

Impact of Covid continued.

Currently:

- All OIF contracts have been re-forecasted, commissioners engaged to establish their position on reviewing outcome payments and each delivery organisation assessed in terms of their financial resilience.
- Most OIF contracts are 'early stage' and have been able to 'take account of Covid-19 impact' to adapt their delivery plans to support beneficiaries.
- The portfolio has continued to perform in line with the fee for activity and/or outcome payments agreed in response to Covid-19. (See Table 1: OIF portfolio contracts categorised against the GOLab alternative funding responses to Covid).
- Following the first 6 months of immediate pandemic response, most contracts from September 2020 have moved back to outcomes based payments.

Future:

- There will be further reviews required as 'new normal' operating models emerge, and contracts move back to outcome payments. The impact of these changes, furlough unwinding, the economic downturn caused by Covid-19 and consequences of the massive public spend during this period are yet to be determined. BII will regularly monitor and report the effect of these changes as the impact on the OIF contracts becomes more apparent.
- The social outcomes contract model has generally proven effective to date in responding to the negative impacts of Covid through its adaptability. This is a direct result of partnership working and flexibility of payment models to accommodate different delivery models affected. The next 6 months will test this further, but the wider market is working together on responding with consistency.
- BII continues to work with delivery partners, commissioners and key stakeholders to share lessons of how the social outcome models in OIF can continue to support the delivery of positive impact.

A FEW CASE STUDIES



Case studies.

PROMOTING INDEPENDENCE: SOUTH YORKSHIRE HOUSING ASSOCIATION

The Promoting Independence social outcomes contract ("SOC") works with individuals with mental ill health, who are living in 24/7 care homes, to achieve their independent living goals and step into the community.

The service works with people on their journey to independence, and firmly believes that people can recover and thrive after experiencing mental illness. By focusing on people's strengths and what matters to them, doors are also opened to more opportunities, such as education, training, work, enjoying hobbies and interests, and developing social networks.

The project commenced in October 2019 and is being delivered by South Yorkshire Housing Association ("SYHA"), based in Sheffield.

This programme represents innovation in public sector contracting by the commissioner Sheffield City Council ("SCC"), and in delivery by the provider SYHA.

Many people living in residential housing in the UK have not been encouraged to reach their full potential and are instead kept in a 'safe' residential home. However, with the right support, they could be living a more independent life. The service provides people with the right to choose to live and flourish in their own home. It also creates an opportunity to implement long-term change in the way individuals with mental health needs are cared for in Sheffield and the UK, in terms of both the support offered to individuals and in the savings created for the local authority.

IMP Rating C - Contributing to solutions



Joanne (name changed for confidentiality), a Promoting Independence Project customer, has moved from residential care into her own home. We asked her about how she's settling in...

“What do you love about your new home?”

Everything. My bed! It's big and comfy. It's peaceful and quiet, and I enjoy sitting out on the balcony where I now grow my own plants. I feel really secure being on the first floor and having an intercom system. It feels cosy in my new home.

What's changed since you've moved?

I'm not needing to share with any other people, I have my own space. I feel stronger mentally. I've been able to spend more quality time with my daughter and grandchildren. I have grown in confidence and self-esteem.

What are you most proud of achieving?

My independence. I have surprised myself with how well I have adapted to having my own independence. It's gone better than I thought it might.

What are your hopes for the future?

To live! To live my life to the full. Socialising and going out, being busy doing the things I enjoy.

”

ABOUT PROMOTING INDEPENDENCE



South Yorkshire Housing Association



Promoting Independence is a partnership between SYHA, Abbeyfield Grange and Together for Mental Wellbeing, and is commissioned by SCC, with Big Issue Invest providing social investment.

The project provides recovery-focused support for people aged 18 - 64 to make the transition from 24/7 residential care, to their own homes within the community. The SOC does this through the following activities:

- Preparing individuals for living independently outside of 24/7 registered care
- Working with individuals to develop skills in budgeting, planning and preparing meals, and maintaining their tenancy
- Facilitating expertise on drug and alcohol misuse for clients
- Supporting care home providers to shift their provision, balancing risk with increasing their customers' independence
- Linking clients to local community services and peer support
- Highlighting the importance of good physical health and encouraging access to health living programmes

The delivery model has been extensively co-designed with those who have direct experience of the residential care and wider mental health system. One to one support is provided for up to 9 months prior to the move out of residential care. People are also offered support for up to 24 months after the move in their transition from full-time care into independent lives in the community.

ABOUT SYHA

SYHA provides quality, affordable homes for those in need, and delivers residential care, supported housing and services in the community.

Their purpose is for the people they work with to feel settled at home, to live well, and to realise their potential.

WHERE WE COME IN

Big Issue Invests Outcomes Investment Fund committed **£800,000** to South Yorkshire Housing Association to fund the Promoting Independence SOC with Sheffield City Council as the commissioner.

The 7 year loan was secured in September 2019 and provides working capital to fund the up-front delivery and project set-up costs.

The total outcomes value of the contract is

£3 million.

South Yorkshire Housing Association's Programme Lead Daryl Williams said of the Promoting Independence project:

"Overseeing this new project is extremely exciting, as I get to be involved in seeing recovery at the centre of a much-needed culture change in the residential care setting. Our team focus on helping the customers, care home and mental health teams to provide holistic support that enables the individual to create a new independence and future, that is full of hope."

In December 2019, I attended Big Issue Invests AGM and was invited as the only Social Impact Bond (SIB) guest note speaker, highlighting our project to corporate investors and other Social Impact Bond providers around the country. This was great to showcase the project, but also it gave me greater confidence, knowing that Big Issue Invest are fully behind our project and the social impact it will create over the 7-year delivery time. In time we want to showcase our project to the national market and drive change in other local authorities."

Sergio Sanchez Toledo, Investment Manager at Big Issue Invest, says:

"We are thrilled to be able to partner with South Yorkshire Housing Association to support them as they deliver an innovative social outcomes contract that is changing the way that care is delivered to people with mental health conditions in Sheffield. It's really exciting to see the outcomes created as SYHA is supporting people to live more independent lives on their own terms."



Case studies.

Promoting Independence: continued...

THE IMPACT OF PROMOTING INDEPENDENCE

This is a long-term intensive programme with outcomes expected to be slow to build while clients engage with the service and make the transition into a tenancy outside of 24/7 care.

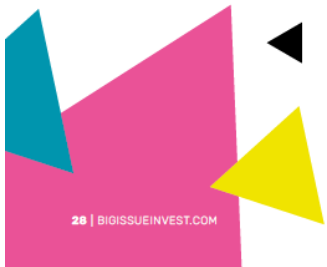
Impact is measured by the sustainment of tenancies by clients, and SYHA has already supported three clients to move into their own homes since the programme commenced in October 2019.

The project has created 7 jobs in Sheffield, with an average salary of £30,000. All staff and volunteers are local people.

INDICATOR	TARGET VALUE	ACHIEVED VALUE
Move from CQC registered residential or Nursing Care into own tenancy	2	3
6 months sustainment within own tenancy	-	-
12 months sustainment within own tenancy	-	-
24 months sustainment within own tenancy	-	-

SYHA aims to work with **113 people** over the life of the project with an expectation that at least **75 people** will make the final outcome and thrive in their own tenancy.

Annual projected outcomes for Promoting Independence SIB



Case studies.

WE ARE WITH YOU:
CORNWALL 'FREQUENT ATTENDERS PROJECT'

We Are With You (WAWY) supports 140,000 people across the UK and is one of the UK's leading drug, alcohol and mental health charities.

It is delivering a high impact Social Outcomes Contract (SOC) known as the 'Frequent Attenders Project' that works within A&E to support individuals who are regularly admitted to Royal Cornwall Hospital for drug- and alcohol-related healthcare issues.

Working closely with NHS partners and Cornwall County Council, WAWY aim to get 'frequent attenders' to address their use and break the cycle of multiple hospital admissions.

They do this by working intensively with people in the community and understanding the complex needs and underlying substance misuse issues.

IMP Rating C - Contributing to solutions

3 GOOD HEALTH AND WELL-BEING

IMPACT OF ADDICTION IN THE UK

Every year, **£36 billion** is spent by the nation on treatment relating to drug and alcohol abuse.¹

In 2019, there were **7,376 hospital admissions** for drug-related mental and behavioural disorders with admissions 6 times more likely in the most deprived areas compared to the least deprived areas.²

Despite alcohol being legal, addiction to the substance is one of the greatest health issues faced by the country with **595,131 people suffering from alcoholism** in the UK but only one fifth receiving help.³



¹ <https://www.addictioncenter.com/addiction/addiction-in-the-uk/>
² <https://digital.nhs.uk/data-and-information/publications/statistical/statistics-on-drug-misuse/2019>
³ <https://www.addictioncenter.com/addiction/addiction-in-the-uk/>

Case studies.

We Are With You: continued...

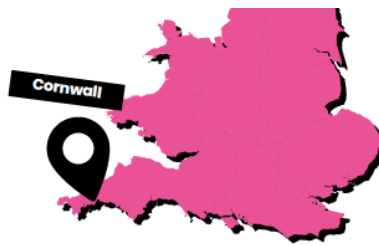
HEALTHCARE GAP IN THE SOUTH WEST

Whilst alcohol and drug misuse are engrained social issues across the UK, they are more prevalent in more deprived areas where people have less access to resources and support.

Whilst Cornwall has an outstanding natural environment, not everyone has equal access to it. More than half of the community in Cornwall and Isles of Scilly live in areas defined as the 40% most deprived and very few live in the least deprived areas.⁴ Targeted work, partnerships

and preventative work are key to ensuring that all people can reach their full potential, increase life expectancy and reduce long term conditions, a main one being alcohol and drug related harm.

These issues have a huge impact on Cornwall's resources, specifically A&E with around **35% of A&E admissions** due to tackling the 'frequent attenders'.⁵ Over a two-year period, alcohol related emergency admissions in Cornwall **cost up to £11m** and alcohol related incidents **cost more than £15m.**⁶



WHERE WE COME IN

In December 2018, the Big Issue Invest's Outcomes Investment Fund committed **£350,000** to WAWY to fund operational costs of the Frequent Attenders SOC, commissioned by Cornwall County Council.

The total contract outcomes value is £1.8 million.

Lynda Edward, Complex Needs Lead at We Are With You said of the Frequent Attenders Project:

"Overall, this detailed impact report captures the work of the Hospital Outreach Team from WAWY well and highlights both achievements and challenges in the evolving practice model. Being part of a live research project has given the team an opportunity to reflect on its efficacy in delivering and sustaining outcomes in complex case management. The completed report reflects the multiple strands of the project highlighting the importance of establishing and maintaining a robust therapeutic alliance with the service users who remain firmly at the heart of our endeavours."

Sergio Sanchez Toledo, Investment Manager at Big Issue Invest speaking about WAWY says:

"We are pleased to be a partner of We Are With You, an organisation that supports some of the most vulnerable individuals across the UK and shares the Big Issue values. It's a pleasure working with a highly motivated team who work through challenges to continue achieving great outcomes every year."

⁴ <https://www.cornwall.gov.uk/media/10802423/health-inequalities-2011-16-v2.pdf>
⁵ <https://iafercornwall.co.uk/addaction-to-continue-to-deliver-cornwall-and-the-isles-of-scilly-community-drug-and-alcohol-services-for-adults-and-young-people/>
⁶ <https://iafercornwall.co.uk/addaction-to-continue-to-deliver-cornwall-and-the-isles-of-scilly-community-drug-and-alcohol-services-for-adults-and-young-people/>



HOW ARE 'WE ARE WITH YOU' SUPPORTING PEOPLE WITH ADDICTION?

WAWY provide support for a wide range of people who misuse drugs and alcohol or have mental health issues. They work with young people at risk of self-harm, military veterans who have substance misuse issues and older people who are drinking too much.

They offer:

- harm reduction advice and information
- one-to-one recovery support
- access to peer support groups
- small group sessions
- residential and clinical treatments
- collaboration with researchers to help establish a research base that details the effective support needed for people with substance misuse issues.

WAWY COMMUNITY/A&E SERVICES

The 'Frequent Attenders Project' in the South West uses an assertive outreach method that is confidential and judgement-free to engage individuals with treatment and subsequently reduce their A&E admissions.

The WAWY team are situated within the hospital and have full access to the A&E system where attendance records are maintained. This data then informs referrals where all 'frequent attenders' are discussed for eligibility for the programme.

The programme was initially set up to receive outcomes payments for only alcohol related treatments, however in early 2020 the payment profile was changed to reflect

the support and treatment being provided by the WAWY team to individuals in A&E for both alcohol and drug misuse. This demonstrates the learning and adaptation shown by the team at WAWY, and the commissioner, Cornwall County Council to be flexible with a contract and use this flex to ultimately support more people. This also shows how SOC's can be a powerful tool to foster innovation with healthcare and social prescribing to tackle social challenges.

The Impact of We Are With You 2019/20

INDICATOR	TARGET VALUE (Apr-19 - Mar-20)	ACHIEVED VALUE (Apr-19 - Mar-20)
Number of people who achieve 3 months sustained engagement with treatment for drug or alcohol misuse	86	114
Number of people who achieve 60% reduction in A&E attendance at 6 months	55	83
Number of people who achieve 60% reduction A&E attendance sustained at 18 months	-	-

Case studies.

THINKFORWARD



The David Forbes Nixon MoveForward Social Outcomes Contract ("SOC") is designed to support up to 348 young people with learning disabilities to achieve and sustain paid work placements, and increase their employability skills and qualifications. This group of young people can face massive challenges entering the workplace.

On average, the employment rate for people with learning difficulties is the lowest in the UK with a 59% difference between the UK average and the average for those with learning difficulties.¹ Therefore, the programme focuses on building on the strengths and talents of young people, while developing key life and work skills like confidence, self-awareness, independence and ambition.

The MoveForward programme is run by ThinkForward, a charity created in 2013 to support young people most at risk of being NEET when they leave school. The success of



MoveForward lies in the long-term relationships coaches build up over the five years each young person is at school, building trust and providing a support system, as well as intensively working with employers to create employment opportunities.

The project does the following:

- Working with employers to provide young people with the right work environment and support;
- Working with families to build in an expectation that their child can successfully be supported into work;
- One-to-one coaching and group work sessions;
- Exposure to a range of different workplaces;
- Developing essential life skills;
- Becoming more independent.

IMP Rating C - Contributing to solutions

4 QUALITY EDUCATION



8 DECENT WORK AND ECONOMIC GROWTH



WHERE WE COME IN

Big Issue Invest's Outcomes Investment Fund provided **£450,000** to ThinkForward to fund the MoveForward SOC with The David Forbes Nixon Foundation as the commissioner.

The 4.5-year loan was secured in December 2019 and provides working capital to fund the up-front delivery of the project.

The total outcomes value of the contract is £1.9 MILLION.

Ana Swirski (Investment Manager at Big Issue Invest) says: *"ThinkForward are providing a critical service for young people who face a huge disability employment gap in the UK. Big Issue Invest is proud to be able to support an organisation that is dedicated to supporting young people to achieve their full potential."*



ABOUT THINKFORWARD

ThinkForward works across London, Kent, Nottingham and the West Midlands supporting young people with moderate learning disabilities who often face multiple barriers to entering the workforce, with just 6% of adults with a learning disability known to their local authority in England in paid work as of 2019².

ThinkForward works to ensure young people are placed in high quality jobs, and across all the programmes they run, six months after graduating from the programme, **86% of young people were in employment, education or training**. Out of those who are working, **96% are in permanent employment**, with **85% paid at or above Real Living Wage**.

In addition to this, 74% of those they work with grew up in the 20% most deprived communities in England as measured by the Income Deprivation Affecting Children Index³.



17%

National average EET rate for adults with learning disabilities



86%

ThinkForward graduates EET rate of achievement



85%

Thinkforward graduates in employment earning at or above the living wage

¹ <https://www.oas.gov.uk/people/population-and-community/health-and-social-care/disability/bulletins/disability-and-employment-uk/2019>

² <https://digital.nhs.uk/data-and-information/publications/statistical/adult-social-care-outcomes-framework-asoc/upcoming-indicator-files/a---proportion-of-adults-with-a-learning-disability-in-paid-employment>

³ <https://www.thinkforward.org.uk/impoc/>