

## Older Persons Support Service

**Evaluation of  
Social Return on Investment  
created through  
Gentoo Living Older Person Support Service  
(Jan 2011 – Dec 2011)**

**March 2012  
Trish Dodds**

“This report has been submitted to an independent assurance assessment carried out by The SROI Network. The report shows a good understanding of the SROI process and complies with SROI principles. Assurance here does not include verification of stakeholder engagement, data and calculations. It is a principles-based assessment of the final report”.

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## Executive Summary

This report presents an evaluation of the social return created by the Older Persons Support Service delivered by Gentoo Living.

The Older Persons support service has been in operation since 2003 and has been monitored largely by Supporting People (SP), the funders of the service. A Quality Assessment Framework (QAF) was produced by central government to monitor quality standards and identify improvement areas.

The Older Person's support service is aligned with Gentoo's Vision, Mission and Values and contributes to Gentoo Living's overall aim '**to inspire and empower enriched ways of living'**.

Gentoo Living has chosen Social Return on Investment (SROI) as a methodology for measuring the impact it has created to its customers supported by this service. SROI is a framework for measuring and accounting for value created by a project, organisation or policy.

This report will show a journey of understanding the impact created from the perspective of each stakeholder, the outcomes identified for each will be measured and valued and recorded on an impact map. All findings, positive and negative, and intended and unintended will be taken into account as will the amount of change that might have happened anyway /and / or is down to others.

From this study key outcomes for the stakeholders involved have emerged;

### *Older Person*

- People have improved social contact and more company, reducing social isolation
- People have improved quality of life because they can now manage in their home better
- People feel safer or are reassured because of the presence of the support co-ordinator
- People have improved and easy access to general advice and guidance
- People have improved satisfaction through volunteering their time

- People have improved income through the assistance from the co-ordinator to complete forms for benefits and welfare etc.
- Peoples lives improve because of the environment they now live in
- People are happier and positive
- People have improved self respect because they feel they are now listened to and can make their own decisions

#### *Local Authorities*

- Reduced number of people who may have been likely to go into residential care

#### *Partner Organisations*

- Organisations have easier access to a customer base

Emerging from the study were a variety of other stakeholders where positive impact was suggested, such as; families, the wider community, charity and community groups and the health authorities, however the absence of consultation data have prevented these stakeholders from being included in this evaluative study. These stakeholders are discussed in the sensitivity analysis.

This analysis estimates that for every £1 invested in the Older Persons support service there is social value created of £7.25.

#### Acknowledgments

Many people have taken part in identifying the impact discussed in this report such as; 157 residents, 22 support co-ordinators and 4 partner organisations, the author thanks them for their contribution and input.

## 1.0 Scope and Stakeholders

### 1.1 *Background to the study*

As we live in an increasingly ageing society due to dramatic demographic changes, advancement in medical technology and life expectancies we are witnessing an increasing number of older people in their 70's, 80's and 90's. This presents society with a group of older people who can and do have a range of support needs required to enable their independence.

The Older Persons Service is funded by Supporting People - the policy and funding framework for housing related support services. Supporting People was introduced in 2003 and since then has experienced a shift from former resident wardens in sheltered accommodation to floating support.

Gentoo Living has Support Co-ordinators providing housing related support to older people who have difficulty in maintaining a home of their own, by providing the support that is needed to help them achieve independence for as long as possible. The aim the service is to give older people greater opportunities for independent living and life choices by promoting high quality support and working in partnership with other local services.

The Older Persons services can range from support provided in specifically designed accommodation such as sheltered housing schemes for older people to support provided within a person's own home in the community that they have lived in all of their lives.

The team support approximately 1500 older people throughout the City at any one time, and deliver support services to meet a range of identified needs and aspirations. Gentoo Living recognise that older people have contributed a wealth of experience to society, and can continue to do so if they are given the opportunity and support needed.

Recent government changes have put the current contract under threat and because of this; concerns are growing for service providers. However, there are a number of emerging opportunities for Gentoo Living, such as; the pending personalisation and health agendas. More recently Gentoo internal strategic developments will

assist Gentoo Living to position itself in this growing competitors market.

## **1.2 Purpose**

Gentoo Living recently carried out an internal service review on their Older Person's service, the results of which were to; identify what the residents really wanted and needed from the service, inform service improvement and prepare the service for forthcoming tendering opportunities.

The plans for this service review incorporated measurement of Gentoo Living's recently adopted outcomes framework which can be seen in Appendix 1.

This Older Person service delivers on the objectives set out in Gentoo Living's Aim 1 as detailed below;

<b>AIM 1 Objectives - To enable people to fulfil their aspirations</b>
To support people to recognise their ambitions
To support people to increase their motivation, confidence, skills and knowledge
To support people to make informed decisions about their lives
To provide support so that people can live independent lives

The service review activity delivers on the objectives set out in Gentoo Living's Aim 3, as detailed below;

<b>AIM 3 Objectives - To enable Gentoo Living to add value in the group</b>
To ensure the services we provide respond better to the needs of individuals and communities
To ensure that social and economic benefits are generated from the groups investment programmes
To promote the Groups prospects for business growth and improvement
To ensure that Gentoo Living is fit for purpose to deliver its aims and objectives

The results of the consultation carried out with both internal and external stakeholders provided extensive data with which to carry out

a Social Return on Investment study. An interim study was included in the service review findings from which instruction was given by the Director to complete a full SROI evaluation study, with the view to have the report submitted for assurance.

This report is written to demonstrate to potential investors and funders the social and economic impact created through the Older Persons support service delivered by Gentoo Living.

### **1.3 Activities**

This study will measure the impact as described from the customer's perspective which takes account of;

- The activities delivered under the supporting people contract
- The added activities carried out by the support co-ordinators
- The added value services delivered by Gentoo/Gentoo Living which are not part of the supporting people contract such as; the social activities.

There are 34 Support Co-ordinators (10 of which are part time) delivering the support service across the city. There are 7 sheltered schemes supporting on average 450 residents, 16 Core and Cluster schemes supporting on average 840 residents and approximately 250 residents in receipt of the service from the floating support team.

The typical activities carried out by the support co-ordinators are mainly determined by the residents within their cluster. When a new customer joins the service they complete a support plan together, typical discussion areas for the support plan are:

- Personal information (next of kin and medication)
- Property information (fire alarm etc)
- Social interests and preferences
- Friends and family support
- Health and mobility needs
- Finance

The information gleaned from this determines the level of support required for each individual and can involve anything from a daily telephone call to a daily visit. Where applicable, referrals are made to partner organisations such as; welfare and benefit advice, care needs, or aids and adaptations to their property. The support plan

is reviewed every 6 months when new support needs or individual goals are identified and implemented.

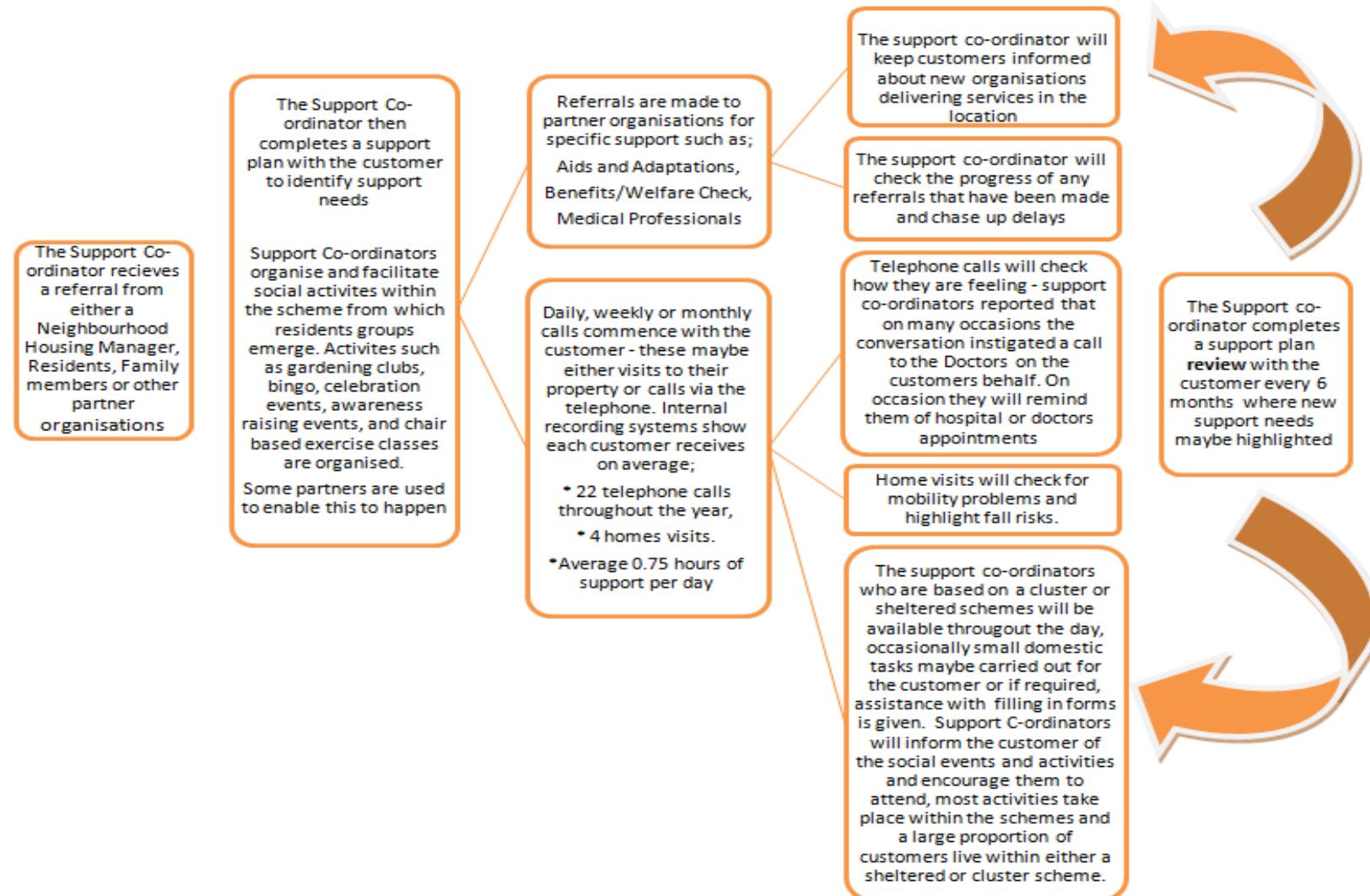
Under the supporting people contract the primary function of the support co-ordinator is to deliver housing-related support only and does not explicitly involve emotional or physical support, however there was a sense that they did indeed provide this.

As part of the service review the Director wanted to understand exactly what duties the support co-ordinators carried out on a regular basis, this exercise brought about what additional needs the support co-ordinators were meeting that weren't included in the contractual agreement. When consultation was carried out with the staff (a sample of 5 were selected) this topic was discussed which revealed additional duties such as those listed below;

- Making a hot drink
- Doing a small amount of shopping (in emergencies)
- Minor personal care duties (such as taking to the toilet)
- Small domestic tasks such as; hanging curtains or washing up

The following diagram demonstrates the typical activities carried out by the support co-ordinator and their intervention with the customer

## Support Co-ordinator Intervention



## 1.4 *The period of time*

The study takes account of the intervention provided by the service over a one year; January 2011 – December 2011. Customer consultation commenced April 2011 for which a number of questions were compiled. Because regular consultation was not an embedded process within Gentoo Living baseline data was not available therefore the consultation exercise included an introductory question; “*what was your life like before you joined the support service, what were your reasons for needing support*”. As a result of this study consultation is now embedded within the organisation which captures baseline data.

## 1.5 *Why Social Return on Investment?*

The input and outputs have value to Gentoo Living, they can be easily captured, monitored and managed, however Gentoo Living know the *value* created needs to be explored further and understood in order to truly live up to and deliver successfully on our overall aim;

*‘To inspire and empower enriched ways of living’*

For this reason Gentoo Living has chosen to implement SROI to measure *‘the changes’* relevant to each person or organisation who have had the experience of working within the Older Person’s support service.

This SROI report will demonstrate the story of the journeys made by the older people and the impact the service has on them and others involved. Value will be placed on these impacts though the use of financial proxies and a monetary ratio will indicate the number of £’s social value created for every £1 invested.

The methodology applied to this process involves adherence to a set of principles;

- Involve Stakeholders
- Understand what changes
- Value the things that matter
- Only include what is material
- Do not over-claim
- Be transparent

- Verify the result

Throughout this report the journey of change will be explained and a summary of how each of the principles has been applied will be discussed.

### **1.6 Stakeholders – Primary Beneficiaries**

Gentoo is a People, Property and Planet business. Gentoo Living is responsible for the People strategy and are passionate about enriching the lives of local people – both individuals and communities, and aim to enable people to fulfil their aspirations by providing a range of support services to help them make informed decisions about their lives and to live independently.

From this statement, it is fair to assume that the success of Gentoo Living remains firmly with the success of its residents, neighbourhoods and communities.

The **primary beneficiary** within this project, from the perspective of Gentoo is the customer who has joined our support service with the aim to live independently for as long as possible;

What was life like before you lived in supported accommodation?

*My wife passed away and I felt I needed support with financial matters and my confidence was very low*

What has changed for you since you joined the service? What impact has this had on your life?

*I am confident in dealing with my own finances and I am coping being on my own - and am able to contact co-ordinator if I need help or advice or assistance with form filling. I am able to make choices about my life, and am reassured with my morning call.*

### **1.7 Stakeholders – others involved in this study**

This study can evidence that 2 additional stakeholders experience positive outcomes as a result of the Older Persons Support Service; The Local Authority and Other Organisations.

There is a sense that a variety of other stakeholders may have experienced positive impact because of the older persons support

service, they are not included in this evaluative study due to lack of consultation data however they are discussed in the sensitivity analysis.

### ***1.8 Stakeholder Involvement and Sources of Data***

The service review involved consultation with a number of stakeholders material to this service and the questionnaire data predominantly related to the scope of the service review, however the feedback given throughout the interviews proved very useful for the SROI study.

The following diagram outlines the stakeholder population sizes, the numbers consulted with and the consultation methods;

## Stakeholders

Older Person

Gentoo Staff (Support Co-ordinators)

Local Authority

Other Organisations (Partners)

## Consultation Method

Face to face interview

Face to face interviews

Face to face interviews

Face to face interviews

## Number Consulted

157 (7 excluded)

5

4

3

## Population Size

1577

34

N/A

Approximately 24 (varying relationships)

The following sections give an overview of the type of questions asked for the service review which were transferrable to and used for the SROI study.

### **1.8.1 The Customer (Older Person)**

In April 2011 an annual survey was sent out to all 1542 residents who were currently receiving the support service. Amongst other regulatory questions the survey asked questions in relation to Gentoo Living's intended outcomes which measured the Aims outlined in section 1.2. 610 out of the 1542 (39%) evaluations sent out were returned. The results of this data can be found in Appendix 4 (Audit trail). This type of survey enabled Gentoo Living to measure achievement of their intended outcomes however, there was a lack of understanding about what impact had been generated by the service from the customer's perspective, therefore preventing the ability to measure what matters.

Because of this, one to one visits were carried out with 157 residents. 22 Support co-ordinators visited on average 7 residents each (not from their own scheme) and chatted about what their life was like before they joined the supported housing service and how it had changed since, they used the guided questions listed in the table below

Question	SROI
<i>How long have you lived in support accommodation?</i>	Representation
<i>What was your life like before you lived in supported accommodation (what were your reasons for needing support)</i>	Baseline
<i>What has changed for you since you became involved in our service. What impact has this had on your life?</i>	Outcomes
<i>If the changes have been positive do you have any plans to use what you have gained?</i>	Impact
<i>Who else has been involved in supporting you to achieve these goals/ambitions?</i>	Attribution
<i>Do you think you would have achieved these outcomes without the support received from this programme?</i>	Deadweight

From the customer database (1542 residents) 433 people were chosen at random and included a representation of people from;

- high, medium and low support

- across all of the schemes

The average length of time spent in the service of those who took part in the evaluation was 4 years.

Support co-ordinators were asked to select a small number of residents from a scheme (different to their own) and visit them to carry out a small evaluation exercise.

A total of 157 evaluations were returned. 7 were omitted from the analysis as the answers on each of the evaluations showed significant similarities and appeared to lack authenticity.

### **1.8.2 The Support Co-ordinators**

5 support co-ordinators took part in the service review consultation, topics discussed that proved useful for the SROI study were;

- *Their typical day and what tasks and extra duties were carried out*
- *The value of partnership working*
- *Their view on the level of service provided*

Selecting the support co-ordinators took account of the following considerations;

- Length of service – both long term staff members and staff new to the role were included
- Type of support offered – a representation of staff offering floating support, core and cluster support and sheltered support were chosen
- 1 member of staff from the “old warden controlled” system was also chosen

### **1.8.3 The Local Authority**

The Commissioner of the supporting people contract and 3 representatives from Telecare (who are employed by the Local Authority) were interviewed as part of the service review. They were asked a number of questions relating to the current service and topics discussed that proved useful for the SROI study were;

- *Their relationship with Gentoo Living*
- *Their views on our current service delivery*
- *What we do well*

#### **1.8.4 Partner Organisations**

There were three partner organisations interviewed as part of the service review. One of which is the closest partner in terms of delivering the service; Age UK, of the remaining, one represented the DWP (department for works and pensions) and the other was a local social enterprise who delivers chair based exercises. They too were asked questions relating to the service and topics discussed that proved useful for the SROI study were;

- *Their relationship with Gentoo Living*
- *Their views on our current service delivery*  
*What we do well*

#### **1.8.5 Other sources of data used**

Other information regarding data and statistics was taken from a number of internal departments within Gentoo. Finance provided cost of concierge systems. Internal databases provided statistics for the services accessed by customers and also for the numbers of older people joining and leaving the service.

A number of other reports and research papers were used to assist with this study such as;

- *Later life in the United Kingdom*, December 2011 (Age UK).
- *What are the main risk factors for falls amongst older people and what are the most effective interventions to prevent these falls?* World Health Organization, 2004.
- *Unit Cost of Health and Social Care*, PSSRU, 2011.
- *National Statistics for Older People*, 2004.
- The Office of National Statistics database.

## 2.0 Outcomes and Evidence

### 2.1 *Impact Map*

The story of change for each stakeholder has been recorded on an impact map, throughout the report each stage of the map will be shown and the story of change discussed, however the impact map is better read and understood as one full document – which will be seen in Appendix 2.

### 2.2 *The Activities, Outputs and Inputs*

#### 2.2.1 *The Activities*

Supporting People contract funds;

- Housing support for 48 units per Core and Cluster schemes
- Housing support for 35 units per Sheltered accommodation
- Housing support for 455 people in the multi-stories.
- All tenants supported in the service to have a support plan which is reviewed every 6 months.

The contract is monitored by submission of quarterly output data, in addition Gentoo Living is required to carry out annual self assessments and provide evidence in relation to compliance to the QAF standards which is based on “Every Child Matters” stands;

- Economic Wellbeing;
- Enjoy and Achieve;
- Be Healthy;
- Stay Safe;
- Make a Positive Contribution;

From the activities a number of outputs have been identified, some expected and related to the contract and some that have been identified through the study;

#### 2.2.2 *Outputs*

Older person – 150 Older people will receive housing related support from support co-ordinators to enable them to live independently for as long as possible, the support includes;

- Completion of a support plan assessment where support needs will be identified. Support needs may include daily/weekly telephone contact, home visits, assessment of property for mobility and health risks and referrals onto other specialised support agencies.
- One point of contact (a support co-ordinator) should an emergency arise or additional support is required.
- Additionally, the support co-ordinators communicate with partners and local organisations to organise social events and awareness raising activities and they inform and encourage the local residents to attend.

Local Authority - 31 people are prevented from entering high level/residential.

Other Organisations – 1 organisation has easy access and easy reach to a customer base.

### 2.2.3 *Inputs*

The service relies on investment from more than one source to fund delivery of the older person's service in its entirety. This study takes account of 150 people, approximately 10% of the support service therefore in the case of **Gentoo** only 10% of the total investment for that stakeholder is included.

The inputs for this service are as follows;

Supporting People (**The Local Authority**) contract is worth £1.2 million, it is paid to Gentoo Living to deliver the activities discussed in 2.2.1. This study focuses on the 150 people who participated in the SROI study therefore calculations to reach the £'s input for the 150 is as follows:

1.2 million / 1577 (the number of people in the service when the study commenced) = £761 unit cost x 150 people = **£114,150** per annum.

**The Older Person** – There is no charge for the customer to join the support service however rental payments are paid to Gentoo and for some properties this includes a service charge. The rental cost and service charges are in line with other service providers therefore no rental input has been included for the older persons.

However of the 150 people who took part in the consultation approximately, 40% (59) indicated that they attended activities and events in and around the scheme to varying degrees. It has been estimated that an average of £10 per person may be spent per week on attending activities (average of 2 hours @ £5) = £10 x 59 people x 52 weeks = **£30,680**.

**Gentoo's** input represents combined investment;

- The older person support service benefits from 2 community budgets funded by Gentoo; £10,000 for Activities and Events and £4000 for Christmas Parties, ratio calculations for this input is as follows; 10% £14,000 = £1,400.
- Gentoo fund a community grant award called "aspire" and a number of resident groups benefit from this award. During the study period Gentoo awarded 10 aspire grants totalling £2788, 10% of £2788 = £278.
- The concierge system serves a number of schemes across the city. The total annual cost of £656,000 services 2136 properties (including 1 Young Persons unit, 1 area office and 3 depots). The cost per property would total £307 and at the time of the study, calculations showed a possible 680 properties in the older persons service would use the concierge system. £307 x 680 = £20,888 of which 10% would be £2,088.
- Gentoo fund minor adaptations to all of their properties. Over an 11 month period the minor adaptations bill totalled £268,939 for 888 properties, an average cost of £302 for each adaptation. Over the eleven month period 56 referrals were made for adaptations - £302 x 56 = £ 16,912 of which 10% = £1,691.

Total input costs from Gentoo = **£5,457**

Input total = **£150,287.00**

### **2.3 Theory of Change – Outcomes**

For this SROI 157 residents took part in the consultation exercise (7 were omitted). Support co-ordinators carried out one to one visits and used guided questions discussed in 1.8.1 to identify what

their life was like before they joined the support service and what had changed for them since.

The feedback was recorded on a questionnaire and every effort was made to record their feedback as literally as possible. Taking account of the responses from the customer's baseline question and the changes they described after joining the service a number of common outcomes began to emerge. There were, however, a number of less common outcomes which have also been included and valued.

Two people were involved in the analysing process therefore moderation took place to ensure reliability and consistency of the assumptions were made between assessors.

The moderation process involved a minimum of two formal sessions where discussions and opinions were offered regarding the rating or assignment of outcomes, from these sessions agreement from both parties that the interpretation of the data was consistent and reliability was reached, subsequent mini sessions took place when issues arose from a specific evaluation.

Each of the evaluations were inputted and categorised in relation to a number of outcomes.

**N.B.** 157 evaluations were carried out but 7 were omitted from the analysis as the answers on each of the evaluations showed significant similarities and appeared to lack authenticity.

The outcomes that emerged from consultation with this stakeholder and quantities who experienced the change are detailed in the table;

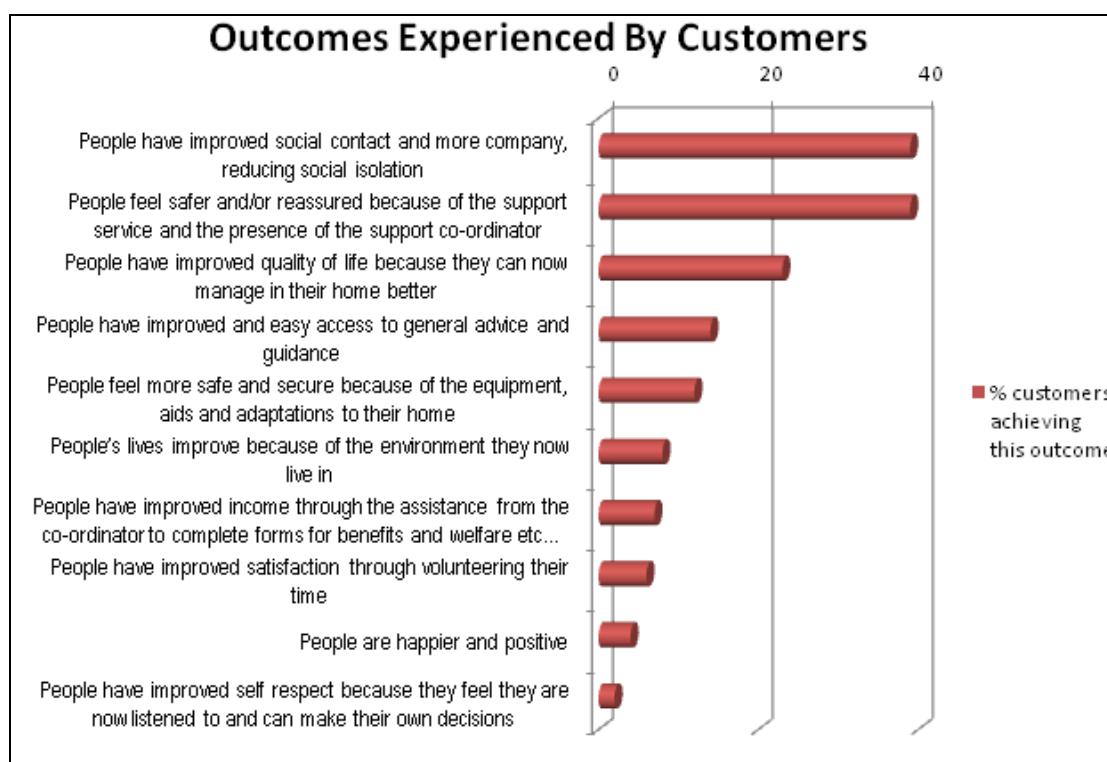
**TABLE 1 - OUTCOMES**

<b>Stakeholder</b>	<b>Outcome</b>	<b>Q'tity</b>
<b>Older Person</b>	People have improved social contact and more company, reducing social isolation	59
	People feel safer and/or reassured because of the support service and the presence of the support co-ordinator	59
	People have improved quality of life because they can now manage in their home better	34
	People have improved and easy access to general advice and guidance	21
	People feel more safe and secure because of the equipment, aids and adaptations to their home	18
	People's lives improve because of the environment they now live in	12
	People have improved income through the assistance from the co-ordinator to complete forms for benefits and welfare etc...	11
	People have improved satisfaction through volunteering their time	9
	People are happier and positive	5
<b>Local Authority</b>	People have improved self respect because they feel they are now listened to and can make their own decisions	3
	Reduced number of people who may have been likely to go into residential care	31
<b>Partner Orgs</b>	Organisations have easier access to a customer base	1

## 2.4 Indicators

### 2.4.1 Indicators - The Older Person

The outcomes for the older person emerged from consultation with the customers, the chart below shows to what extent each of the outcomes were experienced;



The outcomes were identified using the statements made by the residents and the following section gives 5 examples (where possible) of the typical statements used to determine achievement of each of them.

N.B. Some of these statements indicate achievement of more than just one outcome, however to avoid double counting care has been taken to ensure where more than one outcome for each customer has been valued they are not part of a chain of events and present considerably different changes.

- **People have improved social contact and more company, reducing social isolation**
  - *Through the support service I have received..... also the social activities programme that has been put in place with the help of the support staff has been a big help to me. It encourages me to go out and socialise rather than just sit in my flat. I have improved my self esteem and have more confidence when going out.*

- Since I have received support ..... Have also been involved in the social activities programme. It has increased my confidence, my quality of life and raised my self esteem. I feel the changes have been positive giving me a lot more confidence when I go out and socialise.
- A great help wouldn't be able to have a bath.....I am 91 years old. SC encourages me to use commercial room where I socialise with other residents.
- Socially involved in activities in the residents hall. More cheerful, dont feel isolated
- Feels more secure. Better social life, made more friends. Yes more confident going out, involved in keep fit

➤ **People feel safer and/or are reassured because of the support service and the presence of the support co-ordinator**

- .....I feel safer and more confident knowing I have the support service to help me stay in my own home
- .....Receive morning calls which makes me feel secure. Feel part of a close network thanks to the co-ordinator programme
- Co-ordinator has introduced me to levels of support I know nothing about. Feel more confident, secure, and more out going for having a co-ordinator
- Having a support co-ordinator gives me confidence. I have regular visits, pendant checks and I know help is available when required. I feel the support I receive maintains my independence
- Having support and someone to contact if I'm concerned about anything has had a positive impact on my life. Everyone is friendly & approachable. I now have a bath seat which has made a big difference to me - I can bathe alone and feel more confident.....

➤ **People have improved quality of life because they can manage in their home better**

- The programme gave me a bath hoist so I can be independent. It provided me with options for social activities. I have gained confidence therefore go out more.
- found it difficult to manage everyday jobs around the house as well as poor health..... I am much more settled now, my life is much improved.
- Got osteoarthritis and needed support to get things to help me cope.... xxxx helped me get perching chair, when I got hip operation. Visits and this is great help. Look forward to visit as if I need anything I know I can rely on her.
- I was having problems with my back and was having difficulty bathing.... I am able to bathe without assistance - I feel safer and more confident knowing I have the support service to help me stay in my own home.
- I have received adaption's since being on the support programme - raised toilet seat, bath lift and grab rail. These adaptions have helped

*improve my quality of life. The positive changes have helped improve my confidence.*

➤ **People have improved and easy access to general advice and guidance**

- *xxxx is there if I need anything and offers advice and support.*
- *I have had a lot of support. ..My support co-ordinator helps me to fill out forms which is a relief to me as I find this hard. If I have any niggling problems I no longer worry about them but contact my support co-ordinator and ask their advice. Without this support programme I wouldn't know what to do*
- *Since taking up the support in 2009 Mr Banks only receives a monthly visit..... as he wished to remain as independent as possible. However he does look forward to the visits to find out what's new for social events and just for a bit of company "life can sometimes be a bit lonely if you let it" The Support Co-ordinator has referred him for a 'befriender' and gave information on joining a computer class in the building. Mr Banks feels the visit encourages him to be more active & independent for all he has not taken up any activities at present and through more gentle persuasion by staff he will build up more confidence to achieve results*
- *Support has had a big impact on my life. I have better piece of mind & can now do more. I now know if I need anything someone can advise me on this. I will continue to contact support staff if I need anything*
- *If I have any complaints or repairs I can visit the office. How would elderly people complain or get information if they couldn't get out to a Gentoo office. Having a Gentoo staff member on hand is very handy. I feel I can easily approach them with any queries.*

➤ **People feel more safe and secure because of the equipment aids and adaptations in their property**

- *XXXX arranged for a pendant, I feel safe having the pendant and don't have to rely on anyone. XXXX advises on different things such as activities, home support and aids and adaptations.*
- *Got carer now. Electric bath seat. Trolley to help mobility. Telecare pendant enabling me to have more mobility in home and feel safer.*
- *Got carer now. Electric bath seat. Trolley to help mobility. Telecare pendant enabling me to have more mobility in home and feel safer.*
- *My repairs are reported. I feel secure in here with the door entry system and all my neighbours are my own age.....*
- *Can feel safe now. Got walk in shower as have mobility problems also support co-ordinator got me pendant too.*

➤ **People's lives improve because of the environment they now live in**

Customers provided a number of statements which related to them having everything they need in the area; for some it involved being near family, for others it was having access to a bus service or shopping area and some it was the feeling of being safe;

- *I had a big garden and front garden and couldn't manage them, the house became too big and I had no mobility..... My daughter is around the corner, this accommodation is flat as I use a stick. It is better for my family and me but it was hard to get used to as I had to get rid of my furniture. I am happy as I keep my independence. I am happy and content; all the staff are very kind and helpful. Telecare are very good*
- *Did not feel safe before and wanted to be near sister, I now feel much safer.... made more friends but like to keep myself to myself, opportunity is there but choose not to get involved*
- *Difficult, couldn't manage stairs in own property, property too big, garden too much to manage, used to sleep downstairs in living room on a recliner chair, couldn't get in the bath, needed support with mobility, health & safety and security..... Flat easier to manage, no stairs, toilet and bathroom on one level. Feel safer, more secure with concierge system. More convenient all round near the town for shopping. Can have a shower now as walk in shower fitted by OT services. Would recommend Gentoo to other and the services they provide.*
- *Previous dwelling had stairs, poor health meant I needed a bungalow. Poor neighbourhood where I lived and felt threatened....Better neighbourhood, feel safe.....*
- *I had bad neighbours in my last home and so moved here..... I feel safer now that I live in supported housing. If my situation changes I will approach support co-ordinator for help.*
- *Was living in accommodation that I liked but experienced anti-social behaviour which scared me .....My life has changed. I'm not as scared/nervous.*

There were 4 statements which suggested the feeling of safety and security was as a result of both; the equipment, aids and adaptations and the support service and co-ordinator;

- *I have received help especially when I moved the support co-ordinator helped me with lots of things I could not manage myself. When I did move she helped me get a pendant and other aids. The support is helping me to remain independent and I feel secure knowing help is available. I have also started the sit & be fit classes in the community hall*
- *Got lifeline phone. Hand rails in bathroom to help bath on my own. Feel I have got someone to rely on now and service is excellent*
- *I now receive morning calls everyday which makes me feel more secure. I have a pendant alarm which is tested regularly and makes me feel safe. I now also have a bath seat which has greatly improved my ability to bathe. I will continue to use my bath chair*

- *Feel more secure living here; knowing someone is here most of the week and concierge control who enters building, no stairs, lift access to flat. Bath hoist put in place to enable easy access. Social activities - play a massive part in my life. I look after the coffee morning, garden club, bonus ball and bingo nights. I wouldn't have done this before I lived here, improved my confidence. Support co-ordinator assisted with bathing needs due to me being unable to get in and out of bath, improved my independence.*

➤ **People have improved income through the assistance from the co-ordinator to complete forms for benefits and welfare etc....**

- *I have had a lot of support. My support co-ordinator helps me to fill out forms which is a relief to me as I find this hard.....*
- *No support available to help with benefit claims, filling in forms etc (prior).....*
- *Peace of mind knowing co-ordinator will ..... that I can contact the co-ordinator if any problem occurs or ask for support with any forms that need filling in that I wouldn't have been able to fill in before contact with support co-ordinator*
- *Support co-ordinators have helped me a lot. Got a stair lift for me. Visit regularly to check I am managing. Assist with filling in forms.....*
- *Being able to talk to SC and get things of my chest instead of bottling it up. Have help with correspondence and feel more confident.....*

➤ **People have improved satisfaction through volunteering their time**

A number of customers made statements which indicated that they spent time doing something for others; support co-ordinators introduce new tenants to customer involvement opportunities therefore the outcome can be deemed material to the activities, however a recognition that the outcome may have occurred without the support co-ordinators intervention will be acknowledged by a deadweight deduction;

**4 said they spent time organising/running activities;**

- *Social activities - play a massive part in my life. I look after the coffee morning, garden club, bonus ball and bingo nights. I wouldn't have done this before I lived here*
- *On the tenants committee we help to organise trips and outings and fundraising for other tenants in the building. We help out at xmas parties or summer fetes/organising*
- *Get involved a lot with helping other neighbours and tenants.....we support, organise and participate in all trips, social events, bingo and fundraisers held in the scheme. I am chair person, also organises holidays for tenants. We help other tenants with computers and computer skills. Help with odd jobs in the building to support the elderly*

e.g. tune in TV's change light bulbs. We actively seek funding for equipment tenants needs to enable activities and trips to continue.....

- Made new friends, socially active and involved in running activities. I do not get depressed now and very happy, organizes trips for other residents e.g. coffee mornings/lunches etc... That's the positive gain I have brought

### **3 said they raise money for charity;**

- Mrs xxx attends bingo on a Wednesday night and also used to attend a knitting club. She recently knitted some hats for the Innocent Smoothie drinks which was an activity that the Support Co-ordinators were getting residents involved in across the city.
- Yes, I help others in the block with fundraising for charities e.g. Children's, special needs charity, police, fireman + lifeboat services
- ....some have helped knit and crochet to fundraise for the blue lamp society and other charities, Macmillan, baby unit to help charities, at the moment we are raising money for the blue lamp appeal, when we have reached £1000 or £500 we then support another.

### **2 said they are active in customer panels or community groups;**

- Involved in sunflower competition became active in customer panel
- Now treasurer of the social club which started 2 years ago..... continue to be part of the social club and participate in other social opportunities as they come along

### **1 said they were able to volunteer;**

- Support programme has enabled me to be involved in voluntary work as a gardener for Gentoo and other organisations. I have been involved in the computer club with my scheme.

#### **➤ People are happier/positive**

- feel more happier and confident. Receive morning call, feel I'm part of the community. Have a monthly visit and look forward to chat. Always know co-coordinator helps in anyway possible i.e. Adaptations, general advice.
- Feel safe, secure, have good friends in the building, feel looked after, no stairs, lots to do, take part in if you want to socialise, good neighbours. Feel much happier now, family don't worry as much, can do everything I want without leaving the building, even a hairdresser is available. I'm 88 years old and feel happier and safer now. If I could go out of the building I would certainly recommend living here to others. I only go out if my family takes me and holds my arm
- Life has changed dramatically, interact with friends and neighbours, enjoy social activities, peace of mind for maintenance to property. health and wellbeing much improved, was unable to go out in previous

*property/area as transport/shops were too far away - this caused isolation, low self esteem. More than happy with what I have, accommodation, friends, couldn't ask for more. Positive attitude since moving into supported housing. Staff, support co-ordinator, tenants, friends in the supported housing have made my life a whole lot happier*

- *Life is so much easier living in supported housing - peace of mind, property excellent standard, not worrying about maintenance to property. Security. Enjoy the company of other tenants interaction with staff and social events. Tenant feels very positive about the move to Peacehaven not far from where originally lived, happy to stay in the same area for local amenities, GP, bus links - couldn't ask for more, extremely happy with support of staff. Support of excellent family, support co-ordinator, support staff and the tenants of the scheme who have made me so welcome, and I am able to maintain my own independence with my own front door. Facilities are second to none.*
- *Lived with wife in private accommodation but was devastated at wife's death, moved in to multi-storey property and only had occasional visit from family.... now more positive with contact from support co-ordinators and regular visits. Positive changes but remains house bound due to poor mobility*

➤ ***People have improved self respect because they feel they are now listened to and can make their own decisions***

- *xxxx guides me in the right direction and helps me make decisions without forcing her opinion on*
- *I am confident in dealing with my own finances and I am coping being on my own..... I am able to make choices about my life.....*
- *being able to talk to SC and get things off my chest instead of bottling it up.....*

*From the statements additional outcomes were established;*

- *Improved confidence*
- *Maintaining independence*

*Improved confidence and/or maintaining independence have not been counted as final outcomes for any of the customers participating in the consultation. None of these outcomes were mentioned in isolation and its not clear from the statements whether improved confidence, or maintaining independence was achieved because of, or led to the achievement of other outcomes, some of examples of this;*

- *I was having problems with my back and was having difficulty bathing, I am able to bathe without assistance - I feel safer and more confident knowing I have the support service to help me stay in my own home.*

From this statement; *people have improved quality of life because they can now manage in their home better and feeling safer because of the support service and support co-ordinator* were regarded as the outcomes for this resident. They mention feeling more confident but relate it to the support service.

- *Having a support co-ordinator makes me feel secure. Having support gives me confidence. Support co-ordinator was a great help when I moved in and she helped me settle in. I know the support co-ordinator is available if I have any problems. The support co-ordinator is helping me remain independent. I have made friends and I have a better social life.*

From this statement; *people have improved social contact and more company and feeling safer because of the support service and support co-ordinator* were regarded as the outcomes for this resident. *Increased confidence and maintained independence* was also counted but the statement focuses predominantly on the support co-ordinator. If improved confidence/maintained independence was counted as the final outcome, when valuing the outcome i.e. *how would you value /what would you pay to achieve this outcome?*, it can be assumed that they may say that having someone around to assist with such things would be their answer. This is the valuation/proxy used for *feeling safer because of the support service and support co-ordinator*.

#### **2.4.2 Indicators - Other Stakeholders**

##### Local Authority

- ***Reduced number of people who may be likely to go into residential care***

Statistics show that in 2010 19% of the population 65+ died at home<sup>1</sup>, a study using internal data records carried out for 11 months between April 2011 – February 2011 showed that 39.6% of residents in our older person's service died at home, a desired outcome for many, as research suggests that the majority of people (aged 56 and 74) express a preference to die at home.<sup>2</sup> These statistics demonstrate the effectiveness of the service, particularly as it incorporates a number of health and wellbeing activities such as social events, this together with the regular

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<sup>1</sup> Mortality Statistics in England and Wales, Office of National Statistics, 2010.

<sup>2</sup> End of Life Care, National Audit Office, 2008.

contact reduces the risk of someone becoming ill and requiring residential care.

Using the statistics from England and Wales which states 19% of people aged 65+ die in their own home, it can be assumed that 29 people (19% of 150) avoid going into residential care. Gentoo internal data system revealed that on average 60 (40%) of our older residents die at home, from this data it can be assumed that 31 more people avoid going into residential care.

Consultation with the Commissioner of the support service and 3 representatives from Telecare revealed the value of the support co-ordinators role in delivering outcomes for the older population

- *"We have a great relationship with established staff - particularly with the testing of the systems, they appreciate our busy times. Some are knowledgeable about the telecare system and this really helps with the customer e.g. One spoke to xxx about a customer who was falling a lot and because she knew about what telecare offered we were able to put some aids in to help this customer"*
- *"We work closely with the support co-ordinators - we need to be kept informed of any changes to the older persons health or circumstances, i.e. If they have recently been diagnosed with angina then we would know the full story if they pull the cord and be able to respond more appropriately"*
- *"I see the work that you've done, particularly community outreach, bringing people together as part of their 're-ablement'. My previous manager used to say more people die from loneliness. I think the work you do is invaluable".*

### Partner Organisations

#### ➤ **Organisations have easier access to a customer base**

*1 partner indicated during the consultation that Gentoo Living was a great platform for their organisation.*

- *"Gentoo Living is a great platform to help us reach our target group - it may have been difficult otherwise"*

### **2.5 Negative and Unintended Change**

There was 1 statement which indicated that a negative change had occurred;

- *Different had more to do (life before). Made it worse neighbours aren't friendly going to move*

During the consultation process there were three comments which indicated a level of negativity;

1. *Now have someone to visit and talk to. Know can rely on co-ordinator. Son happier knowing I have someone to support me. Feel safer, secure knowing I am well looked after, I am 92 just look forward to reaching 93. Not really ("when asked about future goals or ambitions") "don't understand what you mean" would recommend a co-ordinator "I am sick of questionnaires all the time" No longer have ambitions, just to stay healthy and happy and independent a few more years.*
2. *Support co-ordinators have helped me a lot. Got a stair lift for me. Visit regularly to check I am managing. Assist with filling in forms. Knowing there is help at hand gives a feeling of security. Support co-ordinators have helped me to maintain my independence. Mr xxxx is upset about changes in staff. The scheme has had 3 different support co-ordinators. He would like to know why this is happening.*
3. *I do not get involved in anything. It has not has any impact. Wife has since died, I am happy here. I have heart problems and on oxygen. Safe and secure*

The comments were regarded as useful feedback for service improvement but not as negative impact. The three statements were used to provide evidence of impact and counted as outcomes.

Statement 1 – *Safe and secure because of the support service and support co-ordinator, feeling more respected because their views and problems are listened to.*

Statement 2 - *Safe and secure because of the support service and support co-ordinator, improved quality of life because they can manage in their home better, improved income through the assistance from the co-ordinator to complete forms tec...*

Statement 3 – *Safe and secure because of the support service and support co-ordinator.*

## 2.6 Duration of Change

The table below represents how long (in years) each of the outcomes can expected to last;

**TABLE 2 – DURATION OF CHANGE**

Outcome	Duration	Comments
People have improved social contact and more company, reducing social isolation	5	The majority of statements refer to the outcome occurring because of the social activities and events. Duration of this outcome maybe heavily dependant on the continued encouragement of the support co-ordinator however the residents may continue to co-ordinate the activities. Should the service cease, it is likely that activities will continue but the outcome may be subject to high drop off?
People feel safer and/or are reassured because of the support service and the presence of the support co-ordinator	1	This outcome is reliant on the ongoing provision of the support service.
People have improved quality of life because they can now manage in their home better	5	This outcome occurs because of the aids and adaptations therefore may continue beyond 5 years if the resident's health and mobility does not deteriorate. This outcome will be subject to drop off.
People have improved and easy access to general advice and guidance	1	This outcome is reliant on the ongoing provision of the support service.
People feel more safe and secure because of the equipment, aids and adaptations	5	This outcome occurs because of the aids and adaptations therefore may continue beyond 5 years if the resident's health and mobility does not deteriorate. This outcome will be subject to drop off.
People's lives improve because of the environment they now live in	1	This outcome may continue beyond 5 years if the residents needs don't change, however the proxy used for this outcome represents a one off cost therefore not quantifiable in years.
People have improved income through the assistance from the co-ordinator to complete forms for benefits and welfare etc....	5	The impact of this outcome will continue for as long as the person's circumstances don't change.
People have improved satisfaction through volunteering their time	5	This outcome may continue beyond 5 years if the resident continues to spend their time doing meaningful activities either inside or outside of the scheme, however significant drop off may occur if the service ceases.

People are happier and positive	5	Research suggests that “being happier” may increase peoples life by 7-10 years. Veethoven, <i>Journal of Happiness Studies</i> , 2008.
People have improved self respect because they feel they are now listened to and can make decisions	1	Residents say this outcome occurs because of the support service therefore it’s reliant on the ongoing provision of the service.
Reduced number of people who may have been likely to go into residential care	5	The support service is designed to keep people independent for as long as possible therefore for some this may go beyond five years providing the persons state of independence doesn’t deteriorate further over time. Therefore this outcome will be subject to high drop off.
Organisations have easier access to 1542 customers	5	People may continue to use the services of the organisations however it may be unlikely in the absence of the co-ordinator; high major drop off may occur

## 2.7 *Financial Proxies and Sources*

It was expected that valuing the outcomes from the perspective of each of the customers would be a difficult task. The number of people requiring consultation and the lack of understanding regarding impact measurement from those carrying out the consultation exercise were the key challenges.

Training was delivered to a number of the staff regarding “establishing impact”. Techniques using “so what” scenarios formed the basis of the training. Staff was asked to focus on what had changed for the residents and why/how those changes had occurred. This type of questioning, although did not enable valuation from the stakeholder perspective, it enabled an understanding of what contributed to the change thus establishing a reasonable supposition of the value.

Other financial proxies have been taken from a number of research papers and governing bodies’ websites.

Each financial proxy and its source are referenced on the map.

**TABLE 3 – FINANCIAL PROXIES**

<b>Outcome</b>	<b>Comments</b>
People have improved social contact and more company, reducing social isolation	The average amount older households spend on culture and recreational activities according to a ONS social trends 2009 = <b>£1992</b> .
People feel safer and/or are reassured because of the support service and the presence of the support co-ordinator	Support co-ordinators look after an average of 47 older people therefore provide 0.75 hours per day of support to each. The average pay rate for unpaid care (Leeds University) = £14.50, 75% of £14.50 = £13.14. This cost added to the cost of a 5 minute phone call £0.38 = £13.52. Total annual cost = £13.52 x 365 = <b>£4935</b>
People have improved quality of life because they can now manage in their home better	Outcomes counted in this category mainly included people who referred to their previously inability to either bathe or be mobile around their home and that the aids and adaptations had improved their quality of life. N.B. Those people who referred to the adaptations and adaptations as making them feel safe and secure were not counted in this outcome. The main contributory factors included; grab rails, bath seats, other bathing and mobility aids, the average cost of fitting; a stair lift, graduating floor shower, shower over bath, low level bath and grab rail = <b>£186</b>
People have improved and easy access to general advice and guidance	Cost of a 10 minute phone call to a landline through BT line – this could be a number of things to any number of people. It is unknown specially what information and advice is given therefore identifying a more accurate proxy is unattainable.= <b>£4.56</b>
People feel more safe and secure because of the equipment, aids and adaptations	PSRRU 2011 cost for aids and adaptations = individual alarm system £54, entry phone systems £59 and grab rail £6, (annual costs) = <b>£119</b>
People's lives improve because of the environment they now live in	The statements were carefully analysed and categorized in accordance with what was important to them about their environment, using Confused.com published article regarding how much additional money homebuyers would pay for various attractions (as listed below) an average value was calculated; £13,684 <ul style="list-style-type: none"> <li>• being near family £13005</li> <li>• living somewhere with low crime - £16672</li> <li>• living somewhere with a good community feel - £17517</li> <li>• living somewhere with good transport links - £11,184</li> <li>• living somewhere with green outdoor space - £10,043</li> </ul>
People have improved income through	It was not clear from the consultation what impact was generated from the activity described as

the assistance from the co-ordinator to complete forms for benefits and welfare etc....	<p>"he/she helps with correspondence" or "filling in forms". An exercise was carried out with staff to determine the majority of requests from residents linked to filling in forms and the majority of answers involved benefits and welfare correspondence, therefore this has been used as the potential impact generated. London school of economics state that a British Gas Help the Aged Advice programme which conducted face to face appointments as oppose to over the phone revealed 1 in 5 older people are found to be £50 per week better off through additional benefits = <b>£2,600</b></p>
People have improved satisfaction through volunteering their time	<p>Age UK - <i>Later in life in the United Kingdom</i> describes the top benefits of volunteering in those 65+ to be typical of those mentioned in the statements taken from the 9 people. The value of volunteering £6.08 per hour at a minimum of 1 hour per week = <b>£316</b>.</p>
People are happier and positive	<p>Veenhoven, Journal of Happiness Studies (2008) report "<i>The observed positive effects of happiness on longevity are quite sizable and amount to 7.5 years and 10 years</i>"<sup>3</sup>. Calculating the annual potential income for someone at pensionable age = <b>£5,311</b> (£102.12 x 52 weeks). Assuming people live 8.25 (average of 7.5 and 10 years) years longer because of the improved happiness, the potential additional pension received would total £43,815. N.B. The 5 people who expressed this outcome have not been counted as experiencing other outcomes as these have been deemed part of the chain of events which leads them to be happier/more positive.</p>
People have improved self respect because they feel they are now listened to and can now make their own decisions	<p>The cost of a community support worker for 1 hour per month over a 12 month period £113.64</p>
Reduced number of people who may have been likely to go into residential care	<p>The weekly minimum cost per permanent private residential care space £497, per year this totals <b>£25,844</b> (local authority residential care annual costs total £51090).</p>
Organisations have easier access to a customer base	<p>The cost of a small marketing campaign – internal quote supplied <b>£3,406</b></p>

<sup>3</sup> <http://www.springerlink.com/content/0474658172222350/fulltext.pdf>

## 3.0 Impact

### 3.1 *Deadweight, Attribution and Displacement*

Other considerations need to be made before full impact can be valued as the change that occurs for each stakeholder may have experienced;

- Deadweight – Would the change have happened anyway
- Attribution – Is any of the change down to others
- Displacement – Has this activity just moved something rather than changing it?

All percentages are detailed on the map and an explanation of how this was determined is detailed below;

**Deadweight:** (*what would have happened without the programme?*)

As part of the consultation the residents were asked if they thought they would have achieved the outcomes if it wasn't for the service.

The feedback from this was recorded on the database and used to identify the deadweight for each outcome. The examples below show how this was calculated;

#### **Attribution:**

As part of the consultation the residents were asked who else might have helped them to achieve the outcomes, where appropriate, calculations have been made using this feedback to apply appropriate attribution deductions.

Where assumptions have been applied considerations have been made to whether others or other organisations have had;

- a minor role to play (25%)
- a noticeable role to play (50%)
- a significant role to play (75%)

However, it is important to note the important role played by the support co-ordinator in the referral process, i.e. although some outcomes may be highly attributable to the activities carried out by

others the referral activity plays a critical role to the change occurring.

### **Displacement:**

Limited research was available to apply accurate displacement deductions therefore assumptions have been made using the following considerations;

- Where no displacement occurs or an activity displaces the commercial market 0%
- Where displacement is possible but this is unknown 10%
- Where minor displacement may occur 25%
- Where noticeable displacement may occur 50%
- Where significant displacement may occur 75%

### **Drop off:**

Drop off has been applied to outcomes lasting longer than 1 year. Every effort has been made to use evidence based research to assume the drop off. The key research statistics used to apply drop off has been taken from statistics prepared and gathered by Age UK.

**TABLE 4 - DEDUCTIONS**

<b>Stakeholder</b>	<b>Outcome</b>	<b>Deadweight</b>	<b>Attribution</b>	<b>Displacement</b>
<b>Older Person</b>	People have improved social contact and more company, reducing social isolation	2 people out of 59 said YES this might have happened anyway 3%	A small amount of other organisations deliver some activities and other people i.e. attendees play a noticeable role in making the change happen 25%	Displacement could occur for other local community activities or gatherings, some, but not all may be able to attend these with little or no additional cost– Some of the social activities may not be available outside of the schemes – Minor displacement estimated 25%
	People feel safer and/or are reassured because of the support service and the presence of the support co-ordinator	9 person out of 59 said YES this might have happened anyway 15%	Almost all comments refer to the outcome being achieved because of the support co-ordinator. Contingency estimated 10%	Displacement could occur for the commercial market such as; carers or domestics but this would come as a cost 0%
	People have improved quality of life because they can now manage in their home better	3 people out of 34 said YES this might have happened anyway 9%	The comments made regarding this outcome involve both minor and major adaptations (minor are provided by Gentoo Living) The majors are funded by the Home Improvement Agency therefore have a noticeable role to play in making the change happen 50%	Displacement could occur for the commercial market such as; mobility equipment, however this would come as a cost 0%
	People have improved and easy access to general advice and guidance	No-one said YES this might have happened anyway 0%	People say this has occurred because of the co-ordinator 0%	Displacement may occur for the commercial market i.e. BT and other charitable helpline numbers 25%
	People feel more safe and secure because of the	2 people out of 14 said YES this might have happened anyway	The majority of comments relate to the pendant alarms and mobility aids, Telecare has a	Displacement could occur for the commercial market such as; safety equipment, however this would come

	equipment and aids and adaptations to their home	<b>14%</b>	<i>significant role to play in making this change happen 75%</i>	as a cost <b>0%</b>
	People's lives improve because of the environment they now live in	<i>2 people out of 12 said YES this might have happened anyway 17%</i>	<i>Other organisations and people may have had a noticeable role in making the change happen 50%</i>	<i>Displacement could occur with the private sector i.e. purchasing their perfect home, however this may incur an additional cost. Displacement may also occur for other landlords although the community activities may not be available. 25%</i>
	People have improved income through the assistance from the co-ordinator to complete forms for benefits and welfare etc....	<i>3 people out of 11 said YES this might have happened anyway 27%</i>	<i>A significant role is played by other agencies, those whom provide the additional benefits 75%</i>	<i>No displacement 0%</i>
	People have improved satisfaction through volunteering their time	<i>There is a relatively high possibility that this outcome may have occurred without support co-ordinator intervention 50%</i>	<i>Others have a noticeable role to play in making this change happen 25%</i>	<i>No displacement 0%</i>
	People are happiness and positive	<i>1 person out of 5 said YES this might have happened anyway 20%</i>	<i>Comments refer to a variety of reasons for the change. Some refer to most of the outcomes discussed; others attribute it to the neighbours and support service. Therefore other organisations and people may</i>	<i>No displacement 0%</i>

			<i>have played a noticeable role in making the change happen. 50%</i>	
	People have improved self respect because they feel they are now listened to and can make their own decisions	<i>No-one said YES this might have happened anyway 0%</i>	<i>Other organisations and people may have had a noticeable role to play in making the change happen 50%</i>	<i>No displacement 0%</i>
<b>Local Authorities</b>	Reduced number of people entering residential care	<i>Given the intensive support i.e. regular contact, support plan reviews and intervention from regular housing staff, the likelihood of risk going unnoticed is remote. However despite all efforts some may require residential support therefore contingency applied 10%</i>	<i>Others play a noticeable role in making this change happen – the aids and adaptations facilitate independence although in most cases the support co-ordinator will highlight the risk and make a referral 50%</i>	<i>Displacement could occur for the commercial market such as; safety equipment, care/support services however this would come as a cost 0%</i>
<b>Partner Organisations</b>	Organisations have easier access to a customer base	<i>No evidence based research in which to make an assumption for this outcome. Contingency applied 10%</i>	<i>Other people played a minor role in making this change happen 10%</i>	<i>Displacement could occur for the commercial market 50%</i>

**TABLE 5 – DROP OFF**

<b>Stakeholder</b>	<b>Outcome</b>	<b>Dur</b>	<b>Drop off</b>	<b>Comments</b>
<i>The Older Person</i>	People have improved social contact and more company, reducing social isolation	5	<b>58%</b>	Drop off will occur through either ill health or a loss of interest, however Age UK statistics show 42% regard social contact with people they like to be a support service which helps them. <sup>6</sup> Therefore the desire to continue to attend will strong.
	People have improved quality of life because they can now manage in their home better	5	<b>24%</b>	According to Age UK statistics 24% of older people in the UK reported that their quality of life had got worse over the last year
	People feel more safe and secure because of the equipment, aids and adaptations	5	<b>24%</b>	According to Age UK statistics 24% of older people in the UK reported that their quality of life had got worse over the last year <sup>6</sup>
	People have improved satisfaction through volunteering their time	5	<b>63%</b>	According to Age UK statistics on average 37% of people aged 65+ are participating in formal volunteering at least once a month <sup>6</sup>
	People have improved income through the assistance from the co-ordinator to complete forms for benefits and welfare etc....	5	<b>5%</b>	On average 1551 older people were supported over a 6 month period (April 2011-Sep2011), of those 1551 older people 5% (73) either; died, went into residential care or exited from the support service
	People are happier and positive	5	<b>24%</b>	According to Age UK statistics 24% of older people in the UK reported that their quality of life had got worse over the last year <sup>6</sup>
<i>Local Authorities</i>	Reduced number of people who may have been likely to go into residential care	5	<b>50%</b>	Reducing the risk of people going into residential care may have been because of a number of factors such as; social contact and company and feeling reassured etc...however if the impact is because of aids and adaptations then drop off will be high.
<i>Partner Organisations</i>	Organisations have easier access to a customer base	5	<b>75%</b>	Major drop off may occur if the support service ceases.

### 3.2 *Calculation of impact*

To calculate the Social Return on Investment, the financial proxy is multiplied by the quantity of the outcome, less any deadweight, attribution and displacement.

Each row will show the impact, this is then totalled at the bottom to reveal the total impact, in the case of The Older Persons support service programme the total impact is £719,711.70

## 4.0 Social Return Calculation

### 4.1 *The future value of change*

This study has demonstrated that the value of some of the outcomes will continue to have an impact beyond one year. However an acknowledgement that the impact may for drop off over years has been made.

Overtime the value of money decreases and the basic rate recommended for the public sector in HM Treasury's Green Book is 3.5%, therefore, the final drop off also allows for a decrease in monetary value at a rate of 3.5%.

When calculating the social return over a period of 5 years this study shows the total impact value of the Older Persons support service to be £1,089,467.01.

### 4.2 *Inputs*

This programme has a number of inputs; these are detailed in section 2.2.2, the value of the inputs total £150,287.00

### 4.3 *Social Return*

The social return is expressed as a ratio of present value divided by the value of input, as seen below;

$$\frac{\text{£ } 1,089,467.01}{\text{£ } 150,287} = \text{£ } 7.25 : 1$$

This can be explained as for every £1 invested in the programme £7.25 of social value has been created.

However, if the initial investment was deducted the total impact figure the true net return would be revealed, as detailed below;

$$\frac{(\text{£ } 1,089,467.01 - \text{£ } 150,287.00)}{\text{£ } 150,287.00} = \text{£ } 6.25 : 1$$

## 4.4 Sensitivity Analysis

### 4.4.1 Reduced Outcomes Experienced by the Older Person

An extensive number of outcomes emerged from customer consultation; some changes experienced by customers were more common than others. Section 2.4.1 highlights the 10 outcomes expressed by customers in descending order with the bottom 5 being experienced by less than 10%. However this study has took account of all 10 outcomes as the consultation questioning technique was designed with a “measure what matters” approach and to exclude those outcomes experienced by less than 10% would consider the outcomes as unimportant. Should these outcomes be excluded from the study the SROI ratio would change to £6.50.

### 4.4.2 Excluded Stakeholders

This is an evaluation report which has involved a large extent of direct and focussed consultation therefore the majority of the information used to compile the impact map can be seen to be a true reflection of the results. However, as the study evolved a number of additional stakeholders, whom were not directly consulted with, emerged as potentially experiencing positive impact, such as;

#### **Families**

A number of references (10 in total) were made by the Older persons regarding less worry experienced by their families, such as;

- “Family don’t worry as much knowing help available,
- “Family don’t worry as much or need to help as much”,
- “Family worries less now about my health”.

59 out of the 150 customers consulted with indicated that they received support from family and friends, taking account of these numbers and the outcomes described the SROI value would change to £8.20;

Outcome	Qty	Dur	Proxy	Dead weight	Displacement	Attribution	Drop off	SROI change
Families worry less about their family member	59	1 year	£6264	10%	0%	50%	0%	<b>£8.20</b>

### The Health Authorities

Further to the outcome *Families worry less about their family member*, a study carried out by Age UK revealed that 68.8% of respondents said being a carer had damaged their psychological wellbeing, with a further 42.9% reporting that their mental health had worsened in the past year. Taking these two statistics into consideration potential outcomes emerge for NHS and raises the SROI ratio to **£8.45**, as seen in the table below;

Stakeholder	Outcome	Qty	Dur	Proxy	Dead weight	Displacement	Attribution	Drop off	SROI change
Family	Families worry less about their family member	59	1 yr	£6264	10%	0%	50%	0	<b>£8.20</b>
Health Auth	Less people suffer from mental health issues	15	5yr	£240	25%	10%	50%	25%	<b>£8.23</b>
	Less people suffer from long term mental health issues	17	5yr	£2080*	25%	10%	50%	25%	<b>£8.45</b>

\*According to PSSRU the costs associated with treating someone with depression (6 sessions of Cognitive Therapy Behaviour) are £240

\*\*[http://www.wikivois.org/index.php?title=The\\_annual\\_cost\\_of\\_a\\_one\\_hour\\_counselling\\_session\\_per\\_week](http://www.wikivois.org/index.php?title=The_annual_cost_of_a_one_hour_counselling_session_per_week).

One comment made by the representatives from Telecare suggest the knowledge of some of the support co-ordinators and the action they take may reduce the risk of an older person falling. This together with some of the awareness raising events they organise throughout the schemes suggest the service may have an impact on the health authorities, increasing the SROI ratio to **£7.21**;

Stakeholder	Outcome	Qty	Dur	Proxy	Dead weight	Displacement	Attribution	SROI change
Health Auth	Reduced number of accidents and falls in the home	7	1yr	£990*	35%	0%	50%	£7.16
	Reduced risk of admissions to hospital through reduced trips and falls	1	1yr	£25242**	35%	0%	50%	£7.21

\* PSSRU

\*\*<http://thesroidatabase.org.webserver2.ukdnp.com/proxy-information.aspx?id=2179&from=1611>

#### 4.4.3 Additional Quantities

When consultation took place with the support co-ordinators they recalled regularly referring customers for a welfare and benefit checks and that they were often called upon to assist with filling in the forms required to claim a number of age related benefits.

NPC pensioner facts and figures, May 2011<sup>4</sup>, reports the take up rate of Pension Credit amongst pensioners who are eligible to be 61%-70%, the Age UK Later in Life study<sup>5</sup> reports that 45.7% of those aged 65-74 state that they are unable to deal with finances and paperwork themselves. This study counted 11 people experiencing *improved income through the assistance from the co-ordinator to complete forms for benefits and welfare etc....*, using these statistics it can be assumed that a further 33 (65% of 50 = 97, 46% of 97 = 44 – 11 already counted) may have experienced this outcome, applying this to the study would increase the SROI ratio to £7.57;

Stakeholder	Outcome	Qty	Dur	Proxy	Dead weight	Displacement	Attribution	Drop off	SROI change
The Older Person	People have improved income through the assistance from the co-ordinator to complete forms for benefits and welfare etc....	44	5 yr	£2600	27%	0%	75%	5%	£7.57

<sup>4</sup> NPC Pensioner Facts and Figures, May 2011

<sup>5</sup> Later Life in the United Kingdom December 2011, Age Uk

#### ***4.4.4 Accounting for Inaccuracies***

The sensitivity analysis also exists to inspire confidence in the study therefore it is essential to acknowledge and recognise that there maybe some level of inaccuracies.

#### Duration

There were a number of outcomes deemed to have duration of five years but were highly reliant on or heavily influenced by the support co-ordinators or the support service, in applying only 3 years duration to these the SROI ratio falls to £7.09;

Stakeholder	Outcome	Qty	Dur	Proxy	Dead weight	Displacement	Attribution	Drop off	SROI change
The Older Person	People have improved social contact and more company, reducing social isolation	59	3yr	£1992	3%	25%	25%	58%	£7.09
	People have improved quality of life because they can now manage in their home better	34	3yr	£186	0%	0%	50%	24%	
	People feel more safe and secure because of the equipment and aids and adaptations to their home	18	3yr	£119	14%	0%	75%	24%	
	People have improved satisfaction through volunteering their time	9	3yr	£316	10%	25%	0%	63%	

#### Deadweight

2 outcomes for the Older Person show 0% deadweight; this is when the customer has indicated that the changes would not have occurred without the support service. When 25% deadweight is applied to these outcomes the SROI ratio drops to £7.15.

## Displacement

A lack of research hindered accurate displacement deductions. 0% displacement was applied to outcomes where the change may have only otherwise occurred by purchasing a service through the commercial market. When applying 25% displacement deduction to these outcomes the SROI ratio drops to £5.62.

## Attribution and Drop off

Only 2 outcomes show 0% attribution, both of which link the changes directly to the support co-ordinator.

All outcomes, where duration exceeds one year have drop off applied. Drop off deductions represent data used from either stakeholder consultation or evidence based research, inspiring a high level of confidence.

## 5.0 Verification and Dissemination

A number of internal representatives have been asked to verify the study;

- Support co-ordinators were asked at various points to ensure the details within the report were consistent with service delivery.
- Senior Management Team including the operations manager for the Older Persons service, the Director of Gentoo Living, the 2 Deputy Directors from Gentoo Living and the Deputy Director from Gentoo Sunderland (housing) were presented the interim findings
- Operations Manager for Business Development was asked to make comment on the final report

The report will be disseminated to stakeholders who have taken part in the study, in addition customer panel members will also have access to the study following assurance from the SROI network.

A summary of the findings will be compiled and used to market and promote the service to external organisations and authorities.

## 6.0 Reflections and Recommendations

### Reflections:

Time spent evaluating the Older Persons Support Service delivered by Gentoo Living has proven useful in understanding the full impact of the activities, particularly those experienced by the older person, however there are other key stakeholders whose outcomes have proven to be of significant value;

This SROI study has shown that the number of older people accessing the service who die in their home is 20% points greater than the national average, thus reducing the need for residential care; one of the key aims for Sunderland City Council. Taking account of the current support service delivered by Gentoo Living which engages with around only 3% of the population aged 65+<sup>6</sup> and the annual cost to place someone into residential care of £25,844, substantial cost efficiencies would be evident if the support service was applied wider across the City. These potential cost efficiencies appear more prevalent when the emerging demographic increases are considered; Sunderland forecasts that the number of older people above 65 years of age will rise from 46,000 in 2009 to 68,000 in 2030, an increase of 46%. Moreover, it is estimated that the number of people in Sunderland aged over 85 years (those with the greatest care needs) will more than double from 5,000 to 11,000 over the same period of time.

Similarly to this, potential cost efficiencies may also be evident for the NHS; if greater engagement took place with the wider, older person population, more support assessments would be carried out thus highlighting more potential risks of a trips or falls in the home.

Gentoo is a people, property and planet business that exists to generate wealth by improving the lives of their customers, the services delivered by *Gentoo Living*, the “people” division of the group use an outcomes framework to monitor and measure the effectiveness of their services and programmes and up until recently used standard annual surveys to test their achievement of this. This study incorporated a different consultation approach in an attempt to “measure what matters” revealing “*having access to*

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<sup>6</sup> 2010 mid year estimates there are 46,800 people aged 65 and over living in Sunderland

*social contact and company*" and feeling "*more safe and secure*" to be the top two outcomes experienced by the older persons, neither of which feature in Gentoo Livings outcome framework. However the third top outcome, "*having improved quality of life because they can now manage in their home better*" can be linked to Gentoo Livings outcome, "*People are enabled and empowered to live independently*".

### **Recommendations:**

The older persons support service engages with over 1500 people offering a large audience with which to gather outcome data, however, due to limited resources and a lack of experience in outcome gathering this study only took account of the views of 150. From this study two popular outcomes have emerged giving Gentoo Living fundamental data which will be useful to inform future services. Therefore, implementing and embedding a consultation process which will gather the changes people experience and undertake because of the service will enable more credible and convincing research to use for strategic planning. As a result of this study Gentoo Living are now committed to implement and embed baseline, mid term and long term data gathering processes, in addition systematic consultation will also take place with the families of the older people. Consultation with health professionals will also be included in the plans for future studies such as these.

Older people use health and social care services more intensively than any other population group and given the demographic increase mentioned earlier the challenges ahead for the planning of health and care services will be immense. This study has informed the senior management within Gentoo Living of the range of outcomes experienced by stakeholders and what potential value is placed upon each, this data would suggest that there are some key stakeholders such as; the NHS and Local Government, with valuable outcomes who may have a keen interest in the services Gentoo Living provides and how those services maximise opportunities for the older person to remain independent for as long as possible. At a strategic level this study will prove to be very useful in influencing such stakeholders.

## GENTOO LIVING OVERALL AIM:

**TO INSPIRE & EMPOWER ENRICHED WAYS OF LIVING.**

### SPECIFIC AIM 1

***To enable people to fulfil their aspirations***

#### OBJECTIVES

- *To support people to recognise their ambitions*
- *To support people to increase their motivation, confidence, skills and knowledge*
- *To support people to make informed decisions about their lives*
- *To provide support so that people can live independent lives*

#### OUTCOMES

- *People are enabled to recognise their ambitions*
- *People are empowered to fulfil their ambitions*
- *People have increased motivation*
- *People have increased inspiration*
- *People have increased confidence*
- *People have increased skills and knowledge*
- *People are empowered to make informed decisions about their lives*
- *People have more information about their choices*
- *People are empowered and enabled to live independently*
- *Peoples' lives are enriched*

### SPECIFIC AIM 2

***To enable successful communities***

#### OBJECTIVES

- *To provide opportunities for people to participate in making decisions about their community*
- *To support people to fulfil their vision and aspiration for their community*
- *To provide support to enhance relationships within and between communities*

#### OUTCOMES

- *People including partners, have increased awareness of opportunities to get involved*
- *People have increased opportunities to get involved*
- *People are empowered to get involved*

- People are enabled to develop a vision for their community
- People are enabled to fulfil their vision or aspiration for their communities
- People are enabled to influence decisions Increased social capital in and between communities
- People have an increased sense of belonging People have an increased sense of pride
- People have more mutual respect for each other
- People have more trust in each other

### SPECIFIC AIM 3

**To enable Gentoo Living to add value in the group**

### OBJECTIVES

- To ensure the services we provide respond better to the needs of individuals and communities
- To ensure that social and economic benefits are generated from the Group's investment and programmes
- To promote the Group's prospects for business growth and improvement
- To influence local, regional and national policies To ensure that Gentoo Living is fit for purpose to deliver its aims and objectives

### OUTCOMES

- Improved understanding of the needs of customers and communities
- Services provided respond better to customer and communities needs
- Existing services improved and new solutions and services developed
- Better understanding of the social and economic benefits of the Group's investment
- Gentoo Living enabled to measure the impact of its programmes and demonstrate the social and economic benefits
- The Group's business growth prospects are improved
- Funding opportunities increased Gentoo Living is enabled to influence local, regional and national policies
- Gentoo Living is fit for purpose to deliver its aims and objectives

## Social Return on Investment - The Impact Map

### SROI Network

<b>Organisation</b>	Gentoo Living				<b>Name</b>	<b>Trish Dodds</b>
<b>Objectives</b>	To inspire and empower enriched ways of living				<b>Date</b>	<b>Jan 2011 - Dec 2011</b>
<b>Scope</b>	<b>Activity</b>	<b>To provide housing related support to an average 1500 Older People across the city. The housing related support aims to enable them to live independently for as long as possible</b>	<b>Objective of Activity</b>	<b>Deliver customer outcomes under Gentoo Living's and Sunderland City Council's outcomes</b>	<b>Time Period</b>	<b>1 year</b>
	<b>Contract/Funding/ Part of org'</b>	<b>Contract 1.2 million from Sunderland City Council</b>	<b>Purpose of Analysis</b>	<b>To identify what outcomes are experienced by Older Person receiving the support service and to understand the social value created through it.</b>	<b>Forecast or Evaluation</b>	<b>Evaluation</b>

Stakeholders	Intended/unintended changes	Inputs	Outputs	The Outcomes (what changes)		
Who will we have an effect on? Who will have an effect on us?	What do we think will change for them?	What will they invest?	Value £	Summary of activity in numbers		
				Description How would we describe the change? Indicator How would we measure it?		
The Older Person	The older residents within Supported housing are enabled to live independently for as long as possible	The tenants pay rent along with service charges - as they would to any other housing association, they do not pay any extra for the supported housing service. However an allowance of approx £10.00 per week per resident has been included as many of them (59) may contribute financially to activities and events around the schemes.	£30,680.00	150 older tenants receive housing related support from a 'support co-ordinator' who will assist them to draw up a support plan. The support plan can be anything from receiving a telephone call each week to a visit every day, other things may include referral onto other support agencies and/or aid and adaptations to their home	People have improved social contact and more company, reducing social isolation  People have improved quality of life because they can now manage in their home better  People feel safer and reassured because of the support service and the presence of the support co-ordinator  People have improved and easy access to general advice and guidance  People feel more safe and secure because of the equipment and aids and adaptations to their home  People have improved satisfaction through volunteering their time  People have improved income through the assistance from the co-ordinator to complete forms for benefits and welfare etc....  People's lives improve because of the environment they now live in  People are happier and positive  People have improved self respect because they feel they are listened to and can now make decisions for themselves  People have less to do as a result of changing accomodation	The number of people who indicate that they join in with social activities organised through the scheme  The number of people who say can now manage in their home better because of the equipment, aids and adaptations  The number of people who say they feel safer and/or reassured because of the presence and service provided by the support co-ordinator  Number of people who say they have gained initial information and advice about a number of different issues  The number of people who have said the aids and equipment makes them feel safe and secure  The number of people who say they participate in activities that benefit others  Number of people who said they have had help with filling out forms for issues such as benefits and welfare  The number of people who say they now have everything they want and need in their area, including security, family, shops etc...  The number of people who say they are now happier/more positive because of their housing situation  The number of people who say they feel they now have someone to talk to and are more in control of their life and their decisions.  The number of people who say they now have less to do
Gentoo	Fulfilment of Gentoo's Vision, Mission and Values	Finances to operate systems and process which facilitate the support service	£5,457.00			
Local Authorities	Older people are enabled to live independently for as long as possible - reducing the need for residential care	Money to run the project	£114,150.00	31 older people are prevented from entering high level care	Reduced number of people who may have been likely to go into residential care	Statistical data - The difference between the national average % of people who die at home compared to the % of people who die at home in the support service.
Other Organisations	Partner organisations have improved access to customers without investment	Provision of specialised services for the Older Persons	£0.00	A minimum of 1 organisation has access and easy reach to our customers	Organisations have easier access to 1542 customers	The organisations who say that Gentoo Living is a great platform for their customer base
Total			£150,287.00			

The Outcomes (what changes)										
Description	Indicator	Source	Qua	Dura	Financial Proxy		Value £	Source		
How would we describe the change?	How would we measure it?	Where did we get the information from?	How much change will there be?	How long will it last?	What proxy did we use to value the change?		What is the value of the change?	Where did we get the information from?		
People have improved social contact and more company, reducing social isolation	The number of people who indicate that they join in with social activities organised through the scheme	Completed evaluations	59	5	The average amount older households spend on culture and recreational activities according to a ONS social trends 2009		£1,992.00	<a href="#">social_trends_39_tcm77-137023[1].pdf</a>		
People have improved quality of life because they can now manage in their home better	The number of people who say can now manage in their home better because of the equipment, aids and adaptations		34	5	The average cost of fitting; a stair lift, graduating floor shower, shower over bath, low level bath and grab rail		£186.00	<a href="#">social_trends_39_tcm77-137023[1].pdf</a>		
People feel safer and reassured because of the support service and the presence of the support co-ordinator	The number of people who say they feel safer and/or reassured because of the presence and service provided by the support co-ordinator		59	1	The average pay rate for unpaid care (Leeds University) = £14.50, 75% (staff provide on average 3/4 hour of support per day) of £14.50 = £13.14. This cost added to the cost of a 5 minute phone call £0.38 = £13.52. Total annual cost = £13.52 x 365 = £4935		£4,935.00	<a href="http://www.sociology.leeds.ac.uk/assets/files/research/circle/valuing-carers.pdf">http://www.sociology.leeds.ac.uk/assets/files/research/circle/valuing-carers.pdf</a>		
People have improved and easy access to general advice and guidance	Number of people who say they have gained initial information and advice about a number of different issues		21	1	Cost of a 10 minute phone call to a landline through BT line – this could be a number of things to any number of people. 76p per 10 minute phonecall x 6 times per year = £4.56		£4.56	<a href="http://www.productsandservices.bt.com/consumerProducts/display/Topic.do?topicId=25502&amp;s_cid=con_FURL_calls_tariffs">http://www.productsandservices.bt.com/consumerProducts/display/Topic.do?topicId=25502&amp;s_cid=con_FURL_calls_tariffs</a>		
People feel more safe and secure because of the equipment and aids and adaptations to their home	The number of people who have said the aids and equipment makes them feel safe and secure		18	5	PSRRU 2011 cost for aids and adaptations = individual alarm system £54, entry phone systems £59 and grab rail £6, (annual costs) = £119		£119.00	PSSRU 2011		
People have improved satisfaction through volunteering their time	The number of people who say they participate in activities that benefit others		9	5	The value of volunteering £6.08 per hour at a minimum of 1 hour per week Age UK - <i>Later in Life in the United Kingdom</i> describes the top benefits of volunteering in those 65+ to be typical of those mentioned in the statements taken from the 9 people.		£316.00	Age UK, <i>Later in Life in the United Kingdom</i> , Dec2011.		
People have improved income through the assistance from the co-ordinator to complete forms for benefits and welfare etc....	Number of people who said they have had help with filling out forms for issues such as benefits and welfare		11	5	London school of economics state that a British Gas Help the Aged Advice programme which conducted face to face appointments as oppose to over the phone revealed 1 in 5 older people are found to be £50 per week better off through additional benefits.		£2,600	<a href="http://www2.lse.ac.uk/newsAndMedia/news/archives/2007/HelptheAgedResearch.aspx">http://www2.lse.ac.uk/newsAndMedia/news/archives/2007/HelptheAgedResearch.aspx</a>		
People's lives improve because of the environment they now live in	The number of people who say they now have everything they want and need in their area, including security, family, shops etc...		12	1	Confused.com published how much additional money homebuyers would pay for various attractions. Some statements included various reasons, others indicated just one reason - the proxy was calculated using the average amount of each individual. £13,684		£13,684.00	<a href="http://www.confused.com/mortgages/archive/seaside-big-pull-for-homebuyers">http://www.confused.com/mortgages/archive/seaside-big-pull-for-homebuyers</a>		
People are happier and positive	The number of people who say they are now happier/more positive because of their housing situation		5	5	Veenhoven, <i>Journal of Happiness Studies</i> (2008) report Improved Happiness can extend someone's life by 7-10 years. The annual potential income for someone at pensionable age = £5311 (£102.12 x 52 weeks).		£5,311.00	Veenhoven, <i>Journal of Happiness Studies</i> (2008) report (pg 455)		
People have improved self respect because they feel they are listened to and can now make decisions for themselves	The number of people who say they feel they now have someone to talk to and are more in control of their life and their decisions.		3	1	The cost of a community support worker for 1 hour per month over a 12 month period £113.64		£114.00	<a href="http://www.salarytrack.co.uk/average-community%20worker-salary.html">http://www.salarytrack.co.uk/average-community%20worker-salary.html</a>		
People have less to do as a result of changing accomodation	The number of people who say they now have less to do		1	1	The statement mentions that the resident is planning to move - According to 4homes, the estimated average cost of moving house is £9,500		-£9,500.00	<a href="http://www.channel4.com/4homes/buy-sell/selling-property/moving-house/moving-house-how-much-does-it-cost-08-06-25">http://www.channel4.com/4homes/buy-sell/selling-property/moving-house/moving-house-how-much-does-it-cost-08-06-25</a>		
Reduced number of people who may have been likely to go into residential care	Statistical data - The difference between the national average % of people who die at home compared to the % of people who die at home in the support service.	ONS and Internal Data	31	5	The weekly minimum cost per permanent private residential care space £497, per year this totals £25,844 (local authority residential care annual costs total £51090).		£25,844.00	PSRRU 2011		
Organisations have easier access to 1542 customers	The organisations who say that Gentoo Living is a great platform for their customer base	Consultation with partners	1	5	The cost of a small marketing campaign – internal quote supplied £3,406		£3,406.00	Internal quotations for a small marketing campaign		

The Outcomes (what changes)	Deadweight	Displacement	Attribution	Drop off	Impact	Calculating Social Return					
						Discount rate	Year 1 (after activity)	Year 2	Year 3	Year 4	Year 5
Description How would we describe the change?	What would have happened without	What activity would we displace	Who else would contribute	Will the outcome drop off in	Quantity times financial proxy, less deadweight, displacement and attribution	3.5%					
People have improved social contact and more company, reducing social isolation	3%	25%	25%	58%	£64,126.22		£64,126.22	£26,933.01	£11,311.86	£4,750.98	£1,995.41
People have improved quality of life because they can now manage in their home better	9%	0%	50%	24%	£2,877.42		£2,877.42	£2,186.84	£1,662.00	£1,263.12	£959.97
People feel safer and reassured because of the support service and the presence of the support co-ordinator	15%	0%	10%	0%	£222,741.23		£222,741.23	£0.00	£0.00	£0.00	£0.00
People have improved and easy access to general advice and guidance	0%	25%	0%	0%	£71.82		£71.82	£0.00	£0.00	£0.00	£0.00
People feel more safe and secure because of the equipment and aids and adaptations to their home	14%	0%	75%	24%	£460.53		£460.53	£350.00	£266.00	£202.16	£153.64
People have improved satisfaction through volunteering their time	50%	25%	0%	63%	£1,066.50		£1,066.50	£394.61	£146.00	£54.02	£19.99
People have improved income through the assistance from the co-ordinator to complete forms for benefits and welfare etc....	27%	0%	75%	5%	£5,219.50		£5,219.50	£4,958.53	£4,710.60	£4,475.07	£4,251.32
People's lives improve because of the environment they now live in	17%	10%	50%	0%	£61,331.69		£61,331.69	£0.00	£0.00	£0.00	£0.00
People are happier and positive	20%	0%	50%	24%	£10,622.00		£10,622.00	£8,072.72	£6,135.27	£4,662.80	£3,543.73
People have improved self respect because they feel they are listened to and can now make decisions for themselves	0%	0%	50%	0%	£171.00		£171.00	£0.00	£0.00	£0.00	£0.00
People have less to do as a result of changing accomodation	0%	0%	0%	0%	-£9,500.00		-£9,500.00	£0.00	£0.00	£0.00	£0.00
					£0.00		£0.00	£0.00	£0.00	£0.00	£0.00
Reduced number of people who may have been likely to go into residential care	10%	0%	50%	50%	£360,523.80		£360,523.80	£180,261.90	£90,130.95	£45,065.48	£22,532.74
Organisations have easier access to 1542 customers	10%	50%	10%	75%	£1,379.43		£1,379.43	£344.86	£86.21	£21.55	£5.39
							£0.00	£0.00	£0.00	£0.00	£0.00
					£719,711.70		£721,091.13	£223,502.46	£114,448.90	£60,495.18	£33,462.19
						Total Present Value (PV)					£1,089,467.01
						Net Present Value (PV minus the investment)					£939,180.01
						Social Return £ per £					7.25
						Present value of each year	£696,706.40	£208,641.94	£103,226.35	£52,718.06	£28,174.26
						Total Present Value	£1,089,467.01				

## Appendix 3

## Customer Consultation Data

Ref			Life before support												What's changed?												Who else has been involved in supporting you to achieve these goals/ambitions?						have achieved these outcomes without support from this
	Level of support	Years of support	Alone/isolated	Health problems	Mobility	Couldn't get out	Low confidence	Financial matters	relocation	wanted a different house	peace of mind	felt unsafe	had a good life/ok	just heard of service	Improved skills in daily living	Access to social contact & Good fit with environment and life	Maintaining Quality of Life	Freedom from	Maintain Health & Wellbeing	Unintended outcomes	Happier/positive	Friends and family	Support co-ordinator	private carer	social/adult services	telecare	Age UK	No one	groups				
1 ?	7	x x x													x x			x				x x											
2 M	1														x			x				x											
3 L	2	x													x			x				x											
4 L	2	x													x			x				x											
5 L	2	x													x			x				x											
6 L	2	x													x			x				x											
7 L	2	x													x			x				x											
8 L	2	x													x			x				x											
9 M	2	x													x			x				x											
10 L	2	x													x			x				x											
11 L	2	x													x			x				x											
12 L	2	x													x			x				x											
13 L	2	x													x			x				x											
14 L	2	x													x			x				x											
15 L	4	x													x			x				x											
16 L	3	x													x			x				x											
17 L	3	x													x			x				x											
18 L	3	x													x			x				x											
19 L	3	x													x			x				x											
20 L	2	x													x			x				x											
21 L	1	x													x			x				x											
22 L	4	x													x			x				x											
23 L	3	x													x			x				x											
24 L	4	x													x			x				x											
25 L	4	x													x			x				x											
26 L	3	x													x			x				x											
27 L	2	x													x			x				x											
28 L	2	x													x			x				x											
29 L	7	x													x			x				x											
30 L	6	x													x			x				x											
31 L	14	x													x			x				x											
32 L	31	x													x			x				x											
33 L	6	x													x			x				x											
34 L	1	x													x			x				x											
35 L	11	x													x			x				x											
36 ?	3	x													x			x				x											
37 Data excluded																																	
38 Data excluded																																	
39 L	3	x													x			x				x											
40 L	1	x													x			x				x											
41 L	1	x													x			x				x											
42 L	4	x													x			x				x											
43 L	1	x													x			x				x											
44 L	2	x													x			x				x											
45 L	14	x													x			x				x											
46 L	12	x													x			x				x											
47 L	1	x													x			x				x											
48 ?	3	x													x			x				x											
49 L	2	x													x			x				x											
50 L	7	x													x			x				x											

Negative outcomes

negat





ref	Life before supported accomodation	Whats changed	Plans to use changes	Groups	other services	Nobody	Family	
1	Used to be active and mobile. Now health and mobility has deteriorated, now needs a wheelchair, can only get out if Son takes me out, falls a lot and needs to be in a property on one level	Lots have changed, can get around easier, no stairs, lots of bathing equipment provided, use of tenants room and activities to socialise, now made new friends dozen or so (some have since died now), some have helped knit and crochet to fundraise for the blue lamp society and other charities, macmillan, baby unit	to help charities, at the moment we are raising money for the blue lamp appeal, <b>when we have reached £1000 or £500 we then support another.</b>	Charities through fund raising				
2	I heard about the service at a coffee morning and felt it was something I could benefit from	Jennifer arranged for a pendant, I feel safe having the pendant and don't have to rely on anyone. <a href="#">Jennifer advises on different things such as activities, home support and aids and adaptions</a>			social services			
3	I was having problems with my back and was having difficulty bathing	I am able to bathe without assistance - I feel safer and more confident knowing I have the support service to help me stay in my own home	I want to stay independent as long as I can,		private carer			
4	Due to health reasons I thought I may need some support	<a href="#">feel able to approach Jennifer for help and advise</a> - I feel more confident knowing I have service available, feel more confident being on my own and I <a href="#">feel better knowing I don't have to rely on family</a> and appreciate the independence it gives me				no one		
5	My wife passed away and I felt I needed support with financial matters and my confidence was very low	I am confident in dealing with my own finances and I am coping being on my own - and am <a href="#">able to contact co-ordinator if I need help or advise</a> or <a href="#">assistance with form filling</a> . I am able to make choices about my life, and am reassured with my morning call.	I like my own company but can attend the social activities if I want		AGE uk		family	
6	needed assistance with finances and <a href="#">form filling</a>	Jennifer helped sort out <a href="#">benefit forms - assists with electricity accounts</a> and arranged for alarm pendant I am confident that my benefits are correct - <a href="#">I feel knowing Jennifer is there for help and advise</a>					family	
7	Due to mobility issues and moving from Hanneman Court	Jennifer has helped me access services - I now have a pendant alarm and vibrating fire alarm and have started to attend social activities in the scheme I feel safer and more independent, my confidence is a lot better. I have made new friends since attending the events. Jenifer guides me in the right direction and helps me make decisions without forcing her opinion on me.			social services			
8	I wasn't in very good health and heard about the service and after talking to the co-ordinator felt it would benefit me	made me more independent from my family - <a href="#">provides advise</a> and support when I need it	After a recent accident I am hoping with the support to stay as independent as possible.		Occupational therapist		family	
9	I was told about the service and decided it could be of help to me	<a href="#">Jenifer is there for advise and support</a> - she got my alarm pendant. I'm able to make decisions about my life style and my care and feel safe knowing support is there. The pendant makes me feel safe - living on my own. I know I can get help and have used it in the past when I've fallen			social services nurses			
10	heard of the service when I moved in new flat and felt I could benefit	feels safer, Jenifer encourages social activities "is a god send" helps with correspondence - knowing she is there if I need her. Now attends keep fit and healthy eating classes. Has made new friends and attends social events such as bowls etc..				no-one		
11	I had a broken knee cap and husband had died	Jenifer arranged for aids and adaptions until injuries healed, she has arranged for bathing aids in my new flat. She is there when I need her and makes me feel more confident. I have my independence - I socialize in the community rooms and know with Jenifers support I will be able to remain in my own home					Family	
12	I have a medical condition and wanted to have the support of Jenifer	<a href="#">Jenifer is there if I need anything and offers advice</a> and support.	I want to keep my quality of life and independence as long as I can and know Jenifer will advise and support me when I need help				Family	

13	I have arthritis and heard of the service and thought it would benefit	Jenifer has been a big help in applying for attendance allowance and bathing aids - <a href="#">she contacts me regulalry and advices if I need any help</a> . Jenifer being there enables me to be independent - having my pendant means I know there is help if I need it.			telecare	
14	I requested the support service so I had someone who could supply me when I needed help or should an emergency situation a rise.	Through the support service I have received an adaptation of a bathlift also the social activities programme that has been put in place, with the help of the support staff and has been a big help to me. It encourages me to go out and socialise rather than just sit in my flat. I have improved my self esteem and have more confidence when going out.			adult services Age UK	
15	requested the support service due to the prospect of a member of staff being available should an emergency or problem arise	I am involved in the various social activities that are up and running in my scheme. This has helped me to socialise more than I did and enables me to get out and about. Due to the social activities set up with the help of the support staff I now socialise more and social evenings are arranged with friends.				family and friends
16	Felt I needed support due to my disabilities. Knowing someone would be at hand for emergencies or any help I may need	I have received adaptions since being on the support programme - raised toilet seat, bath lift and grab rail. These adaptions have helped improve my quality of life. The positive changes have helped improve my confidence				family and friends
17	Felt I needed some support in that it would be beneficial to have someone I could contact should need help	The social activities have been very beneficial for me as I like to socialise and meet new and old friends. There are now various clubs and outings compatible with the schemes. I now socialise a lot more and have made lots of new friends and arrange social evenings.			adult services	family
18	Felt I needed support due to my disabilities and the comfort of having help close at hand should emergency arise.	Since being involved in the support programme I have received adaptions, bath lift, grab rails, dispersed Unit and pendant, <a href="#">help filling in forms</a> . A wide range of social activities is available in the schemes in my area which I can attend. The programme has given me the opportunity to socialise a lot more. I now socialise a lot more and have a lot more friends.				family and friends
19	Reason I requested support was to have someone I could contact if I needed and help with day to day activities	Since being involved in the programme I have been involved in various social activities that operate in the scheme and other schemes. I now socialise a lot more than I did before. I now have an increased social life and invite new and old friends around for social nights				family
20	Due to my diabetes I can pass out anytime and felt I would benefit from support service to monitor my well- being	<a href="#">Support programme has enabled me to be involved in voluntary work as a gardener for Gentoo and other organisations</a> . I have been involved in the computer club with my scheme. I also have a pendant and dispersed unit for any emergencies that may occur. My quality of life has improved through the support programme. Confidence and self esteem has been raised and the.....	..... voluntary work experience will help me in the future gain full time employment.		adult services Age UK	
21	I wanted the support with being on my own and the re-assurance of someone being available when I needed support	I have received adaptation, grab rails, which aid me getting in and out of the bath. I have also <a href="#">received support when filing in forms</a> . The support programme has helped improve my quality of life. I have felt more secure and have more confidence				family
22	I needed support due to my disabilities and being on my own	Since being involved in the programme I have received a number of adaptations through the help of support staff. Dispersed unit and pendant, perching stool, bath seat, raised toilet seat. I have been involved in the computer club that was set up and other social activities and events. This has improved my quality of life a great deal.	Since using the computer in the club I now access various sites on the internet for shopping and hobbies.		adult services - Sunderland city council	
23	Felt I needed support due to living on my own and the thought of someone from the support service being available if and when I needed support	Since being involved in the support service I have received various adaptations, grabrails, bathseat, raised toilet seat, raised blocks. Being involved in the social activities and clubs available through the programme. The support programme has improved my lifestyle. I now have more confidence and socialise more.	The Older Persons Support Service SROI adult services Age UK	Evaluation 2011	63	

24	To have someone at hand to provide support when I need it	Since I have received support I have benefitted from various adaptations. Both lift, grabrails, and received dispersed unit and pendant. Have also been involved in the social activities programme. It has increased my confidence, my quality of life and raised my self esteem. I feel the changes have been positive giving me a lot more confidence when I go out and socialise.					husband
25	Due to mobility felt I could benefit from some support should I need help	Since being on the programme I have received various adaptations and feel my quality of life has improved			adult services		family
26	I didnt need the support just the bungalow. I was offered support after I moved in	Nothing, I receive a call once a week and have a pendant. I dont need any help at present. The only thing that's changed is that I have a pendant which I feel gives me confidence knowing I can press it and someone will help me.					family
27	I lived in a house and couldnt manage to get around. Had no confidence	The programme gave me a bath hoist so I can be independent. It provided me with options for social activities. I have gained confidence therefore go out more.					family
28	i WAS VERY NERVOUS LIVING IN MY PREVIOUS HOUSE. House was too big	I now feel safe and secure, there is a good bus service for me to go to town and it makes me feel alot less anxious knowing I get a morning call	anywhere I want in a day - improved my aspiration and ambition to go to different places.				
29	Lived in a house and could not manage the stairs. Prone to falls. Needed to live on one level, mobility poor.	Met new friends and neighbourhood very close and look out for each other. Better social life even though mobility poor. Received morning calls which makes me feel secure. Feel part of a close network thanks to the co-ordinator programme	keep up social network after meeting good neighbours. Will use co-ordinator knowledge of agencies available for my needs			no-one - co-ordinator a god send	
30	Was in the royal navy, then the pits. Lived in house but wife passed away so wanted smaller property. Broke leg after a few years which resulted in poor mobility.	met some good neighbours who turned into good friends. Co-ordinator opened new opportunities for myself. I get a morning call which gives me reassurance, promotes my independence but I know she is there for any support. Involved in sunflower competition became active in customer panel.	To continue good relationships with neighbours. To seek advice from co-ordinator when I need it to keep involved in customer panel			none	
31	Needed smaller accomodation due to health reasons	met new friends, brilliant neighbours have a weekly call to make sure we are fine. Been introduced to agencies, bathing aids fitted thanks to co-ordinator. Now feel we can live independently, knowing co-ordinator is there for us	to continue friendships since living here. To maintain independence.			no-one	
32	lived with parents to care for them in current property remained in bungalow as mobility problems occurred	became involved in community - have regular contact with co-ordinator which prevents me from feeling isolated	to maintain independence with help of co-ordinator			no-one	
33	Previous dwelling had stairs, poor health meant I needed a bungalow. Poor neighbourhood where I lived and felt threatened	Better neighbourhood, feel safe. Joined local community groups i.e. Computer bus. Have a good co-ordinator who helps maintain my independence. Computer knowledge has assisted me to contact old friends online and rekindled friendships. Have now started fishing club with upto 100 members				no-one	
34	lived in flat with no garden. Felt trapped in flat but now feel independent	feel more happier and confident. Receive morning call, feel I'm part of the community. Have a monthly visit and look forward to chat. Always know co-ordinator helps in anyway possible i.e. Adaptations, general advice.	socialising a lot more until health matters arise.				family
35	lived in a flat and felt isolated. Now live in a bungalow with nice neighbours	socialise more. Gets involved in scheme activities. Looks forward to visits from co-ordinator as she is friendly and helpful and always has time to listen and give advice.	continue socialising				family
36	House with stairs and could not manage after a heart attack. Moved into a bungalow to be on one level. Thought co-ordinator would be of more assistance like a warden.	Content in bungalow. Has a monthly visit from co-ordinator but relies on family for assistance					family
37	Not very good	I feel it has improved my life, I have made new friends					family
38	Not very good	I feel more confident because I feel safe now and people do care					family
39	Looked after daughter up until she died couldn't cope with house and garden, was depressed	Lovely having company, met my friend Terry, we wrote a book, learnt computer skills and internet. Reading a lot now. Friend died not using computer as often.	The Older Persons Support Service SROI Evaluation 2011 friend 64 Still reading a lot				
40	Was very shy, have a stammer, never had any friends. Wife died, have a son he visits.	Nothing, don't mix very well, son visits.					

41	I was very unhappy and depressed	I am a lot more content, depression has lifted, health has improved and have new friends.					
42	Was very lonely, didn't mix very well, preferred my own company.	Appreciating having people around, gives me reassurance of security, mixing a lot more now feeling content					
43	ok	when feeling lonely can go into community room for company, made new friends					
44	Had a good life	didn't like it first, getting used to it now. Do attend some functions					family
45	Lived in large house, needed smaller accommodation. Looking to future knowing support would be needed	co-ordinator has introduced me to levels of support I know nothing about. Feel more confident, secure, and more out going for having a co-ordinator	continue to interact with community <b>activities and keep up to date and take advice from events in the area.</b> Continue visits from co-ordinator knowing in time I will need more support.				family
46	couldn't manage stairs	received morning call and feel valued and cared for. Look forward to visit as co-ordinator is friendly and listens to my concerns. Feel more confident and socialise more at scheme activities. Co-ordinator arranged for bathing aids adaptations and grab rails to back door. wouldn't be without her.	to continue to attend scheme activities. To socialise with other residents in the scheme.				
47	Ill health, could not manage the stairs	improved social life, met new friends. Feel more confident and safer knowing the co-ordinator is available.	Continue with new friendships				
48	Lived in multistory at Lakeside, exchanged with resident. Poor mobility and heart problems	feel more secure in bungalow with telecare alarm system. Keep myself to myself. Do not attend social events but appreciates the fact that co-ordinator on site. With bungalow and having a garden can participate in his hobby and tends to his greenhouse. Happy with Gentoo					
49	Good life 55 yrs on XXXX rd with wife, she died felt lonely	seeing someone everyday					
50	Different had more to do	Made it worse neighbours aren't friendly	going to move				
51	To feel secure and to have help available knowing just to have to call SC she comes and assists	Got lifeline phone. Hand rails in bathroom to help bath on my own. Feel I have got someone to rely on now and service is excellent	want to keep using the excellent service, SC explains everything we need to know, helps with getting repairs done when have problems.				
52	Lost wife 2 years ago and support welcome	have someone to help when I need to. Just have to ring her when I want her. At least she comes to see me and that's a comfort when got no other family	to stay in own home that's all				
53	To help get things to assist me to manage in my flat, also emotional support	being able to talk to SC and get things of my chest instead of bottling it up. Have help with correspondence and feel more confident. I feel more able to socialise.					
54	To have support and help to get things to help me cope in my own home	Feel able to cope and feel safe. I can use bath aids so I don't fall and also pendant is a life line for me. Got pendant which makes me feel safer.					family
55	Needed help to stay in flat	can feel safe now. Got walk in shower as have mobility problems also support co-ordinator got me pendant too.	to stay in my home. Can't go out, feel safe in my home				family
56	To help get aids, adaptation and attendance allowance	A great help wouldn't be able to have a bath, feel more secure. Get visits from SC and I know she will help me to achieve things I want. Aids help me to remain independent, I am 91 years old. SC encourages me to use commercial room where I socialise with other residents.					family
57	Got osteoarthritis and needed support to get things to help me cope	Lynn helped me get perching chair, when I got hip operation. Visits and this is great help. Look forward to visit as if I need anything I know I can rely on her.	to stay independent as long as possible and manage in my own home.			no	
58	Got lots of health problems - needed support to help me stay in my own home	SC got me pendant which feels like a lifeline knowing help on other end. SC visits me on a regular basis and supports my needs. Very pleased with SC she is excellent, can rely on her. I socialise now and feel confident to do so. SC has helped me to feel confident.					family
59	Normal - fit and well. Extra security	Someone is there for you. Feel much safer and secure. Changes are positive	The Older Persons Support Service SROI Evaluation 2011	65			family

60	Not very satisfactory found it difficult to manage everyday jobs around the house as well as poor health.	I am much more settled now, my life is much improved.				
61	Health reasons I have very poor mobility, cant use the stairs	Love the bungalow at flat, I am very independent, support has given me independence because of bath seat, morning call and pendant is fantastic	just to live a pain free life		social services, telecare	
62	The house was too big to manage and we needed to live on the flat. My husband was in ill health and couldnt manage the garden.	I love the morning calls, all the staff are lovely and make me laugh. I feel safe and secure and although I am very independent and lead an active life I know I may need more support in the future. I live alone since my husband died and I feel safe in my home.			no-one	
63	Well you need company, wanted support of someone coming on a regular basis	knowing help is there when needed and can just pick up the phone to SC and she will come and help	use community lounge (was encouraged to do so by SC) its great to socialise had my 85th birthday there yesterday		no-one	
64	Help with getting things done	Got home help, help with getting a bath seat, bath mat. She got me help to go to hospital appointment, volunteers. Dont have to do housework, can use bath by myself.			no-one	
65	Help to get aids adaptation	Got carer now. Electric bath seat. Trolley to help mobility. Telecare pendant enabling me to have more mobility in home and feel safer.	to stay independent to be able to stay in my own home.		no-one	
66	Hard to cope in my flat	Helped me to cope in my flat, got fisics in to help with money and electric bills, anything I need. Help to get social services in to get equipment to help me cope, have breathing problems. Very happy with SC couldnt do without her. Positive things, peace of mind, phone call on morning outs my mind at rest.			carer	
67	Knew it was available and realised it could be of benefit to me	It has helped, Lynn made app for assessments to get aids adaptation to help me to cope at home and it is nice to have someone calling to see me who I can discuss worries and issues I have from time to time. Made me feel confident in myself.			no-one	
68	Help to socialise and with getting equipment to help me bath.	Now use lounge for socialise, have equipment, get a call on morning which is reassuring, regular visits and help with repairs if I am having problems. Better quality of life.			no-one	
69	I had a big garden and front garden and couldnt manage them, the house became too big and I had no mobility	My daughter is around the corner, this accomodation is flat as I use a stick. <b>It is better for my family abnd me</b> but it was hard to get used to as I had to get rid of my furniture. I am happy as I keep my independence. I am happy and content, all the staff are very kind and helpful. Telecare are very good	I do not want to go into a care home			
70	could not manage the stairs, have severe heart problems	I am secure, safe and very independent. No worries over bills, heating etc.... All in with rent. A brilliant advantage. Encouraged to do many things			domestic	
71	we were needing to move into a sheltered home with staff that cared. The sheltered home we lived in wasnt good for moral. Daughter had committed suicide, I was very depressed	All staff have been helpful and pleasant what a change to have people who care. We are mixing a little better and getting out with family.				
72	did not feel safe before and wanted to be near sister, I now feel much safer	made more friends but like to keep myself to myself, opportunity is there but choose not to get involved				family
73	did not know it was supported housing want to live nearer family due to ill health and mother dying	made friends, good community spirit, involved in attending lunch club.	getting socially involved in as much as possible but am restricted due to ill health			
74	<b>MOVED IN AS WIFE WAS POORLY, WE LIVED IN 3 story house. Wife was in wheelchair</b>	<b>I do not get involved in anything. It has not has any impact. Wife has since died, I am happy here. I have heart problems and on oxygen. Safe and secure</b>			no-one	
75	Due to ill health	socially involved in activities in the residents hall. More cheerful, dont feel isolated	encourage new residents to get involved			
76	Isolated, unfriendly people, no community, back to my roots	made new friends, <b>socially active and involved in running activities. I do not get depressed now and very happy organizes trips for other residents e.g coffee mornings/lunches etc...</b> Thats the positive gain I have brought				
77	Fit and well - failing health	massive impact care package set up feel safer and more secure. Housebound	The Older Persons Support Service SROI	Evaluation 2011	66	

78	Had large house with stairs - health problems	secure, social activities, knowing I have a support co-ordinator who is always willing to help. I have a much better social life and have made more friends			social services		family
79	Mrs Crow is independent she moved to lakeside a year ago and started support when she moved in. Mrs Crow had stomach cancer for 5 years ago and now goes to hospital for annual checks. She signed up for support for extra piece of mind due to her health problems	Mrs Crow can manage most things on her own but does sometimes struggle when she receives forms to fill in, she therefore feels at ease knowing that she can contact her support co-ordinator to assist her with this when she needs help					Family
80	Mrs Spence struggled to deal with fillin in forms etc. She went everywhere with her husband until he died 15 years ago	The support co-ordinator helps mrs spence with fillin in forms and it gives her peace of mind having the support available if needed. Mrs Spence used to struggle in the kitchen as she couldn't stand for any length of time. The SC therefore organised an assessment with Adult Services and she was given a perching stool which made things a lot easier. Mrs Spence also joined a focus group at Lakeside	Mrs Spence attends bingo on a Wednesday night and also used to attend a knitting club. <b>She recently knitted some hats for the Innocent Smoothie drinks which was an activity that the Support Co-ordinators were getting residents involved in across the city.</b> Mrs Spence likes to be involved in social activities. She is very independent and likes to stay active so will make sure she continues to keep herself involved in local activities. She likes the Support Co-ordinator to keep her updated with local events which is discussed at monthly visits.				
81	Mrs Maddison has lived at Lakeside for over 20years with her husband. They always did everything together and went out a lot. They started receiving support as a couple. However Mrs Maddison's Husband died last year after an accident so she is still grieving	Mrs Maddison now feels more at ease with having a Support Co-ordinator as she now lives alone. She does have a good family who she sees on a regular basis but also enjoys her monthly visit from her support co-ordinator where she can discuss any problems she may have.	She is currently trying to get a move to another tower at Lakeside to be beside friends so the support co-ordinator has been supporting her with this issue				
82	Lived alone. More security.	Having a support co-ordinator make me feel secure. Having support gives me confidence. Support co-ordinator was a great help when I moved in and she helped me settle in. I know the support co-ordinator is available if I have any problems. The support co-ordinator is helping me remain independent. I have made friends and I have a better social life.			No one		
83	Reason I wanted support so I could have help when I needed it. I knew other people who had talked about the service	I have received help especially when I moved the support co-ordinator helped me with lots of things I could not manage myself. When I did move she helped me get a pendant and other aids. The support is helping me to remain independent and I feel secure knowing help is available. I have also started the sit & be fit classes in the community hall				sister	
84	Health Reasons. Moved from Hahnemann court	Having a Support co-ordinator gives me confidence. I have regular visits, pendant checks and I know help is available when required. I feel the support I receive maintains my independence				Family	
85	Health problems. Living alone & isolated	Re-assured there is someone to turn to. Aware of what is available in the area. Would like to keep being able to have support co-ordinator - gives peace of mind					
86	Lived alone, no one to turn to, no social life	Increased social life - due to social club met her current partner who she is marrying shortly. She now feels her life has a purpose. Was in social club - left due to fall out with tenant. A lot more confident	Would be willing to give other social activities a go				
87	Lonely & isolated.	Now feels she has someone to turn to. Gets out very little but appreciates regular visits and updates on what is happening in the area. Gained confidence - coping better living alone			neighbour		
88	Lacked confidence, lonely, unaware of opportunities. Health reasons	Likes the support for reassurance. <b>Now treasurer of the social club which started 2 years ago, made possible with support, help and guidance from support co-ordinator.</b> Feels this has helped increase joy in her daily life. Likes regular contact ans turns to support co-ordinator for reassurance	continue to be part of the social club and participate in other social opportunities as they come along				
89	Felt isolated - did not know how and what help was available	More confident, reassured knowing who can turn to, knowing they will have time for me. Without co-ordinator would have no social involvement	did join a social club left it due to a fall out with a tenant but will take part in other social activities				

90	I loved my flat but I could not manage the stairs. It made me almost house bound. I knew my health wasn't good and I felt I needed a ground floor. I wanted to go into sheltered accommodation.	I feel I have got security. The girls that work here are lovely. I try + keep my independence. I would recommend sheltered accommodation, positive and security. You can't fault the environment everyone who lives here are nice + it's very clean. Telecare are very good. I have no goals just be content, I am 91 years old.			Telecare		
91	Relatively fine, need support now as health + mobility getting worse	Get involved a lot with helping other neighbours and tenants. handrails + bathing equipment provided much easier getting in/out of bath. <b>We support, organise and participate in all trips, social events, bingo + fundraisers held in the scheme. I am chair person, also organises holidays for tenants. we help other tenants with computers + computer skills. Help with odd jobs in the building to support the elderly e.g. tune in TV's change lightbulbs. We actively seek funding for equipment tenants needs to enable activities + trips to continue. Gentoo has helped with funding. co-ordinator. SVS service for funding for computers</b>			SVS service		
92	I lived in a 2 bed roomed property with stairs which I found difficult as I have health problems	I feel more secure knowing someone is there to help. I have aids which the support co-ordinator arranged for me these have made life easier					Family
93	Health Reasons. Stairs in previous accommodation	Knowing there is always help on hand. The changes mean I feel more confident. I know if my condition deteriorates The support co-ordinator will assist					Family
94	Medical problems	Support co-ordinators have helped me a lot. Got a stair lift for me. Visit regularly to check I am managing. <b>Assist with filling in forms.</b> Knowing there is help at hand gives a feeling of security. Support co-ordinators have helped me to maintain my independence. <b>Mr Jobling is upset about changes in staff. The scheme has had 3 different support co-ordinators. He would like to know why this is happening</b>			Social Services		
95	moved from a bungalow. Had large garden	security. Confidence knowing there is a support co-ordinator to help with any problems. More social activities. I feel more relaxed. I know if I need any aids or help filling in forms in the future the help is available					Family
96	Health reason on medical advice. Lived in a bungalow, found it hard to manage	Social life is better. Feels more secure. I have support and help with anything I need. I attend social activities.			Social Services		Family
97	Lady's husband was alive & they moved into supported accommodation, because of his ill health husband died and the lady's health deteriorated.	Support co-ordinator has helped in many ways. Lady has more friends & a much better social life. Attends social outings, bingo, coffee mornings. Feels more confident knowing there is a support co-ordinator to help. Has joined the sit & be fit classes					Family
98	Stairs, House was too big	Security, social activities, made friends. Gets a visit and pendant check and help with any problems. Enjoys chair based exercises.				no-one	
99	Didn't feel as secure. Not much of a social life.	Feels more secure. Better social life, made more friends. Yes more confident going out, involved in keep fit					Family
100	I moved from Hahnemann Court with the help of family and support co-ordinator	Enriched. I feel secure & I know help is at hand when I need it. I get regular visits & pendant checks. I am a private person so I don't engage in the social activities. I prefer to spend time with family			Adult Services		Family
101	<b>We were less informed</b> and didn't have the luxury of a housing representative on hand	The co-ordinator check out pull-cords on a monthly basis which makes us feel safer. He also arranged for my wife to have a personal pendant which is reassuring. <b>He is also on hand if we have any enquiries.</b>	There has been positive effects from this service as I've said, but this question isn't really applicable			no-one	
102	<b>We felt less informed.</b> We had less of a social life	We have a more active social life as we attend the parties at Albany house. <b>Stephen keeps us up to date with what happening in the community. Stephen keeps us up to date with the social activities happening in Albany House so we attend these</b>				no-one	

103	We were happy as most people are. We have a good family who we see regularly. It's nice to know someone is there to assist you if you need it. If we're worried about anything then we can speak to the co-ordinator	Well as I said, it's nice to feel someone is there to help. We also enjoy the social events held in Albany house. Stephen keeps us updated and informed. Well we take advantage of the events held in Albany house. We don't really have any goals or ambitions, at this time in our life, we just want to feel contents. That's about as ambitious as it gets.					
104	I had 2 break ins in my previous property. I felt very vulnerable. I didn't need support, only security.	If I have any complaints or repairs I can visit the office. How would elderly people complain or get information if they couldn't get out to a Gentoo office. Having a Gentoo staff member on hand is very handy. I feel I can easily approach them with any queries			No-one		
105	Some days you feel bored and isolated as I'm not keen on some of the people who attend the lunch club so that spoils it. I moved in here with my mother and stayed after she passed as I needed home support	I like it in here as I can speak to someone if there's trouble (co-ordinator)	No changes	Assigned care manager			
106	I lost my husband, I was getting depressed. I sometimes wouldn't open my mouth in a whole day. In here I can walk along the corridor and speak with you (co-ordinator) and other people	I don't know. I've always had someone here to help me in the building (Warden before the co-ordinator) There's been no changes really throughout my time here. I have/had no goals and ambitions. I do feel more confident living here with a staff member on sight who I can report problems to, like repairs etc.					
107	neighbourhoods. I had homecare visit me in my previous property so apart from the better meals from lunch club (adult services) there is no real	Better meals (lunch club) and security (more people, staff around). I have no particular goals or ambitions (to be painfree would be nice)	No				
108	I had lots of strokes, although I had carers visit my home, my GP thought it would be better in sheltered. I don't find any difference living here than in my previous accommodation	My repairs are reported. I feel secure in here with the door entry system and all my neighbours are my own age. I haven't had or been through any real changes.		Carers	Family		
109	Difficult, couldn't manage stairs in own property, property too big, garden too much to manage, used to sleep downstairs in living room on a recliner chair, couldn't get in the bath, needed support with mobility, health & safety and security.	Flat easier to manage, no stairs, toilet and bathroom on one level. Feel safer, more secure with concierge system. More convenient all round near the town for shopping. Can have a shower now as walk in shower fitted by OT services. Would recommend Gentoo to others and the services they provide.		Social Services			
110	Fine, quite independent. Needed support because arthritis has deteriorated, was becoming isolated	Bathing equipment + hand rails in the flat provided, helps me stay independent and safe. Family don't need to come over to help, don't worry now, can manage independently. Use social facilities in the block now made new friends, 12-15	Yes, I help others in the block with fundraising for charities e.g. Childrens, special needs charity, police, fireman + lifeboat services	Neighbours & Tenants, Gentoo,			
111	No-one available to offer support i.e. Visit, pull cord check, lived with mother who passes away, had no support available	Gained confidence in the knowledge that support is available through the support co-ordinator	Positive changes, continue to maintain independence	friends		family	
112	Unable to use bath due to poor mobility and lack of confidence in the bathroom	Bath seat fitted with support from support co-ordinator giving more confidence in the bathroom and more independence. Even though independent, confidence and re-assurance knowing support is available through support co-ordinator. Very independent even with poor mobility					
113	Lived with wife in private accommodation but was devastated at wife's death, moved in to multi-storey property and only had occasional visit from family	now more positive with contact from support co-ordinators and regular visits. Positive changes but remains house bound due to poor mobility				Family	
114	Due to wife having heart attack needed smaller accommodation (1989) moved into Sunderland housing property. Wife is constantly in and out of hospital so husband is in need of support	Become more comfortable and relaxed knowing support co-ordinator is available. Changes have been positive but both are still quite independent, therefore only require support from co-ordinator as and when required.		telecare, hospital social care team			
115	No contact with Gentoo representative to air problems or concerns until contact with support co-ordinator, fear of deteriorating health	Peace of mind knowing co-ordinator will visit to check pull cord and deal with any problems if able to, knowing support is available as and when needed. Positive in knowing that I can contact the co-ordinator if any problem occurs or ask for support with any forms that need filling in that I wouldn't have been able to fill in before contact with support co-ordinator	The Older Persons Support Service SROI Evaluation 2011	Family	69		

116	No help available locally with benefit claims, filling in forms etc. Poor mobility and having to travel into town to citizens advice bureau caused a lot of problems	More confidence in knowing support is available, attend activities and events locally and kept informed of local activities and events dates by support co-ordinator	Positive change, keep attending social events and activities when notified of their time and date	friends			Family
117	No Help available to sort out any housing problems or support with claiming benefits, filling out forms etc. Unaware of social activities within the area, felt socially isolated, didn't know they could attend activities	Better social life, attend albany house regularly, met up with old friends and now keep in regular contact with them. Confidence has grown since contact with support co-ordinator	Positive changes yes, will continue to attend social activities and keep in contact with old friends	Gentoo			Family
118	No support available, pull cord unchecked	Not a big impact. Just peace of mind knowing support is available from co-ordinator if needed	maintain my independence and live in my own home for as long as possible				Family
119	It was ok, I have a good family	The co-ordinator keeps me updated with what's going on in the community. It makes me feel more part of it. I also have a personal pendant and a taxi card because of the co-ordinator. Well having the taxi card I acquired with the assistance of the co-ordinator means I can go into the town more. If I didnt have the card I couldn't afford the taxi.					
120	My daughter visits daily so life wasn't really different	The co-ordinator keeps me up to date and I know that he's there if I have any issues. My daughter supports me. I dont really have goals and ambitions, I'm 83 and in pain most of the time.					daughter
121	I lost my husband before moving here and was afraid of living alone	Support has had a big impact on my life. I have better piece of mind & can now do more. I now know if I need anything someone can advise me on this. I will continue to contact support staff if I need anything					
122	Life was ok but I struggled with certain things for example getting in and out of the bath	Having support and someone to contact if I'm concerned about anything has had a positive impact on my life. Everyone is friendly & approachable. I know have a bath seat which has made a big difference to me - I can bathe alone and feel more confident. I will continue to use bathing seat and know that if there's anything I can't manage I can contact the support staff			Adult Services		
123	Life was ok before but it is much better now that I receive support	My support co-ordinator helps me with everything for example, when my oven broke I asked my support co-ordinator advice & she helped me with insurance forms etc. I feel much safer with this support and if I am unwell I can contact my support co-ordinator who can visit. My support co-ordinator advises me on local events & activities which I now attend so my social life has improved greatly	I will continue to attend local events & activities and now I know what to do if I ever need any help, contact support co-ordinator				
124	I had ill health	We manage better - Our family works a lot so having a support service is a comfort although I'm pretty independent. If my health or anything changes I know I can increase my support					
125	I was very unhappy and unwell	Myself and my husband manage a lot better now> Our family work a lot and so it's good to have support staff to contact if we need anything. My support co-ordinator just recently contacted the district nurses to request a commode for me which I didn't know could be done but will make a big difference to me. I know that if there is anything I need, to contact my support co-ordinator.			District Nurses		
126	I lived in a large house and couldn't manage the stairs. I did not feel secure living alone after losing my husband	I feel a lot more secure since living in supported housing. I feel with a support co-ordinator I can tell her anything and she will try and help me with any problems. I know the support co-ordinator is handy for any problems. I now have a bath seat to get in and out of the bath thanks to my support co-ordinator which has made a big difference. I feel I can keep my independence through my support etc. If anything else becomes hard to manage I will inform my support co-ordinator. My support co-ordinator contacted adult services from my bathing seat			Adult Services		
127	I had bad neighbours in my last home and so moved here	I feel safer now that I live in supported housing. If my situation changes I will approach support co-ordinator for help.	The Older Persons Support Service SROI Evaluation 2011 70				

128	I lived in a prefab that was going to be pulled down	I now have somebody to talk to if I have any problems. I feel safer. My morning calls are fantastic - make me feel safer. I will continue to get morning calls for piece of mind	I will continue to get morning calls for piece of mind				
129	No support available to help with benefit claims, filling in forms etc.	Attended activities and social events organised by Gentoo, met new people and became socially active	Positive changes, keep attending social events, remain living independently but still keep socially active	people met at social events and activities			
130	No support available, deteriorating health problems	Peace of mind support available, more confident filling out forms with support of co-ordinator, family pleased that support is at hand and feel much safer in supported accommodation. Feeling secure in her own home, knowing support is available from support co-ordinator if needed.	Changes have been positive, continue to live independently		Telecare		
131	Fine before supported accommodation, then needed support because of mobility/falls, became isolated & lonely, old flat too far from family & friends for them to travel every day	Feel safer, more secure, an get around a lot easier. Less worry for family, daughter can stay over if I feel poorly. Can spend more time with family at caravan easier to get to the shops and town. Lived this area all my life. Join in socials, bingo, trips organised by the co-ordinator and the tenants committee	Yes, to tell others and encourage them to join in activities. To look forward to a happier future and the birth of my great grand daughter.	Tenants committee			Family
132	Family used to come more often to meet my needs. Needed the support for health & mobility needs. Co-ordinator & initiative is brilliant "invaluable" on the scheme	Feel more safe, secure, have good neighbours. Son worries less now about my health. Co-ordinator "got me the telecare unit". I don't have anything to do with the residents committee now because of a fall out, and don't want to. I socialise with family now. The co-ordinator, a great lad, and absolute star, so easy to talk to, reassuring if you have any problems or concerns.	No, only to remain	Colostomy association	Health professionals		
133	Struggled a lot before moving here. Support needed because of hearing, health & mobility. No stairs are great.	Co-ordinator + Social Services provided a lot of equipment that I didn't have before, bathing equipment, telecare, rails, hearing aids. Feels a lot safer and secure here, would never move anywhere else. Join in coffee mornings to socialise which is great, never had that before. Computers are great + gardens beautiful to sit in summer, trips are great, always something going on.	Recommend family move into multi's schemes, mother + sister have moved in. Lots going on, would recommend to others. Don't have to worry about anything, just have to ask caretaker or co-ordinator. You can get involved in as much or as little as you want + can go to other socials in Gentoo multi's				
134	Had a nasty fall + lots of other falls, lost confidence, felt frightened, family worried all of the time, I wouldn't go out, needed to be in a place with no stairs and security. Felt very depressed	Feel safe, secure, have good friends in the building, feel looked after, no stairs, lots to do, take part in if you want to socialise, good neighbours. Feel much happier now, family dont worry as much, can do everything I want without leaving the building, even a hairdresser is available. I'm 88 years old and feel happier and safer now. If I could go out of the building I would certainly recommend living here to others. I only go out if my family takes me and holds my arm	I am going to continue to go to the Bingo and coffee morning as long as I can.	friends	telecare		Family
135	Hard, couldn't manage stairs + house too big to manage. Need flat for husband, severe mobility problems and falls. Couldnt get out, isolated, couldn't go out together.	Great, can socialise together downstairs, not afraid, no stairs, family don't worry as much or need to help as much. Can spend more time with family (quality time) at weekends go out for the day, have more independence. Safe and secure knowing have 24 hour help at hand. I can go out on my own shopping etc knowing my husband has some company.	Not really, just attend socials as long as we can.	neighbours			
136	Fine, able to get out + about. Engaged in the service to meet long term health + welfare needs + to have someone who can advise us which services to go to for equipment or support if one of us is feeling anxious or ill	Equipment for bathing was provided making life much easier + safer, can get in/out of bath no problem. Able to socialise together, attend socials and bingo	On the tenants committee we help to organise trips + outings + fundraising for other tenants in the building. We help out at xmas parties or summer fetes/organising	other tenants			
137	Moved in to accommodation mainly because it didn't have stairs, but it has been very helpful having the support	I now attend monthly tenants meetings and find out what goes on locally. I have a pendant for my wrist Which I prefer and it gave me peace of mind which I didnt have before	Attend meetings more & get more involved		Telecare		
138	I had a lot of health issues and found it hard to cope as I have a bad memory	I have had a lot of support. My support co-ordinator helps me to fill out forms which is a relief to me as I find this hard. If I have any niggling problems I no longer worry about them but contact my support co-ordinator and ask their advice. Without this support programme I wouldn't know what to do	I will continue to contact my support co-ordinator if I have any problems rather than keep worrying about them.				

139	None especially, Moved into accomodation to be nearer family	I now receive morning calls everyday which makes me feel more secure. I have a pendant alarm which is tested regularly and makes me feel safe. I now also have a bath seat which has greatly improved my ability to bathe. I will continue to use my bath chair	I will continue to use my pendant alarm as I feel I can do more in my home when wearing it as I feel safer.		adult services		
140	I was living in accommodation that I liked but experienced anti-social behaviour which scared me	My life has changed. I'm not as scared/nervous. I'm pleased I have a support co-ordinator who I can approach about anything and know they visit.			Telecare		
141	I lived in a bungalow which didn't have amy local shops or a bus link near by. I also had a big house which I couldn't manage along with the garden	Since I moved into this sheltered scheme there is abus stop outside of the door which takes you straight to town. There is also local shops across the road + a post office, I also take part in the social activities, making friends. Making the most of the buses + local shops. I don't have to depend upon my family as much as can remain as independent as I can					
142	lived in a property with stairs and couldnt manage any more	Feel more secure living here, knowing someone is here most of the week + concierge control who enters building, no stairs, lift access to flat. Bath hoist put in place to enable easy access. Social activities - play a massive part in my life. <b>I look after the coffee morning, garden club, bonus ball and bingo nights. I wouldnt have done this before I lived here, improved my confidence. Support co-ordinator assisted with bathing needs due to me being unable to get in and out of bath, improved my independence.</b>					
143	husband passed away	I feel more involved and update and encouraged to attend events at the local hall which keeps me independent and I feel I am not isolated. Yes, every day, because I feel safe because there is a support co-ordinator to support my needs and encourage me to support my own every day needs		friends	support workers		
144	Moved because of poor mobility, lack of confidence	I feel more involved and update and encouraged to attend events at local hall. Yes, every day because I feel safe because there is support co-ordinators		friends			family
145	Moved because of poor mobility, and unable to use stairs	I feel more involved and update and encourage to attend events at the local hall which keep me independent. Yes, every day, because I feel safe because there is a support co-ordinators to support my needs					
146	very good but moved because of poor mobility	I feel more involved and update		friends			family
147	Health problems/isolated/very lonely - property and garden too big to manage	Life has changed dramatically, interact with friends + neighbours, enjoy social activities, peace of mind for maintenance to property. health and wellebeing much improved, was unable to go out in previous property/area as transport/shops were too far away - this caused isolation, low self esteem.More than happy with what I have, accommodation, friends, couldn't ask for more. Positive attitude since moving into supported housing. Staff, support co-ordinator, tenants, friends in the supported housing have made my life a whole lot happier		friends		tenants	
148	Health problems (heart) was unable to manage larger property, becoming more difficult to manage -stairs too much with heart problems	Life is so much easier living in supported housing - peace of mind, property excellent standard, not worrying about maintenance to property. Security. Enjoy the company of other tenants interaction with staff and social events. Tenant feels very positive about the move to peacehaven not far from where originally lived, happy to stay in the same area for local amenities, GP, bus links - couldn't ask for more, extremely happy with support of staff. Support of excellent family, support co-ordinator, support staff and the tenants of the scheme who have made me so welcome, and I am able to maintain my own independence with my own front door. Facilities are second to none.		tenants			family
149	Support needed for wife who is now deceased, when wife was mobile used to travel, lake district, long walks out and about most days	Able to socialise together, play bingo + dancing when wife was alive. Still able to socialise as knows everyone in scheme socials. Felt safer, more secure, knows help readily available. Independence as a single person. <b>Family don't worry as much knowing help available</b>	The Older Persons Support Service SROI Evaluation 2011 72	Tenants			

150	quite active + got out a lot before my fall. Lost confidence, frightened to go out after the fall.	Now have someone to visit and talk to. Know can rely on co-ordinator. <u>son</u> <u>happier knowing I have someone to support me</u> . Feel safer, secure knowing I am well looked after, I am 92 just look forward to reaching 93. <u>Not really "don't understand what you mean"</u> would recommend a co-ordinator " I am sick of questionnaires all the time" <u>No longer have ambitions, just to stay healthy and</u>		tenants	Age UK			
151	The same	I feel I can get more involved with social activities		friends			family	
152	Mr Banks previously lived in Silksworth. The reason for his move into multi storey accomodation was the loss of his wife and a to move to a safer environement	Sunce taking up the support in 2009 Mr Banks only receives a monthly visit as he wished to remain as independent as possible. <u>However he does look forward to the visits to find out what's new for social events</u> and just for a bit of company "life can sometimes be a bit lonely if you let it" The Support Co-ordinator has refferred him for a 'befriender' and gave information on joining a compuer class in the building. Mr Banks feels the visit encourages him to be more active & independent for all he has not taken up any activities at present and through more gentle persuasion by staff he will build up more confidence to achieve results						
153	Mr White previously lived in a 3 bedrommed property. The reason for his move into multi-storey accommodation was able to maintain a smaller tenancy	Since taking up support in 2007 Mr White at present only receives a monthly visit as still quite mobil and was introduced to support when ill. Mr White does look forward to the visit as he feels that if there was deterioration in his health that the staff would be there if there was anything he required and also for a 'change in face'. For all Mr White is quite a lot more independent than most he does feel the visit is a positive contribution as a monitoring tool for him personally						
154	Mr McDonald previously lived in another part of the contry. The reason for his move into multi storey accommodation was the break up of his marriage and a burglary	Since the support was introduced in Spetember 2010 the main thing that has impacted/changed Mr McDonald's life is the daily contact and monthly visit with the support co-ordinator. Previously Mr McDonald was in good health and enjoyed cruising around the world and dancing twice weekly. However, since his health and mobility has deteriorated he is not able to do the things like he used to which makes him feel quite isolated. The morning calls have left mr McDonald feeling safe knowing if he is ill or has fallen that the staff would be contacting him. The visits have given him a purpose in life to get up and get dressed knowing he will have some company. Mr McDonald feels that because of the calls he can go out more just knowing in his words that he is "alive and kicking" and then even if he does not meet or talk to another human being the staff will						
155	Mrs Usher previously lived in privately rented accommodation in Southwick. The reason for her move into multi storey accommodation was the loss of her husband and being burgaled 3 times	Since the support was introduces into the multi's in 2007 the main things that have impacted/changed Mrs Ushers life are the fitting of a secondary telecare unit - phone system - due to falls, a bathing assessment which resulted in grab rails & a bath seat been fitted and also the daily contact with the support co-ordinator. These simple things have meant that <u>Mrs Usher does not have to rely on family support as much as this has made her more independent as</u> he does not now need support to bathe as she uses the equipment and has reassurance from the daily call and back up pendant. She also feels less isolated and is aware that if she requires any extras she only needs to ask. Having assitional equipment has given Mrs Usher confidence ans the ability to more mobile as she is aware that help would be immediately available ahtand if she has a fall or accident, where in the past she would not have attempted things as she has previously fell and lain for hours until her family visited.		Telecare, adult services			family	
156	Wife poorly	Gets morning call, gives security but has good family relationships. Keeps independent	To be able to live longer in property		social services			
157	Age - unable to manage	Phone calls give <u>reassurance to herself and family who live out of area</u>	yes would never want to leave house & knows other things are available when required to stay at property	neighbours	social services		family	

## Appendix 4      Audit trail

**Outcomes not included in the analysis***The Older Person*

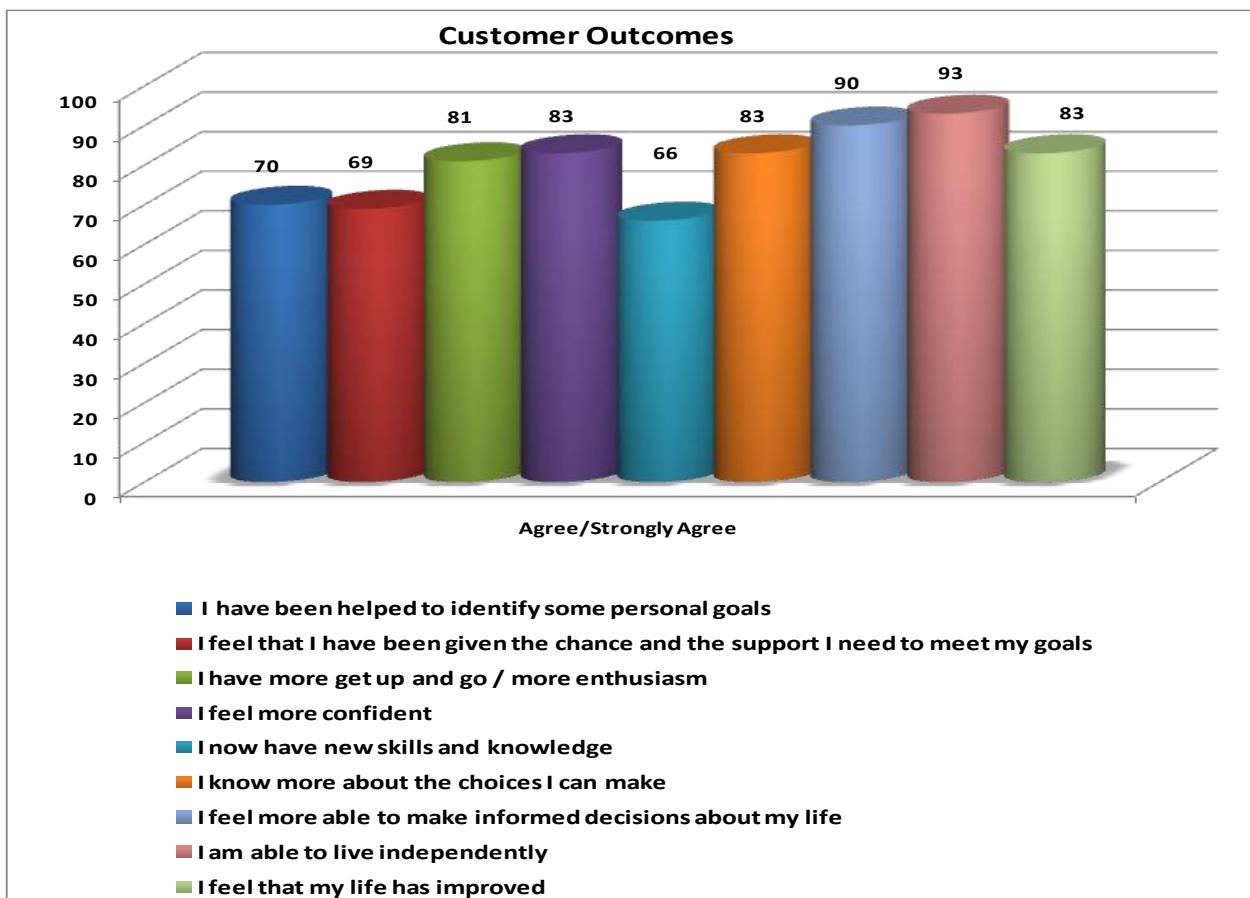
There were 80 references made by customers in relation to “improved confidence”, these were not included or valued in the study as following analysis it was deemed they were part of a chain of events.

1 customer indicated that they had learnt computer skills as a result of a computer project in one of the schemes, this was excluded because it was unclear what impact was generated from this and research revealed that there were a number of computer courses available for free across the city.

The report referred to annual customer survey which was designed to measure Gentoo Livings expected outcomes for Aim 1 *“to enable people to fulfil their ambition”*. This data, although provides a very good benchmark against those expected outcomes it lacks in measuring what matters for the stakeholder therefore it was excluded from the study.

The percentages of customers agreeing or strongly agreeing with the expected outcomes are shown in the chart and shows the outcomes achieved by most customers include;

- 93% feel more able to live independently
- 90% feel more able to make informed decisions about their life
- 83% feel their life has improved, they know more about the choices they can make and feel more confident



As a result of the study the evaluation process now incorporates questions in relation to both expected and unexpected customer outcomes to enable comprehensive impact measurement.

### The Family

➤ **Families worry less about their family member**

Consultation did not directly take pace with families. However a number of statements were made by the residents which indicate potential changes for their families;

- *Given assurance to herself and family who live out of the area*
- *Does not have to rely on family support as much as this has made me more independent*
- *Son happier knowing have someone to support me*
- *Family don't worry as much knowing help available*
- *Family don't worry as much or need to help as much*
- *Family worries less now about my health*
- *Less worry for family, daughter stays over if I feel poorly*
- *Family pleased support is at hand*

- *Family don't come over to help, don't worry now*
- *It is better for my family and me*
- *Feel better knowing I don't have to rely on family*

In total 10 references were made about the service having an impact on their family, consultation did not directly take place with families however following this study Gentoo Living have recommended that they implement family consultation into the consultation process.

### The Wider Community

- ***People have improved access to social contact and company***

Invitations to the community events are extended beyond the schemes and there are a number of residents from outside of the support service who visit and participate in the events organised through the scheme. The activities are generally very local to communities and are priced lower than standard similar activities.

A database is used to record non resident attendees to all events. There were 560 occurrences of people attending an activity from 23 people therefore 2 people (10%) from the wider community have been counted.

### Charitable Organisations/Community Groups

- ***Charities and community groups have a greater chance of sustainability through people volunteering on the committee***
- ***Charities receive more income through fundraising events***

During consultation with the residents 9 people indicated that they participate in activities that benefit the community group – either through being a board member or through raising money.

4 people said they organise/ run activities for residents/community groups

- *....socially active and involved in running activities. I do not get depressed now and very happy organizes trips for other residents e.g. coffee mornings/lunches etc...*
- *We support, organise and participate in all trips, social events, bingo + fundraisers held in the scheme. I am chair person, also organises holidays for tenants..... We help other tenants with computers +*

*computer skills. Help with odd jobs in the building to support the elderly e.g. tune in TV's change light bulbs. We actively seek funding for equipment tenants needs to enable activities + trips to continue.*

*Gentoo has helped with funding....*

- *I look after the coffee morning, garden club, and bonus ball and bingo nights. I wouldn't have done this before I lived here....*
- *On the tenants committee we help to organise trips and outings and fundraising for other tenants in the building. We help out at xmas parties or summer fetes/organising*

### 3 people said they participated in fundraising events

- *.....some have helped knit and crochet to fundraise for the blue lamp society and other charities, Macmillan, baby unit ..... at the moment we are raising money for the blue lamp appeal, when we have reached £1000 or £500 we then support another.*
- *.....I help others in the block with fundraising for charities e.g. Children's, special needs charity, police, fireman + lifeboat services*
- *....recently knitted some hats for the Innocent Smoothie drinks which was an activity that the Support Co-ordinators were getting residents involved in across the city.....*

### 2 people said they give their time to assist and help residents or community groups

- *Involved in sunflower competition became active in customer panel..... to keep involved in customer panel*
- *Now treasurer of the social club which started 2 years ago....*

In addition, schemes regularly have fund raising events and monies raised goes to a number of charities. There were 33 charities listed as benefitting from fund raising events across all of the schemes (10% of which is 3) during the study period, the average amount of monies raised from each event totalled £100.

### The Health Authority

- ***Reduced risk of accidents and falls in the home***
- ***Reduced risk of admission to hospital through reduced trips and falls in the home***
- ***Less cost associated with treating depression***

Support co-ordinators carry out a risk assessment which identifies the need for any aids or adaptations required to improve mobility in their home or remove obstacles which may increase the risk of a fall. In addition to this, staff are trained to detect trip or fall hazards

when they visit residents in their home and take action when and where required. The Commissioner also made reference to the Support Co-ordinators knowledge and the actions they take reducing the potential risk of falls.

No consultation has been carried out with health professionals to substantiate these findings and this together with the lack of credible data has prevented them from being recognised as definite outcomes in this evaluative study, however it has been recommended that future systems facilitate gathering of this data and consultation with health professionals is carried out.

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