

A SCOPING REVIEW OF LONGER TERM OUTCOMES OF THE SUPPORTING PEOPLE PROGRAMME

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Contents

Executive Summary..... 4
1. Introduction 8
2. Evidence on longer term outcomes 9
3. Particular issues that may have an impact on longer term outcomes 26
4. Steps that can be taken to overcome the evidence gap..... 31
Appendix 1..... 34
Appendix 2..... 35

Executive Summary

Introduction

- The purpose of this scoping review is to identify the *longer term* outcomes for vulnerable adults who have accessed short-term Supporting People services (which are taken to include equivalent housing-related support services). The review will be used to identify whether there is a need to commission a further study to quantify or put a financial value on longer term outcomes achieved.

Evidence on longer term outcomes

► Supporting People

- There is wealth of management information on clients produced for the Supporting People programme.
- There is a growing evidence base demonstrating the positive outcomes achieved by Supporting People clients when they first exit housing-related support services, funded by the Supporting People programme, but it is not known to what extent, if at all, these outcomes are sustained.

► Longitudinal studies

- In the UK there have been a number of longitudinal studies on homelessness during the 1990's and from 2000 to answer particular policy questions. However, the great majority of these have been follow up studies that have explored the 'pathways' taken by homeless people after resettlement.
- There is a clear gap for a longitudinal study of 'disadvantaged' client groups covered by the Supporting People programme. Although there have been longitudinal research on homelessness there is no comprehensive national study on all disadvantaged client groups.

► Tenancy sustainment

- Rather than tracking service users, some studies have focused on tenancy sustainment as an indicator of long term outcomes. These studies have evaluated the extent to which vulnerable individuals sustain their tenancies once they have departed from a support service. This approach tends to involve finding out whether a person remains in their tenancy after a certain period e.g. a year.

- Tenancy sustainment is reasonably straightforward to measure, adopting a snapshot approach, but studies into this issue do not often address the question about why tenancies have failed.

▶ **Soft outcomes**

- There has been considerable interest in developing soft outcomes and measuring the distance travelled by service users whilst in receipt of services. This approach allows the progress of individuals in receipt of services to be measured against a number of criteria to judge the extent to which they are improving. The criteria are linked to the services provided so that the services can be shown to have a direct benefit on individuals.
- Although this method could potentially measure longer term outcomes, it ceases to be applied once a service user has left the service as it is linked to the support planning process. Therefore this methodology has only been applied during the period that an individual receives a service.

▶ **Management information systems**

- Management information systems can provide valuable information on those that use housing and support services, their needs, their circumstances at the point of departure and the extent to which they return to these services.
- There is no UK management information that captures the longer term outcomes of vulnerable groups. The Supporting People Client Records and Outcomes Framework has some potential to carry out limited tracking on people moving in and out of services using National Insurance numbers.

▶ **Financial Impacts**

- The Capgemini research found that for most client groups the financial benefits of supporting the individual through Supporting People are lower than the overall costs that would result from either withdrawing or reducing support or of switching to a more intensive form of support offering a lower degree of independent living. The research anticipates that some of the financial benefits have a long term impact by increasing clients' independence and preventing them needing either Supporting People services or other services in the future.
- The research identified a number of such benefits from Supporting People services which, due to limited evidence, could not be quantified or have a financial value put to them, which should be considered in any thinking about the broader value of those services.

Particular Issues that may impact on longer term outcomes

► Different service types

- Despite the limitations of the evidence, the studies reviewed do show that floating support services can have a positive impact on service users, housing providers and the wider community, and that there can be a reduced demand on public services, for instance health and social services.
- There are some individuals for whom floating support may not be the appropriate service model. This may apply where individuals are reluctant or resistant to engaging with support and other services, and where a floating support approach may allow or provide opportunities for disengagement.
- There is no evidence available on the comparative longer term impact of specialist or generic floating support services or accommodation based services.

► Employment training and education

- There is limited evidence available on the longer term employment, training and education outcomes of Supporting People clients that make positive departures. Where evidence does exist it relates to single homeless people who have been followed up after resettlement.

Steps that can be taken to overcome evidence gaps

- The literature review highlighted that most longitudinal studies are semi-retrospective or fully-retrospective. The semi-retrospective studies were able to successfully follow individuals that had left services on a planned basis. This approach would appear to be the most appropriate for 'tracking' people over time who had left Supporting People services in planned way.
- National Insurance numbers and client codes can link data together and potentially establish the number that return to Supporting People services following planned, as well as unplanned moves.
- The work carried out by Capgemini could be developed further to provide a longer term understanding of the financial benefits of the Supporting People programme, by projecting the financial benefits over time. Furthermore, the social benefits identified in the Capgemini could potentially be quantified using the methodology set out in the report a Guide to Social Return on Investment.

- Another approach could involve using proxy data to assess whether longer term outcomes had been achieved. For instance there may be evidence to show that after a certain period of time sustaining a tenancy, the incidence of abandonment and eviction may substantially decrease.

1. Introduction

1.1 Aims and scope of the review

The purpose of this scoping review is to identify the *longer term* outcomes for vulnerable adults who have accessed short-term¹ Supporting People services (which are taken to include equivalent housing-related support services). The review will be used to identify whether there is a need to commission a further study to quantify or put a financial value on longer term outcomes achieved.

There is a growing evidence base demonstrating the positive outcomes achieved by Supporting People clients when they first exit housing-related support services, funded by the Supporting People programme, but it is not known to what extent, if at all, these outcomes are sustained.

1.2 Methodology for the review

The approach to the review has involved carrying out a review of the existing literature, including international literature, to establish whether there is any robust evidence on the longer term outcomes for vulnerable adults who have accessed Supporting People services (or equivalent housing-related support services) or similar schemes in other countries. The review has:

- included a particular focus on ‘disadvantaged’ client groups including: ‘homeless families with support needs’, ‘offenders or people at risk of offending’, ‘refugees’, ‘rough sleepers’, ‘single homeless with support needs’, ‘teenage parents’, ‘travellers’, ‘women at risk of domestic violence’, ‘young people at risk’ and ‘young people leaving care’.
- considered employment, education and training outcomes
- explored the evidence on the extent to which different service types (e.g. floating support versus accommodation based support) and different service models (e.g. generalist versus specialist) enhance the durability of longer term outcomes

The review has involved assessing whether a second stage of research is potentially required to establish whether the longer term benefits of the Supporting People programme can be quantified or valued in any way. In particular the review has highlighted evidence gaps and recommended steps to overcome them.

¹ Short-term services are generally those of more than 28 days but less than two years.

2. Evidence on longer term outcomes

2.1 Context

The Supporting People programme collects comprehensive information on the programme, including performance information, quality assessments, and finance and supply data. The collection of data extends to the characteristics of those who access the programme and the outcomes they have achieved. This information provides a national overview of the programme which is regularly updated.

Although an outcomes framework has been developed for those that use Supporting People services, there is still a question about what happens to people in the longer term who depart from short term services. There is a growing evidence base about the positive outcomes achieved by the Supporting People clients when they first leave a service, but little is known about whether these outcomes are sustained.

This section of the scoping review examines the current information available on the Supporting People programme (or similar programmes) and the extent to which it can be used to provide information on outcomes. This section also reviews the literature available on outcomes (including hard, soft and financial outcomes) and particularly explores tracking and longitudinal studies.

2.2 Supporting People Client Record Data and Outcomes Framework

Messages from current evidence:

- ▶ About 36% of clients make unplanned moves from short term Supporting People services, with about 64% making planned moves (to a known destination).
- ▶ ‘Disadvantaged’ clients groups have a high level of unplanned moves from Supporting People services.
- ▶ The data from the outcomes framework shows that a high proportion of positive outcomes are achieved for those departing from short stay services.
- ▶ The data from the outcomes framework shows that clients that made unplanned moves were less likely to have been successful in achieving outcomes. In particular maintaining accommodation was less successful for clients making an unplanned move.

There is wealth of management information on clients produced for the Supporting People programme. From 2003 data has been collected from providers on clients, using the Client Record System to provide information on new clients that access these services. From 2007 the Outcomes Framework was introduced to collect outcomes information on

those that have departed from short-term Supporting People services and outcomes achieved on a sample of those who are in receipt of long-term Supporting People services. Completion of both data sources is not mandatory although Communities and Local Government (CLG) are aware that a number of Authorities make it a condition of their contract with providers to submit this information. The University of St Andrews is contracted by the CLG to manage the client information systems and for producing reports using the data.

2.2.1 Client Record System

The University of St Andrews produces an annual report based on the data from the Client Record System, (CRS), the most recent of which is *Supporting People Annual Report 2008-09*.

This report shows that the most common primary client groups² were single homeless people, women at risk of domestic violence, people with mental health problems, young people at risk, people with generic needs and homeless families, making up 70% of all clients. Most of these client groups fall into what can be described as the 'disadvantaged' category.

The CRS is not intended to be used to track people moving in and out of the Supporting People programme, although it has the potential to do so. The Client Record Form does collect each individual's National Insurance (NI) number on a voluntary basis – this could provide a means for tracking whether individuals return to Supporting People services, but this data is not comprehensive.

2.2.2 Outcomes data

Since 2007/08 the Supporting People annual reports contain analysis on the outcomes framework. The most recent report (2008/9) points out that clients with chaotic behaviour, or multiple needs, often present a challenge to providers. Some of the clients may be unable or unwilling to achieve many of the outcomes that are likely to move them forward towards stability and independence. Most of the services they access tend to provide an intervention to deal with a crisis (such as direct access accommodation or homelessness prevention) and ameliorating a crisis will be of greater significance until such times as clients are 'ready' and able to progress and move towards achieving more stable outcomes such as sustaining a tenancy.

The latest annual report shows that there has been an increase in the number of clients for whom outcomes data has been returned from 92,040 clients for 2007/08 to 150,000 clients 2008/09³. The report shows that a high proportion of those clients who identified

² Primary client groups describe the predominant need or circumstance of the client, as reported by the service provider

³ Although to note outcomes data has only been collected for short-term Supporting People services since May 2007 and for long-term services since July 2007. So the first full years dataset for outcomes data was 1st April 2008 to 31st March 2009

support needs achieved related outcomes, for example 70% achieved outcomes relating to managing debts, 61% relating to training or education and 71% relating to maintaining accommodation.

2.2.3 Specific reports

The University of St Andrews produce a number of specific reports using client data from the Supporting People programme.

The report *Supporting People services: Short Term Outcomes (2008)* identified two factors for achieving successful outcomes for clients in short term services. Firstly, the support service must agree a support plan with the client including manageable and achievable goals that will enable the client to achieve successful outcomes and then subsequently to move on from the service. Secondly, the client is expected to engage with the requirements of the support plan until goals are met and outcomes achieved.

The report focuses on those clients who have made unplanned departures from Supporting People services and compares the outcomes of those with planned and unplanned moves. The outcomes data for short term services showed that 36% of clients left services in an unplanned way. Three primary client groups stand out as having a high level of unplanned moves, which were rough sleepers (56%), people with drug problems (50%) and offenders or those at risk of offending (48%). To a lesser degree, though still a substantial proportion, 44% of people with alcohol problems, 43% of single homeless people and 42% of people with HIV/AIDS made unplanned moves. For all other clients groups planned moves were more common.

The report found that clients who made unplanned moves were less likely to have been successful in achieving outcomes. In particular maintaining accommodation was less successful for clients making an unplanned move. For the outcomes relating to establishing contact with friends and family and maximising income, clients who made unplanned moves were almost as successful as those that made planned moves. For all clients, achieving a qualification and securing employment were the outcomes that were least likely to be successful and while a greater proportion of clients making a planned move achieved these outcomes, the difference between the two groups were slight.

The report highlights that compared to clients who made an unplanned move, clients who moved on from the service in a planned way recorded a far lower proportion of failed outcomes. While 'unwillingness to engage' was the most frequently recorded reason for failed outcomes for both groups, the proportional difference between these groups was far greater for clients who had made an unplanned move.

A specific report examined the linkage between the CRS forms and the outcomes forms (*Data Linkage – Dr Iain Atherton 2009*). This report found that by using the National Insurance number and Client/tenant code to create two separate datasets and then

merging them into one, the maximum number of linked records can be achieved whilst still minimising the risk of incorrect linkages occurring. Analysis of random samples from the datasets during the process suggests that incorrect linkages will be minimal. Potentially any approach to tracking using NI numbers could be linked to outcomes.

Evidence gaps identified

- ▶ There is no evidence on the longer term outcomes for those who make planned moves from Supporting People short-term services.
- ▶ There is no evidence on the longer term outcomes for those who make unplanned moves from Supporting People short-term services, nor the extent to which they return to services (and potentially may make a positive a move after a number of attempts). There could be limited tracking using National Insurance numbers to identify those that return to services and then creating links to the related outcomes forms.

2.3 Longitudinal Studies ⁴

Messages from current evidence:

- ▶ There are a number of different methods that can be used for a longitudinal study.
- ▶ Longitudinal studies in the UK and US have focused on tracking single homeless people, usually semi-retrospectively or retrospectively.
- ▶ Local studies in the UK have successfully followed up individuals that have been resettled into long term accommodation and have identified factors that have helped in the resettlement process.

In the UK there have been a number of longitudinal studies on homelessness during the 1990's and from 2000 to answer particular policy questions. However, the great majority of these have been follow up studies that have explored the 'pathways' taken by homeless people after resettlement. These studies have ranged in size, for example with a study (Vincent et al 1995) of the closure of a resettlement unit that involved follow up interviews with seventeen ex-residents, through to a study of homeless applicants across nine authorities in England (O'Callaghan and Dominion 1996).

Despite an increase of longitudinal research on homelessness in the US in the 1990s, researchers there continue to argue that there are insufficient long-term studies of resettlement interventions to allow firm conclusions to be reached on their effectiveness

⁴ Longitudinal research involves obtaining data to provide an understanding of what happens to people over a period of time. Longitudinal data can provide more robust evaluations of particular interventions.

(Shinn & Baumohl, 1999). Barrow & Zimmer (1999), for example, contend that studies of transitional housing should include follow-up work extending at least one year, and ideally two, from the point of entry. Similarly, Robertson et al (1999) argue that more longitudinal research is needed to help develop an understanding about the resources required to enable young homeless people to achieve positive outcomes in adulthood.

2.3.1 Feasibility of Tracking Service Users

There has been some exploration in the UK of the feasibility of tracking service users that have departed from services.

A review of tracking studies in the field of homelessness *Tracking Homelessness: a feasibility study* (Pickering et al 2003) was written as a scoping study for the Scottish Executive. Previous research conducted for the Scottish Executive (Anderson & Tulloch, 2000; Pawson et al, 2001; Rosengard et al, 2002; Hinds, Sproston and Taylor, 2001) had already highlighted the need for longitudinal research into homelessness in order to understand better the processes which lead people into and out of this situation, and to develop more robust evaluations of specific interventions and projects designed to tackle homelessness.

This review defined longitudinal research as a method to obtain data to aid general understanding of the experience of homelessness, and of what happens before and after homeless episodes. Such data is necessary, for example, to provide robust estimates of the numbers of people who experience short-term, long-term or episodic homelessness. Longitudinal research also enables a study to identify more precisely the circumstances which lead households to move in and out of homelessness, and therefore help to inform the types of preventative interventions that are required. The review used a framework for longitudinal studies (Rossi 1991) that distinguishes between:

- Full prospective – following a sample of people who are at risk of homelessness;
- Semi retrospective – following already homeless people, gathering data on their past through retrospective interviews;
- Full retrospective tracking studies – interviewing homeless people about their past experience.

The review recommended a ‘full retrospective’ study of ex-homeless people as such work could potentially have greater value in identifying effective ‘routes out’ of homelessness and would be relatively inexpensive to undertake. The review also recommended the development of longitudinal evaluations of specific programmes and projects to enable their long term benefits to service users to be assessed.

Longitudinal research and the evaluation of homelessness (Joan Smith et al 2004) identified that in the general literature on longitudinal research in the UK three distinctions had been made:

- Studies based on administrative or survey data – e.g. using administrative records such as the Education/Connections service or survey data such as British Household Panel Survey;
- Studies taking a historical or interventionist approach – e.g. historical tracking which involves tracking the progress of a person and interventionist tracking which involves tracking in order to work with the person;
- Studies using qualitative or quantitative methodology.

Joan Smith et al used the UK and Rossi classifications to help classify the various methods of longitudinal study that had been carried out to date. This is shown as follows:

Method	Full Prospective	Semi Retrospective	Full Retrospective
Quantitative		Craig (1996) O’Callahan and Dominion (1996) Harding (2004)	
Qualitative	Stockley (1993) Crane and Warnes (2002)	Fitzpatrick (2000) Vincent et al (1995)	Vincent et al (1995) Rosengard (2000) Worley and Smith (2001)
Administrative		Vincent et al (1995) Randall (1995) O’Callahan and Dominion (1995)	Craig (1995, 1996)

To explore the extent to which service users could be tracked the then Office of the Deputy Prime Minister (ODPM now CLG) commissioned a study to understand whether it would be feasible to track service users as part of a more substantial study on the evaluation of the Supporting People programme - *Tracking Service Users and Measuring Outcomes* (CIVIS 2004). This study found the following:

- It was only possible to track service users who were engaged with the support service and made a planned move – 419 service users (46%) from the pilot sample made unplanned moves.
- Those that made unplanned moves usually abandoned the accommodation, were evicted or did not engage with the service. Some providers pointed out that some hard to engage service users needed to return to the service a number of times before they were ready to make a planned move.
- There was a low level of participation in the research from those that made planned moves. Only 73 of those that made planned moves participated in the tracking study (16%).
- The low level of participation was mainly due to service users having concerns about being tracked and service providers not being fully engaged.
- The lack of move on accommodation meant that some services users who might have participated were not able to move on during the research period.
- Some very hard to engage service users had made a planned move, but did not participate in tracking research. These service users were not fully represented by the sample who were tracked.

The then ODPM study concluded that it would be feasible for a future Supporting People evaluation study to track a small sample of service users that made planned moves to independent accommodation and who ceased to use Supporting People services. The study identified that that the then proposed ODPM User Information System (SUIS) could be used to track people moving in and out of the Supporting People sector. However, a decision was taken not to commission such a system and instead collection of NI numbers was introduced as a means of tracking use of services by individuals over time⁵.

2.3.2 Fully prospective/ semi retrospective longitudinal studies of homelessness

There have been a number of studies that have explored the pathways into and out of homelessness. Stockley (1993) identified the issue of homelessness amongst members of the armed forces and their children and provides a good example of a fully prospective longitudinal research study. Fitzpatrick (2000) produced a typology of six pathways to youth homelessness through a semi-retrospective questionnaire. 25 biographical interviews were undertaken and these young people were followed up a year later.

A more recent study in relation to pathways for single homeless people (Crane and Warnes 2002) successfully followed 64 people who had been resettled into independent accommodation. The study found that at two years after resettlement 38 were still resettled (61%), 11 had abandoned their accommodation, 6 had been evicted and 7 had died. The outcome was only unknown for two people. Early tenancy failure was

⁵ Permission to use the NI number was given on the proviso that at no time would the client's identity be revealed through the linking of the NI number to a database containing identity information. To ensure this, the only organisation that holds NI numbers provided is the Client Records and Outcomes Office at the University of St Andrews.

associated with a history of transience. Tenancy failure that occurred after 16 months of resettlement was usually associated with inadequate accommodation and a perception by the homeless person that they would not be moved onto better accommodation in future.

A recent interim output from the FOR-HOME study of the outcomes of the resettlement of single homeless people into independent housing incorporates a longitudinal approach. The study was funded by the ESRC, designed in collaboration with six homelessness service provider organisations, and carried out by Tony Warnes, Maureen Crane and Sarah Coward at the University of Sheffield. There have been three waves of data collection, when the subjects were about to move into permanent housing (baseline), and then 6 and 18 months after the resettlement. Because recruitment was slower than anticipated, some respondents were interviewed 15 months after resettlement rather than 18 months. The final interviews were completed in March 2010 and the initial findings became available in May 2010.

This study has collected longitudinal evidence of the ways in which resettled clients adjust, of the problems that they experience and how these are overcome, of markers of rebuilding settled and 'conventional' lives, and of the risk of relapse. The study also aims to model the factors that influence the outcomes of resettlement, and thereby to assess the relative contributions of: the resettled person's characteristics, forms and intensities of resettlement preparation and follow-up support, accommodation condition and amenity attributes, and of events and experiences following resettlement.

Information was collected from the respondents through face-to-face interviews, using largely structured questionnaires. The three interviews have together covered the participants' housing, homelessness and employment histories; finances; engagement in work-training and other activities; health and addiction problems; family and friendship networks; the characteristics of the resettlement accommodation; help and support pre- and post-resettlement; and post-resettlement progress and problems.

Housing outcomes after 6 months

The study found that six-months after being rehoused, 350 of the 400 respondents (87%) still lived in the resettlement accommodation. Eleven people had moved to another tenancy, including one person who had moved in with a partner. Some moved because they found accommodation that was cheaper or had more space, while others moved for disparate reasons, for example high rents or the poor condition of the accommodation. Nineteen people (5%) had abandoned their accommodation or been evicted – nine returned to hostels or the streets, four stayed with relatives or friends as a temporary measure because they had nowhere else to go, and the whereabouts of six were unknown. Another 12 respondents were not traced⁶.

⁶ A fuller analysis of the six month findings is available in: Tony Warnes, Maureen Crane and Sarah Coward, 'The Experience and Outcomes of Resettlement into Private Rented Tenancies: Findings from the FOR-HOME Study. Powerpoint presentation at a conference organised by Crisis 'The Private-rented Sector: Making it Work for Homeless Households', 22 October 2009,

Housing outcomes after 15/18 months

At the time of the final interview, 291 (73%) of the initial sample were still in their resettlement tenancies. Another 26 (7%) had moved on to another tenancy, and two people had moved in with partners. Forty-three people (11%) had abandoned their accommodation or been evicted – 21 were known to be living in hostels or on the streets, 10 were staying temporarily with relatives or friends, and the whereabouts of 12 are unknown. Twenty-six people (7%) have not been traced and it is unknown if they are still in the resettlement tenancy. Another 12 had died, or were in prison, rehab or hospital. In summary, excluding the 50 people who had died, or were in prison or rehab, or whose whereabouts were unknown, 319 (91%) of the original sample remained housed (83% in their original accommodation and 8% in another tenancy⁷).

2.3.3 Retrospective studies

A fully retrospective study was undertaken of residents who had previously lived in a West London Foyer (Worley & Smith 2001). There were a total of 40 respondents, who were found through continuing contacts with these individuals. Harding (2004) undertook a quantitative survey of all 16-17 year olds rehoused in Newcastle upon Tyne. Although all those who were rehoused were invited to join the study, over half refused.

Evidence gaps identified

- ▶ Based on Pickering et al (2003) there is a need for more longitudinal research to develop an understanding of the resources that homeless people (particularly young people) need to call on if they are to achieve positive outcomes
- ▶ There is a clear gap for a longitudinal study of ‘disadvantaged’ client groups covered by the Supporting People programme. Although there have been longitudinal research on homelessness there is no comprehensive national study on all disadvantaged client groups.
- ▶ There is very little information on the longer term impact of those who are in receipt of floating support services and living in independent accommodation. The floating support may be provided to support an individual following a move from an accommodation based service, or may support an individual who is at risk of losing their tenancy.

2.4 Tenancy sustainment

Birmingham’ Available on the Crisis website at
<http://www.privaterentedsector.org.uk/resources/1/Crisis%20Conference%202009/FORHOME%20CRISIS%20PRS.PPT>

⁷ To note this is unpublished data but a full analysis will be available in a final report to be published by the research team and the collaborating organisations in Autumn 2010.

Messages from current evidence:

- ▶ The research evidence shows that it is possible for services to follow up individuals or families that have received support to resettle or sustain their tenancy, using a snapshot approach after a period of time.
- ▶ This approach can demonstrate the percentage of clients that continue to sustain their tenancy.
- ▶ Those clients that are contacted are more likely to have experienced a positive move as they continue to sustain their tenancy, whilst those who are unable to be contacted may have abandoned their tenancy or may not be managing with independent living.

Rather than tracking service users, some studies have focused on tenancy sustainment as an indicator of long term outcomes. These studies have evaluated the extent to which vulnerable individuals sustain their tenancies once they have departed from a support service. This approach tends to involve finding out whether a person remains in their tenancy after a certain period e.g. a year. These studies are essentially retrospective studies.

2.4.1 Studies on tenancy sustainment

An evaluation of Shelter Homeless to Home service (Jones et al 2002) found strong evidence of success in helping families sustain their accommodation. This service established three low intensity floating support services to help homeless families establish themselves in their own home. The tenancy sustainment figures for the project showed that nine of ten families that had ceased to use the service were still in permanent housing and 82% of families that had been out of contact with the service for nine months or more were still housed.

An evaluation for New Leaf⁸ (Torr 2002) compared the outcomes for tenants that received the tenancy sustainment service with outcomes for a 'non-intervention' group that didn't receive the service, both of which met the same referral criteria. The study concluded that the tenancy support service was cost effective for those tenants who received the service compared with the non-intervention group. During the study 8% of the tenants in the intervention group and 20% in the non-intervention group ended their tenancy (none were evicted in the intervention group while 12% were ended negatively in the non-intervention group).

Broadway's study Keeping Homes (2008) addresses the issue of whether their resettled clients keep their homes and how well they managed with independent living. A sample of

⁸ New Leaf is part of the Places for People Group which is a Registered Social Landlord involved with property management, development and regeneration.

55 clients who moved on from Broadway between 2004 and 2007 were recruited to take part in the research. 31 of these were traced through direct contact by letter or phone or by contacting landlords or other support workers. 26 of the sample completed a questionnaire by post or on the telephone. Broadway points out that the respondents will not represent the experiences of all ex-clients, as it is easier to make contact with those that have been resettled successfully. The study found that:

- Broadway's services, which provide generic housing support to prepare people to keep their homes when they have moved on, helped 96% of the respondents to make lasting and positive changes to their life and 92% to feel more confident that they cope on their own.
- A significant minority of respondents (7 people or 28%) sustained their tenancies, but struggled or had a lower quality of life than the other respondents
- Nearly three quarters of the respondents (19) were in work, training or education.
- The sample is too small to draw general conclusions to all Broadway's clients about what influences how well people do after moving on. However the study did find that people who did less well were those with multiple support needs, who are not in work education or training, who are members of black and ethnic minority groups, who are refugees and who have a history of unsettled accommodation.
- The respondents were very positive about the help they received from Broadway and four people expressed the need for continuing support.

Evidence gaps identified

- ▶ Tenancy sustainment is reasonably straightforward to measure, but studies into this issue do not often address the question about why tenancies have failed.
- ▶ Although one study addressed the question 'what would happen if the support service was not provided' there is little evidence showing comparisons between those that have received a support service and those that have not.

2.5 Measuring soft outcomes and the distance travelled

Messages from current evidence:

- ▶ Outcomes have increasingly been used by social care services to measure the well being of individuals and the achievement of commissioning priorities.
- ▶ Measuring the achievement of social care outcomes can demonstrate whether those with longer term support needs are achieving goals such as greater independence and a better quality of life. This type of measurement is particularly relevant for personal budgets, where the achievement of outcomes can be reviewed using the regular care plan review process.

- ▶ The Outcomes Star is being increasingly used by providers of short term housing and support services to measure the distance travelled from the point that a service user enters a service to the point of departure.

There has been considerable interest in developing soft outcomes and measuring the distance travelled by service users whilst in receipt of services. This approach allows the progress of individuals in receipt of services to be measured against a number of criteria to judge the extent to which they are improving. The criteria are linked to the services provided so that the services can be shown to have a direct benefit on individuals.

Although this method could potentially measure longer term outcomes, it ceases to be applied once a service user has left the service as it is linked to the support planning process. Therefore this methodology has only been applied during the period that an individual receives a service.

2.5.1 Outcomes

The measurement of outcomes is becoming increasingly common practice, particularly with government guidance on social care focusing more on outcomes than outputs. Outcomes based commissioning is being encouraged and outcomes statements are forming the basis of personal budgets and brokerage.

However social care services tend to focus on those with continuing, substantial or critical care needs. Therefore outcomes are not about tracking and are more about ensuring that interventions achieve the goals that have been agreed with the client and make the impact required by commissioners. Measuring Outcomes in Social Care (Julien Forder et al 2008) explains how the Adult Social Care Outcomes Toolkit was developed, which includes a well being scale and an expected outcomes attribution method. The information collected through the testing of the tool allowed a snapshot of outcomes to be measured, as well as provide a baseline against which changes can be compared over time.

2.5.2 Outcomes Star System

The Outcomes Star system for measuring outcomes of single homeless people in receipt of housing and support services was first developed by St Mungos Community Housing Association. This system was further developed by the London Housing Foundation. This system aims to measure the distance travelled for each individual from the point at which they enter a service to the point of departure – the process involves each individual being assessed against a scale for each soft outcome area.

Homeless Link commissioned University of Wales Institute (2009) to carry out a validation study of the effectiveness of the Outcomes Star as a data collection tool. The purpose of the study was to determine whether the tool is used consistently across different workers,

projects and organisations and whether progress in 'soft outcomes' correlates to the achievement of hard outcomes. The research found that there are a number of factors that affect the consistency of use of the tool, which could be improved through training, sharing information and using the guidance. There is currently no evidence that there is a statistical link between progress recorded by the Outcomes Star 'soft outcomes' and that recorded for hard outcomes.

Evidence gaps identified

- ▶ There is no evidence about how 'soft outcomes' and the distance travelled could be used to measure the progress of people that no longer receive a support service.

2.6 Use of management information systems

Messages from current evidence:

- ▶ Management information systems can provide valuable information on those that use housing and support services, their needs, their circumstances at the point of departure and the extent to which they return to these services.
- ▶ Management information systems can be used to provide a longitudinal analysis provided that information can be obtained on those who return to the service; this form of analysis is particularly relevant for rough sleepers as demonstrated by a study using Combined Homelessness And Information Network (CHAIN) data.

The use of management information systems has the potential of improving tracking, particularly for those that move in and out of services. A number of studies in the US have examined the use of management information systems for measuring long term outcomes.

The then ODPM investigated the development of a Service User Information System (SUIS), which could provide a central database for providers. This system had the potential to track people moving in and out of Supporting People services and provide detailed information on the revolving door scenario. A decision was made not to commission this system.

Therefore the only management information system available to the Supporting People programme, based on individuals, is the Client Record System and the Outcomes Framework. The supply of this data by providers is not mandatory, although many authorities require this data as a condition of contract.

2.6.1 Homelessness Management Information System

Beginning in 2004, the U.S. Department of Housing and Urban Development required all government and non-profit agencies receiving McKinney-Vento Homeless Assistance funds to implement homeless information management systems (HMIS) (University of Massachusetts, 2001). HMIS had already been implemented in 20 to 25 jurisdictions, including several statewide plans and a handful of communities that are pooling resources to build local tracking networks.

Jill Khadduri (2005) found that the benefits of such systems to individuals who are homeless include streamlined referrals, coordinated case management, and reduction of duplicative intakes and assessments. Service agencies gain reporting tools, mechanisms for internal and external service coordination, and information that can inform service and systems planning and advocacy. Policymakers benefit from data that can include the types and number of services provided, an unduplicated count of individuals being served, population characteristics and service needs, and trends over time.

2.6.2 Rough Sleepers

The Combined Homelessness And Information Network (CHAIN) system has been developed to obtain continuous information on the number of rough sleepers and their characteristics. The main advantage of CHAIN is that it can identify individuals that return to rough sleeping. The then ODPM (now CLG) review of CHAIN in 2004, proposed some changes to the system to improve data quality and reporting.

The CHAIN system contains records of about 13,000 individuals who have been seen rough sleeping from the late 1990's. Research by the National Centre for Social Research (Andreas Cebulla et al) was undertaken to provide a longitudinal analysis of CHAIN data, as set out in the study *Profiling London's rough sleepers*.

This study looked at routes out of rough sleeping and divided these into three exit routes: those moving into long term accommodation; those returning to home areas and; those moving to a clinic for drugs or alcohol treatment. As CHAIN does not provide robust data on long term outcomes of exits from rough sleeping, an outcome was considered sustained through a move to long term accommodation or a return to the home area, where it was not followed by:

- more than one rough sleeping episode;
- more than three contacts with outreach workers;
- an arrival at short term accommodation.

In the case of admissions to clinics, only the first two criteria applied as an arrival at short term accommodation does not preclude a sustained exit.

The highest proportion of sustained outcomes was found amongst those that moved to Clearing House accommodation (independent accommodation designated for rough sleepers) at 90%. Twenty percent of long-term rough sleepers (those seen rough sleeping in four or more years) accessed Clearing House accommodation and 75% sustained this

move. Among those that moved to other forms of long-term accommodation, 80% of exits were sustained. Sustained outcomes from moves to Clearing House accommodation and other forms of long term accommodation increased steadily over the observation period.

Returning home was the least frequently sustained exit route: 37% of those who returned home subsequently ended up rough sleeping, living in short-term accommodation or being an active client of an outreach worker. A similar proportion of rough sleepers who were admitted to clinics did not sustain this exit route from rough sleeping. Of rough sleepers who returned home, only a quarter did not return to the CHAIN population.

Evidence gaps identified

- ▶ There is no UK management information that captures the longer term outcomes of vulnerable groups. See section 4.3 for the potential use of National Insurance numbers in the Supporting People Client Records and Outcomes Framework.
- ▶ The CHAIN system only applies to London and only captures information on rough sleepers.

2.7 Financial Impacts

Messages from current evidence:

- ▶ For most client groups the financial costs of supporting the individual through Supporting People are lower than the overall costs that would result from either withdrawing or reducing support or of switching to a more intensive form of support offering a lower degree of independent living.
- ▶ For those groups where there is not a financial benefit, there is none the less a strong case for housing related support. It was noted that there are long term unquantifiable benefits for these groups that include reductions in both need for support and to address disadvantage.
- ▶ The research anticipates that some of the financial benefits have a long term impact by increasing clients' independence and preventing them needing either Supporting People services or other services in the future.
- ▶ The research identified a number of uncosted benefits from Supporting People services, which should be considered in any thinking about the broader value of those services.

The purpose of assessing the financial impact of a programme is to assess whether the intervention provides value for money. One of the key questions asked about the

Supporting People programme is whether the programme has an impact of reducing the use of high cost care services and if so whether the savings made are greater than the costs of the programmes.

There have been two CLG commissioned studies into the financial benefits of the Supporting People programme, those most recent of which is *Research into the Financial Benefits of the Supporting People Programme* (Capgemini 2009). In addition other studies have estimated the financial impact of interventions that prevent tenancy breakdown, for instance comparing the cost of a support service to the cost of eviction and reletting.

2.7.1 Financial Benefits

The Capgemini research (2009) looked at the financial benefits of the Supporting People programme for a number of client groups. The approach involved considering, for each client group, what the financial impact would be if Supporting People funded services were replaced by the most appropriate positive alternatives for meeting the needs of the client group.

- For some client groups the most appropriate alternatives would be the arrangements they receive at the moment, but without the housing support element.
- For others the best alternative arrangements which required a different, more intensive form of intervention e.g. residential care.

The research was approached through estimating the impact of withdrawing or replacing the Supporting People interventions. The research found that for most client groups the financial benefits of supporting the individual through Supporting People are lower than the overall costs that would result from either withdrawing or reducing support or of switching to a more intensive form of support offering a lower degree of independent living.

The research anticipates that some of the financial benefits have a long term impact by increasing clients' independence and preventing them needing either Supporting People services or other services in the future. The research identified a number of such benefits from Supporting People services which, due to limited evidence, could not be quantified or have a financial value put to them, which should be considered in any thinking about the broader value of those services. These include:

- reduced risk, in the long term, of social exclusion;
- improved educational outcomes, in the long term, for children;
- improved health and quality of life for individuals
- increased participation in the community
- reduced burden for carers
- greater access to appropriate services
- reduced fear of crime

- reduced anti social behaviour

Evidence gaps identified

- ▶ There is no longer term financial modelling of the impact of the Supporting People programme, for instance the longer term financial impact of providing support services in the community compared with institutional care e.g. in prison, or a care home.
- ▶ There is also limited evidence about the longer term social benefits of the Supporting People programme e.g. improved quality of life. The Cabinet Office publication *A Guide to Social Return on Investment* could provide a research model for Supporting People to analyse and quantify benefits, which are primarily environmental or social rather than financial.

3. Particular issues that may have an impact on longer term outcomes

There are particular issues that may have an impact on longer term outcomes. In particular access to employment, education and training may have an impact on longer term outcomes. Also there is an issue about the extent to which different service types enhance the durability of longer term support.

3.1 Different service types

Messages from current evidence:

- ▶ Floating support services can provide a number of different types of intervention on a multi disciplinary basis.
- ▶ There is evidence to show that floating support services can have positive benefits (both longer term as well as short term) on service users, housing providers and the wider community.
- ▶ Accommodation based services are appropriate for some individuals, particularly those that are hard to engage or have complex needs.
- ▶ There appears to be a role for specialist floating support services, due to the specialist knowledge and skills of the staff.

One of the issues for the literature review is the extent to which different service types (e.g. floating support versus accommodation based support) and different service models (e.g. generalist versus specialist) impact on longer term outcomes.

3.1.2 Floating support

The most comprehensive study on the effectiveness of floating support was commissioned by the CLG, *Research into the Effectiveness of Floating Support Services for the Supporting People Programme* (CIVIS 2008). This report made comparisons with the effectiveness of accommodation based services. There are a number of local studies on floating support, most of which are used as evidence by the CLG report.

The report identified a number of types of floating support which are:

- specialist floating support
- generic floating support
- crisis intervention

The review found that all floating support services are, to a greater or lesser extent, multi-disciplinary. Although specialist services focus on particular needs, the review found that they still require a multi-disciplinary perspective as clients often have multiple needs e.g. a young person may have mental health problems or substance misuse problems.

Furthermore all floating support services can carry out crisis intervention work, although generic and specialist services usually follow up with other interventions, whilst generic crisis intervention services move away once the crisis is resolved.

The report identified the advantages of floating support as follows:

- Generally, floating support can be most effective for people with low to medium support needs. However, it has been pointed out that floating support can also be effective for those with a high level of needs.
- Most floating support services should be able to provide services for people with complex needs, either through low support interventions that deal with crises and signposting to other services, or through high support services providing more intensive support and brokering access to specialist services.
- Despite the limitations of the evidence, the studies reviewed by the CLG report do show that floating support services can have a positive impact on service users, housing providers and the wider community, and that there can be a reduced demand on public services, for instance health and social services.

The report identified that there are some individuals for whom floating support may not be the appropriate service model. This may apply where individuals are reluctant or resistant to engaging with support and other services, and where a floating support approach may allow or provide opportunities for disengagement.

3.1.3 Accommodation based services

The evidence from the CLG report suggests that the effectiveness of accommodation based services focuses on the following:

- Carrying out an assessment of needs so that individuals can be referred onto appropriate accommodation and support.
- Providing stabilisation for individuals prior to moving onto independent housing.
- Providing housing where a person is homeless because of sleeping rough, or because of recently leaving an institution or domestic violence.
- Engaging with service users who have complex needs because the support is on site.
- Providing a community safety resource where staff can provide a reasonable level of supervision.

The report identified ways in which accommodation based service could be made more effective. This included 'stepping up' the level of support to provide high support; developing accommodation based services as part of a pathway to independence;

remodelling provision to provide more self contained housing or smaller schemes (for example through what was then CLG's Hostel Capital Programme).

3.1.4 Generic versus specialist services

The CLG report found that there is a role for specialist floating support services, where the support staff have specialist skills and knowledge. Specialist floating support services tend to focus on specific client groups such as women escaping domestic violence, older people, people with mental health problems etc.

The report found that the main rationale for developing specialist services is to provide a service that fully understands the resources available to the client group, can effectively build relationships with specialist agencies and retains the credibility of clients. The views of commissioners were split between those that thought that all floating support should be generic multi disciplinary services and those that thought that specialist services were required for some client groups.

There is no evidence available on the comparative longer term impact of specialist or generic floating support services, although there was evidence to show that there can be links between generic and specialist services, whereby a generic service may initially intervene in a crisis and then refer onto a specialist service.

Evidence gaps identified

- ▶ A more effective evidence base needs to be developed on floating support services. There is a need to undertake more comprehensive and longer term studies to evaluate the impact of floating support services.
- ▶ There needs to be a better understanding of the circumstances where floating support services are less effective and where accommodation based services can have a greater impact in the longer term.
- ▶ There needs to be a better understanding of whether specialist services deliver more effective long term outcomes.

3.2 Education, training, employment outcomes

There is a particular interest in the longer term outcomes for vulnerable adults in terms of employment, education and training. One of the purposes of Supporting People services is to support people to access employment, training and education. Access to employment, training and education can enable people to address disadvantage.

3.2.1 Supporting People data

The evidence from the Client Record System can provide a baseline for the number of people that are in paid employment when they first receive support and can then be compared with data on outcomes related to paid employment⁹. Whilst this data cannot provide information on longer term employment, education and training outcomes it can provide information on short term outcomes.

A report *Clients in Employment* (2006 University of St Andrews) provides an analysis using this data. When new clients access Supporting People funded services the majority are not in work. However there are a minority that are in work and this report looks at these clients and the support they receive and then compares levels of employment for new clients accessing support services to national and regional employment levels.

This report is based on data gathered from the Client Record System between April 2005 and March 2006. Over the recording period 7% (13,335) of clients were recorded as being employed. This figure is made up of 4% (7,412) of clients who were working full time and 3% (5,923) of clients working part time. This data has been validated, using the previous year's data, as an accurate reflection of the percentage of clients coming through the system who are actively employed at the beginning of their support.

The most common client groups that were in employment were single homeless people (24%), homeless families with support needs (18%), generic (17%) and women escaping domestic violence (15%). Floating support services appear to be the type of service that most (paid) working clients access most commonly. The data in the report suggests that, in some areas of England, the level of working clients accessing support mirrors the regional employment rate.

The Supporting People Annual Report 2008/09 provides outcomes data that shows that 61% (30,330) achieved outcomes related to training and education and 58% (14,378) achieved outcomes related to participation in work like activities.

3.2.2 Measuring soft outcomes

Soft outcomes can apply to employment activities and the report *The Guide to Measuring Soft Outcomes and the Distance Travelled* (Sara Dewson et al 2000) explains that, unlike hard outcomes such as obtaining a job, soft outcomes include achievements relating to:

- interpersonal skills
- organisational skills
- analytical skills

⁹ To note Client Record and Outcomes data is based on the number of forms received from service providers and does not necessarily represent the total number of all clients who may be in receipt of Supporting People services.

- personal skills

The approach set out in the guidance involves establishing a baseline from which the distance travelled can be measured.

Evidence gaps identified

- ▶ There is limited evidence available on the longer term employment, training and education outcomes of Supporting People clients that make positive departures. Where evidence does exist it relates to single homeless people who have been followed up after resettlement (*Keeping Homes 2008 and FOR-HOME study - ongoing*).

4. Steps that can be taken to overcome the evidence gap

4.1 The Evidence gap

This scoping review has highlighted the evidence gaps that currently exist in the literature on the longer term outcomes for vulnerable adults who have accessed housing related support services. Although there have been a number of feasibility studies and research reports into tracking, particularly for homeless people, there is no comprehensive national, or international, study on longer term outcomes for those who move on from short term services.

It is not surprising that such a gap exists as carrying out tracking research on vulnerable individuals, many of whom lead chaotic lives, is difficult. There are particular challenges to carrying out longitudinal studies including non-engagement, the mobility of vulnerable clients, abandonment or eviction from settled accommodation and other factors that can impinge on successful resettlement such as relationship breakdown. Nevertheless there are a number of longitudinal studies that have taken place, many of which have successfully followed relatively small groups of people that have been resettled.

4.2 Steps that can be taken

The clear message emerging from the review is that a comprehensive longitudinal study is required to address the evidence gap. Any future study should take account of the types of support services that individuals have received, the impact that factors such as training, education or employment can have on the durability of longer term outcomes and the variations between different client group and support needs.

The review identified a number of approaches that can be adopted to longitudinal research, each with advantages and disadvantages. These approaches are reviewed below (using Rossi's classifications) and refer to homeless people (although could apply to any of the Supporting People disadvantaged client groups who may require short term services).

- ▶ **Full prospective** - this is the most elaborate model. This approach would start with a sample of people at high risk of becoming homeless, contacting them periodically over a given time span, noting those who become homeless and, among them, those who remain homeless and those who leave homelessness. The major difficulty with this approach involves identifying a group with a high enough risk of homelessness - the screening task would be formidable and much effort could be expended tracing people who do not experience homelessness.

- ▶ **Semi-retrospective** - this involves locating people who are already homeless and then following their progress over time, with their pre-homelessness experiences reconstructed by asking for retrospective accounts. While this approach is logistically easier than the full prospective model, Rossi highlights the potential unreliability of

the retrospective data collected. There also remains the challenge of maintaining contact with a sample of homeless people, many of whom may be leading highly mobile and/or chaotic lives.

- ▶ **Full retrospective** - Rossi describes this as the 'least attractive' but perhaps most feasible approach. Here retrospective accounts of entry and exit from homelessness are gathered from people who have been successfully re-housed. As well as the usual concerns about retrospective accounts, Rossi also points out that those people who have managed to move out of homelessness may not be representative of the entire homeless population, with the long-term homeless in particular likely to be under-represented.

The literature review highlighted that most longitudinal studies are semi-retrospective or fully-retrospective. The semi-retrospective studies were able to successfully follow individuals that had left services on a planned basis. This approach would appear to be the most appropriate for 'tracking' people over time who had left Supporting People services in planned way.

4.3 Management Information

The management information produced by the Supporting People programme provides considerable insight into the characteristics of those that use these services and the outcomes achieved.

Analysing this data can provide valuable information on individuals at the point of entry, the types of services they use and their outcomes at exit stage. This information could potentially provide a proxy baseline for any longitudinal research (provided that consent is obtained from an individual to use this data).

It would be useful to have a better understanding of how many people accessing Supporting People services are caught in the 'revolving door' scenario and the extent to which they make unplanned moves and then subsequently return to a short term services. Whilst this will not provide data on longer term outcomes it would show the extent to which this scenario is broken, resulting in planned moves and positive outcomes. National Insurance numbers and client codes can link data together and potentially establish the number that return to Supporting People services following planned, as well as unplanned moves. However, the completion of the National Insurance number is voluntary¹⁰ and the client code may not always be unique.

¹⁰ NI number is provided in the majority of cases, in 2007/08 73% of Client Record forms and 69% of short-term outcome forms contained a NI number (*Data linkage - An approach to linking Client Records and Outcomes for short-term services*, Centre for Housing Research at St Andrews University 2009)

4.4 Measuring soft outcomes

One approach to a longitudinal study could involve continuing to measure soft outcomes once a service user had ceased to use a service. This would involve contacting individuals a number of times following departure to carry out an assessment using a soft outcomes tool (such as the Outcomes Star). The same methodology would have to be used as that used by the service from which the client had departed. This could result in a continuous process of outcomes assessment to measure the distance travelled, both while receiving a service as well as following departure from a service. Service users may be willing to participate as they could perceive some benefit to these continuing assessments, although this approach could face the same problems as semi-retrospective studies. To ensure consistency the researchers carrying out the assessments would need to be trained to the same level as the support workers.

4.5 Financial impact

The work carried out by Capgemini could be developed further to provide a longer term understanding of the financial benefits of the Supporting People programme, by projecting the financial benefits over time. This approach would be based on the assumption that the current financial benefits identified would be sustained in the same way over time.

Furthermore, the social benefits identified in the Capgemini report could potentially be quantified using the methodology set out in the report a Guide to Social Return on Investment.

4.6 Proxy Data

Another approach could involve using proxy data to assess whether longer term outcomes had been achieved. For instance there may be evidence to show that after a certain period of time sustaining a tenancy, the incidence of abandonment and eviction may substantially decrease. The same may apply to employment, education and training. The investigation of proxy data is beyond the scope of this review.

Appendix 1

Approach to the Literature Review

A hierarchical approach was adopted to searching for literature. The following methods were adopted:

1. Searching the internet for literature using key phrases such as 'tracking service users' 'long term outcomes for vulnerable people' , 'longitudinal research for homeless people'
2. Using the archived spkweb to search for relevant publications, research reports or articles
(<http://webarchive.nationalarchives.gov.uk/20100210162740/http://www.spkweb.org.uk/>)
3. Searching databases of reviewed literature
4. Direct contact with colleagues and other professionals
5. Obtaining the publications referenced in the studies identified

Selection criteria were established for selecting the studies to review. In particular the following questions were asked to assess the quality of the studies:

1. Did the study address outcomes for vulnerable people?
2. Did the authors use an appropriate method?
3. Are the findings credible?
4. Will the results provide useful evidence?

Appendix 2

Bibliography

Title	Author	Publisher	Date
FOR-HOME study	Tony Warnes et al	University of Sheffield ¹¹	Ongoing
Government Response to the House of Commons Communities and Local Government Select Committee Report	CLG	CLG	2010
Research into the Effectiveness of Floating Support Services for the Supporting People Programme	CIVIS	CLG	2008
Profiling London's rough sleepers: a longitudinal analysis of CHAIN data	National Centre for Social Research	Broadway	2009
A Guide to Social Return on Investment	Office of the Third Sector	Cabinet Office	2009
Research into the Financial Benefits of the Supporting People Programme	Capgemini	CLG	2009
Supporting People Financial Benefits Model Documentation and User Guide	Capgemini	CLG	2009
House of Commons Communities and Local Government Select Committee Report	Select Committee	House of Commons	2009
Data linkage – an approach to linking Client Records to Outcomes for short term	University of St Andrews	CLG	2009

¹¹ Tony Warnes, Maureen Crane and Sarah Coward, 'The Experience and Outcomes of Resettlement into Private Rented Tenancies: Findings from the FOR-HOME Study. Powerpoint presentation at a conference organised by Crisis 'The Private-rented Sector: Making it Work for Homeless Households', 22 October 2009, Birmingham' Available on the Crisis website at <http://www.privaterentedsector.org.uk/resources/1/Crisis%20Conference%202009/FORHOME%20CRISIS%20PRS.PPT>. A final report is to be published in Autumn 2010.

services			
Supporting People Review 2009 Report	Audit Commission	Audit Commission	2009
Learning and Experience of the Individual Budget Pilot Sites	Kate McAllister & Shaun Bennett	CLG	2009
Supporting People Annual Report	University of St Andrews	CLG	2008-2009
Measuring outcomes in social care	Julien Forder et al	PSSRU	2008
Housing, care and support: a guide to integrating housing related support at a regional level	Matrix Insight	CLG	2008
Needs Analysis – Commissioning and Procurement for housing related support	CLG	CLG	2008
Research Results from the Outcomes Star	St Mungos	St Mungos	2007
Reviews of Hostels for Rough Sleepers in London	Research and Information Services	CLG	2007
A Guide to Procuring Care and Support Services	CLG	CLG	2006
Baseline Review - Data Sources and Impact Assessment	CIVIS	CLG	2006
Supporting People Baseline Survey User Report	CLG	CLG	2005
Measuring the Performance of Programs that serve homeless people	Abt Associates Inc	US Department of Housing	2005
Longitudinal Research and the Evaluation of Homelessness Interventions	Smith et al	Centre for Housing and Community	2004

in the UK		Research	
Research on Tracking Service Users and Measuring Outcomes	CIVIS	CLG (unpublished)	2004
Review of the CHAIN system for rough sleepers	CIVIS	CLG	2004
From Hostel to Home: A study into the needs of long term homeless people	Council for the Homeless (Northern Ireland)	Council for the Homeless (Northern Ireland)	2003
Ending Chronic Homelessness for Persons with Serious Mental Illnesses and Co-Occurring Substance Use Disorders.	Policy Research Associates	US Department of Health	2003
Tracking Homelessness: A Feasibility Study	Pickering et al	The Scottish Government	2003
An evaluation of the effectiveness of tenancy support services	Graham Torr	Housing Corporation	2002
Routes out of Homelessness	Rosengard et al	Scottish Executive	2002
Firm Foundations: An evaluation of the Shelter homelessness to home service	Jones et al	Shelter	2002
Report on Homelessness in Scotland	Pawson et al	Scottish Homes	2001
Moving out ...Moving on	Worsley C and Smith J	YMCA	2001
Report on Homelessness in Scotland	Pawson et al	Scottish Homes	2001
Data Sources for Social Research in Scotland: Results from a scoping study on longitudinal research	Hinds K, Sproston K and Taylor R	Scottish Executive	2001
Single Homelessness – a review of research in England	Susanne Klinker and Suzanne	JRF	2000

	Fitzpatrick		
Guide to Measuring Soft Outcomes and the Distance Travelled	Institute of Employment Studies	DfEE	2000
Pathways through homelessness: a review of the research evidence	Anderson and Tulloch	Scottish Homes	2000
The Guide to Measuring Soft Outcomes and the Distance Travelled	Institute of employment studies	Sara Dewson et al	2000
Transitional housing and services	Barrow & Zimmer	Feins & Fosburg,	1999
The Prevention of Homelessness Revisited	Shinn & Baumohl	The Society for the Psychological Study of Social Issues	1999
Homeless Single Men: Road to Resettlement	Vincent J et al	Avebury Press	1995
Evaluation a Systematic Approach	Rossi	Newbury Park	1991