

## Frequently Asked Questions

Do I need to download any software to use Better Futures?

No, the Better Futures system is an online recording tool. Staff can use any computer with an internet connection to access the system with their own user name and password.

Is training provided for Better Futures?

Yes, the HSEU can provide training for organisations using Better Futures. The training and materials are designed to be cascaded through an organisation so further training can be done in-house.

HSEU staff are also available by phone and email to support individuals using the system with any technical queries and support.

Who developed Better Futures?

Better Futures was developed by the HSEU and the Better Futures Steering Group, comprising of representatives from local authorities, voluntary and independent sector housing support providers, RSLs, and the Scottish Government. This group led the development of the online system and many participated in the pilot and evaluation of the system in 2010 and 2011.

The continuing development of the online monitoring system is guided by a group of system users from organisations that are using the system.

Does the Care Inspectorate acknowledge the role that Better Futures can play in drawing up support plans and reviewing arrangements and recording outcomes?

Yes, the Care Inspectorate (previously the Care Commission) has been involved in the development of Better Futures and has endorsed the system.

In the run up to the launch the Care Inspectorate issued the following statement: 'The Care Commission has supported the development of Better Futures. It provides a system for people using care services to identify their own support goals and review their own achievements as well as being a tool to monitor how well the care service itself is performing. Better Futures can be used as a source of evidence in quality assurance and self-assessments, to demonstrate that the care service involves service users in their own support and care planning.'

How does the recording tool keep information safe and secure?

Each person using Better Futures has a unique username and individual password that they can use to access the system. Users can only access information about individuals using their service(s).

The hosted service provided by Capita is from a BS7799 Information Security and ISO9001 Quality Management Tier III data centre. It is located in a sub-terrain, steel-reinforced concrete shell, with externally monitored alarms.

What access do local authorities have to information on the system? Anyone using the system has a login which determines what access to data they have. A provider (including any local authority as a provider) has access to data about their own service users. A local authority (as commissioner) has access to collated reports about services in their areas - but not outwith their areas.

The reports which are generated by local authorities as commissioners do not detail names of service users - only ID numbers related to the system. The reports which providers (and local authorities as providers) run include names of their service users.

# 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

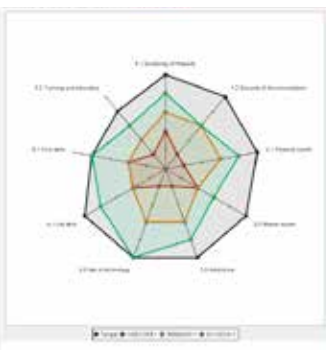
For further information please contact: Heather McCluskey, Information Officer: [heather.mccluskey@ccpscotland.org](mailto:heather.mccluskey@ccpscotland.org) or Yvette Burgess, Unit Director: [yvette.burgess@ccpscotland.org](mailto:yvette.burgess@ccpscotland.org) or visit the HSEU website at: [www.ccpotland.org/hseu](http://www.ccpotland.org/hseu)

## 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

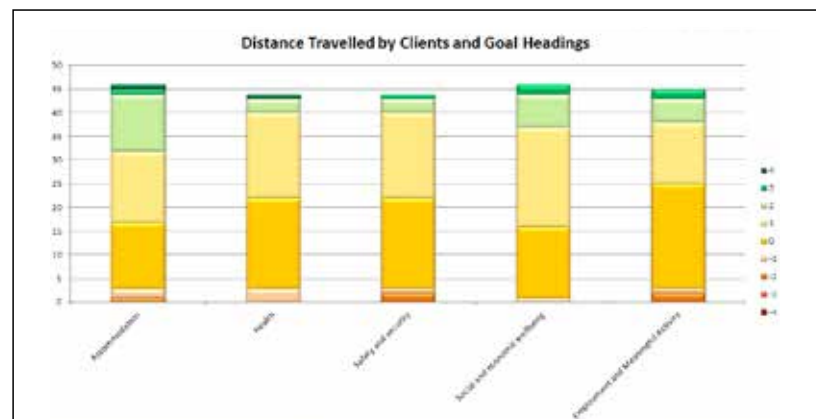
situation when they start using a service and then periodically at reviews. This information can then be extracted at an individual level, at a service level and at an organisational level.

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.

### 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.



**"I have been using the Better Futures tool for over a year now and feel it is a great tool for me to gain an accurate view of the Service User's current situation and support needs. I feel the Service Users take control of their own support needs."**

**The Better Futures review system is a great visual tool and Service Users can see their progress and any areas they need to work on."** Joanne Logan, Support Worker at Blue Triangle (Glasgow) Housing Association

### 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.

### 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>