (2010), Spatial planning for health: a guide to embedding Joint Strategic Needs Assessments in spatial planning	Determine local costs and benefits using tools as listed above	Determine local outcomes, quality and SROI measures using tools as listed above

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Domain 2: health improvement People are helped to live healthy lifestyles, make healthy life choices, reduce health inequalities Under 18 conceptions Successful completion of drug treatment				• Housing support • Specialist housing • Assistive technology • Aids and adaptations Housing support services can enable people to address lifestyle choices that can be negative. Specialist housing solutions include those that support teenage parents, encouraging engagement with education, employment and training Supported housing solution that actively help people to address substance misuse	CIH (2012), Role of housing in drugs recovery CIH (2013), How to support tenants in drugs recovery Family Mosaic research (see Health begins at Home 2013, and How to take control 2015) DCLG (2009) Research into the financial benefits of the supporting people programme	Determine local costs and benefits using tools as listed above	Determine local outcomes, quality and SROI measures using tools as listed above

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	Domain 4: ensuring that people have a positive experience of care Access to primary care services Bereaved carers' views on quality of care in last 3 months of life Improving people's experience of integrated care	Domain 3: Ensuring that people have a positive experience of care and support Overall satisfaction of people who use services with their care and support Effectiveness of integrated care (TBD) The proportion of people who use services, and carers, who find it easy to find information about support	• Strategic planning for housing Effective local planning reflecting local needs and demographic composition to support well connected neighbourhoods (easy and safe access to facilities including primary care) Decent housing choices that enable people to remain in their local community and support networks at end of life Partnerships with hospices, palliative care at home, end of life care and out of hospital services ca support people's ambitions to remain at home See: Nice guidelines on care for dying adults	• Housing support • Assistive technology • Aids and adaptations Housing support services/ supported housing that can enable people to die in place of their choosing (often at home): End of Life care Housing support solutions can prevent or reduce need for more costly or institutional care interventions, and provide setting for safe and quick recovery from injury/ illness	CIEH (2013) Mapping Health toolkit TCPA (2012) Reuniting health with planning: healthier homes, healthier communities TCPA (2010), Spatial planning for health: a guide to embedding Joint Strategic Needs Assessments in spatial planning Housing LIN (2015) Practice Briefing: End of life care; information for housing and care providers Home Group, A good death project / evaluation of project's use of digital technologies	Determine local costs and benefits using tools as listed above	Determine local outcomes, quality and SROI measures using tools as listed above

Useful resources

- CIH health and housing webpages include:
  - Briefing papers and responses to government publications
  - Practical guides and papers across a range of health and social care areas and customer groups.

- CIH Director of health and wellbeing, Domini Gunn, has developed a number of tools to measure and evidence the benefits of housing services, including costs and savings, quality and social impacts.
- And services to help organisations to review and transform their housing and support services including housing's contribution to the delivery of the Care Act 2014 see CIH health and housing webpages.

- The Housing LIN 'health intel' pages provides a wide range of resources to support the development of housing services to meet the health and care needs of older people, including the 'health exchange', an online resource for sharing tools and resources that you have found useful in developing your health partnerships . It also hosts the Hospital2Home pack, a resource developed by professionals across housing, health and care to support everyone involved in making hospital discharge more effective, embedding the importance of homes in the process

- Also useful to guide how to articulate your local offer for health and care:
- CIH how to develop health and housing partnerships
- NHS Alliance/ Sitra Just what the doctor ordered