

MEAM

Year 5 evaluation: technical appendix

October 2022



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1 Evaluation methodology

1.1 Overview of methodology

This is the technical appendix for year 5 of the MEAM Approach evaluation, based on data covering the period April 2017 to March 2022. The evaluation explores the implementation and impact of local work developed using the MEAM Approach in 36 local areas¹ across the five-year evaluation period.

34 of these local areas² have taken part in the evaluation at some point over the course of the five-year period by participating in either or both of:

- Primary qualitative research undertaken with stakeholders in local areas.
- The analysis of client-level quantitative data gathered via the common data framework (CDF) over the five years of the evaluation.

29 local areas³ were involved in the evaluation during year 5.

Figure 1 summarises the methodology for year 5 of the evaluation. A more detailed description of each method used in year 5 is included in sections 1.4 to 1.9.

Figure 2 overleaf summarises the methods used across years 1 to 5 of the evaluation.

¹ This number includes Oldham, which joined the national MEAM Approach network and evaluation in year 2 but was not included in this evaluation after the establishment of the Greater Manchester network in year 4.

² Winchester and Redbridge did not take part in any elements of the evaluation research.

³ This total includes Halton and West Berkshire, which left the network prior to the start of year 5 (April 2021) but had provided client-level data via the CDF prior to their departure, which was included in the year 5 analysis. Three areas did not participate in the year 5 evaluation as they had left the MEAM Approach network prior to the start of year 5 (April 2021) and had not provided CDF data prior to departing. Four areas remained part of the network in year 5 but did not participate in primary qualitative research or provide data via the CDF.

Figure 1: Year 5 methodology



Figure 2: Summary of methods used across years 1 to 5 of the evaluation

Method	Evaluation Year				
	Year 1	Year 2	Year 3	Year 4	Year 5
Client interviews	-	Interviews with 27 clients supported by work developed using the MEAM Approach in five local areas.	-	Case study interviews with five people who had received effective mental health support.	-
Local staff consultation	30 interviews with staff and stakeholders from across 23 local areas and five regional workshops with 73 ⁴ representatives.	29 interviews with staff and stakeholders involved with work developed using the MEAM Approach in five local areas.	21 interviews with local area leads in 21 local areas. 16 interviews with other professionals supporting clients from five local areas.	Three focus groups with programme leads from 24 local areas. Interviews with 14 mental health partners from 10 local areas. In-depth research in six local areas, consisting of engagement with at least five	26 joint interviews with local area leads and their partnership managers from 26 local areas.

⁴ Two stakeholders provided written feedback instead of attending workshops.

Method	Evaluation Year				
	Year 1	Year 2	Year 3	Year 4	Year 5
				stakeholders in each area through interviews and focus groups.	
Local staff E-survey	-	211 responses received from 19 local areas	213 responses received from 22 local areas	236 responses received from 27 local areas	153 responses received from 26 local areas
Observation of strategic and operational meetings	-	-	Observation of ten strategic and operational meetings across five local areas.	-	-
MEAM staff consultation	Interviews with 12 members of MEAM staff.	Focus group/ interviews with eight members of MEAM staff.	Focus group/ interviews with 12 members of MEAM staff.	Focus group/ interviews with nine members of MEAM staff.	Focus group/ interviews with nine members of MEAM staff.
Review of relevant programme, evaluation and policy documentation	Reviewed relevant programme, evaluation and policy documentation.	Reviewed relevant programme, evaluation and policy documentation.	Reviewed relevant programme, evaluation and policy documentation.	Reviewed relevant programme, evaluation and policy documentation.	Reviewed relevant programme, evaluation and policy documentation, including Fulfilling Lives reports and

Method	Evaluation Year				
	Year 1	Year 2	Year 3	Year 4	Year 5
					previous MEAM Approach evaluation findings.
Common data framework	-	Analysis of anonymised client-level data relating to 373 clients from 14 local areas.	Analysis of anonymised client-level data relating to 579 clients from 20 local areas.	Analysis of anonymised client-level data relating to 785 clients from 25 local areas.	Analysis of anonymised client-level data relating to 924 clients from 27 local areas.

1.2 Collaboration

We have worked in collaboration with an expert by experience research group to deliver this evaluation. Eight experts by experience have been involved in the research group over the course of the evaluation, seven of whom have supported the year 5 evaluation. Throughout year 5 we collaborated with the research group to:

- Design the research tools for interviews via two virtual workshops.
- Carry out the qualitative research with local MEAM Approach leads and their partnerships managers.
- Analyse the qualitative data collected during fieldwork as part of a qualitative analysis workshop.
- Sense-test the year 5 findings, structure and final report through two sense-testing workshops.

Section 5 provides more detail on collaboration with the expert by experience research group in year 5.

We have also worked collaboratively with MEAM, local areas and experts by experience since year 1 of the evaluation to:

- Determine the evaluation questions and the thematic research questions.
- Develop an evaluation framework which outlined how we would address the key evaluation questions.
- Implement the evaluation methods.
- Design, discuss and agree research tools and approaches.

1.3 Limitations

The evaluation seeks to be as robust as possible within the time and resources available. However, there are some key challenges and limitations to the evaluation:

- **The roll-out of the MEAM Approach and local work relating to it is a large-scale and complex programme taking place across a high number of different sites.** Within the resource for the evaluation it is not possible to focus in detail on all local variations in implementation and impact. Instead, the evaluation seeks to focus on key stakeholders' priority evaluation questions and areas of interest. We have used a mixed multi-method approach so that we can triangulate findings to make sense of this complexity.
- **Attributing impact to the MEAM Approach and local work developed using it is challenging** because:

- It was not possible to use Randomised Control Trials or Quasi-Experimental evaluation approaches within this evaluation. These are generally acknowledged as strong methods in attributing impact to specific programmes and to ruling out the influence of other factors on outcomes, but they are more difficult to implement in relation to multi-faceted programmes in complex systems. However, using a mixed multi-method approach allows us to make judgements concerning attribution and emerging areas of impact and good practice.
 - It has not been possible to measure local areas' fidelity to the MEAM Approach – given the complexity and specificity of each area's local context and the fact that the MEAM Approach is a non-prescriptive framework, it was not possible to develop a suitable tool for measuring fidelity. As a result, we have not been able to explore whether there are links between a local areas' fidelity to the MEAM Approach principles and the outcomes they are achieving.
 - It takes time for impact to be achieved and to become evident in programmes with a focus on system change. However, in year 5 we are in a better position to assess impact in this domain than in previous years.
- **We do not know whether the quantitative evidence of positive outcomes can be generalised** to wider populations of people experiencing multiple disadvantage. There are two key strands to this:
 - **Generalising findings to the wider CDF cohort.** The gender and ethnic background of people whose data is included in the outcomes analysis samples is relatively representative of the people included in the CDF dataset (although women are slightly under-represented in the NDTA and sample A accommodation analysis). However, there may be other important differences between the group of people on whom we have valid outcomes data and the group on whom we do not have valid outcomes data. As such, we cannot be confident that our analysis samples are representative of the wider group of people on whom we have data.
 - **Generalising findings to the wider population of people experiencing multiple disadvantage.** The CDF dataset includes data on a sample of people from a wider population of people supported by interventions developed using the MEAM Approach in local areas.⁵ People with some characteristics and backgrounds are likely under-represented amongst the people in the evaluation dataset. The group of people on whom we have data have a similar profile to the population of people experiencing multiple disadvantage estimated in the [Lankelly Chase Hard Edges report](#) and those who were supported through Fulfilling Lives⁶ – i.e. predominantly white and in the case of the CDF

⁵ Reasons for this include the fact that some local areas only provided data on a subset of the people they support to ensure time spent on data gathering was proportionate and that some people did not consent to their data being shared with the evaluation.

⁶ CFE Research (2019). *Briefing: Understanding multiple needs*.

cohort two thirds male (see section 3.3). These estimates were updated by Lankelly Chase in 2020 in their report [Gender Matters](#) to take better account of gender and experience of violence and abuse. Women, people from racially minoritised backgrounds and people from the LGBTQI+ community tend to be under-represented in population estimates and under-represented amongst people accessing support services (as identified in this [report for Nottingham City Council](#)) and it is likely that the same is true for people on the MEAM Approach cohorts in local areas.

This likely under-representation means that we are less able to generalise findings about outcomes for these groups, who are likely to have different experiences and different needs.. These groups are also likely to be experiencing additional barriers to accessing support, meaning that MEAM Approach partnerships need to explore approaches to making their support more accessible and representative of local need. MEAM has highlighted this issue in its recent strategy and is creating spaces across the network for these issues to be considered and acted upon.

- **Assessing changes in culture and attitudes via the staff e-survey is challenging** because:
 - Large fluctuations in the number of respondents from each local area each year mean there is little consistency of respondents across the years, therefore reducing the scope for meaningful analysis of change in attitudes over time.
 - Many of the survey questions are subjective and depend on the standards respondents hold themselves to. It is not known how sensitive to change these questions are, but it is plausible that these standards may change as attitudes and cultures change.

1.4 Common data framework (CDF)

1.4.1 Overview

Anonymised data were collected quarterly from each MEAM Approach area using a common data framework (CDF) since the beginning of the evaluation. The CDF was used to collect the following data types for all people supported by interventions developed using the MEAM Approach in each area who consented to their data being shared:

- **Homelessness Outcomes Star (HOS)**, which measures change across ten areas of a person's life.
- **New Directions Team Assessment (NDTA)**, which measures change across ten areas of a person's life.
- **Accommodation data**, either self-reported or from administrative sources (including accommodation type at the beginning of support; accommodation

type at the end of each quarter; and number of days per quarter spent in different accommodation types).

- **Service use data**, either self-reported or from administrative sources (the number of instances of use of five different unplanned service types in the 12 months prior to start of support and during each quarter of support).

The year 5 report includes data covering quarters 1 to 20 of the evaluation (1 April 2017 to 31 March 2022) from 924 people experiencing multiple disadvantage who started receiving support from interventions developed using the MEAM Approach during this period. These data were analysed to understand changes experienced by people as well as the economic impact of these changes. An overview of the CDF cohort and the results of this analysis are presented in section 3.

1.4.2 Approach to analysis

Selection of approach to analysis

The evaluation team took the following steps to agree the approach to analysis of the year 5 CDF data:

Step 1: agree and prioritise a menu of possible approaches to analysis with MEAM.

Step 2: clean the CDF data available at the end of year 5, assess data quality and calculate the valid sample size for each of the proposed approaches.

Step 3: agree final approaches to analysis with MEAM based on a) the results of the data quality check, b) the previously agreed prioritisation of approaches, c) comparability with the Fulfilling Lives evaluation conducted by CFE Research, and d) building on the robustness and validity of the approach taken in previous years.

Approaches to analysis

The selected analysis approaches and valid sample sizes are described in Figure 3. The footnotes to the table describe some exceptions which were made to the exclusion criteria to a) enable as large a sample size as possible whilst remaining faithful to the principles of the criteria and b) minimise the risk of including partial service use data.

Figure 3: Description of approach to analysis and valid samples for HOS, NDTA, accommodation data, and service use data in the year 5 report

Data type (n)	Sample criteria	
HOS (n=117)	<p>People who have been supported during at least six quarters, with the following HOS available:</p> <ul style="list-style-type: none"> Time 1: HOS is dated between two months before and three months after start of support (“start”). Time 2: HOS is dated 10 to 14 months after start of support (“12 months”). Time 3: HOS is 16 to 20 months after start of support (“18 months”), and 4 to 8 months after the time 2 HOS. 	
NDTA (n=130)	Same as HOS sample described above.	
Service use data (sample A: n=141 to 179; sample B: n=298 to 362)	<p>There are two samples for service use analysis. Sample A is the priority approach that is used in both the service use and economic analysis reported in the main evaluation report. Analysis on Sample B has been conducted in order to explore change over a shorter time period for a larger number of people, and any particularly useful findings from this analysis have also been highlighted in the main report.</p>	
	<p>Sample A</p> <p>People who have been supported in at least eight quarters, with data for a specific service type for the 12 months prior to support and for their fourth and eighth quarters of support:</p> <ul style="list-style-type: none"> Time 1: ¼ of 12 months preceding start of support Time 2: Fourth quarter of support Time 3: Eighth quarter of support ⁷ 	<p>Sample B</p> <p>People who have been supported in at least four quarters, with data for a specific service type for the 12 months prior to support and for their fourth quarter of support:</p> <ul style="list-style-type: none"> Time 1: ¼ of 12 months preceding start of support Time 2: Fourth quarter of support ⁸

⁷ 6 to 10 people in this sample ended support during the eighth quarter. For these people we have instead used the seventh quarter of support as a proxy for eighth quarter. This is because full data has often not been available for people's final quarters of support.

⁸ 27 to 29 people in this sample ended support during the fourth quarter. For these people we have instead used the third quarter of support as a proxy for fourth quarter. This is because full data has often not been available for people's final quarters of support.

Data type (n)	Sample criteria	
Accommodation data (sample A: n=170; sample B: n=316)	As with service use, there are two samples for accommodation data. Sample A is the priority approach that is used in both the service use and economic analysis in the main evaluation report. Analysis on Sample B has been conducted in order to explore change over a shorter time period for a larger number of people, and any particularly useful findings from this analysis have also been highlighted in the main report.	
	Sample A People who have been supported in at least eight quarters, with accommodation data for first, fourth and eighth quarters of support (all nights in quarter accounted for). ⁹ <ul style="list-style-type: none"> • Time 1: First quarter of support¹⁰ • Time 2: Fourth quarter of support • Time 3: Eighth quarter of support¹¹ 	Sample B People who have been supported in at least four quarters, with accommodation data for first and fourth quarters of support (all nights in quarter accounted for). ¹² <ul style="list-style-type: none"> • Time 1: First quarter of support¹³ • Time 2: Fourth quarter of support¹⁴

⁹ Allowing for a leeway of +/- 2 days on the total number of days in each quarter.

¹⁰ 36 people in this sample started support in the last month of a quarter but did not have accommodation data available until the second quarter of support. For these people, data from the second quarter of support were used as proxy baseline data.

¹¹ 8 people in this sample ended support during the eighth quarter. For this group of people we have instead used the seventh quarter of support as a proxy for eighth quarter. This is because full data has often not been available for people's final quarters of support.

¹² Allowing for a leeway of +/- 2 days on the total number of days in each quarter.

¹³ 46 people in this sample started support in the last month of a quarter but did not have accommodation data available until the second quarter of support. For these people, data from the second quarter of support were used as proxy baseline data.

¹⁴ 22 people in this sample ended support during the fourth quarter. For this group of people we have instead used the seventh quarter of support as a proxy for eighth quarter. This is because full data has often not been available for people's final quarters of support. Two people required proxies for both time 1 and time 2 data.

Selecting the service use baseline period

In previous evaluation years we have used service use data from people's first quarter of support as a proxy for service use prior to the start of support. This year we have been able to use service use data from the pre-support period because the valid sample is sufficiently large (141 to 179 people depending on which service use type) and includes data from a wide enough spread of local areas (18 to 21 areas).

Figure 4 shows a statistically significant difference in the number of nights in prison and the number of non-elective acute admission days between the pre-support period and the first quarter of support. Using data from the first quarter of support may therefore under-estimate the amount of time the group spent in prison before the start of support, and over-estimate the amount of time the group spent in hospital for acute non-elective admissions before the start of support. We have therefore used service use data from the 12 months prior to support (adjusted to quarterly levels) as the service use baseline in year 5.

Figure 4: Comparison of service use in the 12 months pre-support with first quarter of support

Type of service use	Sample size	Previous 12 months / 4	First quarter	Statistically significant difference?
A&E	474	0.8	0.9	No
Non elective acute admission days	477	0.9	1.9	Yes
Mental health admission days	522	0.7	0.8	No
Arrests	554	0.7	0.8	No
Nights in prison	543	8.8	6.7	Yes

Inclusion of data on nights in prison

As in previous years, nights in prison are included in the analyses of both service use data and accommodation data in this appendix because they are relevant to both:

- Nights in prison represent involvement with the criminal justice system, which would reduce if work developed using the MEAM Approach enables successful outcomes in this area. In this sense, they are a type of “service use”, which is a focus of work developed using the MEAM Approach and the evaluation.
- People who spend nights in prison necessarily also spend fewer nights rough sleeping, staying with family and friends or staying in other types of accommodation, making it relevant to our understanding of their accommodation situation.

The analyses of service use data and accommodation use data are based on different samples. This means that the reported findings relating to nights in prison vary in the different analyses.

To avoid representing the cost of prison twice within the evaluation findings, the cost of nights in prison is only included in the economic analysis relating to service use data. This is because its primary function is as a criminal justice intervention and not an accommodation option.

Economic analysis

To understand the economic implications of changes identified for people, we have applied economic tariffs to the service use (Figure 5) and accommodation (Figure 6) analyses where applicable. These tariffs were agreed with MEAM and CFE Research with the aim of ensuring the MEAM Approach evaluation findings are comparable with findings of the national Fulfilling Lives evaluation. They are the same tariffs as those used in years 3 and 4, updated to 2022 levels using the most recently available versions of the tariffs and adjusting to account for inflation ([using an online inflation tool](#)).

Figure 5: Service use cost tariffs

Type of service use	Tariff	Source / information
A&E attendances	£203 per attendance	NHS England (2021) <i>National schedule of NHS costs</i> , 2019/20 National Cost Collection data : Accident & Emergency unit cost = £182 (2019).
Non-elective acute admission days	£892 per episode ¹⁵	Jones, K. C., Burns, A. (2021) Unit costs of Health and Social Care 2021 . Personal Social Services Research Unit, University of Kent, Canterbury, p. 83: "Non-elective inpatient stays (short stays)" = £827 per episode (2021).
Mental health admission days	£462 per bed day	Jones, Karen C., Burns, Amanda (2021) Unit costs of Health and Social Care 2021 . Personal Social Services Research Unit, University of Kent, Canterbury, p.34: "Mental health care clusters (per bed day)" = £428 per day (2021).
Arrests	£838 per arrest	Greater Manchester Combined Authority (2019) Unit Cost Database : "Arrest – detained" = £750 per incident (2019)
Nights in prison	£120 per night	Greater Manchester Combined Authority (2019) Unit Cost Database : "Average cost across all prisons, including central costs (costs per prisoner per annum)" = £38,974 per year or £107 per night.

¹⁵ Non-elective acute admissions data is collected in the CDF on a per-night basis rather than per-episode. We have applied this per-episode tariff to the data as a per-night tariff because no better tariff was available. We do not know the average length of short stay accounted for in this tariff but it is possible that the average length is longer than one night and that therefore applying the tariff to our data over-estimates the cost attributable to nights in hospital as a result of non-elective acute admissions.

Figure 6: Accommodation cost tariffs

Accommodation type	Accommodation grouping ¹⁶	Tariff	Source / information
Rough sleeping	Rough sleeping	No cost	Accommodation costs are zero. Other costs associated with rough sleeping such as health service use costs are covered under service use.
Living with family/friends	Family and friends	No cost	-
Night shelter ¹⁷	In accommodation (temporary or license i.e. no tenancy agreement)	£345 per week	DWP and DCLG (2016) Supported accommodation review: The scale, scope and cost of the supported housing sector . estimated cost of £286 per person per week (2015) based on: a) p.53: "Working-age claimants in Specified Accommodation average Weekly Housing Benefit award" = £173 per week; plus b) p.64: "Estimated additional spend on supported Housing Benefit for single homeless people" = £177.5m per annum over an estimated 30,000 single homeless people, or £113 per person per week.
B&B/private hostel			
Emergency or assessment bed within a service			
Supported accommodation (licence)			

¹⁶ These groupings have been agreed with CFE Research to enable comparison of accommodation use within the national MEAM Approach and national Fulfilling Lives evaluations.

¹⁷ We considered introducing a separate tariff for night shelter accommodation because we understand provision of night shelter accommodation to cost much less than the accommodation grouping tariff of £345 per week. However, there is relatively low use of night shelters among the evaluation cohort. We therefore have applied a broad tariff across the whole accommodation grouping so as to maximise comparability with the national Fulfilling Lives evaluation.

Accommodation type	Accommodation grouping ¹⁶	Tariff	Source / information
Supported accommodation (tenancy)	In accommodation (long-term supported, with tenancy agreement)	£345 per week	DWP and DCLG (2016) Supported accommodation review: The scale, scope and cost of the supported housing sector . See section above.
Own tenancy (social housing)	In accommodation (own or shared tenancy, with or without floating support)	£106 per week	Greater Manchester Combined Authority (2019) Unit Cost Database : “Housing benefit – average weekly award, across all tenure types” for single person with no dependents = £93 (2018). (We have assumed that people in their own or shared accommodation will be receiving housing benefit.)
Own tenancy (private rented)			
Own tenancy (owner occupier)			
Shared tenancy			
Other	Other	N/A	N/A
Not given	Not given	N/A	N/A

1.5 Review of policy documents, Fulfilling Lives evaluation reports, and previous MEAM Approach evaluation findings

From November 2021 to March 2022, we reviewed:

- Relevant policy documentation, with the aim of setting out the current and future policy context for the MEAM Approach,
- Fulfilling Lives evaluation reports, enabling us to generate comparative insight from the Fulfilling Lives findings.
- Previous MEAM Approach evaluation findings, aiming to consolidate and synthesise key findings from throughout the evaluation. This review was not limited to published reports – we also reviewed qualitative data from previous years of the evaluation to add detail and nuance to findings included in the year 5 report.

The full bibliography of documentation consulted is included in section 6.

1.6 Interviews with local area programme leads and MEAM partnerships managers

In January and February 2022, we consulted with local area leads from 26 areas across the MEAM Approach network and their MEAM partnerships managers. These joint interviews focused on systems change, including discussion of progress with systems change, key achievements, challenges and areas for improvement, and reflection on key factors enabling success in their local work developed using the MEAM Approach. Including partnerships managers in these conversations with local leads helped to build on the conversation on systems change that began in year 4 of the evaluation. Partnerships managers were also able to provide comparative insight based on their knowledge of achievements and challenges within more than one area in the network. All interviews were conducted virtually through a combination of Zoom/Microsoft Teams. 24 of the 26 interviews were delivered in partnership with a member of the expert by experience research group. (On two occasions, a member of the expert by experience research group was unable to join the interview.)

Please see section 5 for information on our approach to qualitative analysis.

1.7 Interview with MEAM leadership team

In February 2022, we consulted with three members of the central MEAM leadership team. This small group interview was delivered in partnership with a member of the expert by experience research group.

1.8 E-survey of staff in local areas

From November 2021 to February 2022, we surveyed stakeholders involved in the planning and delivery of local work developed using the MEAM Approach to explore their views and attitudes and to understand how effectively the MEAM Approach is working in their area. This is a repeat of the survey we ran in years 2, 3 and 4 of the evaluation.

In year 5 the e-survey had a total of 153 respondents across 26 local areas. See section 4 for a description of the survey sample and analysis of the responses across all four years of circulation.

1.9 Reporting

The approaches to analysing data gathered via the different methods are described in more detail in sections 3, 4 and 5.

A series of key findings were identified by comparing and triangulating findings from different methods and data sources. The key findings included in the year 5 report were discussed, amended and agreed with the expert by experience research group and MEAM. The evaluation steering group (including seven representatives drawn from the central MEAM team, MEAM Approach network areas, the Fulfilling Lives evaluation team at CFE Research and the expert by experience research group) also reviewed the draft reports and provided feedback, which was incorporated into the final versions.

2 Local areas involved in the network

2.1 Overview

In this chapter we summarise the local areas in the MEAM Approach network and those included in the year 5 evaluation.

2.2 Areas in the network

In total, 46 local areas have been involved in the MEAM Approach pilots or networks at some point up to March 2022. Of these, 36 areas were involved in the MEAM Approach network during this evaluation's five-year reporting period.¹⁸ There were 31 local areas actively involved in the MEAM Approach network during year 5 of the evaluation, and a further two areas involved in the Greater Manchester network. See Figure 7 for more detail on which areas were involved when.

Post-March 2022, MEAM is working with 32 local areas. This includes most of the areas that were in the networks at the end of year 5, as well as other areas that were not previously involved. Some local partnerships have expanded into larger footprints over the last year, meaning that although the network now has a slightly smaller number of named areas, the network has a larger geographical reach. Of these 32 areas, 11 are also receiving support and funding through the Changing Futures programme, either as individual areas or as part of larger partnerships with a wider footprint.

Over the years, 13 of the areas that were involved in the pilots and/or networks up to March 2022 are no longer involved in the MEAM Approach network. The MEAM central team report a range of reasons for areas leaving the network. This includes positive reasons, for example areas feeling that the specific aims they set out to achieve were complete, and less positive reasons, for example changes in staff, partnerships or local funding which meant that MEAM work was deprioritised.

¹⁸ Oldham is included in this total as it was involved in the national MEAM Approach network in years 2 and 3 before moving to the Greater Manchester MEAM Approach network.

Figure 7: Areas that have been in the MEAM Approach pilots and networks up to March 2022

Period of involvement → Local area ↓	Initial pilot area from 2010	Involvement 2014-17	Network year 1 (2017 – 18)	Network year 2 (2018 – 19)	Network year 3 (2019 – 20)	Network year 4 (2020 – 21)	Network year 5 (2021 – 22)
National MEAM Approach network							
Adur and Worthing		✓	✓	✓	✓	✓	✓
Basingstoke and Deane		✓	✓	✓	✓	✓	✓
Blackburn with Darwen		✓	✓	✓	✓	✓	✓
Calderdale						✓	✓
Cambridgeshire	✓	✓	✓	✓	✓	✓	✓
Chelmsford		✓					
Cheshire West and Chester		✓					
Cornwall			✓	✓	✓	✓	✓
Coventry			✓	✓	✓	✓	✓
Derby	✓						
Doncaster			✓	✓	✓	✓	✓
Durham ¹⁹			✓	✓		✓	✓
Exeter		✓	✓	✓	✓	✓	✓
Halton			✓	✓			
Hackney		✓	✓	✓	✓	✓	✓
Haringey				✓	✓	✓	✓
Hull		✓	✓	✓	✓	✓	✓
Leicester		✓					
Middlesbrough						✓	✓

¹⁹ Durham left the network in year 2 and re-joined in year 4.

Period of involvement → Local area ↓	Initial pilot area from 2010	Involvement 2014-17	Network year 1 (2017 – 18)	Network year 2 (2018 – 19)	Network year 3 (2019 – 20)	Network year 4 (2020 – 21)	Network year 5 (2021 – 22)
Newham						✓	✓
North Devon						✓	✓
North Lincolnshire			✓	✓	✓	✓	✓
North Tyneside		✓					
Norwich			✓	✓	✓	✓	✓
Oxford		✓					
Peterborough						✓	✓
Plymouth			✓	✓	✓	✓	✓
Preston			✓	✓	✓	✓	✓
Reading			✓	✓	✓	✓	✓
Redbridge						✓	✓
Redcar and Cleveland				✓	✓	✓	✓
Slough			✓	✓			
Somerset	✓						
South Tyneside		✓					
Southend-on-Sea			✓	✓	✓	✓	✓
Stafford					✓	✓	✓
Sunderland		✓	✓	✓	✓		
Surrey			✓	✓	✓	✓	✓
West Berkshire			✓	✓	✓	✓	
Westminster				✓	✓	✓	✓
Wigan		✓					

Period of involvement → Local area ↓	Initial pilot area from 2010	Involvement 2014-17	Network year 1 (2017 – 18)	Network year 2 (2018 – 19)	Network year 3 (2019 – 20)	Network year 4 (2020 – 21)	Network year 5 (2021 – 22)
Winchester				✓	✓	✓	✓
Windsor and Maidenhead				✓	✓	✓	✓
York		✓	✓	✓	✓	✓	✓
Greater Manchester MEAM Approach network							
Oldham				✓	✓	✓	✓
Rochdale						✓	✓
Total	3	16	23	29	27	34	33

3 Common data framework analysis

3.1 Overview

In this chapter we present analysis of the anonymised client-level data collected via the CDF covering the period from 1 April 2017 to 31 March 2022, according to the methodology described in section 1.4.

3.2 Summary of CDF data

Of the 36 areas included in the MEAM Approach network during the evaluation period, 27 provided data via the CDF. Areas which did not provide data were Coventry, Durham, Middlesbrough, Oldham, Plymouth, Redbridge, Winchester, Slough, and Sunderland. Reasons for not contributing data included leaving the network, not having a defined cohort of people being supported and not having data collection systems established.

Figure 8 and Figure 9 summarise the data collected by the local areas that did gather and share data with the evaluation team over the course of the evaluation, and the number of people included in the valid sample for each element of analysis in year 5.

Figure 8: Summary of CDF data availability at the end of year 5 – overview, HOS, NDTA, and accommodation data

Area	No. of people:		No. of people included in year 5 analysis sample for:			
	In CDF	Who are returnees ²⁰	HOS	NDTA	Accom. (Sample A: first, fourth and eighth quarter)	Accom. (Sample B: first and fourth quarter)
Adur and Worthing	37	0	15	32	30	34
Basingstoke and Deane	27	5	0	0	2	11
Blackburn with Darwen	77	4	0	1	0	8
Calderdale	14	0	0	0	0	3
Cambridgeshire	44	0	12	17	12	22
Cornwall	25	0	5	5	1	12
Doncaster	44	0	5	0	2	9
Exeter	13	1	0	3	3	4
Hackney	42	1	0	7	2	9
Halton	32	0	0	0	0	4

²⁰ In cases where a person returns to the cohort following a significant break in support, they are assigned a new unique reference number and treated as a new client. This column reports the number of cases where people have returned for a second (or third) period of support.

Area	No. of people:		No. of people included in year 5 analysis sample for:			
	In CDF	Who are returnees ²⁰	HOS	NDTA	Accom. (Sample A: first, fourth and eighth quarter)	Accom. (Sample B: first and fourth quarter)
Haringey	21	0	15	16	17	21
Hull	36	0	13	0	19	27
Newham	19	0	0	0	0	0
North Devon	11	0	6	6	4	6
North Lincs	39	3	5	0	4	22
Norwich	170	20	0	3	1	15
Peterborough	24	0	8	8	6	14
Preston	19	1	4	0	0	1
Reading	7	0	0	0	5	5
Redcar and Cleveland	23	0	15	0	15	17
Southend	26	0	3	4	4	6
Stafford	5	1	0	0	0	1
Surrey	79	0	1	0	7	25

Area	No. of people:		No. of people included in year 5 analysis sample for:			
	In CDF	Who are returnees ²⁰	HOS	NDTA	Accom. (Sample A: first, fourth and eighth quarter)	Accom. (Sample B: first and fourth quarter)
West Berkshire	18	0	0	0	1	2
Westminster	2	0	2	0	2	2
Windsor and Maidenhead	19	0	8	8	6	12
York	51	0	0	20	27	39
Grand total	924	36	117	130	170	331

Figure 9: Summary of CDF data availability at the end of year 5 – service use data

Area	No. of people included in year 5 analysis for...									
	Service use (Sample A: pre-support, fourth and eighth quarter)					Service use (Sample B: pre-support and fourth quarter)				
	A&E	Non-elective admissions	Mental health admissions	Arrests	Prison	A&E	Non-elective admissions	Mental health admissions	Arrests	Prison
Adur and Worthing	0	0	0	0	0	0	0	0	0	0
Basingstoke and Deane	3	4	3	4	3	8	9	8	7	8
Blackburn with Darwen	1	1	1	1	1	19	19	19	19	19
Calderdale	0	0	0	0	0	3	3	3	3	3
Cambridgeshire	0	0	19	19	19	9	9	32	31	31
Cornwall	1	1	1	1	1	14	14	14	14	14
Doncaster	0	0	0	0	0	0	0	0	0	0
Exeter	11	11	11	11	11	12	12	12	12	12
Hackney	9	9	9	9	9	17	17	17	17	17
Halton	0	0	0	0	0	20	20	20	19	19

Area	No. of people included in year 5 analysis for...									
	Service use (Sample A: pre-support, fourth and eighth quarter)					Service use (Sample B: pre-support and fourth quarter)				
	A&E	Non-elective admissions	Mental health admissions	Arrests	Prison	A&E	Non-elective admissions	Mental health admissions	Arrests	Prison
Haringey	18	18	19	18	18	20	20	21	20	20
Hull	13	13	13	23	23	18	18	18	31	31
Newham	0	0	0	0	0	1	1	1	1	1
North Devon	5	5	5	5	5	9	9	9	9	9
North Lincs	0	0	0	2	2	0	0	0	9	9
Norwich	1	1	1	1	0	17	17	17	18	15
Peterborough	0	0	6	6	6	0	0	18	18	18
Preston	3	3	3	3	3	6	6	6	6	6
Reading	5	5	5	5	5	5	5	5	5	5
Redcar and Cleveland	15	15	15	15	15	17	17	17	17	17
Southend	7	7	7	7	7	17	17	17	17	17

Area	No. of people included in year 5 analysis for...									
	Service use (Sample A: pre-support, fourth and eighth quarter)					Service use (Sample B: pre-support and fourth quarter)				
	A&E	Non-elective admissions	Mental health admissions	Arrests	Prison	A&E	Non-elective admissions	Mental health admissions	Arrests	Prison
Stafford	0	0	0	0	0	1	1	1	4	4
Surrey	8	8	8	8	8	23	23	23	23	23
West Berkshire	2	2	1	2	2	7	7	3	7	7
Westminster	1	1	1	1	1	1	1	1	1	1
Windsor and Maidenhead	9	9	9	9	9	15	15	15	15	15
York	29	29	29	29	29	39	39	39	39	39
Grand total	141	142	166	179	177	298	299	336	362	360

3.3 Profile of people whose data is included in the CDF dataset

Note on the profile of people whose data is included in the CDF dataset

This section describes the profile of people for whom data was shared with the evaluation. It therefore does not describe the profile of everyone who has been supported by interventions developed using the MEAM Approach. There are people whose data was not shared with the evaluation as they had not given consent for data sharing. We do not assume that the profile of people included in the CDF dataset is similar to the entire population of people supported by the MEAM Approach.

Some people whose data is included in the overall CDF dataset were excluded from specific analyses if they did not meet eligibility criteria or if data were missing. In each data type's respective section we provide the gender and ethnicity profile of people whose data is included in the sample for these analyses.

3.3.1 Size and location

We received data on 924 people supported by interventions developing using the MEAM approach²¹, from 27 different MEAM Approach network areas. (Not all data was available on all 924 people. Where data was available for analysis on fewer than 924 people we have stated the n value in the text and/or in the figure caption.)

This represents 34% of the 2,687 people²² we understand to have been supported between 1 April 2017 and 31 March 2022 by the 27 network areas who have provided data via the CDF.²³ The total number of people supported in each area varies greatly; three local areas report having supported over 300 people each, but most local areas report having supported fewer than 100 people. This variation is due to a range of factors including how long areas have been in the network, geography and population size, and local delivery models and resourcing.

²¹ This figure in fact refers to episodes of support rather than individual people. Within this figure are 36 occasions of people returning for two or more episodes of support during the evaluation period. Although the unit of analysis in this report is technically episodes of support instead of individual people, for simplicity (given the small number of returning clients) we use the terms "clients" or "people" when discussing the findings.

²² At least 36 of these are known to be occasions of people returning for a second (or third) episode of support – see footnote 21. The nature of support changed in Preston and Blackburn at the end of year 4; for these areas we have therefore only included people supported up to the end of year 4 in this total.

²³ The remaining nine areas included in the evaluation at some point during the five-year evaluation period had not yet started supporting people within the reporting period and/or did not yet have a specified cohort of clients.

3.3.2 Age

The ages of people for whom data was provided ranged from 17 to 79, with a mean age of 41 (n=910).

3.3.3 Gender

Of the 915 people for whom data was reported, 64% identified as male and 36% identified as female. Six people identified as transgender.

3.3.4 Sexual orientation

Figure 10: Sexual orientation of the cohort

Sexual orientation	No. people	Valid %
Heterosexual	877	96%
Bisexual	17	2%
Gay	6	1%
Lesbian	6	1%
Other	8	1%
Valid total	914	100%
Not stated/not known	10	-
Grand total	924	-

3.3.5 Ethnicity

Figure 11: Ethnicity of the cohort

Ethnicity		No. people	Valid %
Asian / Asian British	Bangladeshi	1	0%
	Indian	2	0%
	Pakistani	4	0%
	Any other Asian background	2	0%
Black / African / Caribbean / Black British	African	11	1%
	Caribbean	19	2%
	Any other Black/African/Caribbean background	4	0%
Mixed / Multiple ethnic groups	White and Asian	1	0%
	White and Black African	6	1%
	White and Black Caribbean	13	1%
	Any other Mixed / Multiple ethnic background	5	1%
White	English / Welsh / Scottish / Northern Irish / British	815	89%
	Gypsy or Irish Traveller	5	1%
	Irish	7	1%
	Any other White background	19	2%
Any other ethnic group		1	0%
Valid total		915	100%
Not stated/not known		9	-
Grand total		924	-

3.3.6 Nationality

Figure 12: Nationality of the cohort

Nationality	No. of people	Valid %
United Kingdom	866	97%
Poland	7	1%
Jamaica	3	0%
Pakistan	2	0%
Albania	2	0%
Portugal	2	0%
Central African Republic	2	0%
Kenya	2	0%
Turkey	1	0%
Australia	1	0%
Somalia	1	0%
Bulgaria	1	0%
Sri Lanka	1	0%
Spain	1	0%
Uganda	1	0%
Lithuania	1	0%
Nigeria	1	0%
Valid total	895	100%
Not stated/not known	29	-
Grand total	924	-

3.3.7 Current status of support

Of 924 people whose data is included in the CDF, 549 were known to no longer be receiving support. The reasons for support ending are shown in Figure 13. Support was ongoing for 375 people at the time of their most recent service use data.

Figure 13: Reasons for support ending (n=549)

Reason for support ending	No. people	Valid %
Planned closure – support transferred to other organisation(s)	226	41%
Planned closure – no further support needed	98	18%
Planned closure – move outside area	53	10%
Deceased	49	9%
Unable to contact	47	9%
Unplanned closure – client decided not to accept support	35	6%
Prison sentence of over 12 months	26	5%
Residential rehabilitation	7	1%
Excluded from service	5	1%
Valid total	546	100%
Not stated/not known	3	-
Grand total	549	-

3.3.8 Duration of support

The length of time people were supported for ranged from 0 months to 58 months, with a mean of 17 months of support (n=768). Figure 14 shows the distribution of people's duration of support.²⁴

²⁴ This is not the same as the average total length of support, because some people were still receiving support at the time of analysis. We have assumed that people with no end of support date were still receiving support at the end of quarter 20. Individuals from Halton, West Berkshire, Preston, and Blackburn with Darwen are excluded from this table as these areas are either no longer part of the MEAM network, or did not submit CDF data for year 5. Three people whose support end dates were before their support start dates were excluded from the analysis, as were eight people who started and finished support on the same day.

Figure 14: Duration of support

Duration of support	No. of people	Valid %
0 to 3 months	155	20%
4 to 6 months	78	10%
7 to 9 months	63	8%
10 to 12 months	74	10%
13 to 15 months	51	7%
16 to 18 months	49	6%
19 to 21 months	54	7%
22 to 24 months	40	5%
Over 2 years	204	27%
Valid total	768	100%
Not available or excluded	156	-
Grand total	924	-

3.4 Homelessness Outcomes Star (HOS)

3.4.1 Profile of the analysis sample

Figure 15: Gender breakdown of the HOS analysis sample (number (percentage)) (n=117)

Gender	HOS analysis sample	CDF cohort
Male	80 (68%)	589 (64%)
Female	37 (32%)	326 (36%)
Valid total	117 (100%)	915 (100%)
Not stated/not known	0	9
Grand total	117	924

Figure 16 Ethnicity breakdown of the HOS analysis sample (number (percentage)) (n=117)

Ethnicity		HOS analysis sample	CDF cohort
Asian / Asian British	Bangladeshi	0 (0%)	2 (0%)
	Indian	2 (2%)	1 (0%)
	Pakistani	1 (1%)	2 (0%)
	Any other Asian background	1 (1%)	4 (0%)
Black / African / Caribbean / Black British	African	2 (2%)	11 (1%)
	Caribbean	2 (2%)	19 (2%)
	Any other Black/African/Caribbean background	0 (0%)	4 (0%)
Mixed / Multiple ethnic groups	White and Asian	0 (0%)	1 (0%)
	White and Black African	1 (1%)	6 (1%)
	White and Black Caribbean	3 (3%)	13 (1%)
	Any other Mixed / Multiple ethnic background	2 (2%)	5 (1%)
White	English / Welsh / Scottish / Northern Irish / British	98 (84%)	815 (89%)
	Gypsy or Irish Traveller	1 (1%)	5 (1%)
	Irish	2 (2%)	7 (1%)
	Any other White background	2 (2%)	19 (2%)
Any other ethnic group		0 (0%)	1 (0%)
Valid total		117 (100%)	915 (100%)
Not stated/not known		0	9
Grand total		117	924

3.4.2 Change over time analysis

Figure 17: Proportion of clients at each stage of the Journey of Change at start of support, 12 months and 18 months, and percentage point difference (n=117) (statistically significant changes²⁵ in **bold**, darker shading indicates higher proportion of cohort scored at this stage when compared to other outcome areas)²⁶

Outcome area	Stuck			Accepting Help			Believing			Learning			Self-reliance		
	Start	12 months (change from start)	18 months (change from start)	Start	12 months (change from start)	18 months (change from start)	Start	12 months (change from start)	18 months (change from start)	Start	12 months (change from start)	18 months (change from start)	Start	12 months (change from start)	18 months (change from start)
Motivation	38%	16% (-22%)	19% (-19%)	40%	33% (-7%)	26% (-14%)	11%	28% (+17%)	29% (+18%)	8%	17% (+9%)	21% (+13%)	3%	5% (+2%)	4% (+1%)
Self-care	39%	20% (-19%)	21% (-18%)	29%	22% (-7%)	24% (-5%)	15%	30% (+15%)	27% (+12%)	15%	24% (+9%)	24% (+9%)	3%	4% (+1%)	4% (+1%)
Managing money	42%	11% (-31%)	13% (-29%)	32%	38% (+6%)	33% (+1%)	12%	26% (+14%)	25% (+13%)	9%	21% (+12%)	24% (+15%)	4%	5% (+1%)	5% (+1%)
Social networks	51%	18% (-33%)	17% (-34%)	26%	39% (+13%)	33% (+7%)	16%	27% (+11%)	29% (+13%)	6%	13% (+7%)	17% (+11%)	0%	3% (+3%)	3% (+3%)
Drug and alcohol misuse	42%	25% (-17%)	17% (-25%)	27%	31% (+4%)	33% (+6%)	11%	19% (+8%)	24% (+13%)	9%	10% (+1%)	9% (0%)	11%	15% (+4%)	17% (+6%)

²⁵ Significant to the 95% confidence level using the McNemar chi-square test, meaning that there is a 95% chance that the change is **not** due to chance.

²⁶ i) HOS falling within -2 to +3 months of the start of client's support were considered eligible "start of support" data. ii) Percentages are rounded to whole numbers - this introduces some rounding errors when comparing percentages and percentage point difference.

Outcome area	Stuck			Accepting Help			Believing			Learning			Self-reliance		
	Start	12 months (change from start)	18 months (change from start)	Start	12 months (change from start)	18 months (change from start)	Start	12 months (change from start)	18 months (change from start)	Start	12 months (change from start)	18 months (change from start)	Start	12 months (change from start)	18 months (change from start)
Physical health	34%	11% (-23%)	8% (-26%)	31%	39% (+8%)	34% (+3%)	25%	26% (+1%)	35% (+10%)	9%	20% (+11%)	18% (+9%)	2%	3% (+1%)	5% (+3%)
Emotional/ Mental health	45%	21% (-24%)	15% (-30%)	39%	38% (-1%)	36% (-3%)	10%	28% (+18%)	29% (+19%)	5%	13% (+8%)	18% (+13%)	0%	1% (+1%)	2% (+2%)
Meaningful use of time	50%	23% (-27%)	26% (-24%)	29%	37% (+8%)	29% (0%)	15%	21% (+6%)	27% (+12%)	5%	17% (+12%)	15% (+10%)	1%	3% (+2%)	3% (+2%)
Managing tenancy and accommodation	50%	19% (-31%)	23% (-27%)	26%	29% (+3%)	21% (-5%)	14%	18% (+4%)	20% (+6%)	8%	22% (+14%)	21% (+13%)	3%	12% (+9%)	16% (+13%)
Offending	26%	14% (-12%)	12% (-14%)	21%	17% (-4%)	11% (-10%)	23%	19% (-4%)	23% (0%)	6%	14% (+8%)	21% (+15%)	24%	37% (+13%)	33% (+9%)

Figure 18: “Social networks” Journey of Change stages for people who were “Stuck” at the start of support (n=60)

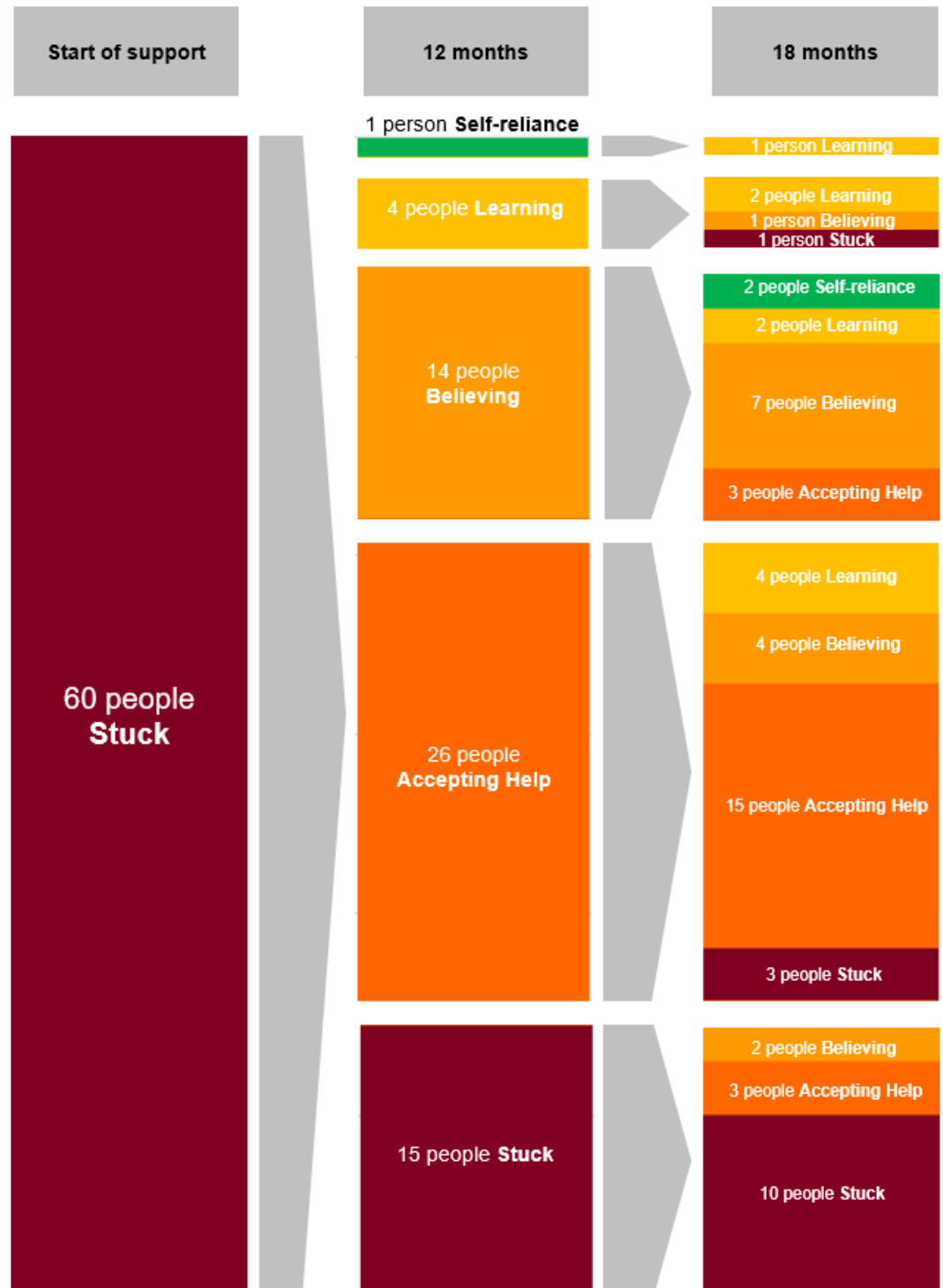


Figure 19: Average (mean) movement in number of Journey of Change stages (n=117)

Time frame and direction of change → Outcome area ↓	Start of support to 12 months		Start of support to 18 months	
	Average no. of positive change stages	Average no. of negative change stages	Average no. of positive change stages	Average no. of negative change stages
Motivation	+1.4	-1.3	+1.6	-1.4
Self-care	+1.7	-1.5	+1.8	-1.5
Managing money	+1.6	-1.1	+1.7	-1.3
Social networks	+1.4	-1.6	+1.7	-1.7
Drug and alcohol misuse	+1.6	-1.4	+1.6	-1.6
Physical health	+1.5	-1.6	+1.6	-1.5
Emotional/mental health	+1.5	-1.2	+1.6	-1.3
Meaningful use of time	+1.5	-1.3	+1.6	-1.3
Managing tenancy/accommodation	+1.8	-1.4	+2.0	-1.7
Offending	+1.9	-1.5	+1.9	-1.7

Figure 20: Movement on Journey of Change between a) start of support and 12 months and b) start of support and 18 months (n=117)

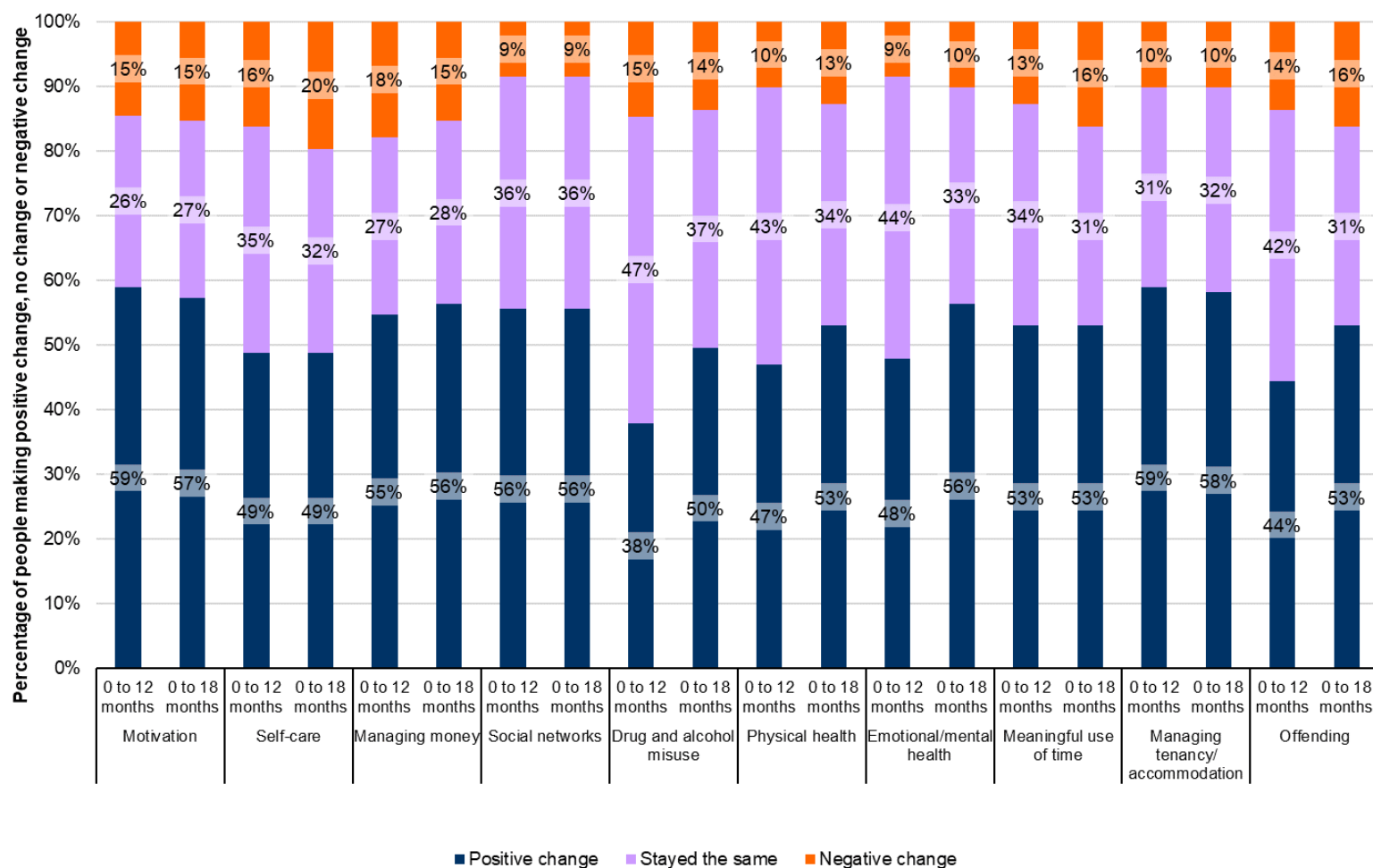


Figure 21: Overview of the scale and direction of change experienced by people (n=117)

Time frame and direction of change → Scale of change ↓	Start of support to 12 months			Start of support to 18 months		
	% making positive change by at least one Journey of Change stage	% staying the same	% making negative change by at least one Journey of Change stage	% making positive change by at least one Journey of Change stage	% staying the same	% making negative change by at least one Journey of Change stage
At least one outcome area	91%	89%	51%	92%	85%	48%
At least two outcome areas	82%	79%	26%	83%	74%	32%
At least three outcome areas	72%	64%	18%	74%	56%	20%
At least four outcome areas	64%	44%	13%	68%	42%	14%

3.5 New Directions Team Assessment (NTA)

3.5.1 Profile of the analysis sample

Figure 22: Gender breakdown of the NDTA analysis sample (number (percentage)) (n=130)

Gender	NTA analysis sample	CDF cohort
Male	93 (72%)	589 (64%)
Female	37 (28%)	326 (36%)
Valid total	130 (100%)	915 (100%)
Not stated/not known	0	9
Grand total	130	924

Figure 23: Ethnicity breakdown of the NDTA analysis sample (number (percentage)) (n=130)

Ethnicity		NDTA analysis sample	CDF cohort
Asian / Asian British	Bangladeshi	0 (0%)	2 (0%)
	Indian	2 (2%)	1 (0%)
	Pakistani	1 (1%)	2 (0%)
	Any other Asian background	1 (1%)	4 (0%)
Black / African / Caribbean / Black British	African	3 (2%)	11 (1%)
	Caribbean	5 (4%)	19 (2%)
	Any other Black/African/Caribbean background	1 (1%)	4 (0%)
Mixed / Multiple ethnic groups	White and Asian	0 (0%)	1 (0%)
	White and Black African	1 (1%)	6 (1%)
	White and Black Caribbean	2 (2%)	13 (1%)
	Any other Mixed / Multiple ethnic background	0 (0%)	5 (1%)
White	English / Welsh / Scottish / Northern Irish / British	107 (82%)	815 (89%)
	Gypsy or Irish Traveller	0 (0%)	5 (1%)
	Irish	1 (1%)	7 (1%)
	Any other White background	6 (5%)	19 (2%)
Any other ethnic group		0 (0%)	1 (0%)
Valid total		130 (100%)	915 (100%)
Not stated/not known		0	9
Grand total		130	924

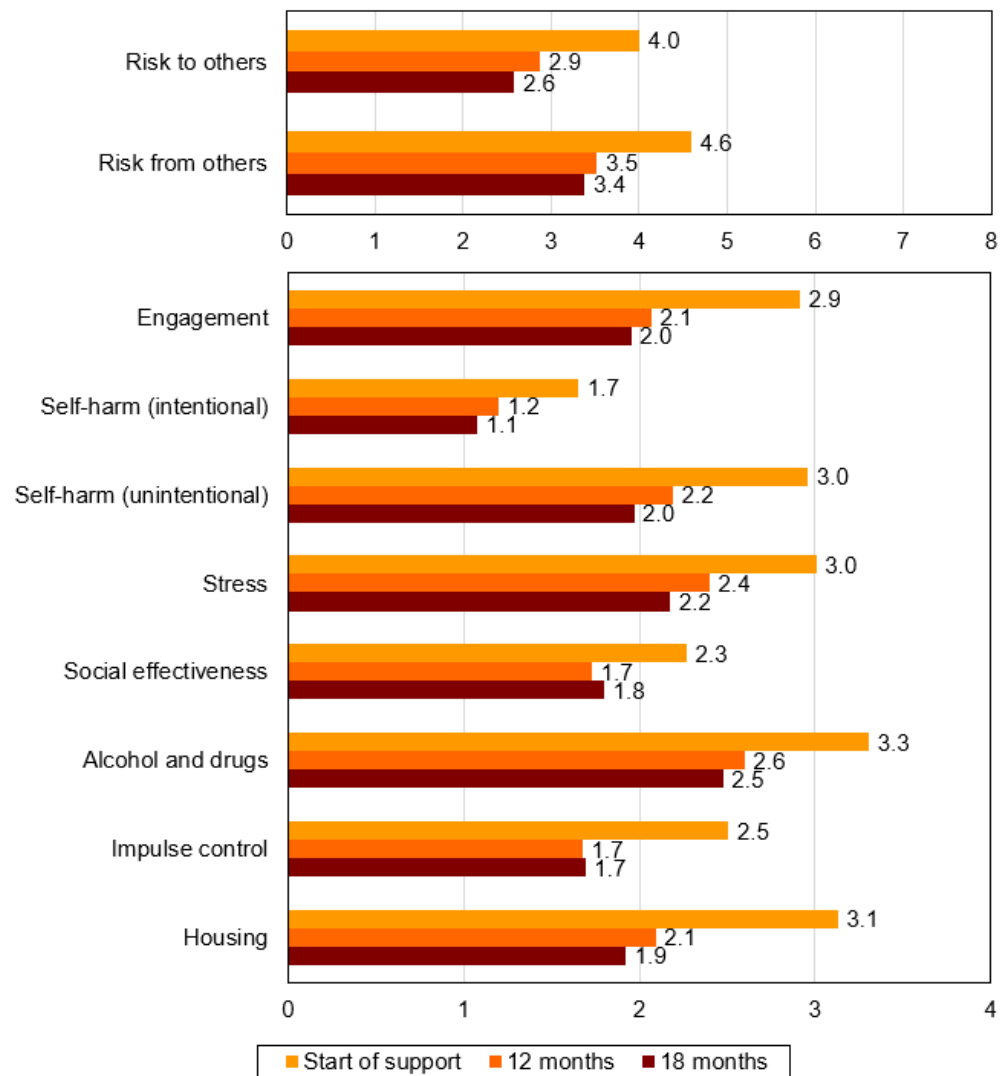
3.5.2 Change over time analysis

Figure 24: Mean NDTA scores at start of support, 12 months and 18 months (n=130) (statistically significant changes in **bold**²⁷, lower figures equate to positive progress)

NDTA area	Start of support	12 months after start of support	18 months after start of support	Change from start to 12 months	Change from start to 18 months
Engagement	2.9	2.1	2.0	-0.8	-1.0
Self-harm (intentional)	1.7	1.2	1.1	-0.5	-0.6
Self-harm (unintentional)	3.0	2.2	2.0	-0.8	-1.0
Risk to others	4.0	2.9	2.6	-1.1	-1.4
Risk from others	4.6	3.5	3.4	-1.1	-1.2
Stress	3.0	2.4	2.2	-0.6	-0.8
Social effectiveness	2.3	1.7	1.8	-0.5	-0.5
Alcohol and drugs	3.3	2.6	2.5	-0.7	-0.8
Impulse control	2.5	1.7	1.7	-0.8	-0.8
Housing	3.1	2.1	1.9	-1.0	-1.2
Overall average score (/48)	30.3	22.4	21.0	-8.0	-9.3

²⁷ Significant at the 95% confidence level using a paired t-test.

Figure 25: Mean NDTA scores at start of support, 12 months, and 18 months (n=130) (lower figures equate to positive progress)



3.6 Service use

3.6.1 Profile of the analysis samples

Figure 26: Gender breakdown of the service use analysis samples A and B²⁸

Gender	Service use analysis sample A	Service use analysis sample B	CDF cohort
Male	66% to 68%	64% to 65%	64%
Female	32% to 34%	35% to 36%	36%
Valid total	100%	100%	100%
Not stated/not known	0	0 to 1	9
Grand totals	141 to 179	298 to 362	924

²⁸ A range is provided for samples A and B because the sample size and gender breakdown vary between the five service use types. Absolute numbers have not been provided for the valid total breakdown in this table to improve readability.

Figure 27: Ethnicity breakdown of the service use analysis samples A and B ²⁹

Ethnicity		Service use analysis sample A	Service use analysis sample B	CDF cohort
Asian / Asian British	Bangladeshi	0%	0%	0%
	Indian	1%	1%	0%
	Pakistani	0% to 1%	0%	0%
	Any other Asian background	1%	1%	0%
Black / African / Caribbean / Black British	African	1%	1%	1%
	Caribbean	4% to 5%	3%	2%
	Any other Black/African/Caribbean background	1%	0%	0%
Mixed / Multiple ethnic groups	White and Asian	0%	0%	0%
	White and Black African	0% to 1%	1%	1%
	White and Black Caribbean	1% to 2%	1%	1%
	Any other Mixed / Multiple ethnic background	1%	1%	1%
White	English / Welsh / Scottish / Northern Irish / British	84% to 85%	88%	89%
	Gypsy or Irish Traveller	0% to 1%	1% to 1%	1%
	Irish	1%	1%	1%
	Any other White background	1%	2%	2%
Any other ethnic group		0%	0%	0%
Valid total		100%	100%	100%
Not stated/not known		0	0 to 1	9
Grand total		141 to 179	298 to 362	924

²⁹ A range is provided for samples A and B because the sample size and ethnicity breakdown vary between the five service use types. No range is provided where the percentage breakdown is the same for each service use type. Absolute numbers have not been provided for each ethnicity grouping to improve readability.

3.6.2 Change over time analysis: sample A

Figure 28: Use of services pre-support and in the fourth and eighth quarters of support (statistically significant changes³⁰ in **bold**)³¹

Type of service use	Sample size (% of eligible people)	Mean no. interactions per person per quarter			Change per person			
		Pre-support ³²	Fourth quarter	Eighth quarter	Change from pre- to fourth quarter	% change from pre- to fourth quarter ³³	Change from pre- to eighth quarter	% change from pre- to eighth quarter ³³
A&E	141 (45%)	1.2	0.6	0.8	-0.6 ↓	-50%	-0.5 ↓	-37%
Non elective acute admissions	142 (45%)	1.1	0.5	0.8	-0.5 ↓	-50%	-0.3 ↓	-27%
Mental health admissions	166 (53%)	0.7	0.5	1.3	-0.2 ↓	-30%	+0.6 ↑	+76%
Arrests	179 (57%)	0.7	0.6	0.5	-0.1 ↓	-18%	-0.2 ↓	-32%
Nights in prison	177 (56%)	9.4	7.5	6.0	-1.9 ↓	-20%	-3.5 ↓	-37%

³⁰ Significant to the 95% confidence level using the paired t-test.

³¹ Means are rounded to 1 d.p., which creates some rounding errors in the change column.

³² Pre-support data was collected for the 12 months prior to support. This figure is a quarter of the mean of the yearly data provided.

³³ The percentage change in mean number of interactions per client per quarter should be interpreted with caution because of the very low level of mean interactions in the pre-support period. The relatively high percentage changes relate to small changes in mean service use in real terms.

3.6.3 Change over time analysis: sample B

Figure 29: Use of services pre-support and in the fourth quarter of support (statistically significant changes³⁴ in **bold**)³⁵

Type of service use	Sample size (% of eligible people)	Mean no. interactions per person per quarter		Change per person	
		Pre-support ³⁶	Fourth quarter	Change	% change ³⁷
A&E	298 (52%)	1.0	0.7	-0.3 ↓	-33%
Non elective acute admissions	299 (52%)	1.0	0.9	-0.1 ↓	-8%
Mental health admissions	336 (59%)	0.9	0.9	0.0 ↓	-4%
Arrests	362 (63%)	0.6	0.5	-0.1 ↓	-17%
Nights in prison	360 (63%)	7.6	6.8	-0.8 ↓	-11%

³⁴ Significant to the 95% confidence level using the paired t-test.

³⁵ Means are rounded to 1 d.p., which creates some rounding errors in the change column.

³⁶ Pre-support data was collected for the 12 months prior to support. This figure is a quarter of the mean of the yearly data provided.

³⁷ The percentage change in mean number of interactions per client per quarter should be interpreted with caution because of the very low level of mean interactions in the pre-support period. The relatively high percentage changes relate to small changes in mean service use in real terms.

3.7 Accommodation

3.7.1 Profile of the analysis samples

Figure 30: Gender breakdown of accommodation analysis samples A and B (number (percentage))

Gender	Accommodation analysis sample A	Accommodation analysis sample B	CDF cohort
Male	122 (72%)	224 (68%)	589 (64%)
Female	48 (28%)	107 (32%)	326 (36%)
Valid total	170 (100%)	331 (100%)	915 (100%)
Not stated/not known	0	0	9
Grand total	170	331	924

Figure 31: Ethnicity breakdown of accommodation analysis samples A and B (number (percentage))

Ethnicity		Accom. analysis sample A	Accom. analysis sample B	CDF cohort
Asian / Asian British	Bangladeshi	0 (0%)	0 (0%)	2 (0%)
	Indian	1 (1%)	1 (0%)	1 (0%)
	Pakistani	1 (1%)	3 (1%)	2 (0%)
	Any other Asian background	1 (1%)	2 (1%)	4 (0%)
Black / African / Caribbean / Black British	African	2 (1%)	4 (1%)	11 (1%)
	Caribbean	2 (1%)	6 (2%)	19 (2%)
	Any other Black/African/ Caribbean background	1 (1%)	1 (0%)	4 (0%)
Mixed / Multiple ethnic groups	White and Asian	0 (0%)	0 (0%)	1 (0%)
	White and Black African	1 (1%)	1 (0%)	6 (1%)
	White and Black Caribbean	4 (2%)	4 (1%)	13 (1%)
	Any other Mixed / Multiple ethnic background	1 (1%)	2 (1%)	5 (1%)
White	English / Welsh / Scottish / Northern Irish / British	149 (88%)	296 (89%)	815 (89%)
	Gypsy or Irish Traveller	1 (1%)	2 (1%)	5 (1%)
	Irish	2 (1%)	2 (1%)	7 (1%)
	Any other White background	4 (2%)	7 (2%)	19 (2%)
Any other ethnic group		0 (0%)	0 (0%)	1 (0%)
Valid total		170 (100%)	331 (100%)	915 (100%)
Not stated/not known		0	0	9
Grand total		170	331	924

3.7.2 Change over time analysis: sample A

Figure 32: Accommodation at start of support, end of fourth quarter and end of eighth quarter (n=170) (statistically significant changes³⁸ in **bold**)³⁹

Accommodation grouping ⁴⁰	Proportion of people in accommodation					Accommodation type	Proportion of people in accommodation				
	Start of support	End of fourth quarter	End of eighth quarter	% point diff first to fourth quarter	% point diff. first to eighth quarter		Start of support	End of fourth quarter	End of eighth quarter	% point diff. first to fourth quarter	% point diff. first to eighth quarter
Rough sleeping	46%	8%	5%	-38%	-41%						
Family and friends	5%	6%	4%	+1%	-1%						
In accom. (temporary or license i.e. no tenancy agreement)	24%	43%	31%	+19%	+8%	Night shelter	0%	1%	1%	+1%	+1%
						B&B/private hostel	5%	6%	5%	+2%	+1%
						Emergency or assessment bed within a service	10%	5%	1%	-5%	-9%

³⁸ Significant to the 95% confidence level using the McNemar chi-square test.

³⁹ Percentages are rounded to 0 d.p., which creates some rounding errors in the change column.

⁴⁰ These groupings have been agreed with CFE Research to aid comparison of accommodation data analysis across the national MEAM Approach and Fulfilling Lives evaluations.

Accommodation grouping ⁴⁰	Proportion of people in accommodation					Accommodation type	Proportion of people in accommodation				
	Start of support	End of fourth quarter	End of eighth quarter	% point diff first to fourth quarter	% point diff. first to eighth quarter		Start of support	End of fourth quarter	End of eighth quarter	% point diff. first to fourth quarter	% point diff. first to eighth quarter
						Supported accom. (licence)	9%	31%	25%	+22%	+16%
In accom. (long-term supported, with tenancy agreement)	3%	9%	11%	+6%	+8%						
In accom. (own or shared tenancy, with or without floating support)	14%	28%	37%	+14%	+24%	Own tenancy (social housing)	9%	19%	29%	+11%	+20%
						Own tenancy (private rented)	4%	8%	8%	+4%	+4%
						Own tenancy (owner occupier)	0%	0%	0%	+0%	+0%
						Shared tenancy	1%	0%	0%	-1%	-1%
Prison	8%	5%	10%	-4%	+2%						
Other	0%	1%	1%	+1%	+1%						
Not given	0%	1%	1%	+1%	+1%						

Figure 33: Mean number of nights spent in different accommodation types (statistically significant changes⁴¹ in **bold**) (n=170)⁴²

Accom. grouping ⁴³	Mean no. nights per person per quarter					Accom. type	Mean no. nights per person per quarter				
	First quarter	Fourth quarter	Eighth quarter	% change first to fourth	% change first to eighth		First quarter	Fourth quarter	Eighth quarter	% change first to fourth	% change first to eighth
Rough sleeping	25.1	8.8	5.7	-65%	-77%						
Family and friends	10.5	7.9	6.7	-25%	-36%						
In accom. (temporary or license i.e. no tenancy agreement)	30.4	36.8	28.0	+21%	-8%	Night shelter	0.2	1.5	1.4	+747%	+667%
						B&B/private hostel	4.5	4.2	4.7	-7%	6%
						Emergency or assessment bed within a service	6.1	3.9	0.0	-37%	-100%
						Supported accom. (licence)	19.6	27.3	22.0	+39%	+12%

⁴¹ Statistically significant to the 95 % confidence level based on paired t-test.

⁴² Means are rounded to 1 d.p., which creates some rounding errors in the change column.

⁴³ These groupings have been agreed with CFE Research to aid comparison of accommodation data analysis across the national MEAM Approach and Fulfilling Lives evaluations.

Accom. grouping ⁴³	Mean no. nights per person per quarter					Accom. type	Mean no. nights per person per quarter				
	First quarter	Fourth quarter	Eighth quarter	% change first to fourth	% change first to eighth		First quarter	Fourth quarter	Eighth quarter	% change first to fourth	% change first to eighth
In accom. (long-term supported, with tenancy agreement)	1.8	7.4	8.6	+302%	+370%						
In accom. (own or shared tenancy, with or without floating support)	13.9	23.1	35.2	+66%	+153%	Own tenancy (social housing)	9.2	16.1	28.6	+75%	+210%
						Own tenancy (private rented)	4.4	7.0	6.7	+58%	+50%
						Own tenancy (owner occupier)	0.0	0.0	0.0	+0%	+0%
						Shared tenancy	0.3	0.0	0.0	-100%	-100%
Prison	9.6	7.2	6.3	-25%	-34%						

Accom. grouping ⁴³	Mean no. nights per person per quarter					Accom. type	Mean no. nights per person per quarter				
	First quarter	Fourth quarter	Eighth quarter	% change first to fourth	% change first to eighth		First quarter	Fourth quarter	Eighth quarter	% change first to fourth	% change first to eighth
Rehab and care home nights marked as “unknown”	0.0	0.0	0.5	N/A ⁴⁴	N/A						

⁴⁴ Percentage change cannot be calculated from a base number of 0.

3.7.3 Change over time analysis: sample B

Figure 34: Accommodation at start of support and end of fourth quarter (n=331) (statistically significant changes⁴⁵ in **bold**)⁴⁶

Accommodation grouping ⁴⁷	Proportion of people in accommodation type...			Accommodation type	Proportion of people in accommodation type...		
	Start of support	End of fourth quarter	% point difference		Start of support	End of fourth quarter	% point difference
Rough sleeping	45%	11%	-34%				
Family and friends	6%	8%	+2%				
In accommodation (temporary or license i.e. no tenancy agreement)	24%	38%	+15%	Night shelter	0%	1%	+0%
				B&B/private hostel	7%	7%	+0%
				Emergency or assessment bed within a service	8%	4%	-4%
				Supported accommodation (licence)	8%	27%	+18%

⁴⁵ Significant to the 95% confidence level based on McNemar chi-square test.

⁴⁶ Percentages are rounded to 0 d.p., which creates some rounding errors in the change column.

⁴⁷ These groupings have been agreed with CFE Research to aid comparison of accommodation data analysis across the national MEAM Approach and Fulfilling Lives evaluations.

Accommodation grouping ⁴⁷	Proportion of people in accommodation type...			Accommodation type	Proportion of people in accommodation type...		
	Start of support	End of fourth quarter	% point difference		Start of support	End of fourth quarter	% point difference
In accommodation (long-term supported, with tenancy agreement)	5%	8%	+3%				
In accommodation (own or shared tenancy, with or without floating support)	13%	25%	+12%	Own tenancy (social housing)	9%	18%	+9%
				Own tenancy (private rented)	4%	7%	+3%
				Own tenancy (owner occupier)	0%	0%	+0%
				Shared tenancy	0%	0%	+0%
Prison	6%	6%	+0%				
Other	1%	2%	+1%				
Not given	0%	1%	+1%				

3.8 Frequency of contact with service and number of services.

The mean number of services involved in delivering support to people increased from 3.2 services per person in the first quarter of support to 3.5 in the fourth quarter of support (n=425).

Figure 35 shows how frequently people have contact with their coordinator in the first and fourth quarter of support.

Figure 35: Frequency of contact with co-ordinator during first and fourth quarter (n=414)

Frequency of contact with coordinator	Proportion of people in..		
	First quarter	Fourth quarter	% point difference
4 or more times per week	11%	12%	+1%
2 to 3 times per week	37%	28%	-9%
Once per week	19%	18%	-2%
Less than once per week but at least once per fortnight	9%	12%	+3%
Less than once per fortnight but at least once per month	7%	12%	+5%
Less than once per month	16%	18%	+2%

3.9 Economic analysis

Figure 36: Mean estimated service use costs per person pre-support and in fourth quarters of support⁴⁸ (statistically significant changes in level of service use⁴⁹ in **bold**)

Type of service use	Sample size (% of eligible clients)	Mean cost per person per quarter				
		Pre-support	Fourth quarter	Eighth quarter	Change from pre-to fourth quarter	Change from pre-to eighth quarter
A&E	141 (45%)	£248	£124	£155	-£124	-£92
Non elective acute admissions	142 (45%)	£961	£484	£704	-£477	-£258
Mental health admissions	166 (53%)	£343	£239	£604	-£104	+£261
Arrests	179 (57%)	£603	£496	£407	-£107	-£195
Prison	177 (56%)	£1,132	£900	£718	-£231	-£414

⁴⁸ i) See Section 1.4.2 for a breakdown of the economic tariffs used to calculate average cost per instance of service use. ii) 6 to 10 people in this sample ended support during the eighth quarter. For these people we have instead used the seventh quarter of support as a proxy for eighth quarter. This is because full data has often not been available for people's final quarters of support. iii) Mean costs are rounded to whole numbers - this introduces some rounding errors when comparing between the two time points.

⁴⁹ Significant to the 95% confidence level based on paired t-test. Significance tests are applied to the change in level of service use, not the estimated costs of those changes.

Figure 37: Mean accommodation costs per person per quarter⁵⁰ (n=170)⁵¹ (statistically significant changes in use of accommodation type⁵² in **bold**)

Accommodation grouping ⁵³	Accommodation type	Mean cost per person per quarter				
		First quarter	Fourth quarter	Eighth quarter	Change from first to fourth quarter	Change from first to eighth quarter
Rough sleeping	Rough sleeping	£0	£0	£0	£0	£0
Family and friends	Living with family/friends	£0	£0	£0	£0	£0
In accommodation (temporary or license)	Night shelter ⁵⁴	£1,497	£1,814	£1,382	£317	-£115
	B&B/private hostel					

⁵⁰ i) See Section 1.4.2 for a breakdown of the economic tariffs used to calculate average cost per instance of accommodation type. ii) The costs associated with nights in prison are reported in Figure 36.

⁵¹ i) Clients were excluded from analysis when the total number of nights accounted for were 2 nights above or below the total number of nights in the quarter. ii) 36 people began support in the last month of a quarter but did not have accommodation data available until the second quarter of support. Data from the second quarter of support were used as proxy baseline data for these clients. 8 people in this sample ended support in their eighth quarter. We used the penultimate quarter of support as a proxy for eighth quarter for these people, because data is often incomplete from the last quarter of support. iii) Mean costs are rounded to whole numbers - this introduces some rounding errors when comparing between time points.

⁵² Significant to the 95% confidence level based on paired t-test. Significance tests are applied to the change in use of accommodation, not the estimated costs of those changes.

⁵³ These groupings have been agreed with CFE Research to aid comparison of accommodation data analysis across the national MEAM Approach and Fulfilling Lives evaluations.

⁵⁴ We considered introducing a separate tariff for night shelter accommodation because we understand provision of night shelter accommodation to cost much less than the accommodation grouping tariff of £345 per week. However, there is relatively low use of night shelters among the evaluation cohort, and changes in use over time are not statistically significant. We therefore have applied a broad tariff across the whole accommodation grouping so as to maximise comparability with the national Fulfilling Lives evaluation.

Accommodation grouping ⁵³	Accommodation type	Mean cost per person per quarter				
		First quarter	Fourth quarter	Eighth quarter	Change from first to fourth quarter	Change from first to eighth quarter
i.e. no tenancy agreement)	Emergency or assessment bed within a service					
	Supported accommodation (licence)					
In accommodation (long-term supported, with tenancy agreement)	Supported accommodation (tenancy)	£90	£362	£424	£272	£333
In accommodation (own or shared tenancy, with or without floating support)	Own tenancy (social housing)	£211	£350	£533	£139	£322
	Own tenancy (private rented)					
	Own tenancy (owner occupier)					
	Shared tenancy					

4 E-survey analysis

4.1 Overview

In this chapter we present the findings from the e-survey of staff in local areas. It was conducted over years 2 to 5 of the evaluation as described in section 1.8.

4.2 Number and profile of respondents

Figure 38: Number of responses per network area per year

Area	Number of survey responses				
	Year 2	Year 3	Year 4	Year 5	All years
Adur and Worthing	8 (6%)	20 (9%)	12 (5%)	9 (6%)	49 (7%)
Basingstoke and Deane	8 (6%)	15 (7%)	16 (7%)	13 (8%)	52 (7%)
Blackburn and Darwen	11 (8%)	11 (5%)	6 (3%)	3 (2%)	31 (4%)
Calderdale	0 (0%)	0 (0%)	3 (1%)	8 (5%)	11 (1%)
Cambridgeshire	15 (10%)	10 (5%)	10 (4%)	10 (7%)	45 (6%)
Cornwall	6 (4%)	12 (6%)	9 (4%)	6 (4%)	33 (4%)
Coventry	6 (4%)	1 (0%)	0 (0%)	0 (0%)	7 (1%)
Doncaster	2 (1%)	10 (5%)	3 (1%)	2 (1%)	17 (2%)
Durham	0 (0%)	0 (0%)	13 (6%)	2 (1%)	15 (2%)
Exeter	0 (0%)	0 (0%)	4 (2%)	4 (3%)	8 (1%)
Hackney	8 (6%)	8 (4%)	8 (3%)	5 (3%)	29 (4%)
Haringey	0 (0%)	13 (6%)	17 (7%)	6 (4%)	36 (5%)
Hull	7 (5%)	16 (8%)	15 (6%)	6 (4%)	44 (6%)
Middlesbrough	0 (0%)	0 (0%)	16 (7%)	2 (1%)	18 (2%)
Newham	0 (0%)	0 (0%)	3 (1%)	7 (5%)	10 (1%)
North Devon	0 (0%)	0 (0%)	12 (5%)	6 (4%)	18 (2%)
North Lincs	11 (8%)	11 (5%)	5 (2%)	2 (1%)	29 (4%)
Norwich	7 (5%)	1 (0%)	9 (4%)	5 (3%)	22 (3%)
Oldham	0 (0%)	9 (4%)	0 (0%)	0 (0%)	9 (1%)

Area	Number of survey responses				
	Year 2	Year 3	Year 4	Year 5	All years
Peterborough	0 (0%)	0 (0%)	8 (3%)	12 (8%)	20 (3%)
Preston	5 (3%)	2 (1%)	2 (1%)	0 (0%)	9 (1%)
Reading	1 (1%)	5 (2%)	10 (4%)	4 (3%)	20 (3%)
Redcar and Cleveland	0 (0%)	3 (1%)	9 (4%)	14 (9%)	26 (3%)
Southend	10 (7%)	11 (5%)	2 (1%)	3 (2%)	26 (3%)
Stafford	0 (0%)	0 (0%)	2 (1%)	1 (1%)	3 (0%)
Sunderland	2 (1%)	0 (0%)	0 (0%)	0 (0%)	2 (0%)
Surrey	7 (5%)	13 (6%)	6 (3%)	1 (1%)	27 (4%)
West Berks	10 (7%)	6 (3%)	0 (0%)	0 (0%)	16 (2%)
Westminster	0 (0%)	12 (6%)	6 (3%)	2 (1%)	20 (3%)
Windsor and Maidenhead	0 (0%)	12 (6%)	11 (5%)	8 (5%)	31 (4%)
York	19 (13%)	12 (6%)	19 (8%)	12 (8%)	62 (8%)
Total	143 (100%)	213 (100%)	236 (100%)	153 (100%)	745 (100%)

Figure 39: Respondents' role type (number (%))

Role type	Number of survey responses				
	Year 2	Year 3	Year 4	Year 5	All years
Paid member of staff / contractor	136 (98%)	207 (99%)	229 (97%)	152 (100%)	724 (98%)
Volunteer	2 (1%)	3 (1%)	5 (2%)	0 (0%)	10 (1%)
Other	1 (1%)	0 (0%)	1 (0%)	0 (0%)	2 (0%)
Valid total	139 (100%)	210 (100%)	235 (100%)	152 (100%)	736 (100%)
Unknown	4	3	1	1	9
Grand total	143	213	236	153	745

Figure 40: Role of respondents (number (%))

Role	Number of survey responses				
	Year 2	Year 3	Year 4	Year 5	All years
Operational (working directly with service users)	57 (40%)	79 (37%)	78 (33%)	71 (46%)	285 (39%)
Operational management	52 (37%)	71 (33%)	102 (44%)	56 (37%)	281 (38%)
Strategic leadership	18 (13%)	33 (16%)	26 (11%)	15 (10%)	92 (12%)
Commissioning	8 (6%)	21 (10%)	23 (10%)	7 (5%)	59 (8%)
Other	6 (4%)	8 (4%)	5 (2%)	4 (3%)	23 (3%)
Valid total	141 (100%)	212 (100%)	234 (100%)	153 (100%)	740 (100%)
Unknown	2	1	2	0	5
Grand total	143	213	236	153	745

Figure 41: Organisation type (number (%))

Sector type	Number of survey responses				
	Year 2	Year 3	Year 4	Year 5	All years
Private sector	3 (2%)	6 (3%)	7 (3%)	4 (3%)	20 (3%)
Statutory sector	74 (52%)	135 (65%)	128 (55%)	92 (61%)	429 (58%)
Voluntary and community sector	64 (45%)	68 (33%)	98 (42%)	56 (37%)	286 (39%)
Valid total	141 (100%)	209 (100%)	233 (100%)	152 (100%)	735 (100%)
Unknown	2	4	3	1	10
Total	143	213	236	153	745

Figure 42: Respondents' sector (number (%))

Sector	Number of survey responses				
	Year 2	Year 3	Year 4	Year 5	All years
Housing and homelessness	55 (38%)	80 (38%)	80 (34%)	56 (37%)	271 (36%)
Multiple disadvantage	15 (10%)	24 (11%)	45 (19%)	33 (22%)	117 (16%)
Criminal justice	22 (15%)	16 (8%)	27 (11%)	14 (9%)	79 (11%)
Substance misuse	18 (13%)	25 (12%)	14 (6%)	19 (12%)	76 (10%)
Mental health and wellbeing	9 (6%)	23 (11%)	15 (6%)	8 (5%)	55 (7%)
Physical health and wellbeing	7 (5%)	11 (5%)	17 (7%)	9 (6%)	44 (6%)
Public health	7 (5%)	10 (5%)	15 (6%)	6 (4%)	38 (5%)
Community safety	4 (3%)	12 (6%)	10 (4%)	4 (3%)	30 (4%)
Other	6 (4%)	9 (4%)	11 (5%)	3 (2%)	29 (4%)
Education, skills and training	0 (0%)	3 (1%)	2 (1%)	1 (1%)	6 (1%)
Total	143 (100%)	213 (100%)	236 (100%)	153 (100%)	745 (100%)

4.3 Impact of the MEAM Approach

Impact of the MEAM Approach: data interpretation

We asked survey respondents to select the degree to which they agree or disagree the MEAM Approach is having an impact on ten intended outcomes in their local area.

We converted each response into a value between 1 to 5, where 1 equals “strongly disagree” and 5 equals “strongly agree”. Figure 43 and Figure 44 below present the average (mean) value of responses to each question.

Figure 43: Impact of MEAM Approach in local areas (non-responses have not been included, so valid n varies between 139 and 140 for year 2; 209 and 212 for year 3; 234 and 235 for year 4; and 152 and 153 for year 5)

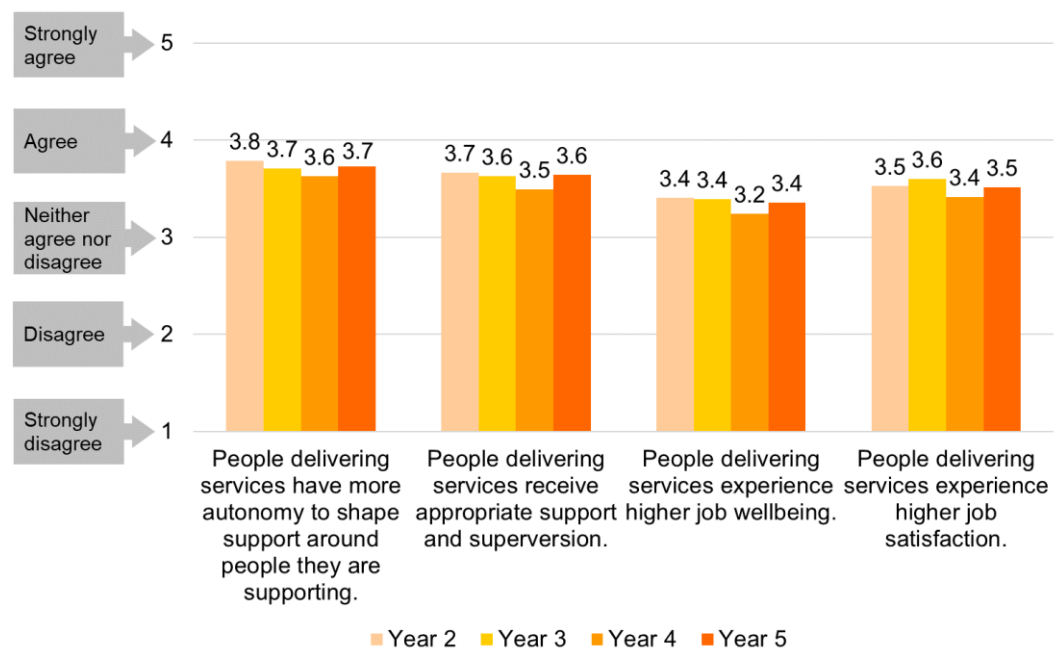
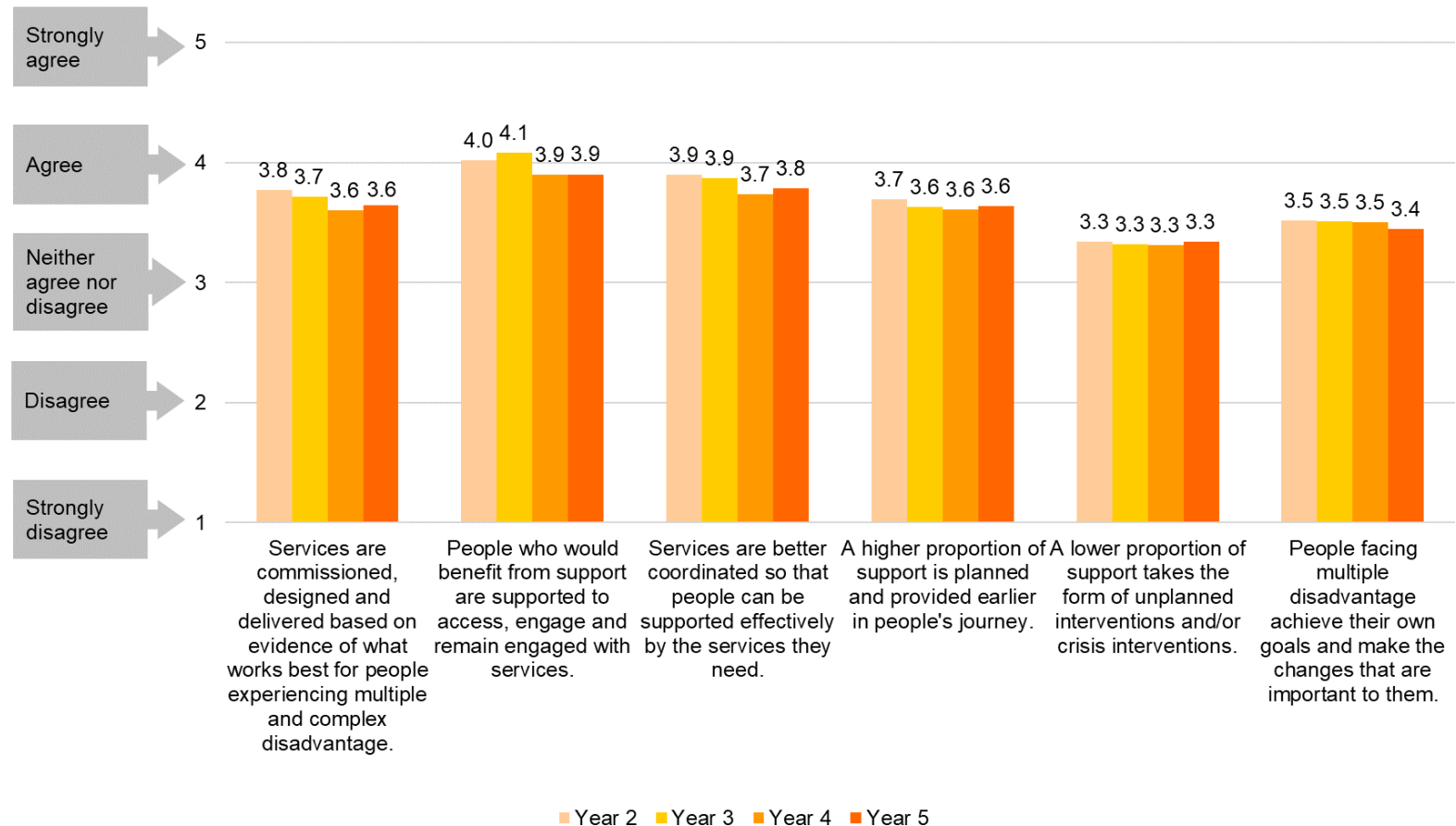


Figure 44: Impact of MEAM Approach in local areas (non-responses have not been included, so valid n varies between 140 and 142 for year 2; 208 and 212 for year 3; 234 and 235 for year 4; and 151 and 153 for year 5).



4.4 Person-centred care

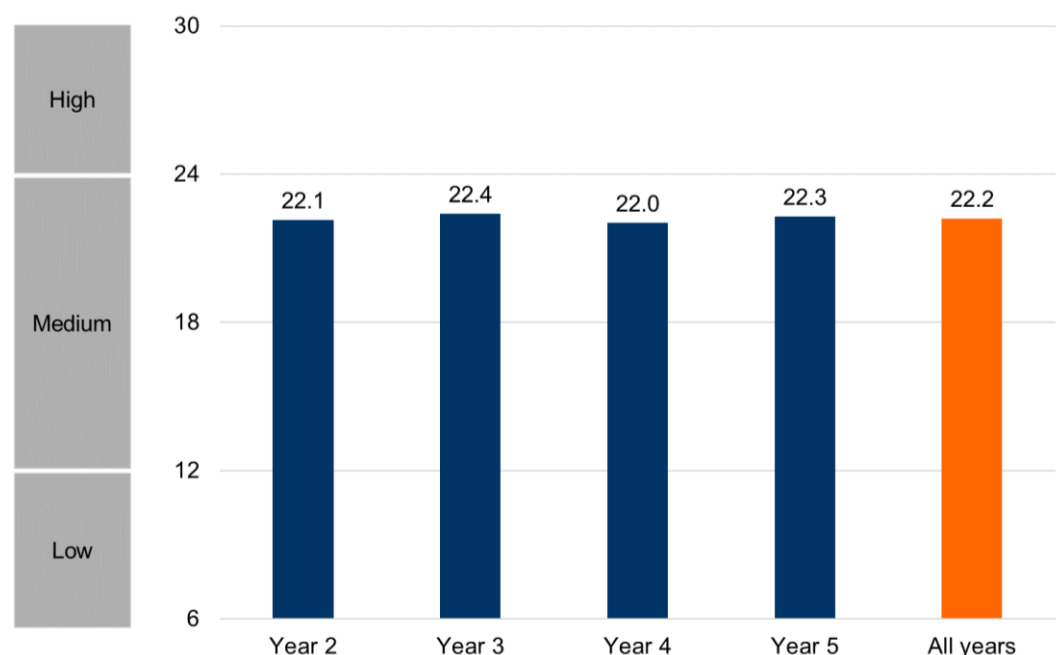
Person-centred care: data interpretation

We selected the six most relevant items⁵⁵ from the Personalised Care Assessment Tool (P-CAT), and asked survey respondents to select the degree to which they agree or disagree with each statement.

We converted each response into a value between 1 to 5. For positive statements, “strongly disagree” was equal to 1 and “strongly agree” was equal to 5. This was reversed for negative statements. We averaged the values for each item, and totalled these averages to create a non-validated scale measure of person-centred care.

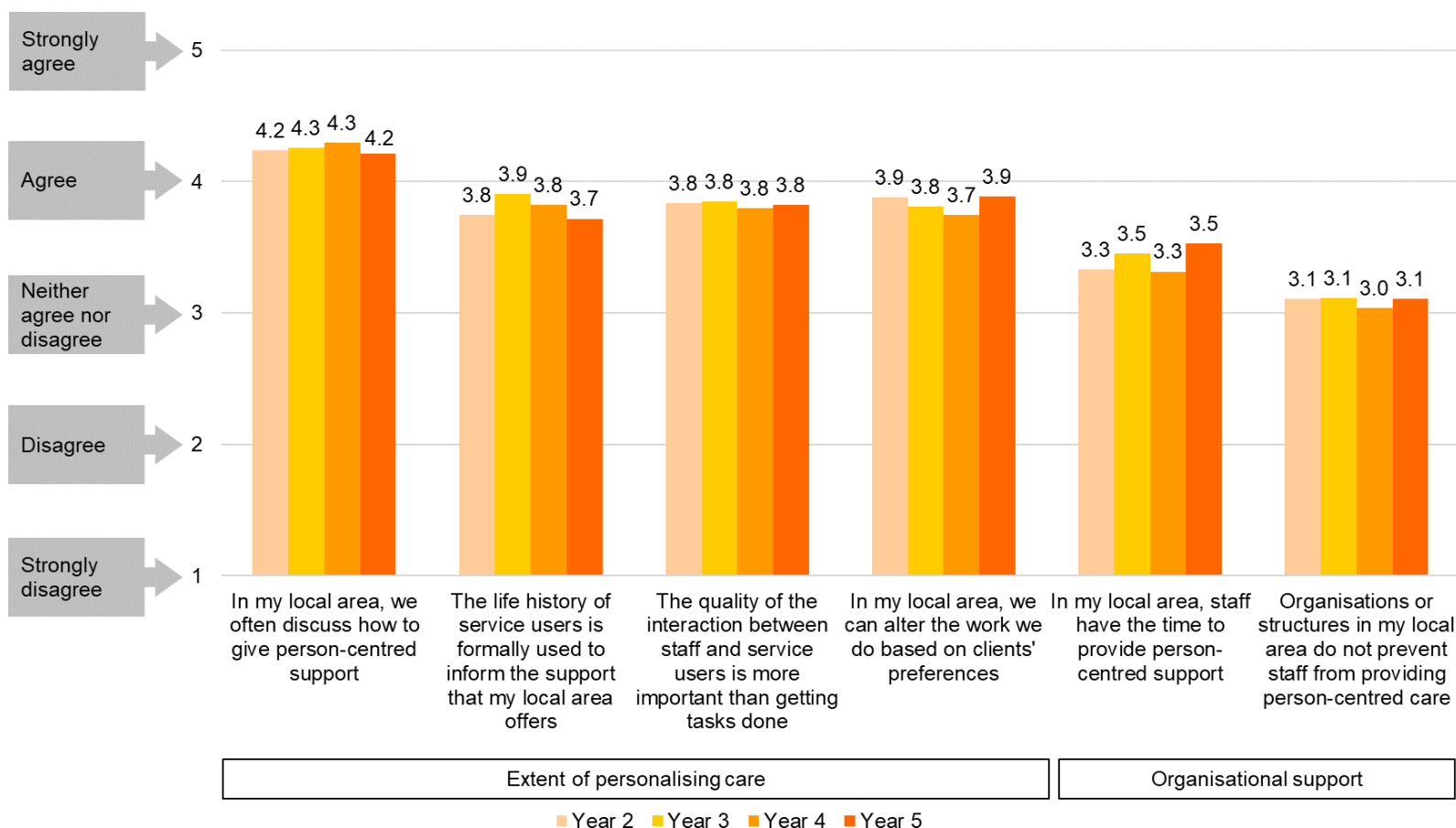
Scores on the scale range from 6 to 30. Scores of 24 and above reflect “high” levels of person-centred care; between 13 and 23 inclusive are “medium”; and 12 and below are “low”. This is consistent with the P-CAT individual item thresholds, where scores of 1-2 are low, 3 is medium, and 4-5 are high.

Figure 45: Average person-centred care index score (non-responses have not been included, so valid n varies between 140 and 142 for year 2; 209 and 211 for year 3; 232 and 235 for year 4; 152 and 153 for year 5; and 735 and 740 for all years).



⁵⁵ These items were: 1) In my local area, we often discuss how to give person-centred support. 2) The life history of service users is formally used to inform the support that my local area offers. 3) The quality of the interaction between staff and service users is more important than getting tasks done. 4) In my local area, we can alter the work we do based on clients' preferences. 5) In my local area, staff simply do not have the time to provide person-centred support. 6) Organisations or structures in my local area prevent staff from providing person-centred care.

Figure 46: Average score for each person-centred care item (non-responses have not been included, so valid n varies between 140 and 142 for year 2; 209 and 211 for year 3; 232 and 235 for year 4; and 152 and 153 for year 5)



4.5 Multi-agency working

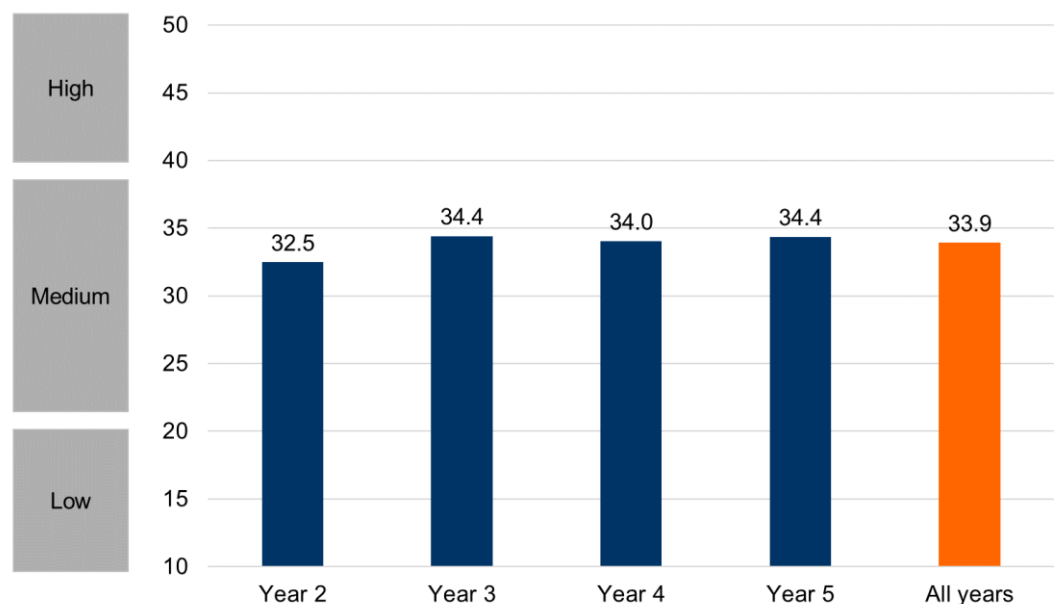
Multi-agency working: data interpretation

We selected the ten most relevant items from the Interagency Collaboration Activities Scale (IACAS) and asked survey respondents to rate the extent to which their organisation shares those activities with other organisations supporting those experiencing multiple disadvantage. Some of the wording from the original IACAS was adapted to better fit the MEAM Approach context.⁵⁶

We converted each response into a value between 1 to 5, with “not at all” equal to 1 and “very much” equal to 5. We averaged the values for each item and totalled these averages to create a non-validated scale measure of multi-agency working.

Scores on the scale could range from 10 to 50. Scores of 40 and above are “high”; between 21 and 39 inclusive are “medium”; and 20 and below are “low”. This is consistent with IACAS advice of treating individual item scores of 1-2 as low, 3 as medium, and 4-5 as high.

Figure 47: Average multi-agency working index score (non-responses have not been included, so valid n varies between 129 and 141 for year 2; 196 and 209 for year 3; 214 and 231 for year 4; 141 and 152 for year 5; and 682 and 736 for all years)



⁵⁶ The original IACAS items were: Work spaces; applications for funding; commissioning of services; initial assessment forms; record keeping and management of information systems data; development of support plans; staff training; ongoing assessment of service user; case conferences or case reviews; and participation in multi-agency groups or committees.

Figure 48: Average score for each multi-agency working item in relation to resources and programme development and evaluation (non-responses have not been included, so valid n varies between 129 and 141 for year 2; 196 and 209 for year 3; 214 and 231 for year 4; and 141 and 152 for year 5)

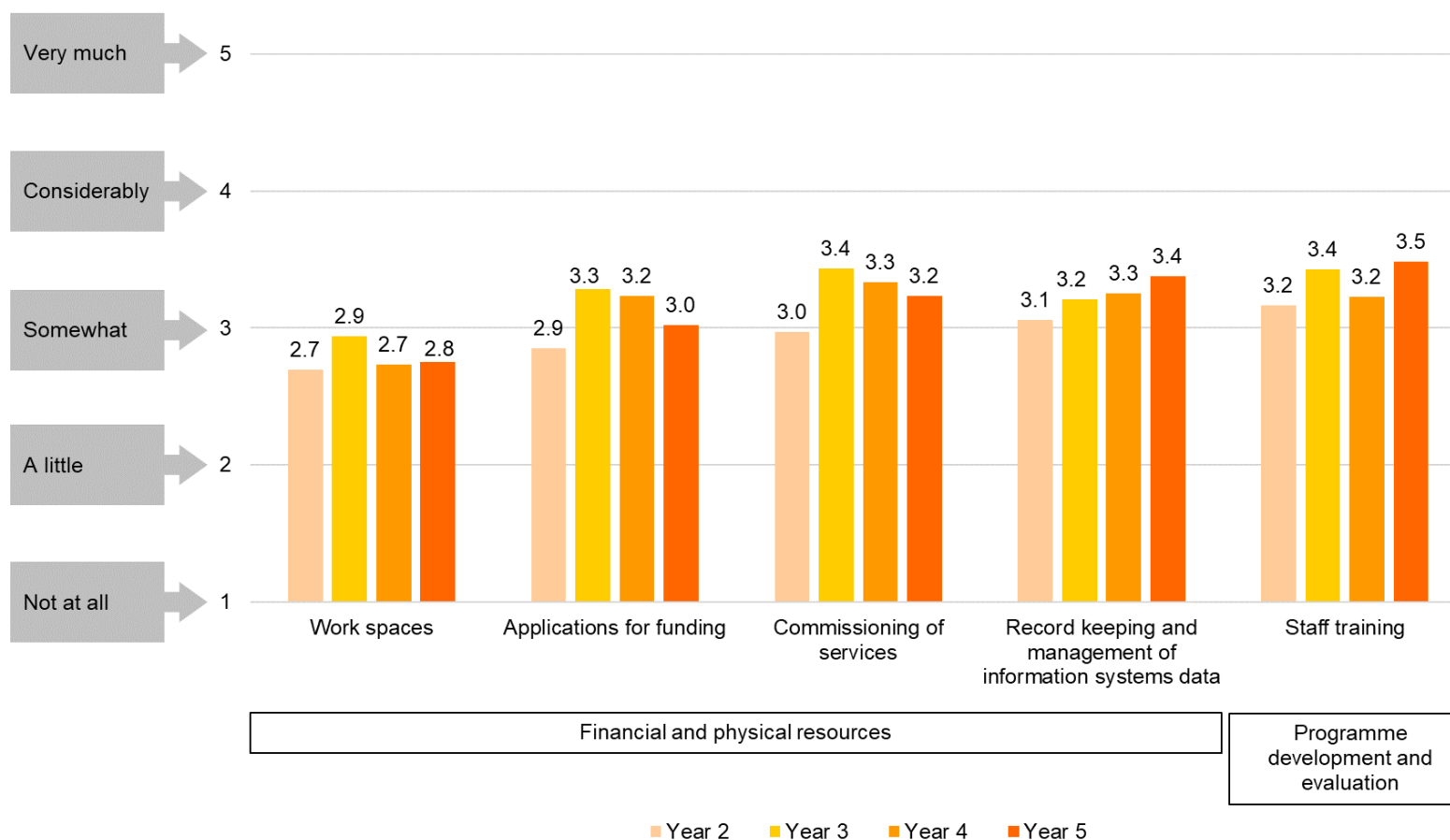
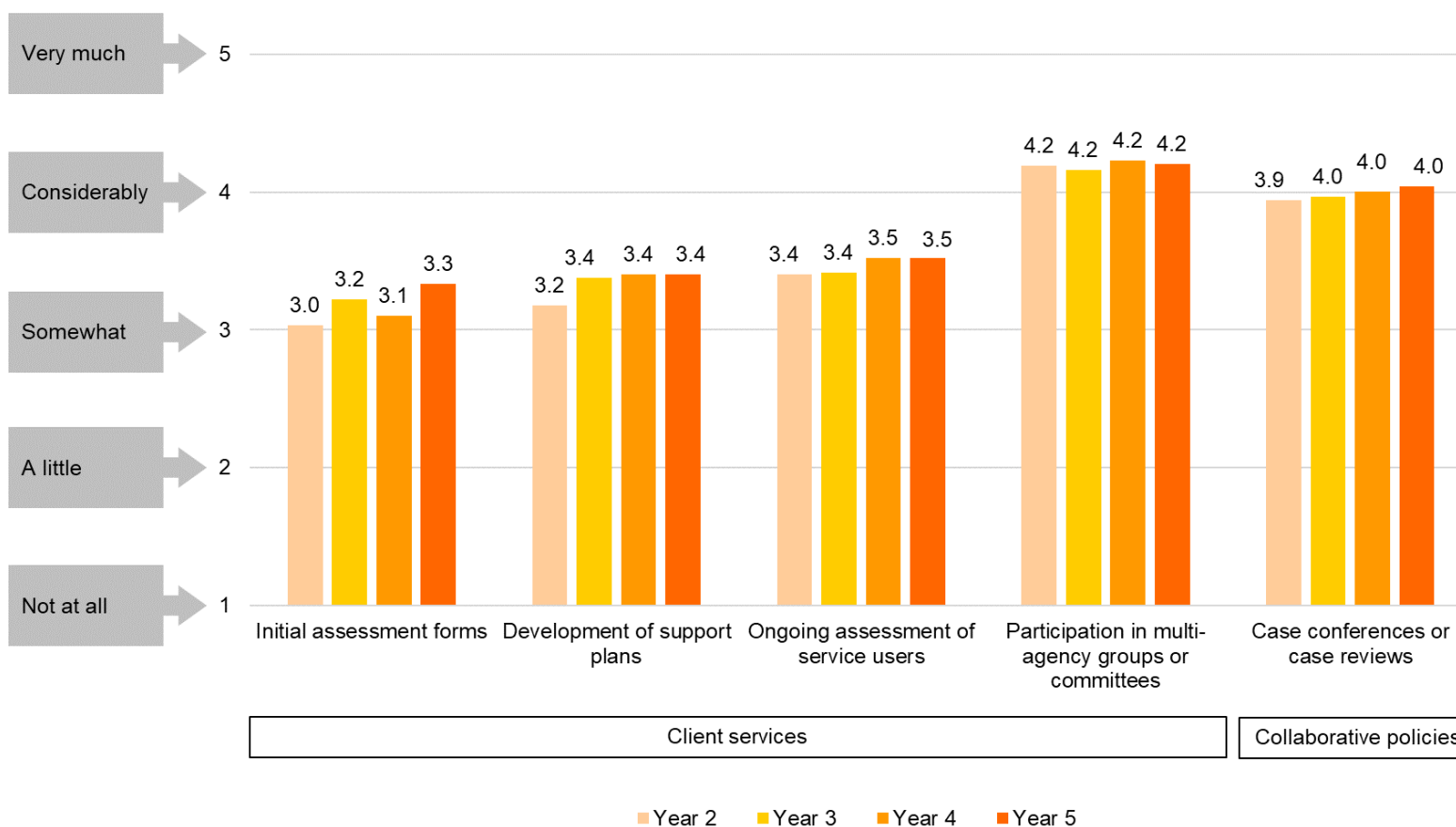


Figure 49: Average score for each multi-agency working item in relation to client services and collaborative policies (non-responses have not been included, so valid n varies between 129 and 141 for year 2; 196 and 209 for year 3; 214 and 231 for year 4; and 141 and 152 for year 5)



4.6 Trauma-informed care

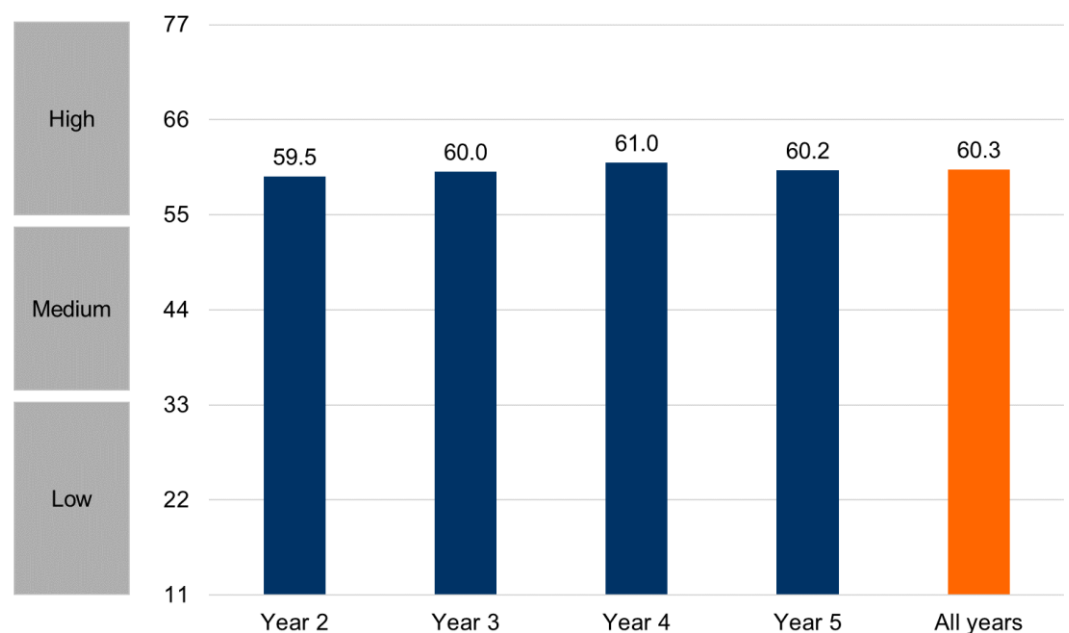
Trauma-informed care: data interpretation

We selected the eleven most relevant items from the Attitudes Related to Trauma-Informed Care (ARTIC) scale, and asked survey respondents to provide a rating between 1 and 7 for two opposing statements. Scores for negative statements were then reversed, so that a higher score always represents more trauma-informed care.

We averaged the values for all responses for each item and totalled these averages to create a non-validated scale measure of trauma-informed attitudes.

Scale scores range from 11 to 77. Scores of 55 and above indicate “high” levels of trauma-informed attitude; between 34 and 54 inclusive are “medium”; and 33 and below are “low”.⁵⁷

Figure 50: Average trauma-informed care index score (non-responses are not included, so valid n varies from 138 to 143 for year 2; 209 to 213 for year 3; 232 to 236 for year 4; 150 to 153 for year 5; and 730 to 744 for all years)



⁵⁷ These thresholds have been developed by the evaluation team. This differs to the multi-agency working and person-centred care scale thresholds, which are based on thresholds identified by the teams who developed the original tools.

Figure 51: Average score for each trauma-informed care item in relation to on-the-job behaviours (non-responses have not been included, so valid n varies between 138 to 143 for year 2; 209 to 213 for year 3; 232 to 236 for year 4; 150 to 153 for year 5)

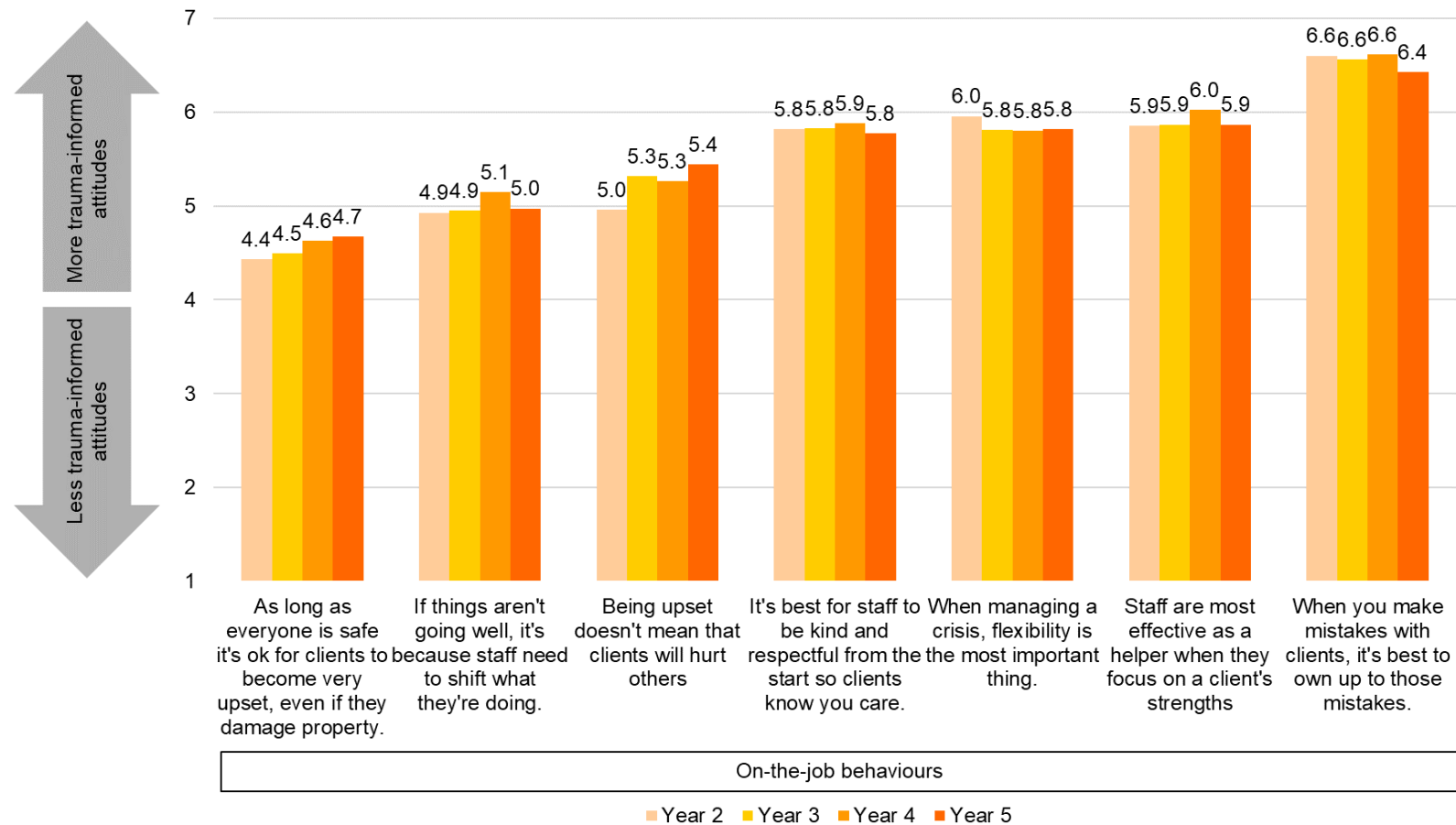
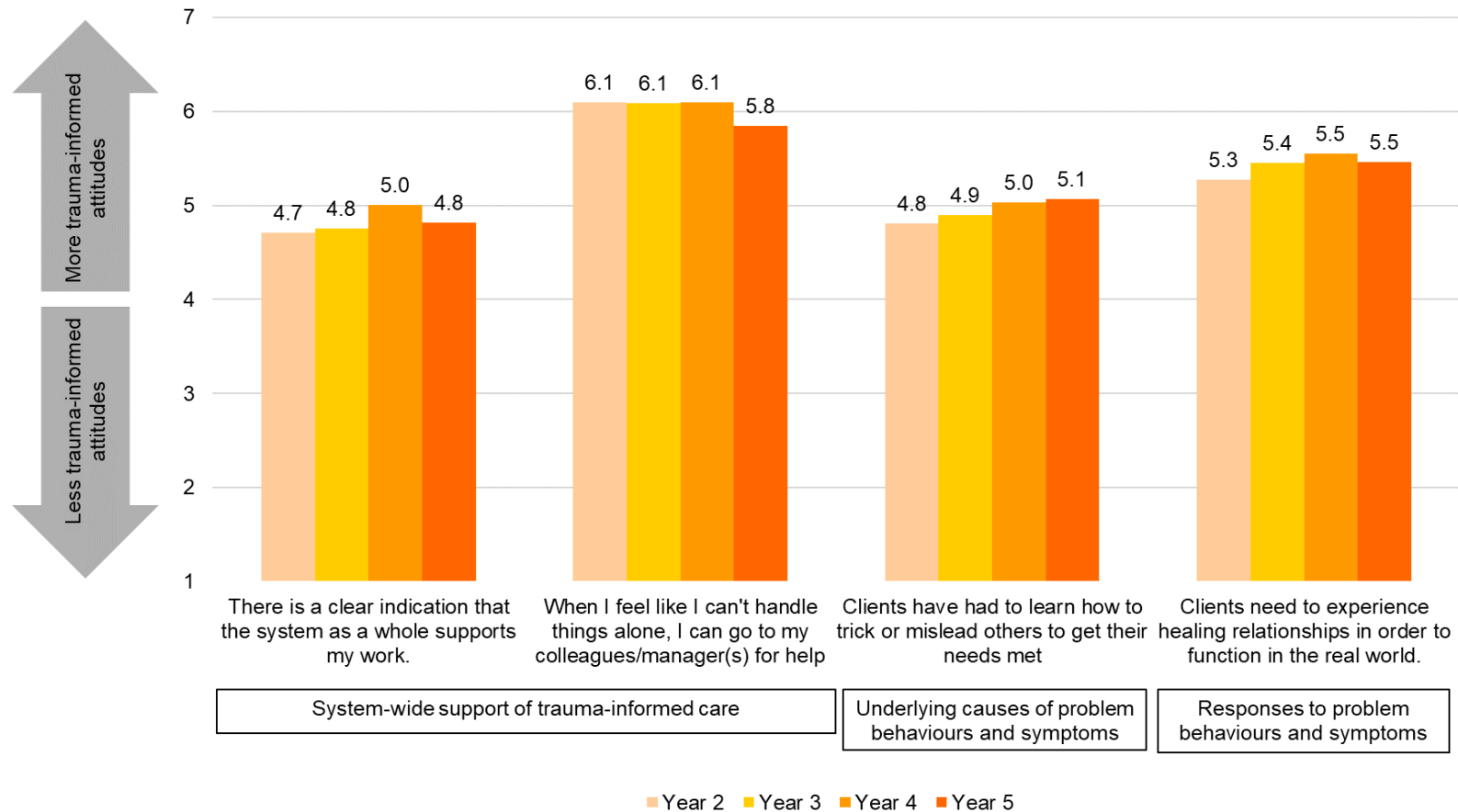


Figure 52: Average score for each trauma-informed care item in relation to system-wide support, and understanding of and responses to problem behaviours and symptoms (non-responses have not been included, so valid n varies between 138 to 143 for year 2; 209 to 213 for year 3; 232 to 236 for year 4; 150 to 153 for year 5)



4.7 Success and challenges of local partnerships

4.7.1 Top successes

When asked about the top successes of local work developed using the MEAM Approach, survey respondents commented on the following key themes across all four years, in order of frequency mentioned:

- **Improved partnership working.** Including an increase in multi-agency working and improved, more frequent communication and information sharing between organisations.
- **A change in culture,** specifically an increase in flexibility of attitudes towards delivering care, improvements in trauma-informed awareness, joint understandings of multiple disadvantage and how best to support people experiencing it, and a reduction in stigma.
- **Improved co-ordination of support,** with joint decision making via multi-disciplinary teams (MDTs) commonly highlighted as effective practice in supporting this.
- Improvements in the ability to deliver **flexible, person-centred support,** including adapting the service to meet people's needs rather than requiring people's needs to meet service thresholds.
- **Achievement of positive outcomes for people,** including reductions in reoffending, homelessness and substance misuse, and improvements in levels of engagement and rates of employment.
- **An improvement in strategic buy-in and engagement,** with an increase in the acknowledgement of multiple disadvantage as a strategic priority.
- **Motivation, enthusiasm and dedication** of frontline practitioners working directly with clients.
- An increase in **co-production,** helping to amplify the voices of people with lived experience of multiple disadvantage
- **Support and learning** gained from the MEAM team.

4.7.2 Challenges

When asked about the main challenges of local work developed using the MEAM Approach, respondents identified four key challenges consistently across all four years. In order of frequency mentioned, these were:

- **Short-term funding/lack of long-term, sustainable funding.**
- Challenges with **staff capacity** and **limited resource and time** to deliver support.

- Generating **buy-in** and **engagement from strategic partners**.
- A **lack of support** from **statutory mental health services**.

Other challenges mentioned by survey respondents varied across the years. In years 2 and 3, respondents commonly identified challenges arising from **competing organisational priorities** and the need to **break down siloes** and **combat old ways of working**, specifically due to **internal information sharing and governance policies**. This challenge was mentioned much less frequently in years 4 and 5. Other challenges mentioned in years 2 and 3 which were not mentioned in later years included difficulties mapping services and creating pathways and enacting meaningful culture change.

In years 4 and 5, there was a greater emphasis from survey respondents on challenges in relation to **making the MEAM Approach sustainable**. In addition to those already mentioned above, these most frequently reported challenges were:

- Maintaining partnerships and relationships following **staff turnover**.
- A **lack of cohort throughput**, and challenges with moving clients “on and up” from specialist services.
- **COVID-19 pandemic**, including challenges to delivering support to clients and maintaining relationships virtually.
- **Delivering systems change**, with challenges engaging statutory services including adult health and social care, mental health, and housing.
- **Lack of legislative and broader political support**, limiting systems change from the top down.

4.7.3 Areas for development

When asked what they would change about local work developed using the MEAM Approach to increase efficacy, the most frequently reported suggestions related to resource allocation and partnership working. In year 5, stakeholders identified the following areas of development:

- **Increased strategic buy-in from local leaders**, including an increase in joint commissioning and an increase in strategic integration.
- **Increased resources**, specifically to fund improvements in staff capacity.
- **Co-location of services**.
- **Training on multiple disadvantage** and effective practice for all partner organisations, both operationally and strategically.

- **Actively reviewing client pathways out of specialist services, and generating MEAM cohort turnover.**

5 Approach to qualitative analysis and development of key findings

5.1 Overview

In this chapter we outline how we have worked with the expert by experience research group to develop the findings from qualitative consultation and to sense-test the report.

5.2 Preparation of data by Cordis Bright

Once all the fieldwork was complete, the Cordis Bright team completed an initial rapid thematic analysis of the data collected through the consultation with local area leaders, their partnerships managers and the MEAM leadership team. This identified five key topics emerging from the data:

- Co-production.
- People experiencing multiple disadvantage achieving their goals and making changes in their lives.
- Whether MEAM Approach work is strategically or operationally driven.
- Culture and systems change.
- Relationships driving systems change.

In preparation for further analysis with the expert by experience research group, the Cordis Bright team selected a range of quotes from the qualitative research that related to each of the themes.

5.3 Analysis workshops with expert by experience research group

We discussed extended quotes in relation to three of the five key topics with the expert by experience research group during a 90-minute analysis workshop. (The three topics were selected by the research group by consensus.) Themes emerging from the data under the three key topics were identified and discussed by the research group, and new themes and topics were also identified by the group, which fed into subsequent analysis by the Cordis Bright team.

5.4 Follow-up analysis by Cordis Bright

Once the evaluation team had a) completed analysis of all data gathered through the year 5 fieldwork (i.e. all analysis except for that of the CDF data) and b) reviewed policy documents, Fulfilling Lives reports and findings from previous years of the MEAM Approach evaluation, findings from the different research methods were triangulated and discussed at an internal Cordis Bright team

meeting. Based on this, we developed an emerging narrative document that provided a high-level overview of the proposed structure and emerging findings for the year 5 report. This was then shared with MEAM for feedback, and formed the basis for the first sense-testing workshop with the expert by experience research group.

5.5 Key findings sense-testing workshop

In the first sense-testing workshop, held in May 2022, the expert by experience research group discussed and provided feedback on the proposed structure for the report and the high-level findings outlined in the emerging narrative document.

5.6 Reporting

The Cordis Bright team then revised the emerging narrative and key findings document in line with feedback from MEAM, the expert by experience research group and the findings from the CDF data analysis. Based on this, the Cordis Bright team produced the final year 5 report and this technical appendix.

These reports were then discussed further with the expert by experience research group, MEAM and the evaluation steering group, after which the reports were revised and finalised.

6 Appendix A: Bibliography

As part of the year 5 evaluation, Cordis Bright conducted a review of relevant policy documentation, Fulfilling Lives evaluation reports, and previous MEAM Approach evaluation reports. The following documents were reviewed.

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