



# Developing your local housing offer for health and care: Targeting outcomes



Housing LIN

*Connecting people, ideas and resources*



CIH and the Housing Learning and Improvement Network (LIN) have developed a number of publications looking at how to increase and improve effective working between housing, health and care (see [CIH's health and wellbeing pages](#) for more). CIH has also developed [support](#) for local housing authorities and housing provider partners to shape housing offers to make to health and care commissioners locally.

The challenge facing health and care bodies is huge, with the drive for £20bn efficiencies in the NHS, and increasing demand on restricted budgets for social care. New ways of working are needed, that shift the focus to better health and wellbeing, preventing or delaying ill health, reducing demand for health/ care interventions. To be involved in this, housing professionals need to become experts at engaging with health and care decision makers on their terms and addressing their specific targets and drivers; making it easy for them to identify housing based solutions and know where and to whom to turn. This includes looking at what collectively housing and support providers can offer to health and care in the local area.

The aim of this paper is to provide a tool to help that process. It 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
- Linking to tools that can help to: demonstrate demand, quality of services, efficiencies and outcomes (economic and social impacts)

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.

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

| Public health outcomes framework 2013-16   | Health outcomes framework 2013-14   | Adult social care outcomes issued 2013-14  | Housing contribution  | Housing support contribution   | Evidence sources   | Cost and benefit analysis   | Outcomes measures and Social Return On Investment  |
|--|---|--|---|--|--|---|--|
| <p>Domain 2: health improvement</p> <p>Self-reported wellbeing</p> <p>Domain 4: health care, public health and preventing premature mortality</p> <p>Health related quality of life for older people (TBD)</p> | <p>Domain 2: enhancing quality of life for people with long term conditions</p> <p>Health related quality of life for people with long term conditions</p> <p>Health related quality of life for carers</p> | <p>Domain 1: enhancing quality of life for people with care and support needs</p> <p>Social care related quality of life</p> <p>Proportion of people using services who have control over their life</p> <p>Proportion of people using social care who receive self directed support and those receiving direct payments (to be revised 2014/15)</p> <p>Carer reported quality of life</p> <p>Proportion of people who use services and their carers, who reported that they had as much social contact as they would like</p> | <ul style="list-style-type: none"> <li>Decent housing and Lifetime homes standard (LHS)</li> <li>Energy efficiency</li> <li>Accessible neighbourhoods and good facilities</li> <li>Sheltered/ extra care housing</li> </ul> <p>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</p> <p>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)</p> | <ul style="list-style-type: none"> <li>Adaptations</li> <li>Housing support</li> <li>Sheltered/ extra care housing</li> </ul> <p>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</p> <p>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</p> <p>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</p> <p>Facilities and activities are also available for wider community use, and activities that benefit residents and people living in the neighbourhood</p> | <p>DCLG <a href="#">Research into the financial benefits of the supporting people programme (2009)</a></p> <p>Audit Commission Supporting People review report (2009)</p> <p>APPG Housing and care for older people, <a href="#">Living well at home inquiry report (2011)</a></p> <p>CIEH, <a href="#">Housing Health and Safety Rating System and cost appraisal toolkit</a></p> <p>CBI, <a href="#">The right care in the right place (2012)</a></p> <p>Integrated Care Network, <a href="#">Commissioning housing support for health and wellbeing (2008)</a></p> <p>Housing LIN, <a href="#">Health, wellbeing and the older people's agenda.</a></p> | <p>Demonstrate the local costs and benefits.</p> <p>Housing partners to establish costs of services that comprise the housing offer</p> <p>Use tools to evaluate what this can bring in terms of efficiencies and/ or savings to partners in return for investment.</p> | <p>Demonstrate local performance and outcomes measurements, social impacts, and personalisation of services</p> <p>Housing partners to identify the deliverable outcomes from services under the housing offer, against the outcomes and targets of investing partners</p> <p>Personalisation of services - housing partner to identify the input of service users into the evaluation of outcomes and effectiveness of services</p> |

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|--|--|--|---|--|--|--|--|
| <p>Domain 1: improving the wider determinants of health</p> <p>Older people's perception of community safety (TBD)</p> | <p>Domain 2: enhancing quality of life for people with long term conditions</p> <p>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)</p> <p>Domain 5: treating and caring for people in a safe environment and protecting them from avoidable harm</p> | <p>Domain 4: safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm</p> <p>Proportion of people who use services who feel safe</p> <p>Proportion of people who use services who say those services make them feel safe and secure</p> | <ul style="list-style-type: none"> <li>Well planned and designed housing in safe neighbourhoods</li> </ul> <p>Housing and neighbourhoods planned and designed to prevent/reduce opportunities for crime</p> <p>Location - well connected to facilities with transport links/ safe pavements/ lighting</p> | <ul style="list-style-type: none"> <li>Adapted housing (enhancing security measures)</li> <li>Housing support</li> <li>Sheltered/ extra care housing</li> </ul> <p>Location of housing and facilities</p> <p>Enhanced security measures through handyperson services (private sector)</p> <p>Security entrances, on site staff and emergency alarm support</p> <p>Low level support and regular visits enhancing feelings of security and support</p> <p>Housing networks and protocols contribution to safeguarding</p> <p>Sheltered and extra care housing with communal facilities and activities – addressing social isolation</p> | <p>HCA, <a href="#">Housing our ageing population panel for innovation (2009)</a> and <a href="#">Plan for implementation (HAPPI2) (2012)</a></p> <p>Housing LIN, <a href="#">Public health and housing: we can get it right (2011)</a></p> <p>APPG Housing and care for older people, <a href="#">Living well at home inquiry report (2011)</a></p> <p>Housing 21, <a href="#">Extra care housing and people with dementia (2009)</a></p> <p>NHF <a href="#">Providing and alternative pathway (2013)</a></p> <p>Housing LIN, <a href="#">What role for extra care housing in a socially isolated landscape? (2013)</a></p> | <p>Tools include:</p> <p>CIH, <a href="#">Value for money tool</a> (more available at <a href="#">CIH website</a>)</p> <p>Cap Gemini cost benefit tool has been applied to local areas, e.g Yorkshire and Humber, NE. (<a href="#">Prevention and Personalisation: the case for housing related support</a>)</p> | <p>Tools include:</p> <p>At scheme basis CIH's <a href="#">Service Quality Tool</a> enables providers to demonstrate the quality of their schemes in relation to social care and health. It addresses the personalisation agenda by bringing service user evaluation into the evaluation process, and provides rigorous external validation</p> <p>CIH's <a href="#">Healthy Homes accreditation</a> enables providers to demonstrate the value of their housing based services for health and wellbeing</p> |

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| <p>Domain 1: improving the wider determinants of health</p> <p>Employment for those with a long term health condition</p> | <p>Domain 2: enhancing quality of life for people with long term conditions</p> <p>Employment of people with long term conditions</p> <p>Employment of people with mental illness</p> | <p>Domain 1: enhancing quality of life for people with care and support needs</p> <p>Proportion of adults with learning disabilities in paid employment</p> <p>Proportion of adults in contact with secondary mental health services in paid employment</p> | <ul style="list-style-type: none"> <li>Decent secure housing</li> </ul> <p>Housing provides the foundation from which people can engage with life opportunities, including education, employment and training</p> <p>Having a secure address helps people access employment</p> | <ul style="list-style-type: none"> <li>Supported housing</li> <li>Floating support</li> <li>Worklessness services</li> </ul> <p>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</p> | <p>DCLG <a href="#">Research into the financial benefits of the supporting people programme (2009)</a></p> <p>Audit Commission Supporting People review report (2009)</p> | <p>Tools include: CIH <a href="#">Value for money tool</a></p> <p>PSSRU/Housing LIN, <a href="#">Improving housing with care choices for older people</a></p> | <p>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 <a href="#">housing offer</a></p> <p>Forthcoming from CIH: Risk management tool and Social return on Investment (SROI) tool (see <a href="#">CIH consultancy</a> for future developments)</p> |



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| <p>Domain 4: health care, public health and preventing premature mortality</p> <p>Emergency readmission within 30 days of discharge from hospital</p> <p>Hip fractures in over 65s</p> <p>Dementia and its impacts (TBD)</p> | <p>Domain 3: helping people to recover from episodes of ill health/ injury</p> <p>Emergency admissions for conditions that should not normally require hospital admission</p> <p>Emergency readmission within 30 days of discharge from hospital</p> <p>Proportion of older people (65+) still at home 91 days after discharge into rehab/ reablement services</p> <p>Proportion of patients recovering to their previous levels of mobility/ walking ability at 30 and 120 days</p> | <p>Domain 2: delaying and reducing the need for care and support</p> <p>Proportion of older people (65+) still at home 91 days after discharge into rehab/ reablement services</p> <p>Effectiveness of reablement services (TBD)</p> <p>Delayed transfer of care from hospital, and those attributable to adult social care services</p> <p>Dementia – a measure of the effectiveness of post-diagnosis care in sustaining independence and improving quality of life</p> | <ul style="list-style-type: none"> <li>Decent, accessible homes (LHS)</li> <li>Well planned, secure and accessible neighbourhood</li> </ul> <p>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</p> <p>Design of housing or renewal provides opportunities to tailor to support people with dementia</p> | <ul style="list-style-type: none"> <li>Adaptations including rapid response services</li> <li>Floating support/ sheltered/ extra care housing</li> </ul> <p>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</p> <p>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</p> <p>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</p> | <p>TCPA <a href="#">Reuniting health with planning: healthier homes, healthier communities (2012)</a></p> <p>TCPA, <a href="#">Spatial planning for health: a guide to embedding Joint Strategic Needs Assessments in spatial planning (2010)</a></p> <p>Housing 21, <a href="#">Extra care housing and people with dementia (2009)</a></p> <p>DCLG, <a href="#">National evaluation of the handyperson programme (2012)</a></p> <p>NHF, <a href="#">Dementia: finding housing solutions (2013)</a></p> <p>Housing LIN <a href="#">facing the future with dementia: designing buildings that will be adaptable (2013)</a></p> | <p>Determine local costs and benefits using tools as listed above</p> | <p>Determine local outcomes, quality and SROI measures using tools as listed above</p> |

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| <p>Domain 4: health care, public health and preventing premature mortality</p> <p>Mortality from preventable causes</p> <p>Mortality from all cardiovascular diseases</p> <p>Mortality from respiratory diseases</p> | <p>Domain 1: preventing people from dying prematurely</p> <p>Potential years life lost from causes amendable to health care</p> <p>Under 75 mortality rate cardiovascular disease</p> <p>Under 75 mortality rate respiratory disease</p> |   | <ul style="list-style-type: none"> <li>Energy efficiency</li> <li>Lifetime Homes standard housing development</li> </ul> <p>Energy efficiency addresses temperature and its impact on cardiovascular disease and respiratory problems.</p> <p>Warm homes and accessible homes both reduce likelihood of falls and accidents, and decrease reliance on care.</p> | <ul style="list-style-type: none"> <li>Adaptations</li> <li>Telecare</li> </ul> <p>Adaptations to housing enable people to continue tasks of daily living for longer, reduce reliance on care, and reduce risks of falls and accidents</p> <p>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</p> | <p>BMA, Housing and health: building for the future (2003)</p> <p>Frances Heywood and Lynn Turner for ODI/DWP, <a href="#">Better outcomes, lower costs (2007)</a></p> <p>Marmot Review, <a href="#">Fair Society, Healthy Lives (2010)</a></p> <p>HCA, <a href="#">Housing our ageing population panel for innovation (2009)</a></p> <p>APPG Housing and care for older people, <a href="#">Living well at home inquiry report (2011)</a></p> <p>BRE for CIEH <a href="#">The health costs of cold housing (2011)</a></p> <p>NHF <a href="#">On the pulse (2012)</a></p> <p>Lifetime Homes <a href="#">Living All project (2009)</a></p> | <p>Determine local costs and benefits using tools as listed above</p> | <p>Determine local outcomes, quality and SROI measures using tools as listed above</p> |

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| <p>Domain 1: improving the wider determinants of health</p> <p>People with mental illness or disability in settled accommodation</p> |                                   | <p>Domain 1: enhancing quality of life for people with care and support needs</p> <p>Proportion of people with learning disabilities living in their own home/ with their family</p> <p>Proportion of adults in contact with secondary mental health services living independently (with or without support)</p> | <ul style="list-style-type: none"> <li>Decent secure housing</li> </ul> <p>Decent and secure housing provides a platform from which people can gain lifeskills and explore education, employment training and volunteering to engage with society</p> | <ul style="list-style-type: none"> <li>Supported housing</li> <li>Floating support</li> </ul> <p>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</p> <p>Provision of support and care in a housing setting can reduce/prevent need for more institutional health or care interventions</p> <p>Support schemes can enable people to access private rented sector housing or home ownership and maintain independent living with greater choice</p> | <p>DCLG <a href="#">Research into the financial benefits of the supporting people programme (2009)</a></p> <p>Audit Commission Supporting People review report (2009)</p> <p>York Uni Centre for Housing Policy, <a href="#">Demonstrating the effectiveness of housing support services for people with mental health problems: A review (2011)</a></p> <p>Integrated Care Network, <a href="#">Commissioning housing support for health and wellbeing (2008)</a></p> <p>Mental Health Network briefing (2012)</p> | 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<br><br>Percentage of population affected by noise<br><br>Statutory homelessness<br><br>Utilisation of green space for exercise/ health<br><br>Fuel poverty<br><br>Domain 3: health protection<br><br>Air pollution | Domain 3: helping people to recover from ill health/ injury<br><br>Preventing lower respiratory tract infections in children from becoming serious (reducing emergency admissions) |   | <ul style="list-style-type: none"> <li>Strategic planning for housing/ neighbourhoods</li> <li>Statutory homelessness function of LAs</li> <li>Energy efficiency</li> <li>Housing standards</li> </ul> <p>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)</p> <p>Environmental health enables action on housing standards (including cold and damp) and issues of noise</p> <p>Good housing standards help to address issues of air pollution (damp/ mold etc) in homes</p> <p>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</p> | <ul style="list-style-type: none"> <li>Housing support</li> </ul> <p>Housing support to homeless households aims to prevent repeat episodes of homelessness</p> | <p>TCPA <a href="#">Reuniting health with planning: healthier homes, healthier communities (2012)</a></p> <p>TCPA, <a href="#">Spatial planning for health: a guide to embedding Joint Strategic Needs Assessments in spatial planning (2010)</a></p> <p>CIEH, <a href="#">the health impacts of poor housing (2011)</a></p> <p>BMA, Housing and health: building for the future (2003)</p> <p>District Council's Network, <a href="#">District action on public health (2013)</a></p> | 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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| <p>Domain 2: health improvement</p> <p>People are helped to live healthy lifestyles, make healthy life choices, reduce health inequalities</p> <p>Under 18 conceptions</p> <p>Successful completion of drug treatment</p> |   |   |   | <ul style="list-style-type: none"> <li>Housing support</li> <li>Specialist housing</li> </ul> <p>Housing support services can enable people to address lifestyle choices that can be negative.</p> <p>Specialist housing solutions include those that support teenage parents, encouraging engagement with education, employment and training</p> <p>Supported housing solution that actively help people to address substance misuse</p> | <p>CIH, <a href="#">Role of housing in drugs recovery, (2012)</a></p> <p>CIH, <a href="#">How to support tenants in drugs recovery (2013)</a></p> <p>DCLG <a href="#">Research into the financial benefits of the supporting people programme (2009)</a></p>  | Determine local costs and benefits using tools as listed above | Determine local outcomes, quality and SROI measures using tools as listed above |
|   | <p>Domain 4: ensuring that people have a positive experience of care</p> <p>Access to primary care services</p> <p>Improving experience of end of life care</p> <p>Improving people's experience of integrated care</p> |   | <p>Strategic planning for housing</p> <p>Effective local planning reflecting local needs and demographic composition to support well connected neighbourhoods (easy and safe access to facilities including primary care)</p> <p>Decent housing choices that enable people to remain in their local community and support networks at end of life</p> | <p>Housing support</p> <p>Housing support services/ supported housing that can enable people to die in place of their choosing (often at home)</p> <p>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</p>  | <p>TCPA <a href="#">Reuniting health with planning: healthier homes, healthier communities (2012)</a></p> <p>TCPA, <a href="#">Spatial planning for health: a guide to embedding Joint Strategic Needs Assessments in spatial planning (2010)</a></p> <p>Home Group, <a href="#">A good death project / evaluation of project's use of digital technologies</a></p> | 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 wellbeing policy pages 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.](#)
- The [Housing LIN](#) 'healthwatch' pages provides a wide range of resources to support the development of housing services to meet the health and care needs of older people. It 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.
- Forthcoming, *Learning today, leading tomorrow* - CIH's resource looking at the skills required to adapt to the changing environment for housing, and impacts for housing professionals. It includes a chapter on responding to the health and care agenda by Jeremy Porteus, Director of the Housing LIN, and the role of housing professionals in safeguarding by Imogen Parry.
- CIH, Housing LIN, the Association of Directors of Adult Social Services and other industry partners are working with NHS England on a housing and health partnership agreement due later in 2013.