

Evaluating the Sheffield City Council Housing+ service: Can housing officers improve health and wellbeing outcomes for tenants by providing more holistic support?

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**This is an outline of independent research funded by the
National Institute for Health Research's School for Public Health Research (NIHR SPHR).**

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or the Department of Health.**

Outline

- **Introduction:** Study funding
- **Background:** What is Housing+?
- **Expected outcomes**
- **Aims and objectives**
- **Methods:** Evaluation design
- **Next steps**

The National Institute for Health Research's School for Public Health Research (NIHR SPHR) is a partnership between:

- The University of Sheffield
- The University of Bristol
- The University of Cambridge
- University College London
- The London School for Hygiene and Tropical Medicine
- The Peninsula College of Medicine and Dentistry
- The LiLaC collaboration between the Universities of Liverpool and Lancaster
- Fuse; The Centre for Translational Research in Public Health, a collaboration between Newcastle, Durham, Northumbria, Sunderland and Teesside Universities

Study funding

- School of Public Health Research (SPHR), Public Health Practice Evaluation Scheme (PHPES)
- Involves SPHR members in the evaluation of projects or initiatives being implemented by public health practitioners working in different sectors

Background: What is Housing+?

- A new model for delivering an integrated housing service to Council customers in Sheffield
- Involves a Housing Officer undertaking an annual visit to customers homes which is designed to discuss wider determinants of tenancy sustainability
- A shift towards a more holistic, preventative approach taking into account individual household needs rather than adopting a 'one size fits all' approach

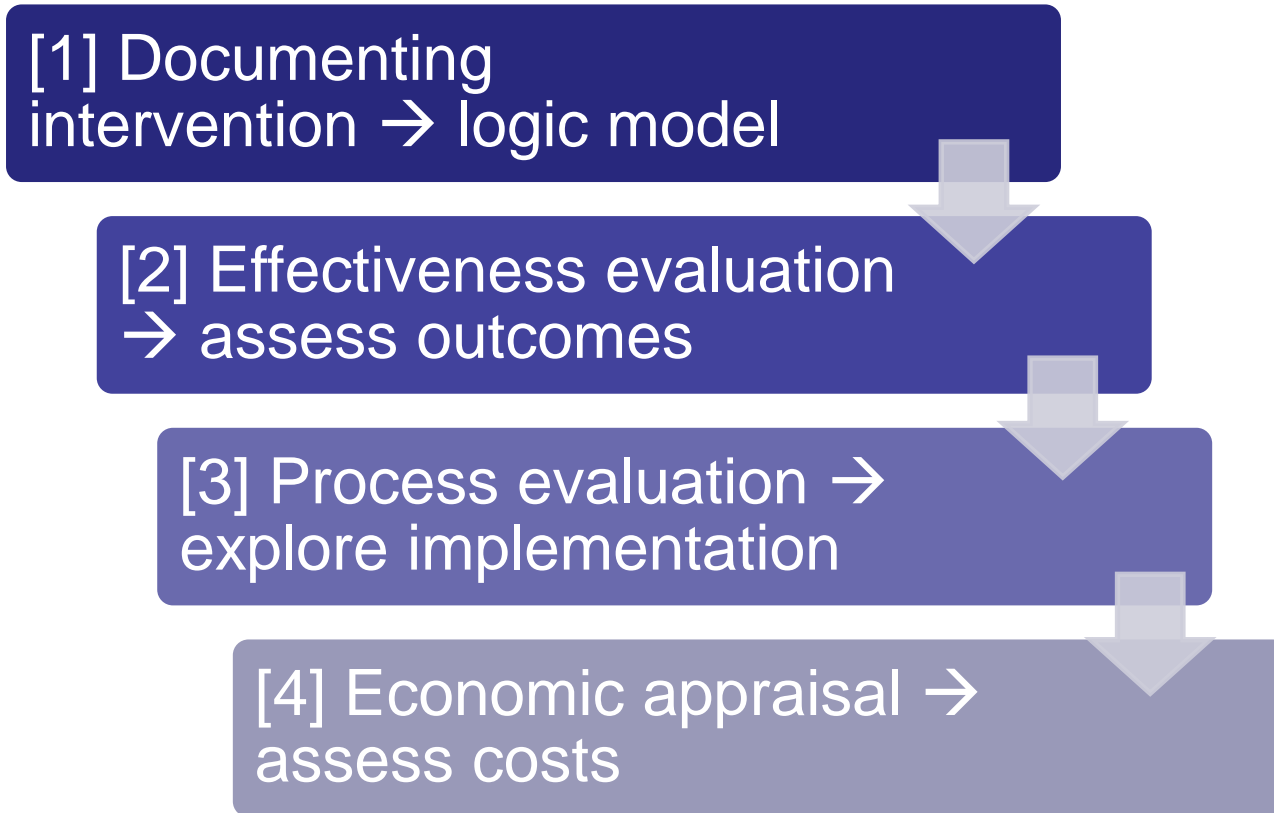
Expected outcomes

- Public health-related outcomes already identified the intervention could influence:
- Self-reported wellbeing; social isolation; social capital; fuel poverty; community cohesion and feelings of safety; people with long term condition/learning disability/serious mental illness in stable and appropriate accommodation; hospital admissions caused by unintentional injury/falls/hip fractures **etc**
- All of which have the potential to reduce health inequalities

Evaluation aims

- The overall aim is to explore whether, and how, the Housing+ service may achieve improvements in health and wellbeing of council housing customers, in comparison to the current service, and identify the associated direct and indirect costs

Evaluation design



[1] Documenting intervention

- Documenting of the intervention as it is delivered and developing a logic model to map the range of potential pathways and activities between introduction of the new service, annual visits, and changes to the health and wellbeing of clients.
- Continually developing through literature review, interview data and expertise from Housing+ Advisory Group

[2] Effectiveness evaluation

- Effectiveness evaluation comparing outcomes for clients in areas where the intervention is already being delivered with areas where it is only beginning to be rolled out, with follow up in year two:
- 1. Telephone survey of council tenants in both pilot and control areas
- 2. Using routine data from the existing housing integrated database

[2] Measuring wellbeing – Telephone Survey

- How is your health in general? Very good, Good, Fair, Bad, Very bad
- Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include problems related to old age)? Yes limited a lot, Yes limited a little, No
- Overall, how satisfied are you with your life nowadays? (where 0 is 'not at all' and 10 is 'completely')
- Overall, to what extent do you feel the things you do in your life are worthwhile? (where 0 is 'not at all' and 10 is 'completely')
- Overall, how happy did you feel yesterday? (where 0 is 'not at all' and 10 is 'completely')
- Overall, how anxious did you feel yesterday? (where 0 is 'not at all' and 10 is 'completely')

[3] Process evaluation

- To explore aspects of implementation and experiences of staff and customers in year one, with follow up in year two
- Topic guides developed through consultation exercises with Housing Officers/council customers pre ethical approval
- 32 interviews with customers and 22 interviews with Housing Officers/managers complete
- Thematic Analysis using NVivo 10 software

[3] Preliminary analysis

Coding framework – **Customers:**

- Awareness and understanding of Housing+
- Experience with council
- Housing+ visit content (actual or anticipated)
- Outcomes
- Potential impact of Housing+
- Referrals
- Tenants needs and issues
- Views about Housing+ implementation

[3] Housing Officer

- Change in job role
- Critical issues
- External pressures on tenants
- Health
- Housing+ visits
- Impact of change
- Implementation
- Outcomes
- Referrals

[4] Economic Appraisal

- An economic appraisal to assess costs and wider resource implications, including those related to staff training and costs of referrals to other services

Next steps

- Analysis of interview data complete: by end of March 2017
- Analysis of routine data/telephone survey, economic analysis: by August 2017
- Writing for publication and continued development of logic model
- Second round of interviews with Housing Officers/managers and customers: October 2017

Advisory group participants

Join our advisory group or recommend someone?

Email: e.holding@sheffield.ac.uk