26 Northern Ireland Outcomes

Outcomes	**Client Group**		
1. Economic Well-being	MH & LD	Older People	Homeless
1a. Number of service users who have been provided with support in relation to welfare benefits, with the actual outcome of being in receipt of all the correct benefits	X	X	X
1b. Number of service users provided with support in relation to managing any debt, with the actual outcome of having reduced their debt			
1c. Number of service users provided with support to access paid work, with the actual outcome of being in paid work			
1d. Number of service users who have been supported to move on in a planned way from temporary supported living arrangements			X
1e. Number of service users who are supported to establish and maintain independent living (long term services)	X	X	
1f. Number of older people aged 65+ who are receiving a housing related support service to enable them to live at home			
2. Enjoy & Achieve	**MH & LD**	**Older People**	**Homeless**
2a. Number of service users who have been provided with support in relation to training and/or education, with the actual outcome of: • Having participated in desired training/education • And if applicable, has the service user achieved the qualification			X
2b. Number of service users who have been provided with support in relation to leisure/cultural/faith/informal learning activities, with the actual outcome of having participated in chosen activities	X	X	X
2c. Number of service users who have been provided with support to develop their parenting skills			
2d. Number of service users supported in relation to contact with external services and groups with the actual outcome of having made contact with the desired people			X
2e. Number of service users who are participating in community projects/residents groups/ volunteering	X		
2f. Number of current service users who have improved/enhanced their social network including with family if appropriate		X	X

2g. Number of service users who are now able to travel independently as a result of their housing support service			
3. Being Healthy	**MH & LD**	**Older People**	**Homeless**
3a. Number of service users provided with support in relation to primary health care and developing a healthy lifestyle with the actual outcome that the service user is better managing their physical health	X	X	X
3b. Number of service users provided with support in relation to mental health services, with the actual outcome that the person is better managing their mental health	X		X
3c. Number of service users provided with support in relation to drug and/or alcohol treatment services, with the actual outcome that the person is better managing their drug/alcohol use			X
3d. Number of older people who have accessed community health services as a result of their housing support service with the actual outcome of better managing their physical health		X	
4. Safety & Security	**MH & LD**	**Older People**	**Homeless**
4a. Number of service users provided with support in relation to maintaining their accommodation and/or avoiding eviction, with the actual outcome of having maintained their accommodation until the point of departure from the service	X	X	X
4b. Number of services users provided with support in relation to improving their compliance with statutory orders and related processes, with the actual outcome of having complied			
4c. Number of service users provided with support to better manageself harm	X		
4d. Number of service users provided with support to avoid causing harm to others			
4e. Number of service users provided with support to minimise harm/risk of harm from others			
4f. Number of service users who have been supported to get repairs, adaptations, assistive technology & aids.		X	

4g. Number of older people being supported to live at home who now feel safer as a result of the housing support they receive			
5. Making a Positive Contribution	**MH & LD**	**Older People**	**Homeless**
5a. Number of service users provided with support in relation to having more involvement and/or control, with the actual outcome of having achieved more control and/or involvement, either at service level or within the wider community with the actual outcome that they have greater confidence and ability to have greater choice/control/involvement	X	X	X
5b. Number of service users provided with support in relation to having more involvement and/or control, with the actual outcome that support plan goals are achieved.			