

An overview

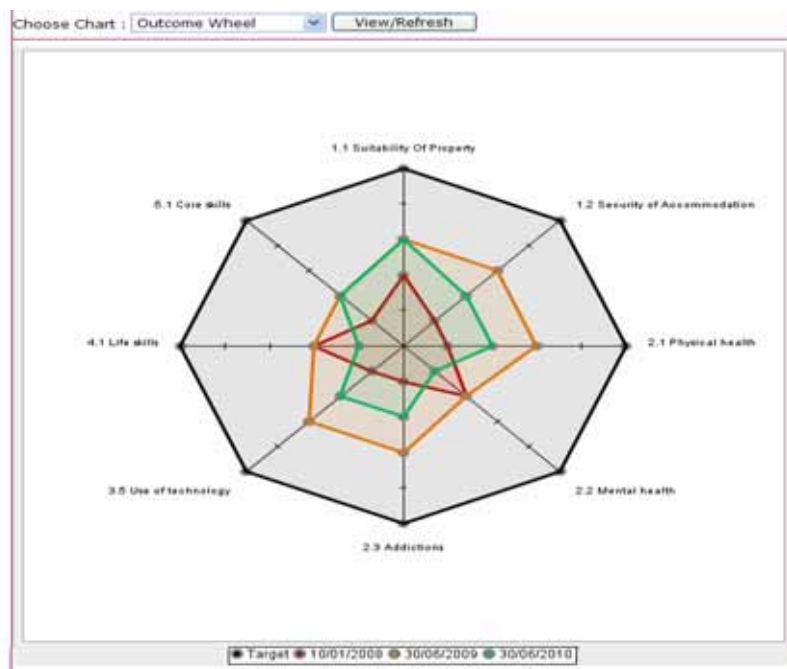
The Better Futures framework is organised around 5 goals: Accommodation, Health, Safety and Security, Social and Economic Wellbeing and Employment. Within each of these goals sit 20 aspects of life which a person may need support with eg security of tenure, addictions, domestic abuse. Each one can be scored in terms of targets agreed as part of a support plan and actual situation at reviews.

Distance travelled

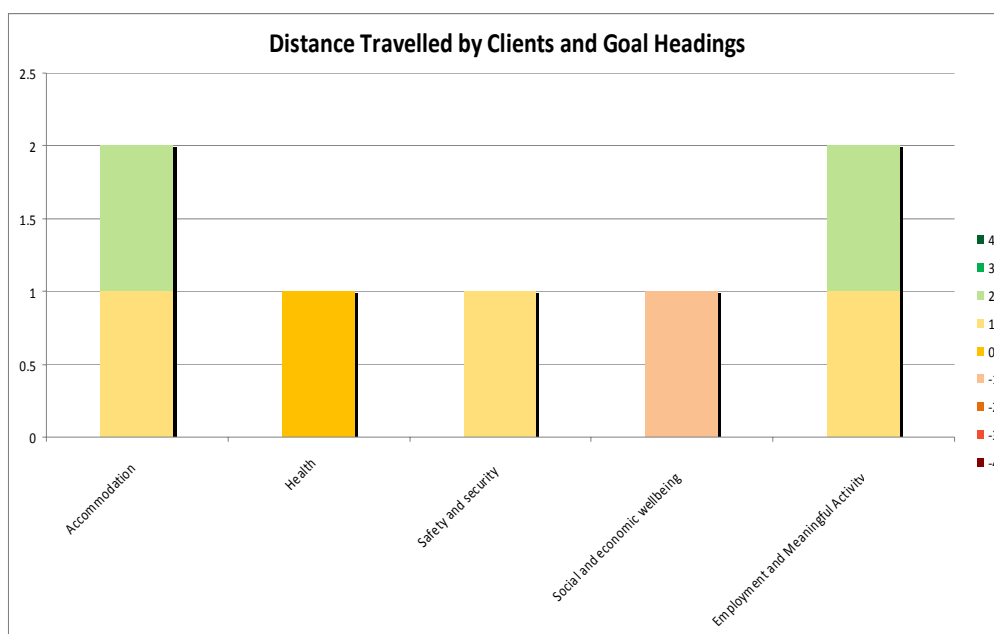
The framework is concerned not only about a person's current situation but also about the 'journey' a person makes during their use of services. This is sometimes referred to as the 'distance travelled'. A recording tool has been developed by Capita Software Services which builds up information about a person's situation when they start using a service and then periodically at reviews. This information can then be extracted at an individual level; at a service level and at an organisational level.

How can Better Futures help you?

Better Futures provides an individual picture of a person's progress against objectives or targets they have set with their support worker. An 'outcome wheel' is gradually formed as information about support plan targets and reviews builds up as the example below illustrates:



The tool can also aggregate data across services to present a picture of an organisation's performance which can then be set against their strategic objectives. This may be of interest to local authority commissioners or other funders and can assist with contract monitoring arrangements (see overleaf). -



Measuring prevention

A fundamental outcome of much housing support work is that it has helped people to avoid deterioration in their situation or a crisis. An example would be an elderly person in sheltered accommodation who has been helped to remain active and able to use community based health services as required. Without such help that person could be isolated as well as being at risk of hospital admissions. Of course it is difficult to measure what has been prevented but this is something which the Better Futures framework strives to do; it provides a way of assessing how a person would be without support and then calculates the distance between that and their current situation.

Trial period

The web based recording system is free of charge during the trial period up to November 2011. After November a charge of £250 will apply to cover the cost of the maintaining and managing the system up the 1st April 2012. Charges beyond this will be set by dividing up costs between the organisations using the system. The HSEU is able to provide training and has developed a guidance manual. You can register to use the system online at:

<https://outcomes.capitasupport.co.uk>

CONTACT DETAILS

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