



Blue Triangle Housing Association Creates A Better Future For Service Users

People using a Glasgow housing support project are being given the chance to take more control to change their lives, thanks to the introduction of a pioneering initiative.

Blue Triangle (Glasgow) Housing Association (BTHA) – The Lanark Project provides temporary accommodation to people experiencing a period of homelessness, and has been using the Better Futures framework to track the progress of the individuals it supports.

BTHA believes Better Futures has allowed individuals to make rapid progress by having a support plan that is based on their goals – while staff have also reported having greater confidence to manage their cases.

One individual at BTHA housing said: “Better Futures is a brilliant tool and is great for seeing the progress I have made – I didn’t think I had made as much progress as I have.

“The visual tool that it provides is fantastic – being able to see how far I have come on a diagram has made more of an impact than words ever would have done.”

The Better Futures framework, which is underpinned by a web based recording system that uses easy-to-follow reporting tools, not only aids those using support services to identify goals and chart their progress towards independent living, but also enables organisations to track outcomes – a feature which is equally advantageous for providers and their funders.

In addition to providing safe and secure accommodation for people who are homeless or at risk of homelessness, BTHA also works with its service users to help them gain the necessary skills to move onto more independent living and achieve a better quality of life.

Lesley Munro, Project Manager at BTHA, said it was important for other support providers and local authorities to seize the advantages of Better Futures.

She said: “Our service users and staff have found Better Futures to be an easy system to use and understand and it has had a very positive impact.

“It’s particularly effective as it’s entirely needs-led by the individual themselves. Our service users of all ages use and like this tool as the visual aid allows them to be able to track their journey at a glance and pin point where they were at the start of their support to where they are now.

“Feedback we have had indicated that it encourages the person to be immediately engaged, to take greater responsibility and puts them in control of changing their lives. They feel empowered as the support plan is only based on their goals.

“We would definitely recommend using Better Futures to other support services as it is a very flexible and adaptable monitoring tool which has had huge benefits for our service users and their tailored support plans. It also allows staff to pull information from the system at the touch of a button which may be required by local authorities.”

The development of Better Futures was funded by the Scottish Government through the Housing Support Enabling Unit (HSEU) - a partnership initiative between Coalition of Care and Support Providers (CCPS) and the Scottish Federation of Housing Associations (SFHA).

BTHA is one of 22 organisations – including services in the Western Isles, Highland and central belt - signed up to use Better Futures, and although that figure is ahead of target, the HSEU is keen to make the system available to even more services and individuals across Scotland.

Yvette Burgess, Unit Director at HSEU, said: “As the integration of health and social care gets underway, it has never been more important for providers of housing support to demonstrate the impact they have on improving outcomes at an individual level, particularly in terms of health, housing and social wellbeing. Better Futures provides a good way of doing just that.”

Better Futures has been inspired by various approaches used by supported services in Scotland and England and has developed out of the Supporting People Outcomes Framework which was piloted in Scotland in 2007.

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Further information can be obtained from the HSEU website at:
<http://www.ccpscotland.org/hseu/information/better-futures>

Notes To Editors

‘Blue Triangle was established in 1975 by the office bearers of YWCA to become their housing arm of the YWCA and manage their hostel properties. In 1976 we had one property and the initial resident group was young single women studying and working in Glasgow. The Association eventually split from YWCA and became its own legal identity in around 1991. Our services were limited to Glasgow up until 1992 when we began to expand into other local authority areas. During its 40 years of

operation we have run community cafes, provided literacy and numeracy support, provided access to training, employment, health and housing.’



The Housing Support Enabling Unit is a partnership initiative between Coalition of Care and Support Providers (CCPS) and the Scottish Federation of Housing Associations (SFHA), funded by the Scottish Government: www.ccpscotland.org/hseu

Housing Support is a term used to describe a wide range of services designed to help individuals live at home and feel safe and secure in doing so. Such services can help people who are homeless or are at risk of being homeless as well as people with disabilities and older people. Housing Support services typically help to prevent or slow down deterioration and/or crises in a person’s life, for example, a person with mental health problems being prompted to attend medical appointments and take medication.

Most Housing Support services are funded through local authorities but may be provided by the voluntary sector, by registered social landlords such as housing associations and by the independent sector as well as by local authorities themselves. There are well documented socio economic benefits from housing support apart from the benefit to individuals and their families.

Capita provide the IT tool for Better Futures. Capita Support is a people-centric case management internet solution designed for service providers involved in the delivery of support to vulnerable and/or chaotic individuals. Since 2008, Capita Support has been in use across the UK in a range of settings and is the solution of choice for multi-agency partnership, consortia, support gateways, outcome frameworks and individual support providers. The solution enables local authorities and care and support providers in a single service or multi-agency environment to carry out their end-to-end working practices from referral, needs and risk assessment to case management, support planning, progress and outcomes.