

**Monitoring**  
***Tenant Outcomes***  
***within***  
***Triangle Housing***

# Outcomes

- An outcome is

*‘a benefit or change for individuals during or after participating in the SP programme’*

(Supporting People 2007 CLG)

# What we looked for in Outcome Monitoring Tools

- Simple and easy to use
- Visual
- Provide consistent reliable information
- Linked to National SP indicators

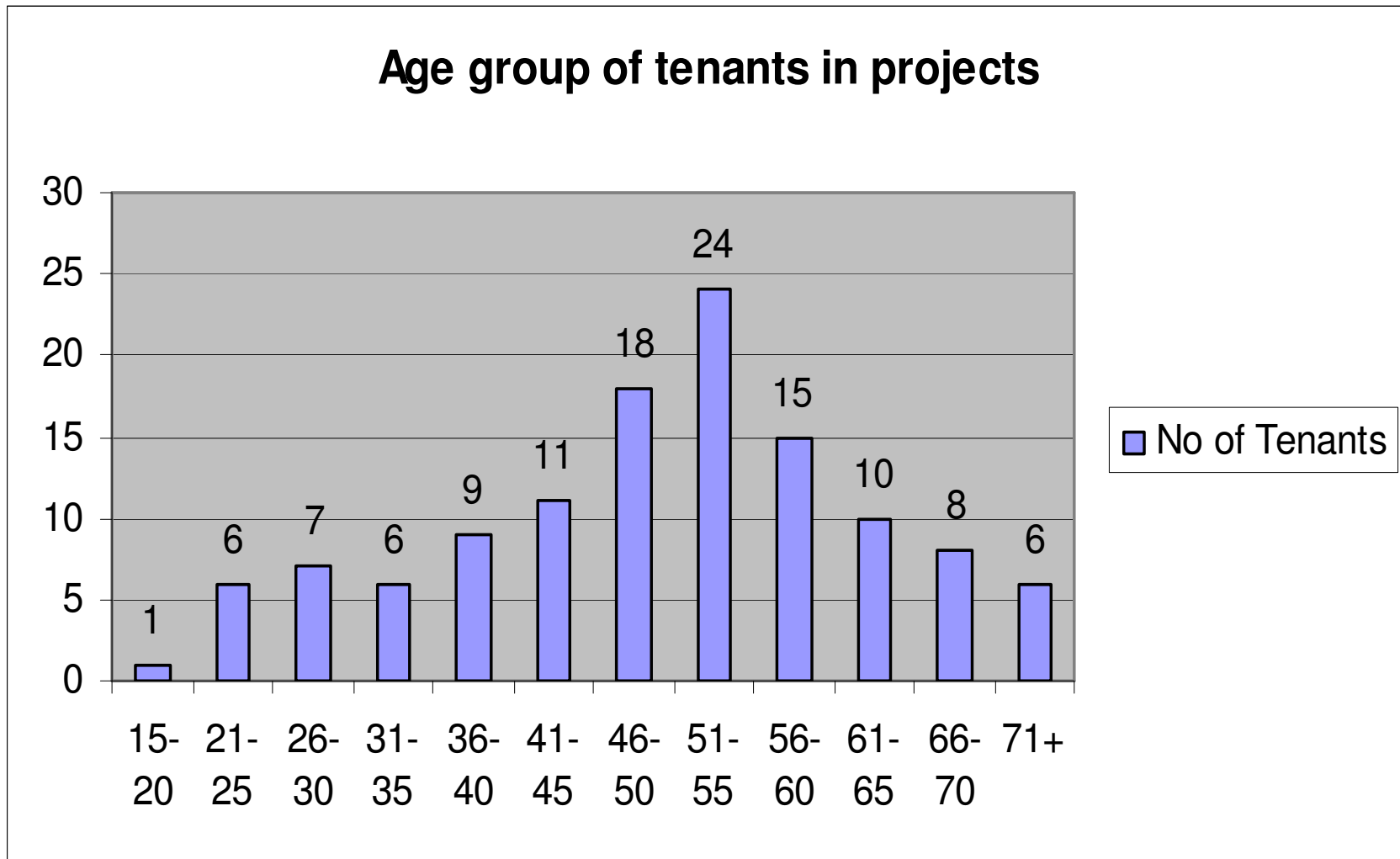
We found good examples :

- St Mungo's Outcomes Star
- Bromford Outcome Monitoring Tool

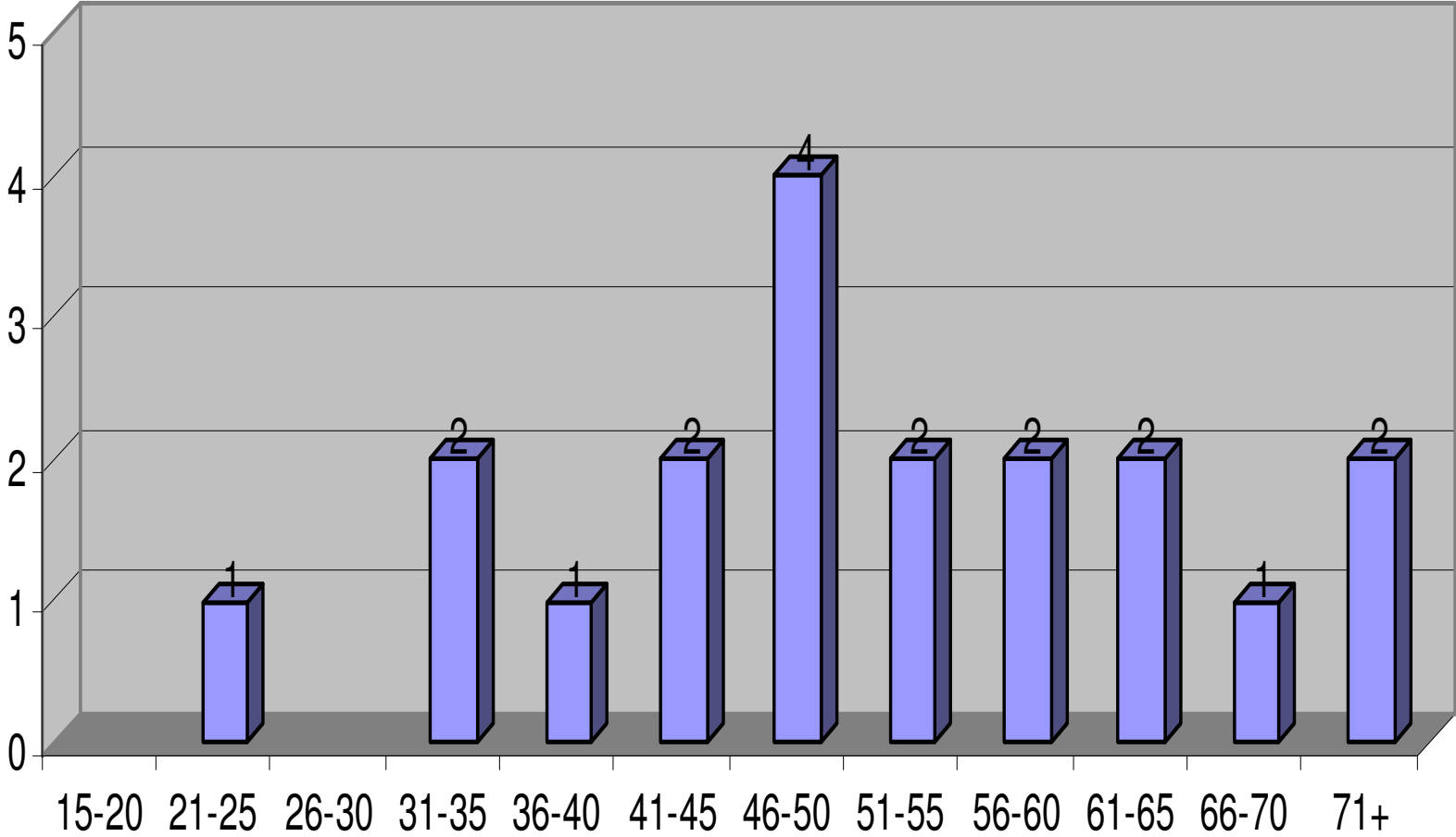
# Bromford – A Distance Travelled Outcome Tool

- *Distance travelled outcomes is the approach we are adopting i.e. We have adopted a support plan monitoring tool to measure the progress of our tenants towards their chosen outcomes, which can be judged on an ongoing basis.*
- *Supporting People will not be scoping this type of distance travelled outcome model but we have adopted this approach to help report our main outcomes against the National Framework.*

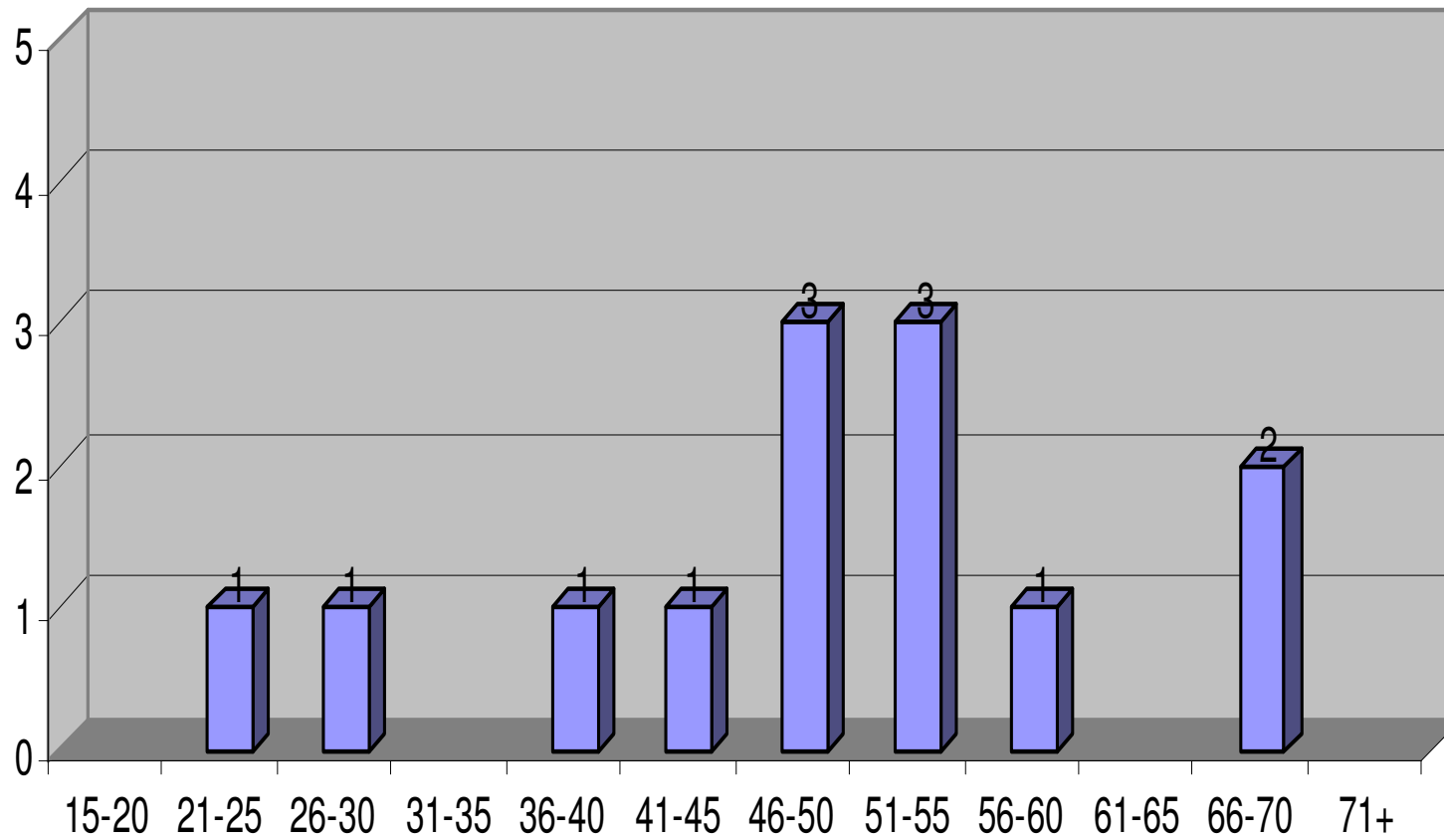
# Our tenant demographics

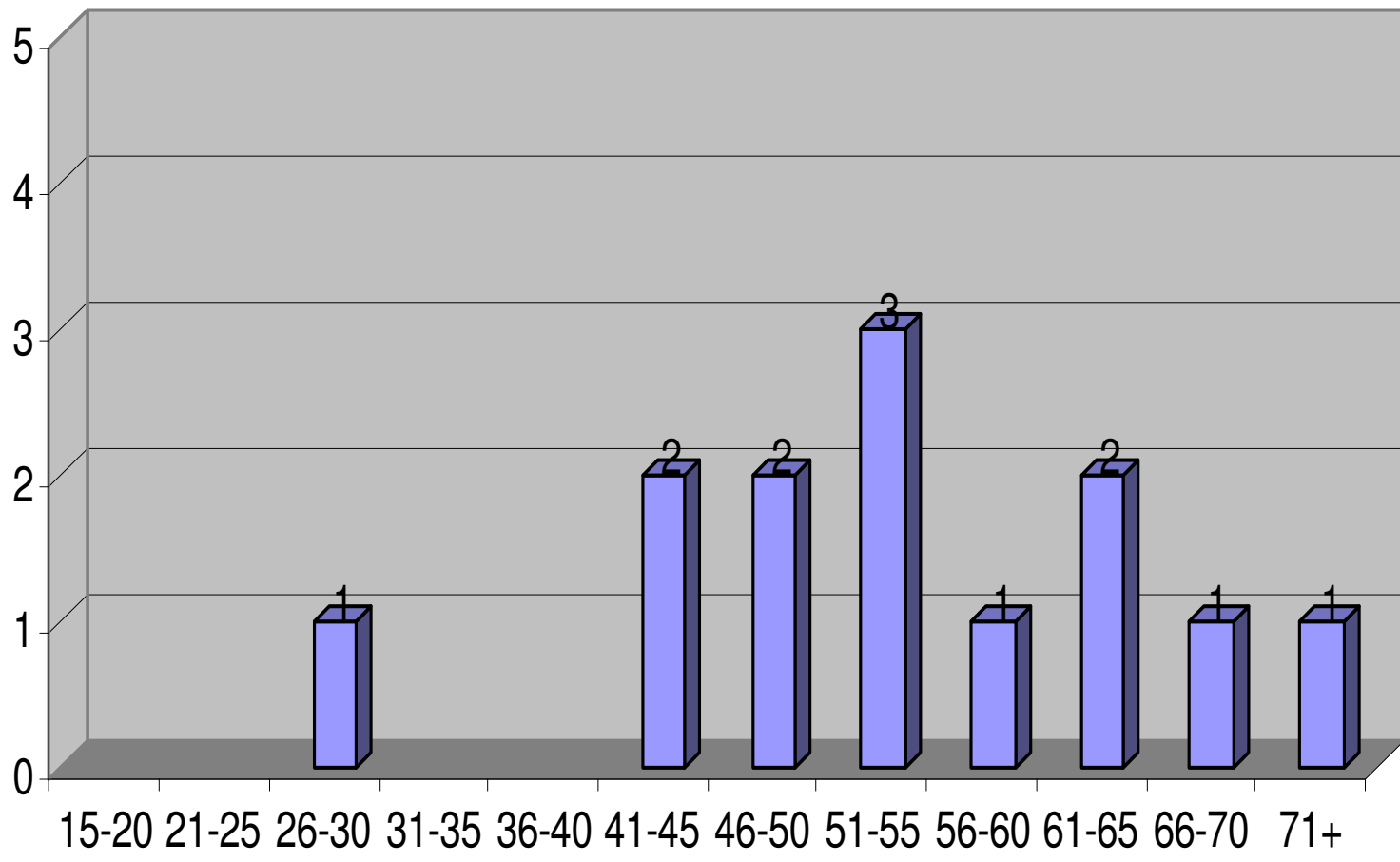


# Project A and B



## Project C and D





# Tenant Demographics

- Wide age ranges therefore differing needs
- Monitoring tool chosen needed to be able to capture each tenants preferred and/or relevant outcomes
- Also provide consistent, clear and straightforward data

# National Indicators (five outcome domains)

- Achieve economic well being
- Enjoying and achieving
- Be healthy
- Stay safe
- Make a positive contribution

# Economic Wellbeing

- Maximise income, including receipt of the right benefits
- Reduce overall debt
- Obtain paid work/ Participate in paid work

# Enjoy and achieve

- Participate in chosen training and/ or education, and where applicable, achieving desired qualifications
- Participate in chosen leisure/ cultural / faith/ informal learning activities
- Participate in chosen work like/ voluntary/ unpaid work activities
- Establish contact with external service/ family/friends

# Be Healthy

- Better manage physical health
- Better manage mental health
- Better manage substance misuse
- Better manage independent living as a result of assistive technology/ aids and adaptations

# Stay Safe

- Maintain accommodation and avoid eviction
- Comply with statutory orders and processes (in relation to offending behaviour)
- Better manage self harm, avoid causing harm to others, minimise harm/risk of harm from others

# **Make a Positive Contribution**

- Greater choice and/or involvement and/or control at service level and within the wider community

# Linkages Between Bromford and National Indicators

**Q1. Education and Training:**

1 2 3 4 5 6 7 8 9 10

**Q2. Independent Living Skills:**

1 2 3 4 5 6 7 8 9 10

**Q3. Social Networks:**

1 2 3 4 5 6 7 8 9 10

**Q4. Work:**

1 2 3 4 5 6 7 8 9 10

**Q5. Community Networks:**

1 2 3 4 5 6 7 8 9 10

**Q6. Health:**

1 2 3 4 5 6 7 8 9 10

**Q7. Money:**

1 2 3 4 5 6 7 8 9 10

**Q8. Parenting Skills:**

1 2 3 4 5 6 7 8 9 10

**Q9. Risk:**

1 2 3 4 5 6 7 8 9 10

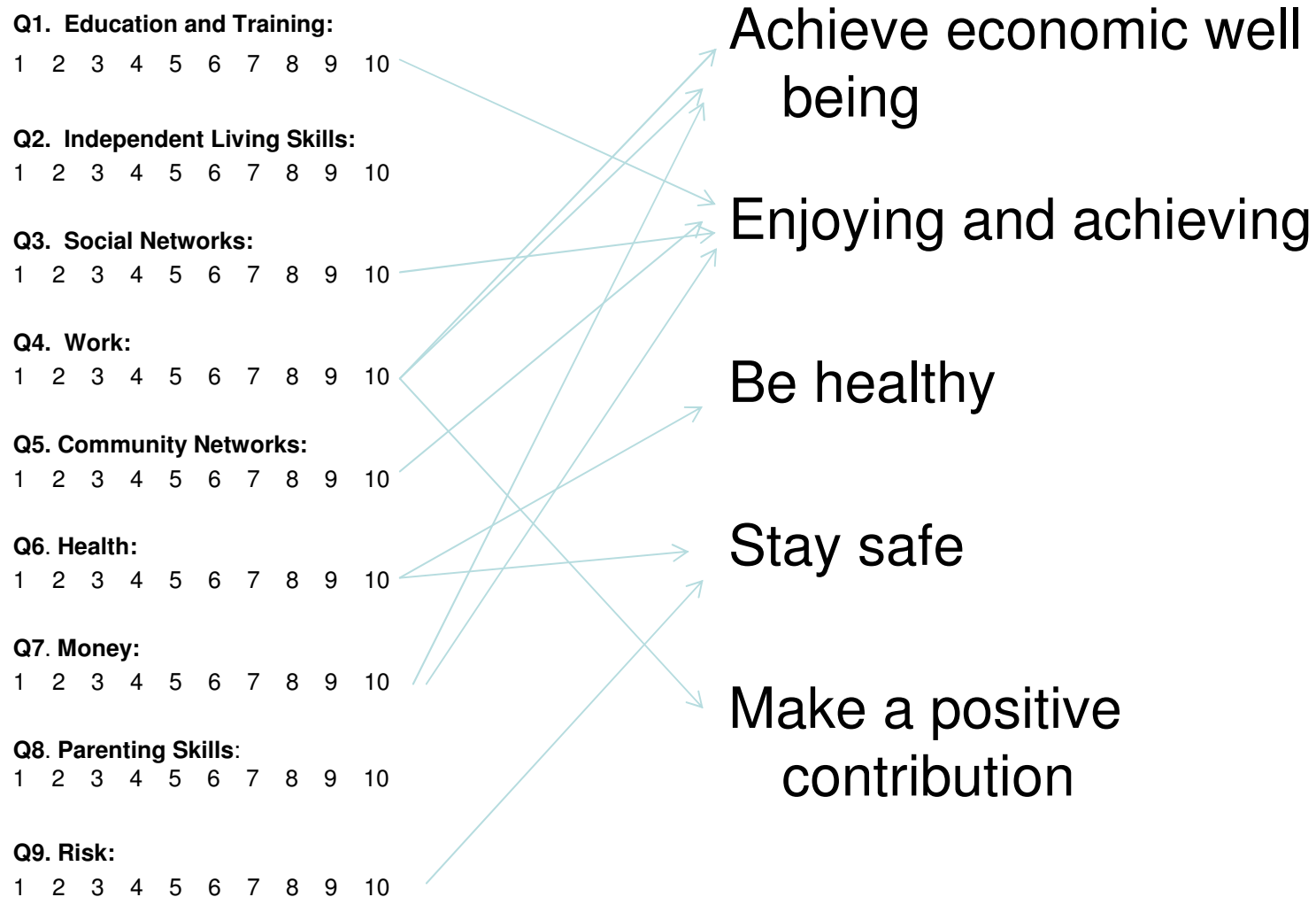
Achieve economic well being

Enjoying and achieving

Be healthy

Stay safe

Make a positive contribution



We feel Bromford enables us to capture both progression and regression

How do we capture this data?

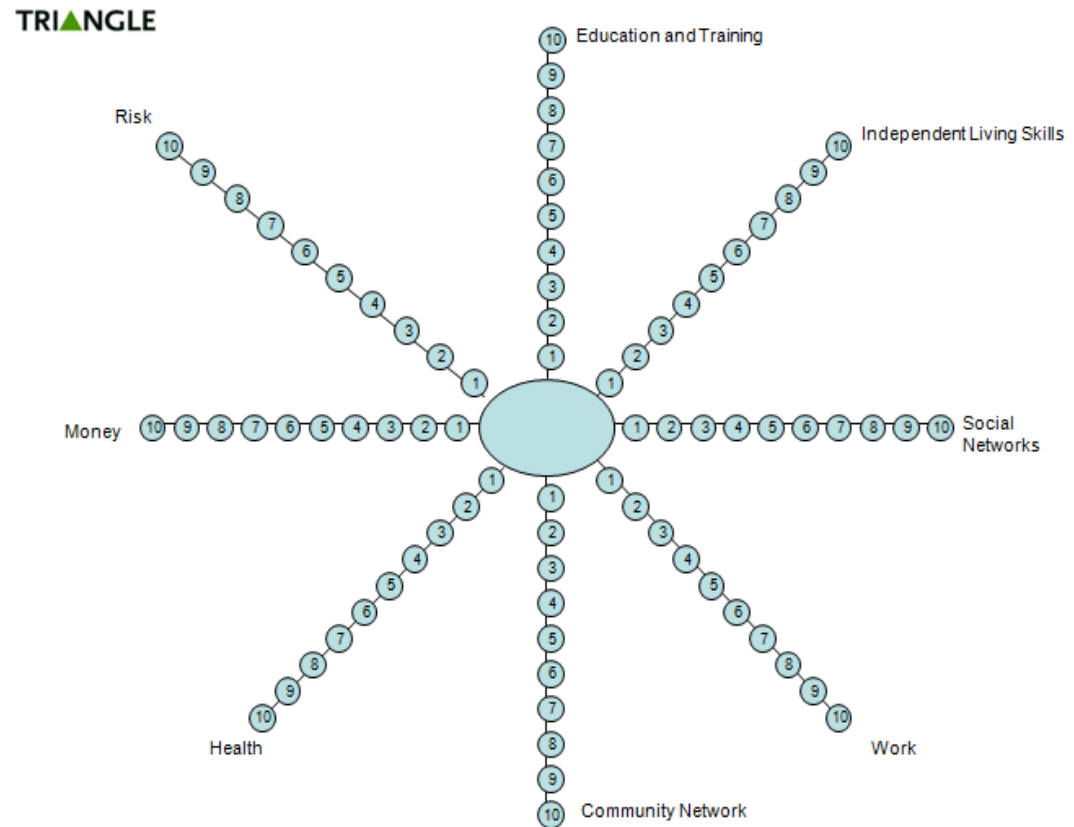
How do we collate data in to meaningful review?

# Layout Adaptations Made

## Bromford layout

- Q1. Education and Training:**  
1 2 3 4 5 6 7 8 9 10
- Q2. Independent Living Skills:**  
1 2 3 4 5 6 7 8 9 10
- Q3. Social Networks:**  
1 2 3 4 5 6 7 8 9 10
- Q4. Work:**  
1 2 3 4 5 6 7 8 9 10
- Q5. Community Networks:**  
1 2 3 4 5 6 7 8 9 10
- Q6. Health:**  
1 2 3 4 5 6 7 8 9 10
- Q7. Money:**  
1 2 3 4 5 6 7 8 9 10
- Q8. Parenting Skills:**  
1 2 3 4 5 6 7 8 9 10
- Q9. Risk:**  
1 2 3 4 5 6 7 8 9 10

## Triangle layout



## Independent Living Skills

**This section relates to the skills needed to live independently and covers cooking, cleaning, managing a home, washing, personal hygiene**

1. Has **no independent living skills**. Is unable to live independently. Has no comprehension of living skills needed to live independently.
2. Has a **limited comprehension of skills** needed to live independently but is unable to undertake these skills independently.
3. Has a **basic understanding of skills** needed to live independently and is able to undertake only some of these skills with **constant supervision**.
4. Has a basic understanding of skills needed to live independently and is able to undertake all of these skills with **some supervision**.
5. Has a **sound knowledge** of the skills needed to live independently and can complete all tasks with **support**.
6. Has a knowledge of the skills needed to live independently and can complete all tasks with only **minimal support**.
7. Can demonstrate **some competence in several independent living skills** but needs to develop all these skills before living independently.
8. Can demonstrate **competence in all independent living skills** but needs to develop several of these before living independently. Lacks confidence in living independently.
9. Can **competently undertake all living skills** needed to live independently. Has **limited confidence** in living independently. Appropriate for floating support.
10. Can competently undertake all living skills required to live independently. Is **fully confident** about living independently.

## Social Networks

This section related to social networks that the person may have. This includes relationships with family and friends, any hobbies that they may be involved in and any possible recreational activities that they engage in

1. New to the area. Has no social connections in the locality. Socially isolated.
2. Has no known family or friends. Does not engage in any recreational or social activities. No social networks.
3. No social networks. Has **no contact** with family and / or friends. Does not engage in any recreational or social activities. Rejected by family and friends. Experiences some isolation.
4. Has **minimal contact** with family and / or friends. Engages in recreational or social activities only when needs must. Minimal social networks established.
5. Has **contact** with family and / or friends **infrequently**. Engages in recreational or social activities infrequently. Only minimal social networks established.
6. Has **frequent contact** with family and / or friends. Engages in recreational or social activities on a frequent basis. Social networks established but limited.
7. Has contact with family and / or friends on a **regular** basis. Engages in recreational or social activities regularly. Social networks established and utilised on a regular basis.
8. Relationships with family and friends established and **constantly** utilised. Engages in recreational or social activities constantly. **No attempts made to widen social networks.**
9. Relationships with family and friends established and continually utilised. Engages in recreational or social activities on a constant basis. **Frequent attempts** made to widen social networks and engage in new recreational activities.
10. Relationships with family and friends established and continually utilised. Engages in recreational or social activities on a **constant basis**. Continually attempting to widen social networks and engage in new recreational and / or social networks.

## Money

This section relates to the individuals ability to budget manage money. This can include their awareness of money, their ability to effectively and any rent arrears

1. Has **no awareness** of money. Has no money management skills. Does not possess any budgeting abilities.
2. Has a **limited awareness** of money. Is not able to manage money independently. Can only budget with constant support/prompts/supervision.
3. Has **an awareness** of money. Is not able to manage money independently. Can only budget with **constant support**/prompts/supervision.
4. Has an awareness of money. Can only manage money with frequent support/prompts/supervision. Cannot budget independently.
5. Is not able to manage money independently. Can only budget with constant support/prompts/supervision. Open to financial exploitation.
6. Has **a knowledge of budgeting skills but** unable to manage independently. Needs substantial support/prompts/supervision. Currently has rent arrears. Is cooperative / has no action plan implemented regarding rent arrears
7. Is able to **demonstrate a knowledge of budgeting skills** but unable to manage money effectively. Currently has rent arrears. **Action plan devised to repay arrears but not regularly followed.**
8. Is able to demonstrate a knowledge of budgeting skills but unable to manage money effectively. Currently has rent arrears. **Regularly follows** action plan to repay arrears.
9. Is able to manage money and **budget effectively**. No rent arrears.
10. Is able to **budget independently** and manage money with no support/prompts/supervision. Attempts to save on a regular basis. No rent arrears.



**How will the goal be achieved? (action points continued)**

**Date of Review** \_\_\_\_\_

**Comments on review**  
\_\_\_\_\_

**Revised Outcome Score** \_\_\_\_\_

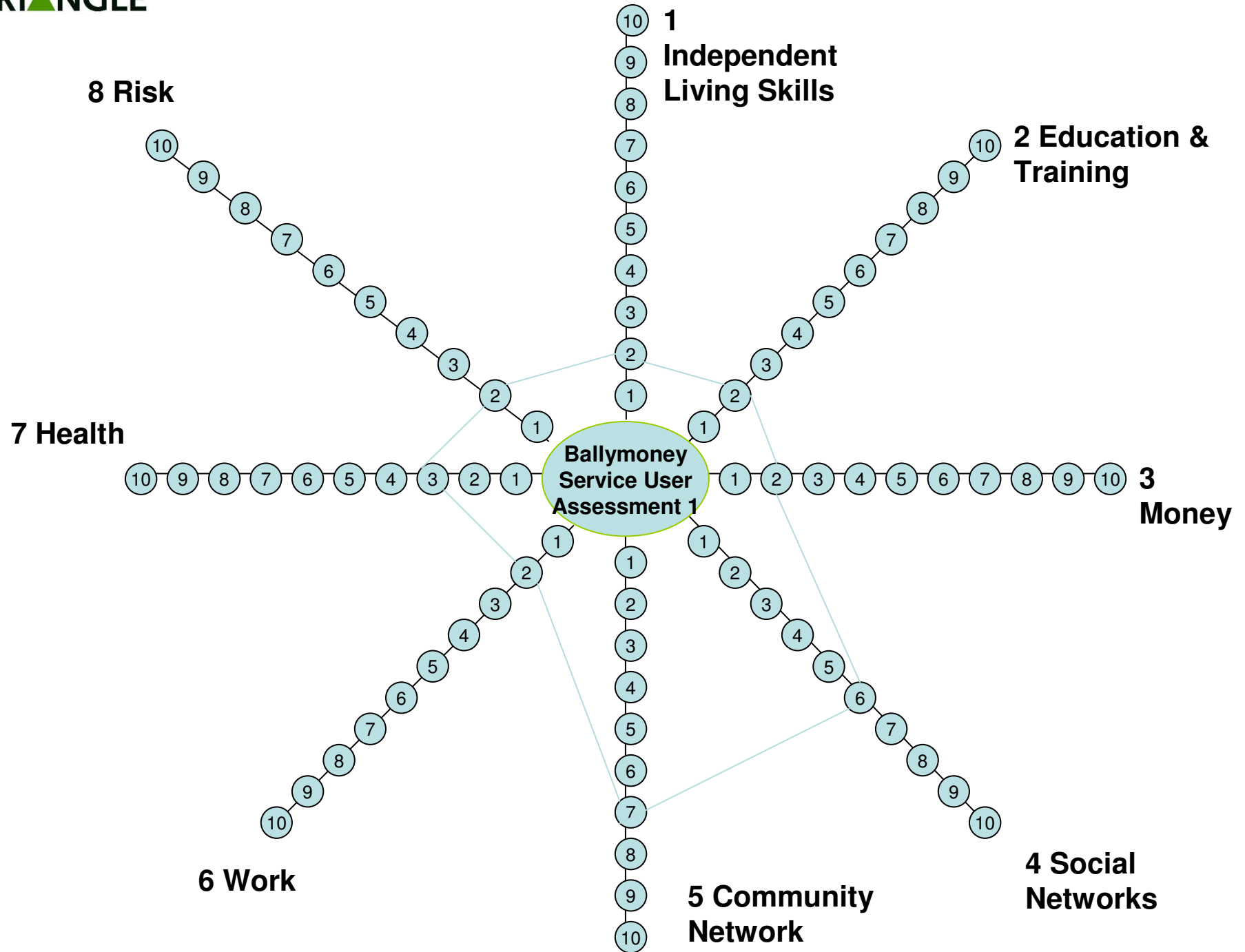
**Related New Objective Number** \_\_\_\_\_

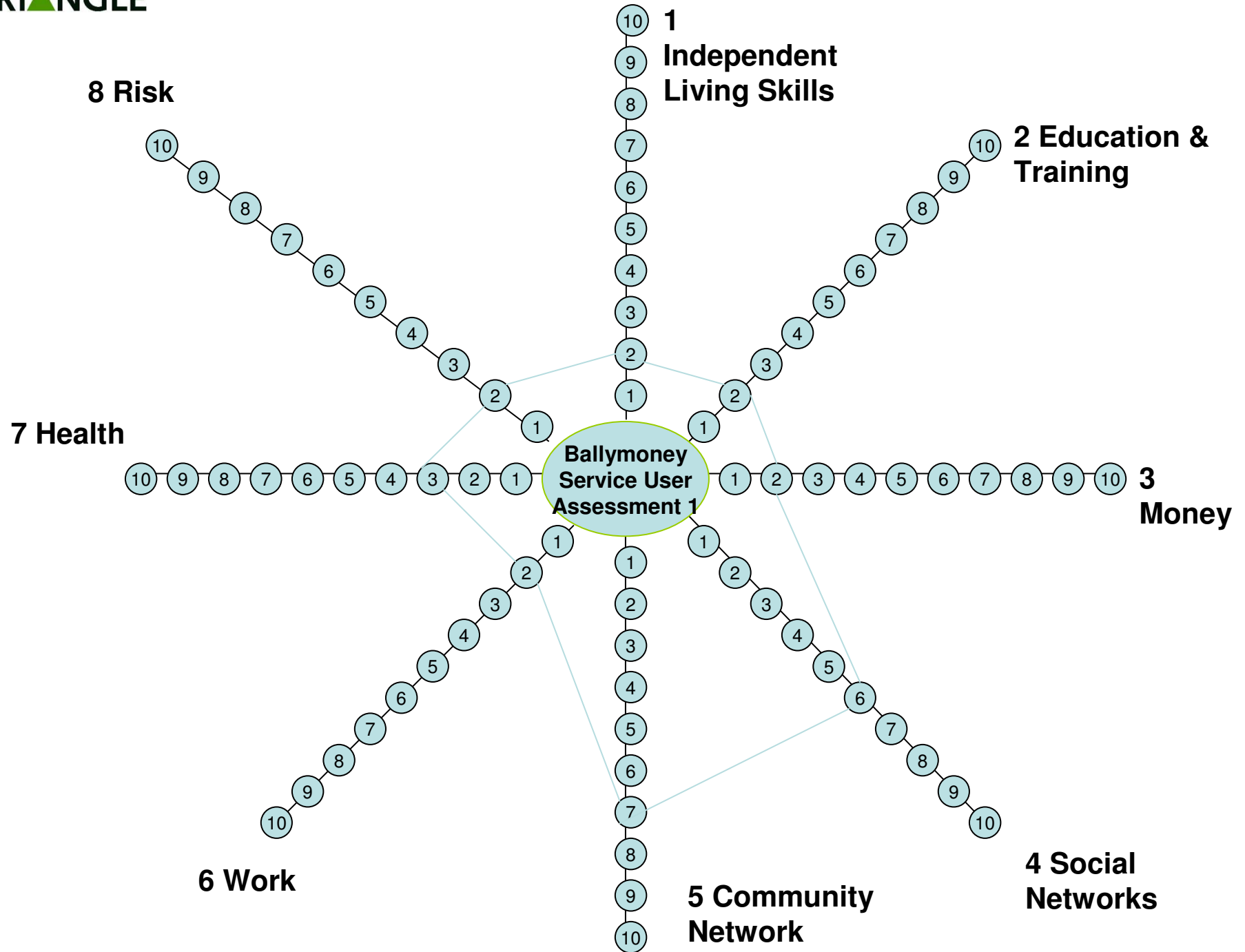
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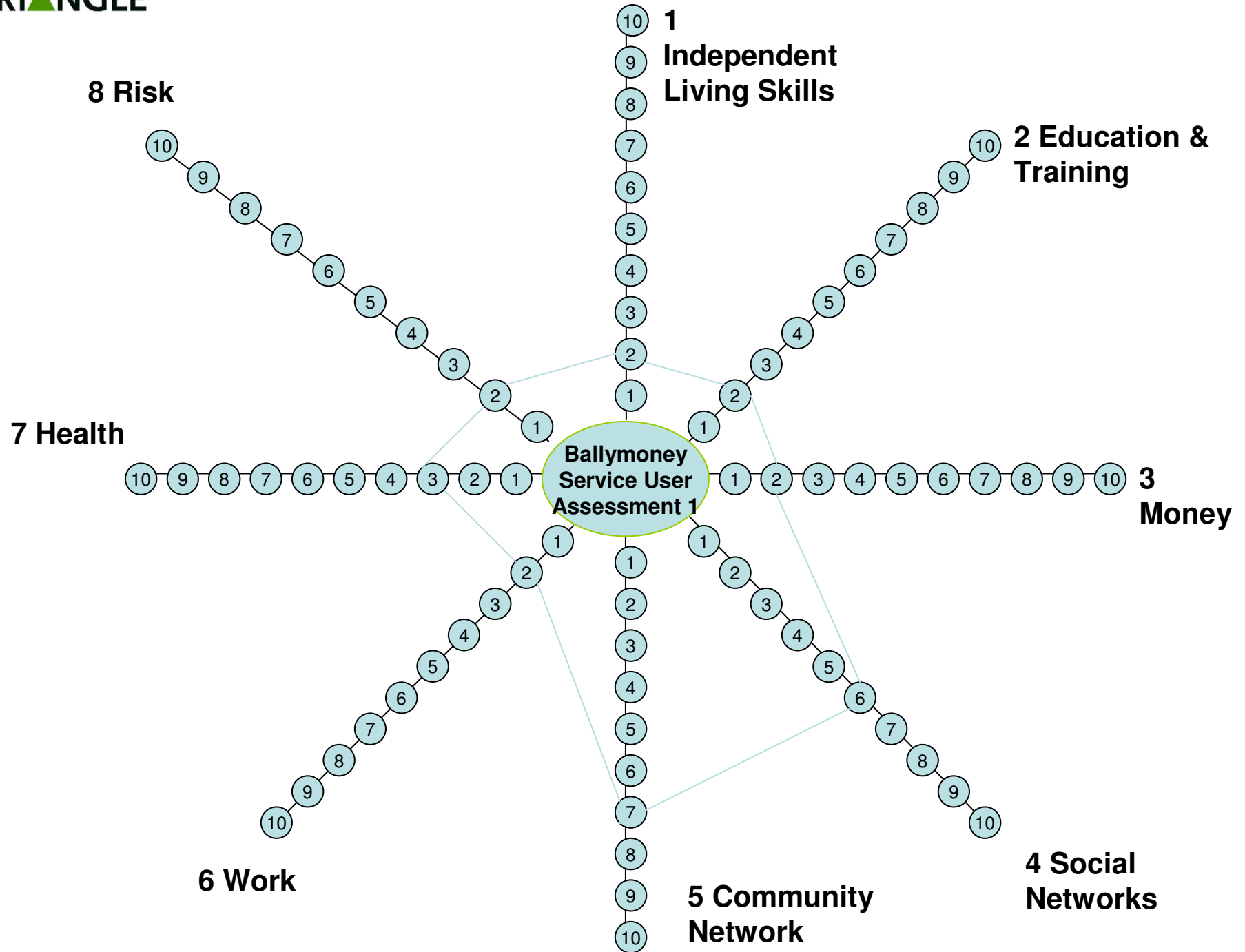
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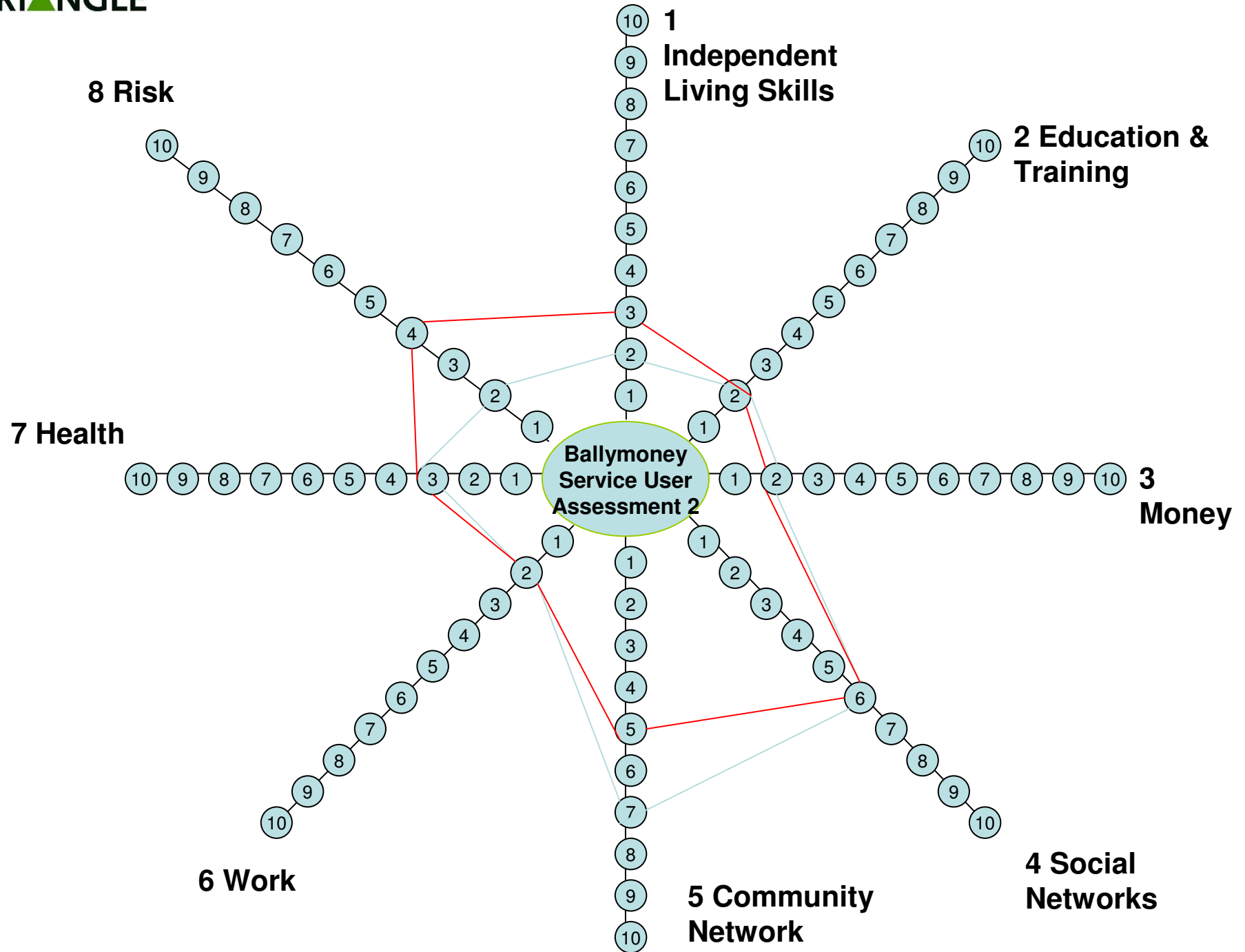


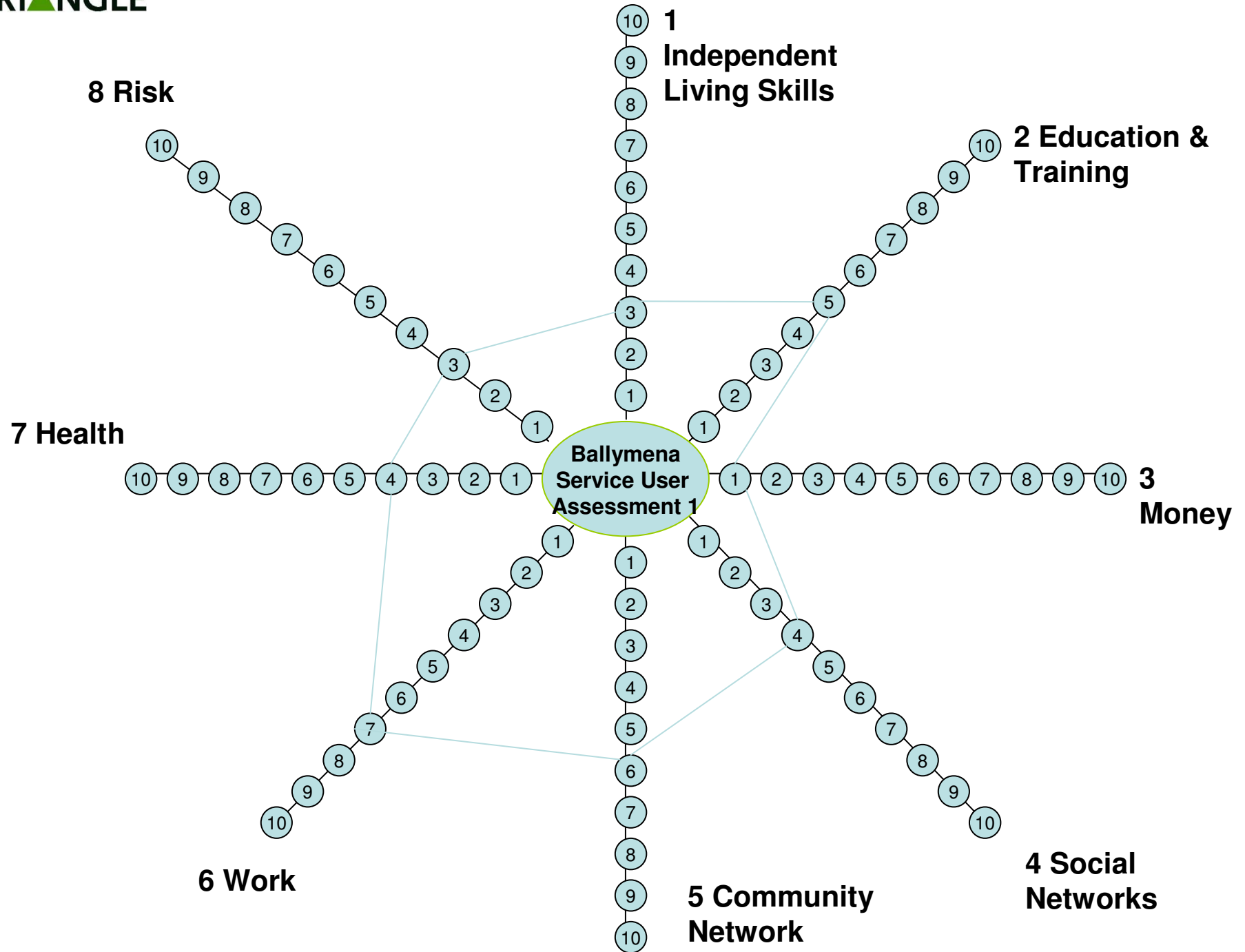




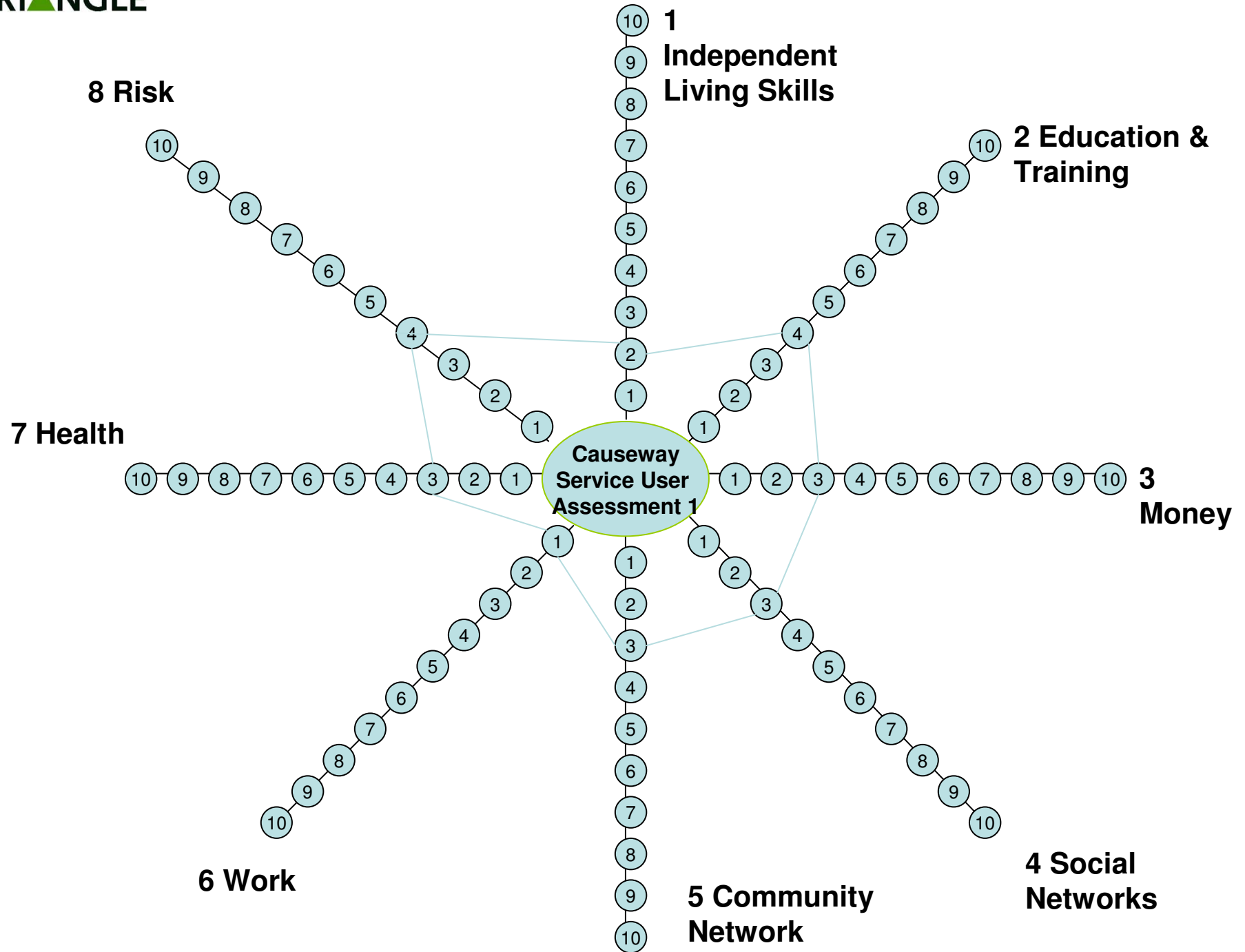


# TRIANGLE

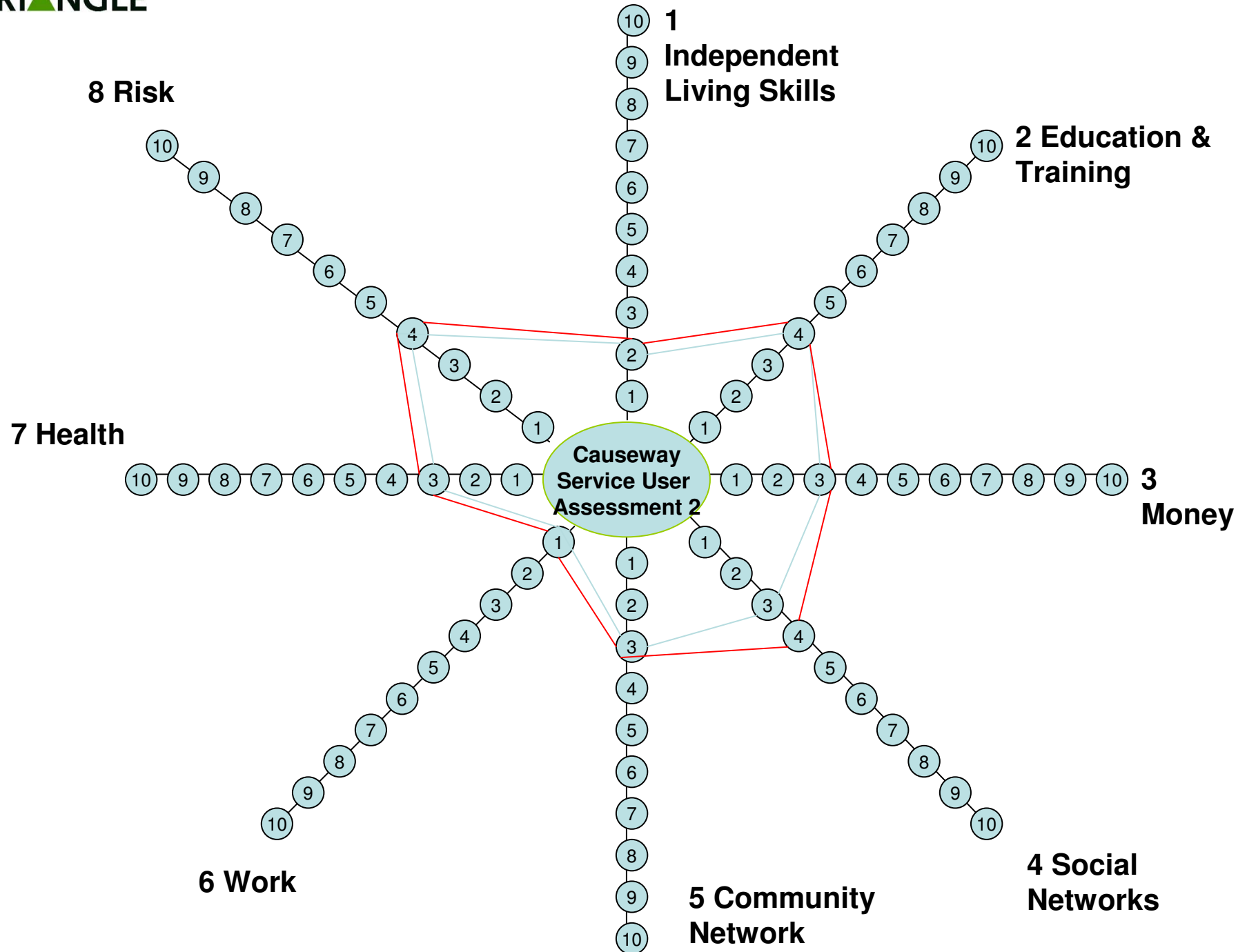




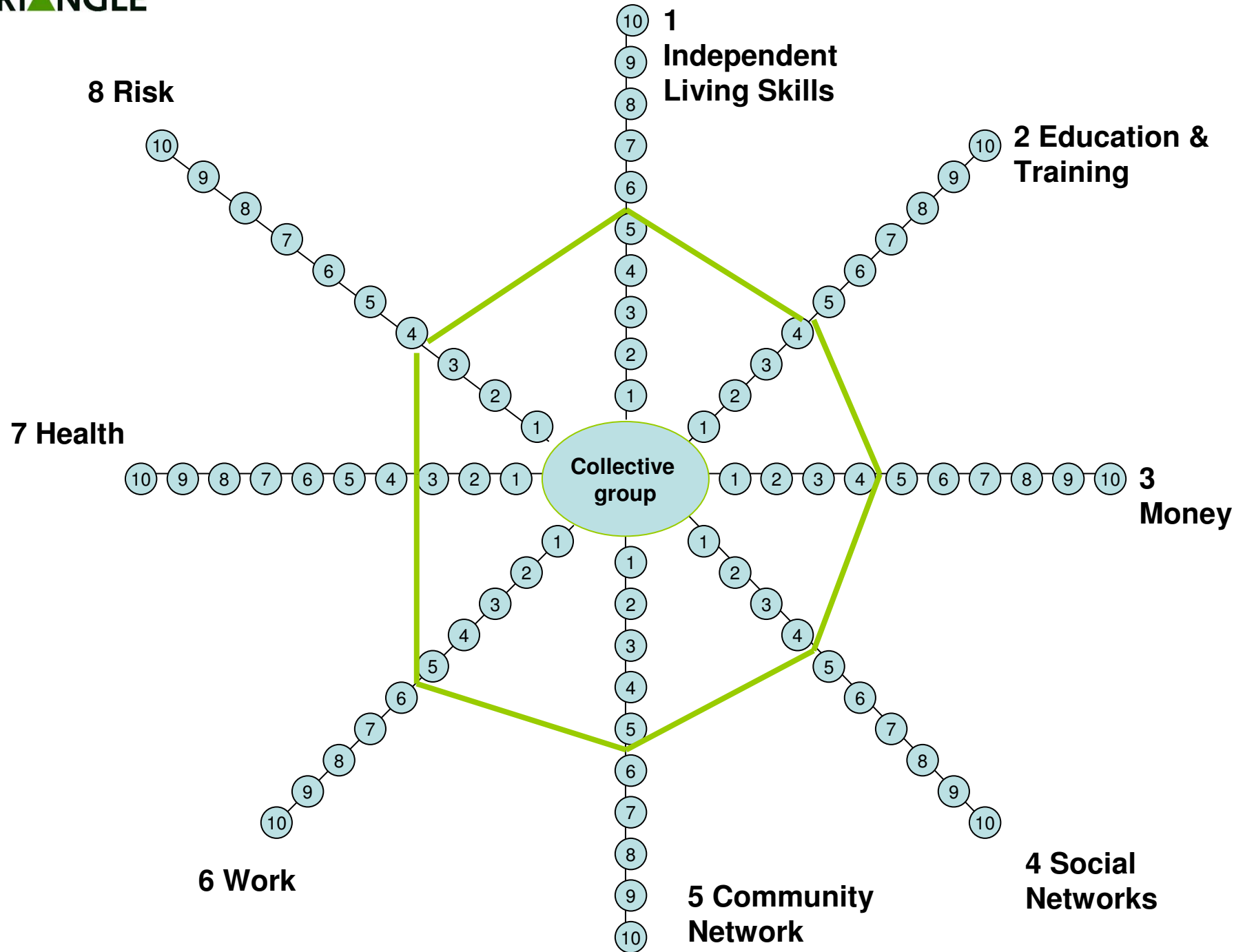




# TRIANGLE



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# Supportive Internal Strategies

- Person Centred Approaches  
(‘All About Me’ Support Planning Pack)
- Social Inclusion Strategy
  - Independent Travel Training
  - Leisure Action Plan
- Tenant Involvement Strategy
  - Tenant Staff Recruiters
  - Tenant Staff Trainers
  - Tenant Advisory Group