

Grosvenor Hart Homes Evaluation Framework



GROSVENOR

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Context

Social enterprise Grosvenor Hart Homes (GHH) has commissioned **Sonnet Advisory and Impact** to undertake an evaluation of its operating model applied to a pilot affordable housing and tailored support services scheme being developed in Chester. Sonnet is a community interest company that helps organisations to articulate the impact of what they are doing, providing advice on impact measurement frameworks and conducting analyses of social and system impact.

The GHH pilot evaluation is taking place over a three-year proof-of-concept period for care leavers and six-year period for families, during which GHH is seeking to assess whether the approach of providing high-quality, affordable housing alongside tailored support services, aimed at removing barriers to employment, financial stability, health, mental health, education and wellbeing, can improve outcomes for children, young people and families.

The ambition is that the GHH model will support young people and vulnerable families to achieve stability and greater independence, which will enable them to move to the next stage of their housing pathway; after three years (for young people e.g. care leavers) and six years (for families). This will enable GHH's sustainability, broadening its impact and enabling it to support more children, young people and families.

In turn, GHH aims to evidence the wider public sector savings that can be generated through this approach and encourage longer-term commissioning arrangements which recognise the value of a multi-agency, joined-up approach to family support, underpinning the rationale to pivot to a greater focus on early intervention and commissioning based outcomes, rather than inputs.

GHH hopes this evidence will enable it to scale up to meet its ambition to provide around 750 homes, alongside tailored support services, to improve outcomes for over 2,000 children, young people and families over the next 10 years.

Evaluation Methology

The pilot evaluation will consider the impact of the GHH model on the 'target' cohorts. GHH was primarily set up to support: care leavers and "vulnerable" families, including those on the edge of care and those impacted by domestic violence. The first Chester pilot site, includes eight young people with care experience and three families. The 'target cohort' families moving into GHH accommodation at GHH's second site in Ellesmere Port (expected to be around 15 families) will also be part of the evaluation, although it should be noted that with GHH not expecting to let homes in Ellesmere Port until early 2025 and the final evaluation report due to be produced by Sonnet at the end of 2025, the timescale for reflecting progress of the Ellesmere Port tenants in the evaluation findings will be limited. Consent to participate in the evaluation has been obtained from all tenants to date, and this will be ongoing as further tenants move into GHH properties.

A Theory of Change is appended to this document (appendix 1) which sets out the key outcomes the GHH model is seeking to achieve. This has been articulated by Dartington Service Design Lab, who were commissioned by GHH to lead on the design of an evidence-based suite of support services, aimed at improving outcomes for children, young people and families.

Based on the Theory of Change, a GHH Evaluation Measures Framework (appendix 2) has been developed. Across each GHH support domain, this framework sets out the key outcomes GHH will be tracking, the key measures of progress, the measurement tool being used and the frequency of collection.

When developing the framework, outcomes measures used by Cheshire West and Chester Council (CW&C) were also considered and aligned with GHH metrics to ensure GHH reflected meaningful outcomes relevant to the local authority context.

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Evaluation Methodology

As indicated in the framework, the GHH Family Assistant Service is conducting baseline assessments and thereafter will undertake regular assessments (at quarterly, six-monthly or annual intervals depending on the measure) using robust and widely recognised measurement tools (for example the Clinical Outcomes in Routine Evaluation (CORE) SFB Form and the Warwick-Edinburgh Mental Wellbeing Scale to measure mental health and wellbeing). The assessments are carried out via online surveys completed by GHH tenants, with support from the Family Assistants (FAs) as required (for example, to read out questions), or through collaborative review sessions (in the case of the Outcomes Star). Tenant data from these assessments will be anonymised and extracted for use in the evaluation by Sonnet and by GHH's PMO team.

On the basis of the findings, Sonnet will produce an Interim Evaluation Report in the spring of 2025. This will reflect on data collection, available outcomes data and a direction of travel compared to the projected cost benefit analysis, as well as reporting on the experience of tenants and other GHH service users.

Publication of Sonnet's Final Evaluation Report is expected at the end of 2025. This will report on the outcomes achieved during the first two years of the pilot, improvements compared to baseline as well as providing an updated cost-benefit analysis.

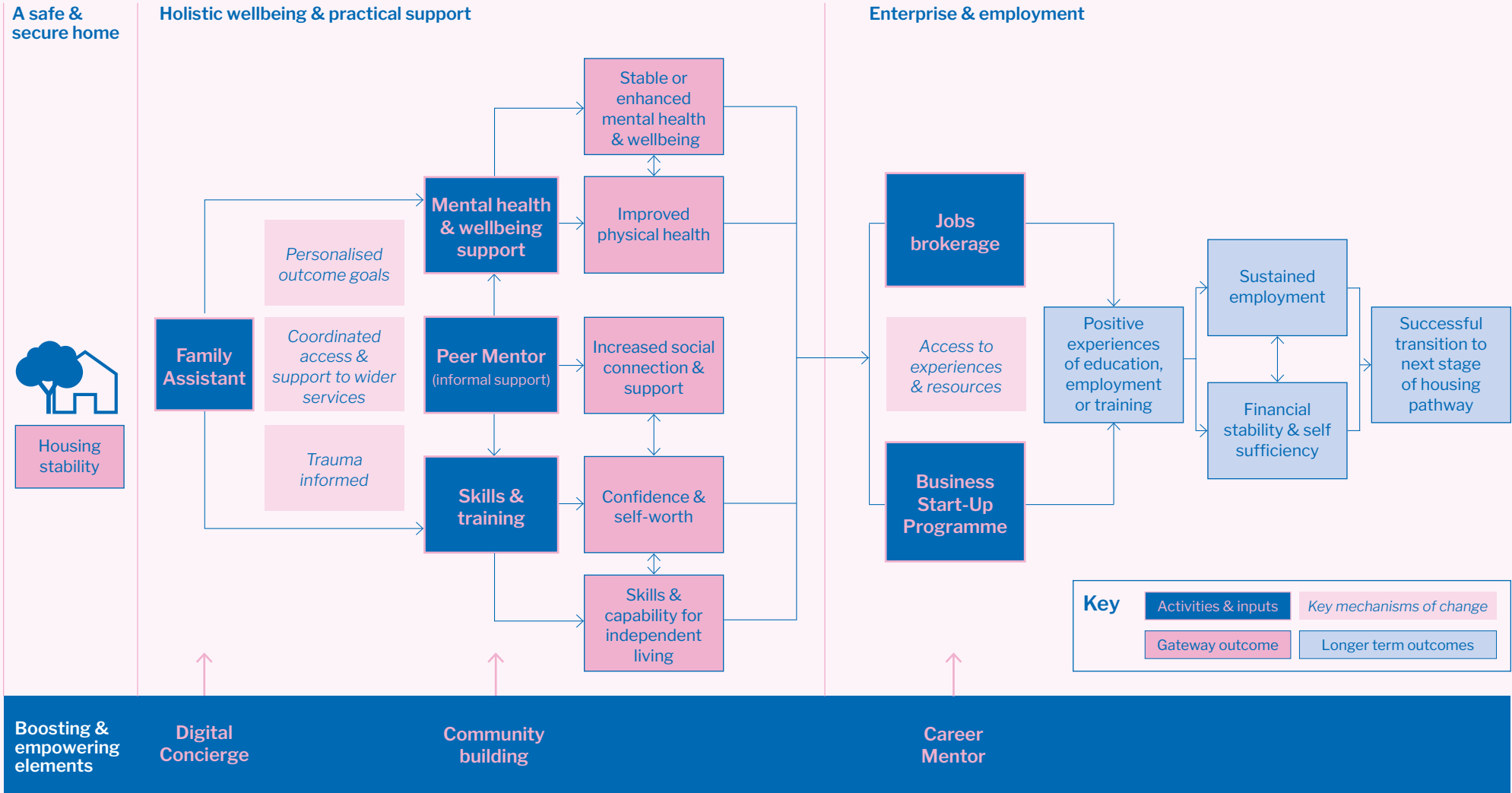
Throughout the course of the pilot, Sonnet will also undertake case study interviews with GHH tenants in situ to understand their experience of GHH and how GHH support is impacting them.

We hope and expect that the evaluation will demonstrate significant improvements among our cohort in terms of their housing stability, mental health and wellbeing, employment situation, financial status, social connection and capacity for independent living. And that this in turn will deliver net savings to the public purse both in terms of immediate in year savings and longer term, wider system savings.

By demonstrating the improved outcomes for children and young people along with the financial savings, it is our ambition to work with our partners to develop a commissioning model that enables GHH to be properly procured so that it can grow and become self-sustaining in the long term.

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Appendix 1: Theory of change



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Appendix 2: Evaluation Measures Framework

	Outcome	Baseline position	Key measures & indicators	Measurement tool	Frequency
Safe, secure home in a supportive community	Housing stability	<ul style="list-style-type: none"> YP: Outcome star scale for 'Accommodation' Family: Outcome star scale for 'Home & Money' Core Form score (Social connection questions 1,8,13,15,17) WEMWBS score (Social connection questions 1,5,12) 	<ul style="list-style-type: none"> YP: Progress on 'Accommodation' scale on Outcome Star Family: Progress on 'Home & Money' scale on Outcome Star Progress on Core Form score social connection Qs Progress on WEBWBS Form score social connection Qs Existence of any unplanned arrears Existence of any upheld reports of ASB Tenant involvement in the community? Yes/No Number of hours volunteered to community 	<ul style="list-style-type: none"> My Plan (Outcome Star) review My Plan (Outcome Star) review Repeat Core Form as part of My Plan review Repeat WEM WBS Form Housing Management data Housing Management data Recorded data from Head of Community Development Recorded data from Head of Community Development 	<ul style="list-style-type: none"> Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly
Holistic Wellbeing & Practical Support	Stable or enhanced mental health	<ul style="list-style-type: none"> YP: Outcome star scale 'How you feel' Family: Outcome star scale 'Your Wellbeing' Core Form score (full) 	<ul style="list-style-type: none"> YP: Progress on 'How you feel' scale on Outcome star Family: Progress on 'Your Wellbeing' scale on Outcome Star Change in Core Form score from baseline 	<ul style="list-style-type: none"> My Plan (Outcome Star) review My Plan (Outcome Star) review Repeat WEM WBS Form 	<ul style="list-style-type: none"> Quarterly Quarterly Quarterly
	Stable or enhanced wellbeing	<ul style="list-style-type: none"> YP: Outcome star scale 'How you feel' Family: Outcome star scale 'Your Wellbeing' WEMWBS score (full) 	<ul style="list-style-type: none"> YP: Progress on 'How you feel' scale on Outcome star Family: Progress on 'Your wellbeing' scale on Outcome star Change in WEMWBS score from baseline 	<ul style="list-style-type: none"> My Plan (Outcome Star) review My Plan (Outcome Star) review Repeat WEM WBS Form 	<ul style="list-style-type: none"> Quarterly Quarterly Quarterly
	Increased social connection	<ul style="list-style-type: none"> YP: Outcome star scale 'People and support' Family: Outcome star scale 'Social networks' Core Form score (Social connection questions 1, 8, 13, 17) WEMWBS score (Social connection questions 1,5,12) 	<ul style="list-style-type: none"> YP: Progress 'People and support' scale on Outcome Star Family: Progress 'Social networks' scale on Outcome Star Change in Core Form score from baseline Change in WEMWBS score from baseline 	<ul style="list-style-type: none"> My Plan (Outcome Star) My Plan (Outcome Star) Repeat Core Form Repeat WEM WBS Form 	<ul style="list-style-type: none"> Quarterly Quarterly Quarterly Quarterly
	Increased confidence and self worth	<ul style="list-style-type: none"> YP: Outcome star scale 'How you feel' Family: Outcome star scale 'Your wellbeing' Core Form score (Self-worth questions 3,5,7,9,12,16) WEMWBS score (Self-worth questions 2,4,6,8,10,14) 	<ul style="list-style-type: none"> YP: Progress on 'How you feel' scale on Outcome Star Family: Progress on 'Your wellbeing' scale on Outcome Star Change in Core Form score from baseline Change in WEMWBS score from baseline 	<ul style="list-style-type: none"> My Plan (Outcome Star) My Plan (Outcome Star) Repeat Core Form Repeat WEMWBS Form 	<ul style="list-style-type: none"> Quarterly Quarterly Quarterly Quarterly
	Improved life skills	<ul style="list-style-type: none"> YP: Outcome star scale for: <ul style="list-style-type: none"> Practical life skills Money & rent Choices & behaviour 	<ul style="list-style-type: none"> YP: Progress on following scales of Outcome Star: <ul style="list-style-type: none"> Practical life skills Money & rent Choices & behaviour 	<ul style="list-style-type: none"> My Plan (Outcome Star) 	<ul style="list-style-type: none"> Quarterly

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Appendix 2: Evaluation Measures Framework continued

	Outcome	Baseline position	Key measures & indicators	Measurement tool	Frequency
	Improved life skills continued...	<ul style="list-style-type: none"> Family: Outcome Star scale for: <ul style="list-style-type: none"> Meeting emotional needs Keeping your children safe Family routine Education & Learning Boundaries & Behaviour Home & Money Parenting Self-Regulation Score (PSRS) 	<ul style="list-style-type: none"> Family: Progress on following scales of Outcome Star: <ul style="list-style-type: none"> Meeting emotional needs Keeping your children safe Family routine Education & Learning Boundaries & Behaviour Home & Money Progress on PSRS score from baseline 	<ul style="list-style-type: none"> My plan (Outcome Star) Repeat parenting capacity score 	<ul style="list-style-type: none"> Quarterly Annually
Enterprise and employment	Positive experiences of education, employment and training	<ul style="list-style-type: none"> YP: Outcome star scale 'Work and learning' Families: Outcome star scale on for: <ul style="list-style-type: none"> Education and learning (child) Progress to work (adult) Training, Qualification & Employment status in Assessment form School attendance (incl. exclusions) & attainment records from Assessment form Early years foundation stage report (school readiness) 	<ul style="list-style-type: none"> YP: Progress on 'Work and learning' category on Outcome Star Family: Progress on following categories of Outcome Star: <ul style="list-style-type: none"> Education and learning (child) Progress to work (adult) Progress from baseline on training, qualification and employment status Improvement in attendance and school attainment (children) Progress on school readiness EYFS assessment 	<ul style="list-style-type: none"> My Plan (Outcomes Star) My Plan (Outcomes Star) Progress report from Head of Enterprise FA to obtain report from parents or school with parent consent FA to obtain report from parents, childcare setting or statutory services with parent consent 	<ul style="list-style-type: none"> Every 6mths Every 6mths Every 6mths Every 6mths Every 6mths
	Sustained employment	<ul style="list-style-type: none"> Employment status in Assessment form YP: Outcome star scale 'Work and learning' Families: Outcome star scale on for 'Progress to work' 	<ul style="list-style-type: none"> Sustaining a job for 3/ 6/ 12/ 12+ months YP: Outcome star scale 'Work and learning' Families: Outcome star scale on for 'Progress to work' 	<ul style="list-style-type: none"> My Plan (Outcomes Star) review 	<ul style="list-style-type: none"> Quarterly
	Financial stability and self-sufficiency	<ul style="list-style-type: none"> YP: Outcome star scale 'Money & Rent' Family: Outcome star scale 'Home & Money' Disposable income calculation as follows: <i>Income from employment & benefits</i> <i>Minus Rent</i> <i>Minus Gas, Electricity, Water & Council Tax</i> <i>Minus min credit card or loan payments</i> 	<ul style="list-style-type: none"> YP: Progress on Money & rent scale on Outcome Star Family: Progress on Home & Money scale on Outcome Star Increase in disposable income Increase in income vs. potential earnings at Xhrs pw on National Living Wage + any Benefit entitlement (suggested benchmark to track per tenant) 	<ul style="list-style-type: none"> My Plan (Outcomes Star) My Plan (Outcomes Star) Repeat disposable income calculation as part of My Plan review 	<ul style="list-style-type: none"> Quarterly Quarterly Quarterly
	Readiness to transition to next stage of housing pathway	No baseline	<ul style="list-style-type: none"> WIP Progress on Outcome Star across all areas – move-on criteria TBC Tenant has income to afford e.g. private rented /shared ownership accommodation Steady state on Outcome Star for X period and all parts of GHH model (triangle) in place and steady for X period 	<ul style="list-style-type: none"> My Plan (Outcome Star) 	<ul style="list-style-type: none"> TBC