# Outcomes: People who are homeless, at risk of becoming homeless or in poor quality housing

We have captured example outcomes that may be relevant when working with people who are homeless, at risk of becoming homeless or living in poor quality housing. In the following tables, for each outcome we have provided related indicators and ideas for sources of data. Click on each outcome below to go to the related table

* [Fewer people are homeless or living in poor quality homes](#_Outcome:_Fewer_people_2)
* [Vulnerable people are motivated, able and supported to live with greater independence](#_Outcome:_Vulnerable_people_1)
* [People have improved skills and access to information needed to maintain a tenancy](#_Outcome:_People_have_1)
* [Attitudes and policy towards people with housing needs are improved](#_Outcome:_Attitudes_and_1)
* [Fewer people have unmet basic needs](#_Outcome:_Fewer_people_3)

### Outcome: Fewer people are homeless or living in poor quality homes

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| **Specific outcome** | **Indicator** | **Source of data** |
| Fewer people are sleeping rough | Number of people sleeping rough | Provider street counts / [Rough sleeping statistics](https://www.gov.uk/government/collections/homelessness-statistics#rough-sleeping), Department for Levelling Up, Housing and Communities.  [Crisis Homelessness Monitor](https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/homelessness-monitor/) |
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| Number of bed nights provided by homeless shelter | Counts based on service providers' records of clients.  There are initiatives to collate information across services: [CHAIN (Combined Homeless and Information Network)](https://www.mungos.org/work-with-us/chain/) and [Homeless Link Critical Mass project.](https://www.homeless.org.uk/sites/default/files/site-attachments/homelesslink-data-collection.pdf) |
| Number of unique beneficiaries |
| Number of bed spaces in direct access projects | Service providers records of provision |
| Number of bed spaces in second stage projects |
| Fewer people are homeless | Number of people accepted as statutory homeless | Records of decisions taken by local authorities: statutory acceptances, households found to be homeless and not in priority need; households in temporary accommodation.  [Figures published quarterly as part of the statutory homelessness statistical release,](https://www.gov.uk/government/collections/homelessness-statistics)  Department for Levelling Up, Housing and Communities |
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| Number of people acknowledged as homeless but not in priority need |
| Number of people housed in temporary accommodation |
| Number of people on social housing waiting lists | Service providers records.  External data on waiting lists.  Data can be found in Statistics at the [Department for Levelling Up, Housing and Communities](https://www.gov.uk/government/organisations/department-for-levelling-up-housing-and-communities/about/statistics) and the [English Housing Survey.](https://www.gov.uk/government/collections/english-housing-survey) |
| Number of social lettings | Number of social housing providers (local authority and registered provider); Number of lettings (local authority and registered provider).  Data is available from the [Social Housing Lettings & Sales in England: Continuous Recording (CORE) website](https://core.communities.gov.uk/). |
| Number of households living in overcrowded conditions | Bedroom Standard: The difference between the number of bedrooms needed and the number of bedrooms available in the house.  The [English Housing Survey, Department for Levelling Up, Housing and Communities](https://www.gov.uk/government/collections/english-housing-survey) includes data on this. |
| Housing standards improve | Number of home adaptations, repairs and maintenance improvements completed.  Number of adaptations, repairs and maintenance improvements completed within target response time. | Counts of maintenance visits with repairs completed.  Number of days between repair registered and repair completed (compared to target).  [Data for Scotland available from the Scottish Government’s Social Housing Charter](https://www.housingregulator.gov.scot/landlord-performance/national-reports/national-reports-on-the-scottish-social-housing-charter/about-the-scottish-social-housing-charter)  [Tenant satisfaction measures are in development by the Regulator for Social Housing](https://www.gov.uk/government/consultations/consultation-on-the-introduction-of-tenant-satisfaction-measures/tenant-satisfaction-measures-what-we-are-proposing-and-how-to-have-your-say-summary-accessible-version) in England. |
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| Number of people living in decent homes (i.e. meeting the statutory minimum standard, providing a reasonable degree of thermal comfort, in reasonable state of repair and with reasonably modern facilities). | [English Housing Survey, Department for Levelling up, Housing and Communities](https://www.gov.uk/government/collections/english-housing-survey). |
| Number of vacant homes. | [Live tables on dwelling stock (including vacants)](https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants), Department for Levelling Up, Housing and Communities. |
| Individuals achieve stable accommodation | Number of people sustaining move-on. | [Accommodation providers counts of individuals leaving temporary, second stage accommodation and maintaining move on situation for six months.](https://www.gov.uk/government/collections/english-housing-survey) |
| Number of people moving into safe permanent housing (e.g. for a minimum of 6 months). | Counts of individuals who maintain accommodation;  Counts of individuals who secure/obtain settled. accommodation. |
| Number of possession claims issued (by mortgage lenders and landlords). | [Crisis Homelessness Monitor](https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/homelessness-monitor/england/the-homelessness-monitor-england-2021/). |
| Possession claims leading to an order (by mortgage lenders and landlords). |
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### Outcome: Vulnerable people are motivated, able and supported to live with greater independence

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| **Specific outcome** | **Indicator** | **Source of data** |
| More people with specific needs are supported to live independently | Percentage of vulnerable people supported to achieve independent living. | Number of service users who have moved on from supported accommodation in a planned way, as a percentage of total service users who have left the service. |
| Number of vulnerable people supported to maintain independence through adaptations. | Counts of individuals who maintain independence through the help of assisted technology, aids and adaptations. |
| Improved feeling of safety and security at home | Reduction in accidents at home. | Provider counts. |
| Number of people who feel safer and more secure in their home. | Bespoke survey questions to service users on feelings of safety and security. |
| Number of people demonstrating greater confidence to live independently. | Bespoke survey questions. |
| Number of people demonstrating greater control in living independently. | Bespoke survey questions. |
| Number of people demonstrating greater motivation to live independently. | Bespoke survey questions. |
| Improved access to high-quality supported and sheltered accommodation for those who need it | Number of social housing supported lettings (by private registered social housing providers (PRPs) and by local authorities. | Data is available from the [Social Housing Lettings & Sales in England: Continuous Recording (CORE) website](https://core.communities.gov.uk/). |
| Number of sheltered accommodation schemes meeting standards set by external inspectors. | [Care Quality Commission standards of care](http://www.cqc.org.uk/what-we-do/how-we-do-our-job/fundamental-standards). |
| More individuals successfully move through emergency and transitional shelter | Number of clients with planned move on. | Providers counts of individuals within their services who have planned or unplanned move on, or are considered ready for move on. |
| Number of clients with unplanned move on. |
| Number of clients considered ready for move on. |
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### Outcome: People have improved skills and access to information needed to maintain a tenancy

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| **Specific outcome** | **Indicator** | **Source of data** |
| More people are able to access information about their rights and entitlements | Number of people receiving advice on benefits and entitlements. | Counts of individuals who maximise income, including receipt of correct benefits. |
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| Number of people receiving benefits they are entitled to in a timely manner (e.g. Housing benefit and fuel allowance). | Providers may identify the number of individuals claiming housing and other benefits from within their target population, rather than exclusively using statutory data.  [Based on data collected by the Department for Work and Pensions: Housing Benefit and Council Tax Benefit caseload](https://www.gov.uk/government/statistics/housing-benefit-and-council-tax-benefit-caseload-statistics-definition-and-methodolgy). |
| Number of people at risk of losing their homes who get advice on preventing homelessness. |  |
| Number of young people returning home. | Provider counts of young people who have chosen not to leave home following advice. |
| More people develop the skills needed to maintain a home | Number of people demonstrating improved cleanliness and upkeep of the home (living skills). | [The Home Outcomes Star](http://www.outcomesstar.org.uk/using-the-star/see-the-stars/homelessness-star/) (License required). |
| Number of people demonstrating an improvement in managing money. |
| Number of people demonstrating an improvement in managing tenancy. |
| More people have the economic capacity needed to maintain a home | Ratio of house price to income. | [Shelter Housing Databank](https://england.shelter.org.uk/professional_resources/housing_databank) (based on statutory data). |
| Proportion of income spent on housing costs. |
| Number of people with reduced debt. |  |
| Number of weeks of rent arrears. | Practitioner records. |
| Has a choice of who to live with and where | Number of people with an appropriate and realistic choice of who to live with and where in relation to e.g. Community, school, family, safety issues. | Bespoke survey questions to service users.  Practitioner data. |
| Number of people with an appropriate and realistic choice regarding tenure. |
| Has positive relationships with neighbours | Number of people reporting positive feelings toward neighbours. | Bespoke survey questions to service users on feelings towards neighbours. |
| Number of people reporting talking to their neighbours on a regular basis (e.g. in the last month). | Bespoke survey questions to service users on relationship with neighbours. |
| Number of people reporting helping or doing something for a neighbour, or asking a neighbour for help or a favour (e.g. in the last 6 months). |
| Number of complaints/disputes/issues relating to problems with neighbours. | Records on complaints and disputes. |
| Has access to local shops, transport, facilities and recreation | Improved access to shops selling affordable necessary products and services. | Bespoke survey questions for service users.  Provider observations. |
| Improved access to good and affordable public transport. |
| Improved access to culture, sport and recreation. |
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### Outcome: Attitudes and policy towards people with housing needs are improved

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| **Specific outcome** | **Indicator** | **Source of data** |
| Improved relationships between landlords and tenants | Number of:   Complaints received during the year   Complaints answered during the year   Complaints per 1,000 tenancies | [Data for Scotland available from the Scottish Government’s Social Housing Charter](https://www.housingregulator.gov.scot/landlord-performance/national-reports/national-reports-on-the-scottish-social-housing-charter/about-the-scottish-social-housing-charter)  [Tenant satisfaction measures are in development by the Regulator for Social Housing](https://www.gov.uk/government/consultations/consultation-on-the-introduction-of-tenant-satisfaction-measures/tenant-satisfaction-measures-what-we-are-proposing-and-how-to-have-your-say-summary-accessible-version) |
| Improved community attitudes to social housing tenants and homeless people | Number of people agreeing that people are often pushed into homelessness by circumstances beyond their control. | [Questions taken from Crisis’ public attitudes towards homelessness project](https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/services-and-interventions/public-attitudes-towards-homelessness/) |
| Number of people agreeing that people are often not genuinely in need. |
| Proportion of social rented homes in mixed tenure residential locations | [Subnational estimates of dwellings and households by tenure, England](https://www.gov.uk/government/statistics/subnational-estimates-of-dwellings-and-households-by-tenure-england-2020), ONS. |
| Increased investment in housing | Number of affordable homes built | [Live tables on affordable housing supply](https://www.gov.uk/government/statistical-data-sets/live-tables-on-affordable-housing-supply) from Department for Levelling up, Housing and Communities  [Also available through the Shelter Housing Databank](http://england.shelter.org.uk/professional_resources/housing_databank) |
| Improved housing policy | Number of policies passed concerning housing strategy | Policy monitoring |
| Number of guidance documents published by central government regarding local housing policy |

### Outcome: Fewer people have unmet basic needs

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| **Specific outcome** | **Indicator** | **Source of data** |
| More people have sufficient and suitable food | Number of foodbanks | Data collected by providers |
| Number of people attending foodbanks |
| Number of people suffering from malnutrition |  |
| Number of people classed as obese | [Statistics on Obesity, Physical Activity and Diet in England (ONS)](https://digital.nhs.uk/data-and-information/publications/statistical/statistics-on-obesity-physical-activity-and-diet) |
| The heating and energy needs of more people are met | Proportion of income spent on energy | [Annual report on fuel poverty (more than 10% of income spent on heating) statistics](https://www.gov.uk/government/collections/fuel-poverty-statistics) |
| Number of people living in houses without insulation | Survey question |
| Gas and electricity consumption per household | Survey question |