

Better Futures
Outcomes Framework
Scoring Guide

The Better Futures Outcomes Framework is made up of five goals. A number of elements of support are considered within each of these goals.

This scoring guide is designed to help a person work with their support worker to decide the level of support they require for each area.



Accommodation



Health



Safety & security



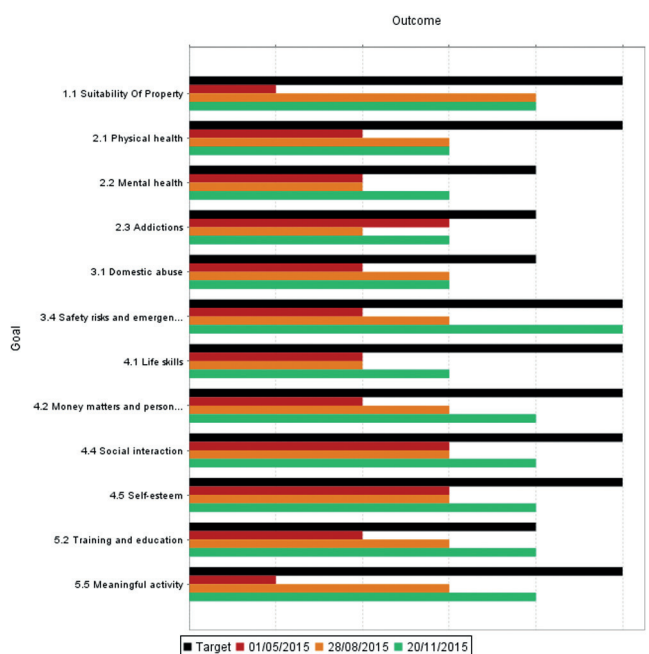
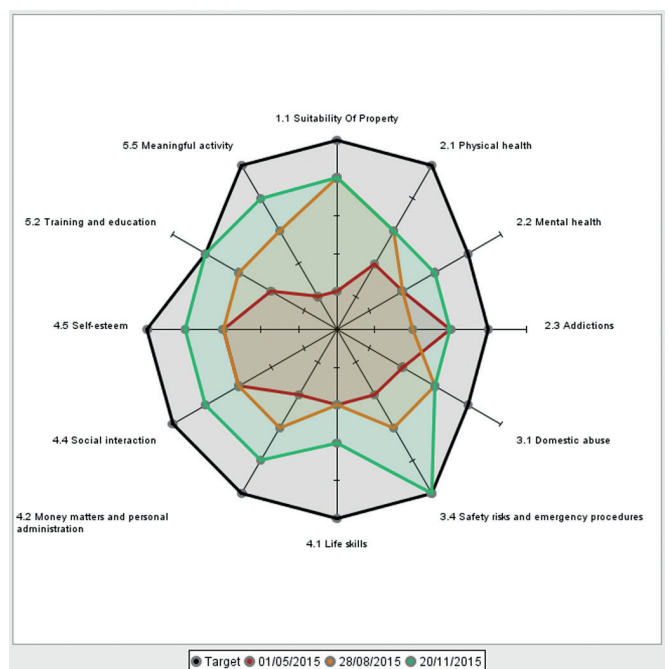
Social & economic wellbeing



Employment & meaningful activity

When a support worker records a support plan in Better Futures, the information in that plan will help to build up a graph showing a baseline, target and the steps in between.

Each person using Better Futures has their own, unique outcome wheel or bar graph to show their journey while using housing support services.





Accommodation

1.1 Suitability of property

4 I do not have a suitable place to live

- I have been sleeping rough
- I am in hospital and cannot be discharged until I have suitable accommodation
- It would be unreasonable for me to stay in my home

3 My home is not suitable for me

- I have been staying with friends or family on a short term basis
- I need to move because my home is not suitable for my needs
- I am staying in accommodation which is unsuitable because it is in very poor physical condition – I will need to move or do extensive work
- Only limited adaptations can be done on my home and this limits my ability to be independent

2 I need support to get suitable accommodation

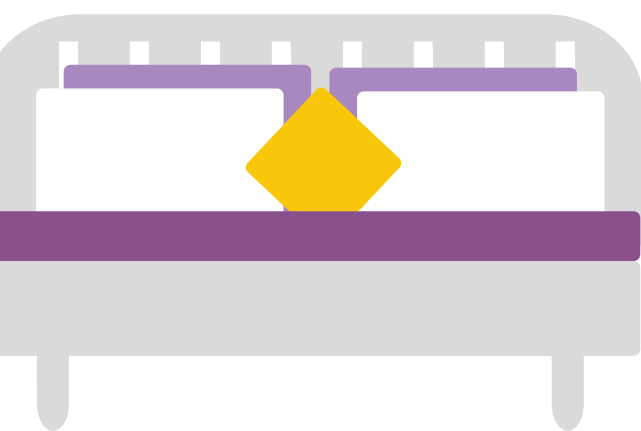
- I am currently in temporary accommodation without support
- I need some adaptations on my home to make it suitable for me
- I am in accommodation but it requires a lot of work to make it suitable
- Adaptations are being carried out to my home, which will enable me to return home and remain as independent as possible

1 I have accommodation and need some support to make it suitable

- I have new accommodation but need some essential furniture
- I am waiting for some planned adaptations to make my home suitable for me
- I am living in short or medium term supported accommodation
- I am in accommodation but it requires some work to make it suitable
- Adaptations have been carried out to my home, which will enable me to remain as independent as possible

0 I don't need any support with the suitability of my property

- I'm in good quality permanent or long term accommodation, which meets my needs



1.2 Security of tenure

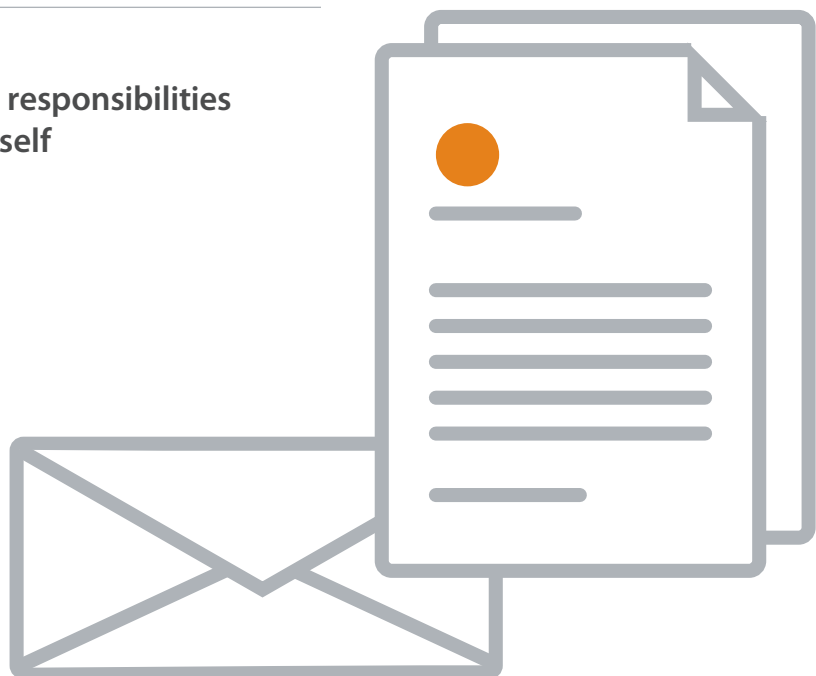
4 I am at immediate risk of losing my accommodation
OR
The council has turned down my homelessness application

3 I could lose my current home in the next few months due to action being taken against me
OR
I am currently awaiting a homeless assessment decision

2 I need support to keep my home
OR
Support is helping me deal with issues that might put my home at risk
OR
I struggle to follow the rules in my accommodation

1 I am able to manage my home assisted by my support worker

0 I am dealing with any legal responsibilities to do with my home by myself



1.3 Other accommodation support





Health

2.1 Physical health

- | | | |
|---|--|--|
| 4 | I am not able to deal with my health problems | <ul style="list-style-type: none">• I have health problems but do not have a GP or any other doctor in place• I have chosen not to deal with my health problems |
| 3 | I need a lot of support to deal with health problems | <ul style="list-style-type: none">• I do not have any health problems I am aware of but do not have a GP• I have health problems and have support in place now so that I can begin addressing these problems |
| 2 | I need some support to help me deal with health problems | <ul style="list-style-type: none">• My support worker helps me to set up health appointments and/or reminds me about them• My support worker may accompany me to appointments• My support worker is assisting me to register with a GP as well as other health services I may need |
| 1 | I need some support to help me deal with health problems | <ul style="list-style-type: none">• I am managing my health problems with support |
| 0 | I do not need support with accessing health services | <ul style="list-style-type: none">• I am registered with a GP/other health services• I can make and attend health related appointments when necessary and do not need support to assist |



2.2 Mental health

Note: This part of the matrix aims to help measure service users' perceptions about their mental health; it is not a tool to diagnose mental health problems. In addition, the extent to which a person's mental health impacts on their everyday life should be considered when deciding on the score

4	I am not able to deal with my mental health issues	<ul style="list-style-type: none">• I feel I have serious mental health issues but have no contact with mental health/psychiatric services• I have been prescribed medication but have not been taking it• I have been recommended a treatment course but have not been going for treatment
3	I need a lot of support to deal with my mental health issues	<ul style="list-style-type: none">• I have had repeat admissions or emergency contact with mental health or psychiatric services• My mental health condition is managed with regular support from mental health services
2	I need some support to help me deal with mental health issues	<ul style="list-style-type: none">• I need support to attend mental health related appointments• I have been experiencing mild mental health problems but have not discussed this with a GP or any support worker• I feel stable and I am receiving medication or other treatment which is managed by my support worker
1	I am managing my mental health issues with support	<ul style="list-style-type: none">• I am able to attend appointments and or make contact with mental health/psychiatric services with some assistance from a support worker• I have been experiencing mild mental health problems and have support in place to address or assist with this• I feel stable given the medication or treatment I am using which I manage independently
0	I do not need support with my mental health	<ul style="list-style-type: none">• I have good mental health• I am able to make and attend mental health related appointments when necessary



2.3 Addictions

Note: This part of the matrix measures outcomes for service users who experience addiction problems. It also measures the extent to which service users make use of specialist services.

4	My addiction is putting my situation at risk	<ul style="list-style-type: none">• My addiction is putting my current situation (such as accommodation, health, etc) at risk but I don't want to address addiction• My addiction is putting my current situation at risk, I wish to receive support but struggle to do so
3	I need a lot of support to deal with my addiction	<ul style="list-style-type: none">• My addiction is putting my current situation at risk and I wish to receive support for my addiction• My addiction is putting my current situation at risk and I wish to receive support for my addiction. I am currently on a waiting list or awaiting input from an addiction support team• My addiction does not put my current situation at risk and I do not want to address my addiction
2	I am getting specialist support for addiction	<ul style="list-style-type: none">• I am attending at least one specialist service (e.g. counselling, detox, rehabilitation) to assist with my addiction
1	I am successfully managing my addiction and I sometimes access support if I need to	
0	I do not need support for addiction	<ul style="list-style-type: none">• I have no issues regarding addictions• I am successfully managing my addiction on my own



2.4 Other health support





Safety & security

3.1 Domestic abuse

Note: This part of the matrix measures outcomes where a person is experiencing or at risk of experiencing domestic abuse. Domestic abuse, can be perpetrated by partners or ex-partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate a person and are perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviour such as isolation from family or friends).

4 I am experiencing domestic abuse and feel I am unsupported to address this

3 I am experiencing domestic abuse but I know where to access support if I need it and am aware of my rights

2 I need some support to help address issues with domestic abuse

- I feel I am potentially vulnerable to domestic abuse (I was recently threatened or harassed)
- I use support to help address any practical issues arising from domestic abuse
- My support is assisting me to deal with the impact and effect of domestic abuse on self and any children

1 I am managing any issues with domestic violence

- I am concerned about domestic abuse and am unclear about my rights for protection from domestic abuse
- I am developing a safety plan for me and any children
- I am developing my own support network within the community

0 I do not need support with issues with domestic violence

- I feel I am not at risk of domestic violence
- I feel safer and more protected from partners abuse
- I have developed a safety plan for me and any children
- I have developed my own support network within the community



3.2 Legal issues

**Note: This part of the matrix aims to measure outcomes for legal issues.
This may include any offending behaviour as well as any other legal issues to be addressed.**

- | | | |
|----------|---|--|
| 4 | I have significant unresolved legal issues | <ul style="list-style-type: none">• I have offended more than once (since the last review if applicable)• I have convictions pending or an active warrant (or warrants)• I have been imprisoned more than once (since last review if applicable)• I have not attended court when required |
| <hr/> | | |
| 3 | I need a lot of support to manage legal issues | <ul style="list-style-type: none">• I am on a probation order, but I have not met its conditions• I have been imprisoned once (since last review)• I have offended once (since last review)• I am required to attend a police station/court as a witness but I have not done so |
| <hr/> | | |
| 2 | I need some support to manage legal issues | <ul style="list-style-type: none">• I am currently supported to address my offending behaviour• I am on probation and being supported to meet conditions• I am being supported to attend police station/court as a witness |
| <hr/> | | |
| 1 | I am managing my legal issues | <ul style="list-style-type: none">• I am keeping appointments with probation officer• I am paying any outstanding fine or have put a payment plan in place |
| <hr/> | | |
| 0 | I have no offending or legal issues | |



3.3 Safety from harassment or abuse

Note: This part of the matrix looks to measure outcomes in terms of safety from harassment and abuse. Abuse can include physical abuse, racial abuse, sexual abuse, mental and emotional abuse and financial abuse and can be perpetrated by family, friends, neighbours, carers or others (but not intimate partners or ex-partners as this would be termed domestic abuse) and can happen at any stage in life. It can affect men and women. Concerns about safety from harassment or abuse when using social media sites on the internet may be reflected in this part of the matrix.

- 4 I have major and immediate concerns about my safety because of harassment or abuse by others
- 3 I have significant security concerns as I feel harassment or abuse by others is placing my accommodation at risk
- 2 I need support to help me deal with the harassment or abuse I am experiencing
- 1 I am able to deal with issues surrounding harassment or abuse mainly by myself but I have access to support if I need it
- 0 I am not facing any harassment or abuse



3.4 Safety risks & emergency procedures

Note: This section looks to measure safety and security outcomes.
This includes safety of actual accommodation and use of emergency procedures.

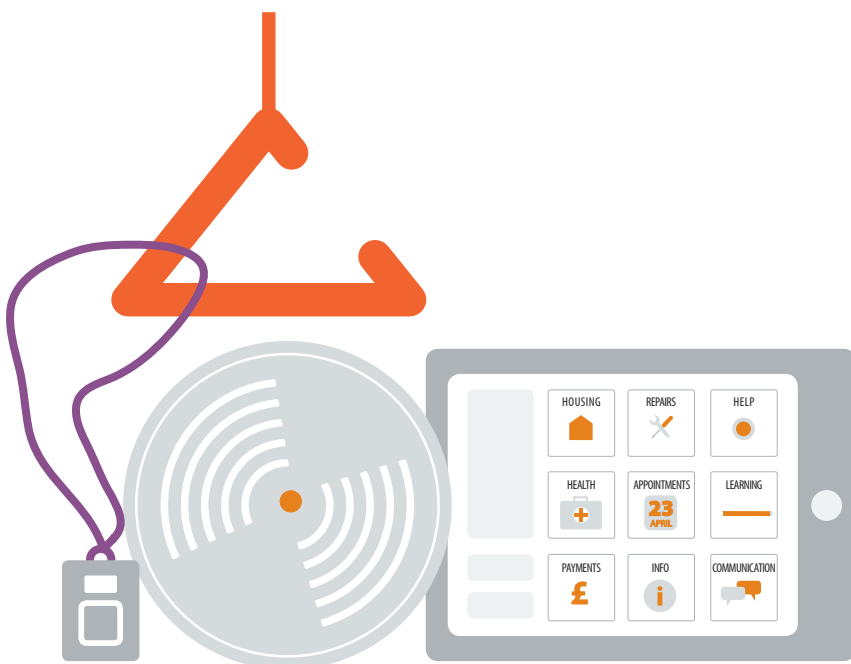
- | | | |
|----------|---|--|
| 4 | I am not able to deal with risks to my safety | <ul style="list-style-type: none">• I have major and immediate concerns about my safety as I do not feel I am able to manage any safety and security risks• I would not know what to do in case of a fire or other emergency• I require special rescue procedures to be in place e.g. through the Fire Brigade |
| <hr/> | | |
| 3 | I have significant issues with safety risks and emergency procedures | <ul style="list-style-type: none">• I have significant security concerns as I do not feel I am able to manage safety and security risks and need assistance with this• I am uncertain what to do in a fire or other emergency |
| <hr/> | | |
| 2 | I have support in place to help me manage safety and security risks | <ul style="list-style-type: none">• I need regular reminders of the safety procedures in my accommodation (e.g. fire safety, emergency response equipment)• Because of safety and security concerns, I receive a daily visit from a support worker |
| <hr/> | | |
| 1 | I am able to manage safety and security risks with prompting/supervision | <ul style="list-style-type: none">• I need a reminder of the safety procedures in my accommodation (e.g. fire safety, emergency response equipment)• Because of safety and security concerns, I receive a daily call from a support worker |
| <hr/> | | |
| 0 | I am able to manage any security risks without support | <ul style="list-style-type: none">• I have good knowledge of the safety procedures in my accommodation accommodation (e.g. fire safety, emergency response equipment) |



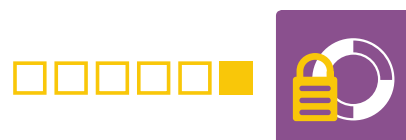
3.5 Use of technology

Note: This section looks to measure safety and security outcomes.
This includes use of assistive technology and alarm services.

- 4** I need technology for my particular needs to remain safe but do not have this in place
-
- 3** I have technology for my particular needs in place but I do not know how to use it
OR
I have technology for my particular needs but I do not think this is sufficient to keep me safe
-
- 2** I have technology for my particular needs in place but I feel I need reminding on how to use it every so often
OR
I have technology for my particular needs but I still have concerns about my safety
-
- 1** I have technology for my particular needs in place and I am able to use it appropriately
-
- 0** I do not need any technology for my particular needs



3.6 Other safety & security support



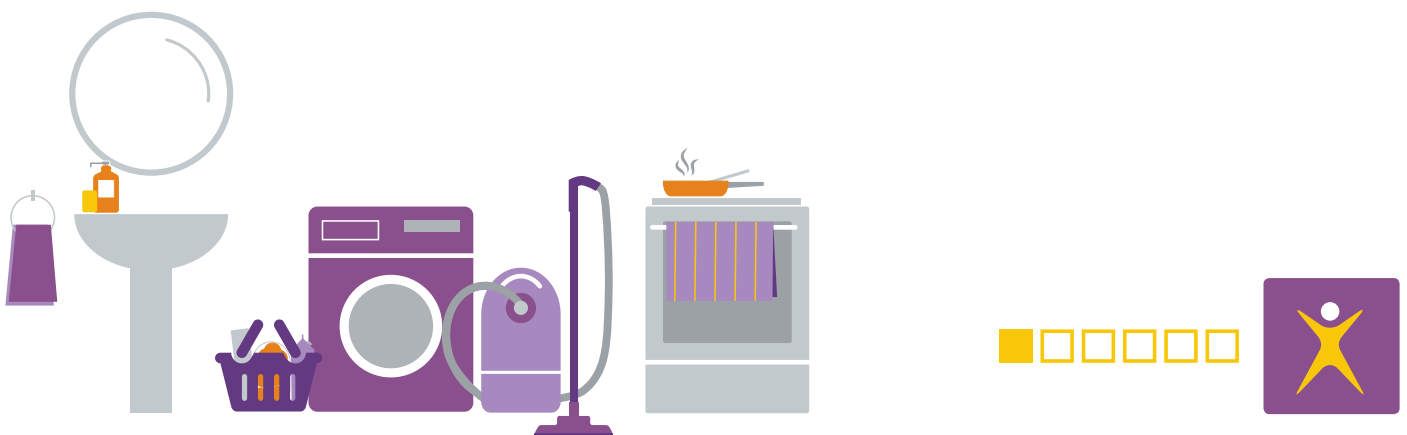


Social & economic wellbeing

4.1 Life skills

Note: This part of the matrix aims to measure outcomes relating to life skills. Life skills are skills a person requires in order to live independently. These include shopping, cooking, cleaning, laundry, and personal hygiene.

- | | | |
|----------|---|--|
| 4 | I do not have skills to live independently | <ul style="list-style-type: none">• I have never managed my own accommodation before• I have minimal skills in the following: shopping, cleaning, laundry and personal care• I need assistance to shop, clean, do my laundry and with personal care needs• I would benefit from learning many life skills so I could carry out simple and more complex daily living tasks myself• I have lost many life skills due to illness• I have chosen not to address my shopping, cooking, cleaning, laundry and personal care |
| <hr/> | | |
| 3 | I need a lot of assistance with life skills | <ul style="list-style-type: none">• I need assistance with a large number of life skills (e.g. shopping, cooking, cleaning, laundry and personal care tasks)• I would benefit from learning to undertake some life skills for myself such as cooking |
| <hr/> | | |
| 2 | I need some assistance with life skills | <ul style="list-style-type: none">• I need assistance with a number of life skills to shop, cook, clean, do laundry and personal hygiene |
| <hr/> | | |
| 1 | I have some life skills but need some advice and prompting | <ul style="list-style-type: none">• Although I have some life skills, I need to be informed and learn more minor life skills (for example, shopping and laundry)• I need advice and prompting to help me with life skills (e.g. shopping and laundry) rather than actual assistance |
| <hr/> | | |
| 0 | I am able to carry out my daily living tasks independently | |



4.2 Money matters & personal administration

Note: This part of the matrix looks at outcomes for money matters and personal administration. It includes dealing with benefits, money management, and dealing with correspondence.

4	I cannot deal with money matters and personal administration	<ul style="list-style-type: none">• I have no benefits or income• Rent arrears and debts are putting my accommodation at risk• I am not dealing with my finances• I am not dealing with my correspondence• I have an active power of attorney or am in the process of putting a power of attorney in place• I have social work guardianship in place
3	I need a lot of support with money matters and personal administration	<ul style="list-style-type: none">• I have difficulty managing money• I do not have a bank account (but wish/need to get one)• I have difficulty dealing with my correspondence
2	I need some support with money matters and personal administration	<ul style="list-style-type: none">• I am receiving support to assist me to deal with my benefits• I have a bank account but need assistance in accessing money• I have a budget plan in place and I am receiving support to assist me to stick with the plan• My support is assisting me to deal with my correspondence
1	I can manage money and personal administration but need some assistance	<ul style="list-style-type: none">• I have payment/budgeting plan set up and can adhere to it with some assistance• I have a bank account but sometimes need assistance in accessing money• I am able to deal with my correspondence mostly by myself but sometimes need assistance
0	I can cope independently with money matters and personal administration	



4.3 Leisure

Note: This part of the matrix aims to measure outcomes for leisure activities. This assesses service users' ability to engage with leisure activities if they wish.

4 I wish to take part in leisure activities but am never able to take part

3 I need a lot of support to take part in leisure activities

- I wish to take part in leisure activities but I am rarely able to take part
- I can only take part in activities taking place on the premises (supported accommodation)

2 I need some support to take part in leisure activities

- Many leisure opportunities are available to me and I am being supported to attend
- I need assistance to find leisure activities to suit me
- I find it easier to take part in activities conducted on the premises (supported accommodation)

1 Support service encourages me to participate in activities within and outside of my home

0 I am able to pursue leisure activities independently



4.4 Social Interaction

Note: This part of the matrix looks to measure outcomes surrounding social contact and social relationships.

4	I have difficulty with social interaction	<ul style="list-style-type: none">• I am not able to see my friends and family• I am unhappy with my current relationships with friends and family because they are abusive• I have problems with my neighbours which could be resolved
3	I need a lot of support with social interaction	<ul style="list-style-type: none">• I am having difficulty sustaining relationships• I wish to address my problems with my neighbours (e.g. change any problem behaviours)
2	I need some support with social interaction	<ul style="list-style-type: none">• I need support to help me to develop or maintain my social network• My friends and family give me a large amount of support which reduces the amount of quality time spent with them• Support is assisting me to address issues with my neighbours
1	I need support sometimes with social interaction	<ul style="list-style-type: none">• I need support sometimes in order to maintain social networks• By living in supported accommodation I can more easily maintain a social network• My family and friends give me some support but we are still able to enjoy some quality time• I am working to resolve any issues with my neighbours with some help from support
0	I have good social networks	<ul style="list-style-type: none">• Support enables me to maximise the amount of quality time I have with my family, as they do not need to support me• I have good relations with my neighbours



4.5 Self-esteem

Note: This part of the matrix looks to measure outcomes surrounding social contact and social relationships.

4	I have very low self-esteem	<ul style="list-style-type: none">• I have no future plans• I have no control over the decisions affecting my life
3	I have low self-esteem	<ul style="list-style-type: none">• I wish to address my self-esteem• I wish to receive support to identify my future plans• I have little control over the decisions affecting my life
2	I have support which is assisting me to address my self-esteem	<ul style="list-style-type: none">• Learning new skills and support has enabled me to feel more positive• I have support which is assisting me to identify my future plans• I am being encouraged and supported to take control over decisions affecting my life
1	There are still some self-esteem issues I would like to address	<ul style="list-style-type: none">• Although I am becoming more confident, there are some self-esteem issues I would still like to address• With some support when I need it, I am taking control of decisions affecting my life
0	I am confident and positive about my life	



4.6 Other social & economic wellbeing support





Employment & meaningful activity

5.1 Core skills

Note: This part of the matrix looks to measure outcomes in achieving core skills for employment. Core skills include anger management, oral communication, written communication, numeracy, ability to work with others, personal hygiene, reliability, time keeping attendance, positive attitude to work, motivation, budgeting, decision making, IT skills and team building.

- 4** I feel I have no or few skills I would need for employment or education
-
- 3** I need to address a number of skills needed for employment or education
OR
I need to address major skills needed for employment or education
(this might include numeracy or writing skills)
-
- 2** Support is assiting me to develop the skills needed for employment or education
-
- 1** I need to address some minor skills needed for employment or education
OR
I need to address one or two skills needed for employment or education
-
- 0** I have the skills necessary for employment or education

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5.2 Training & education

- 4** I am not ready or prepared for education or training but would like to receive education in the future (e.g. benefits not in place, health restrictions)
-
- 3** I am willing and able to engage in education and training
- I have identified a course and am applying for this
 - I am addressing issues in order that I can engage in education or training
-
- 2** I am in education or training, and require support to assist me to attend and remind me to prepare
-
- 1** I am in education or training, and require prompting from my support worker to attend and to prepare
-
- 0** I do not require any support with training or education
OR
I am attending education or training which I am committed to completing – no support is required



5.3 Looking for work or a placement

4 I am not ready to work or undertake placement (for example, health restriction)

OR

I do not have the required skills

3 I am willing to begin to look for work or a placement

- I am addressing issues that restrict employment (e.g. treatment for any health problems) and I am willing to begin to look for work or a placement

2 I am actively seeking work or a placement with support

1 I am actively seeking work or a placement with support when necessary

0 I have found work or placement

OR

I am able to seek work or a placement independently



jobcentreplus



5.4 Sustaining employment

4 I am in employment which is very unsuitable for my needs
OR
I am at high risk of losing my job

3 I am in employment which is unsuitable for my needs
OR
I have received a warning

2 I need support to sustain my job
OR
I am unhappy in employment

1 I need occasional support or prompting to sustain my job

0 I can sustain my employment independently



5.6 Meaningful activity

- 4 I feel aimless and do not have things to do with my time but I do not know how to start changing this
-
- 3 I feel aimless but would like to find more things to do with my time
-
- 2 I feel I need a lot of help to find things to spend my time on
-
- 1 I would like some help to find voluntary work to do, learning new things or other sorts of activities
-
- 0 I feel my time is well occupied with voluntary work or learning new things
-







www.ccpscotland.org/hseu



The Housing Support Enabling Unit is a partnership initiative between Coalition of Care and Support Providers Scotland (CCPS) and Scottish Federation of Housing Associations (SFHA), funded by the Scottish Government. CCPS is a limited company, registered in Scotland under the company number of SC279913 and is also a registered Scottish charity No. SC029199. The company's registered office is at Norton Park, 57 Albion Road, Edinburgh EH7 5QY.