Better Futures: an outcomes framework

Better Futures is a web-based IT tool and outcomes framework designed to enable housing support service providers to record an individual’s support needs over a period of time.

The online tool is also able to produce reports from the data held to enable organisations to measure the outcomes of their work with service users.

CONTACT DETAILS

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Better Futures Framework

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 e.g. 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.

“I like Better Futures Outcomes tool as I think it is clearer and easier to follow and you can see at a glance how you are progressing rather than having to read over all of the paperwork.” Service user at Blue Triangle (Glasgow) Housing Association, Lanark

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.

Measuring Progress
An online recording tool has been developed by Capita Software Services which helps to build 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.

The tool can 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.

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. Better Futures provides a way of assessing how a person would be without support and then calculates the distance between that and their current situation.

Cost
An annual charge is made for use of the online system. This charge is based on the size of the organisation and the number of individual system users. The HSEU tries to ensure that the Better Futures system is affordable for any housing support provider in Scotland. For more information about the cost of the system, contact the HSEU.

Getting started
You can register to use the system online at: https://outcomes.capitasupport.co.uk

The HSEU has developed a guidance manual with more information about the system. This is available on the HSEU’s website at: http://www.ccpscotland.org/hseu