

## Public Health Practice Evaluation Scheme

Addressing the challenges faced by 'front line' practitioners

### Evaluation of the Sheffield City Council Housing+ programme



This research was commissioned to understand what impact, if any, Housing+ is having on the health and wellbeing of council house customers and the way the council delivers housing services.

The overall aim is to measure the impact of the Housing+ service in terms of anticipated and unanticipated changes in health and wellbeing of council housing customers, and to understand the pathways leading to these changes.

#### Background:

- Housing+ is a new model for delivering an integrated and enhanced housing service to council tenants in Sheffield.
- The neighbourhood officer works with a geographically based caseload of between 180 and 330 households.
- The potential role of social housing providers to reduce health inequalities and improve tenant wellbeing has been recognised.
- The evaluation will explore the extent to which changing the organisation and delivery of housing services can impact on tenancy sustainability as well as health and wellbeing.
- The intervention has the potential to improve self-reported wellbeing, social isolation, social capital, fuel poverty, community cohesion, perceived community safety and reduce hospital admissions.

#### Public involvement:

- Community representative views expressed in advisory group meetings have contributed to the direction of the project.
- Initial consultation meetings with tenant and resident associations has directly influenced the questions asked by the researchers.
- Monthly meetings have ensured continued dialogue and information exchange between the researchers and city council .

#### Housing+:

- The service involves (as a minimum) an annual visit designed to discuss wider determinants of tenancy sustainability including health, employment, education, home skills, engagement and involvement. Neighbourhood officers take a holistic approach where the focus is on prevention, dealing with low level issues directly; signposting people to resources within the local community to help prevent problems escalating; and where necessary, referral to other services for more specialist help and support as required.

#### Methods:

Comparisons will be made both to compare outcomes in the Housing+ pilot area with the current service and also to measure change longitudinally over two years.

The study involves four components:

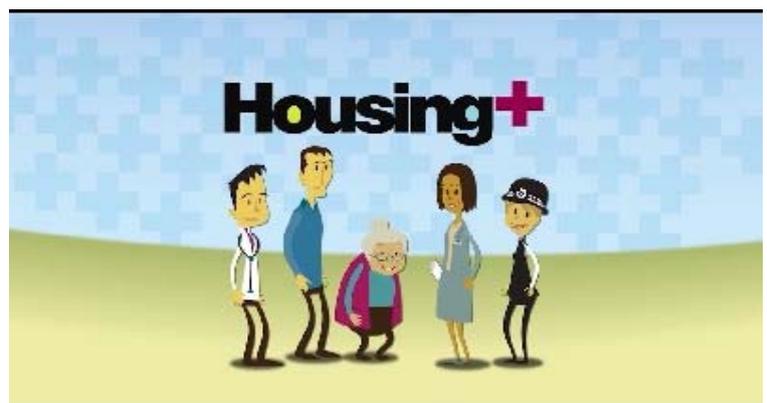
- Documenting the intervention as it is delivered and developing a logic model to map the range of potential pathways and activities.
- An effectiveness evaluation to quantitatively assess impact by comparing outcomes for clients in the pilot area with those in the rest of the city (via a telephone survey with tenants).
- A process evaluation to explore aspects of implementation and experiences of staff and clients (through semi structured interviews and focus groups).
- An economic appraisal to assess costs and wider resource implications including those related to staff training and cost of referral to other services.

#### What next:

Data from the first year will shortly be analysed and will inform further data collection and analysis in the second year of evaluation.

#### Key findings and learnings for practice

- Co-production with Sheffield City Council Housing Staff has contributed to developing the research focus. These stakeholders have also continued to comment on draft documentation as the project progresses.
- Consultation exercises with Housing Officers and Council Housing Tenants contributed to selecting the data collection methods (interviews and focus groups) and developing the interview schedules.



This research is being co-produced by The University of Sheffield [SchARR (School of Health and Related Research) and The Department of Urban Studies and Planning] and Sheffield City Council.

<http://scharr.dept.shef.ac.uk/sphr/our-projects/evaluation-of-the-sheffield-city-council-housing-programme/>

Elizabeth Goyder, Lindsay Blank, Ellie Holding, Hannah Jordan, Tessa Peasgood, Ed Ferrari, Andrew Phillips, Mary Crowther, Louise Brewins, Peter Brown, Sally Butterworth, Ann Tanker.



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