NSW GOVERNMENT | **Family & Community Services**

May 2016

Measuring Social Housing Outcomes
Desktop review of evidence | Interim Report

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1 Overview

An outcomes framework for social housing helps focus our collective effort on using social housing assistance to improve outcomes for tenants and users of our services. It makes transparent the continuum from what we deliver to how people benefit and what outcomes they ultimately achieve. The outcomes framework for social housing complements the NSW Government's *Future Directions for Social Housing in NSW*.

The purpose of this interim paper is to share the work we have undertaken in developing an outcomes framework for social housing. The paper describes:

- our approach to developing the framework including wellbeing outcome domains and social housing pathways to achieving outcomes

- summaries of academic publications reviewed in developing pathways to wellbeing outcomes organised by outcome domain

We are currently undertaking a systematic review of evidence in the ways in which social housing assistance can contribute to tenants' and service-users' wellbeing outcomes and to identify appropriate performance, capability and outcome measures. This will strengthen the evidence-base underpinning the outcomes framework for social housing and ready the framework for implementation.

This final paper will be available later in 2016.

This is a general framework using a standard set of outcome measures. For a more in depth application to a specific population it would be necessary to consult with the relevant policy or strategy.

1.1 The NSW Human Services Outcomes Framework

The NSW Human Services Outcomes Framework is currently in development. The framework identifies seven high-level wellbeing outcome domains and objectives for people in NSW (see Appendix 1) and ensures we are all working toward the same outcomes for service-users through our programs and initiatives. The NSW Human Services Outcomes Framework does not specify primary indicators or key performance indicators for attainment, except for Premier's and State Priorities. Agencies will develop these indicators for their individual contracts and programs. This allows the Framework to be tailored to an agency's service delivery program.

FACS is working closely with the Department of Finance, Services and Innovation and Social Innovation Council in developing the NSW Human Services Outcomes Framework. The framework has been informed by the FACS outcomes model, which details evidence-based pathways to the achievement of outcomes for all service-users (including service-users of funded services)

1.2 Developing the social housing framework

1.2.1 What is an outcomes framework and why do we need one?

An outcomes framework guides the development of a standard set of outcome measures that can be used to track the capability development and wellbeing of people receiving social housing assistance as a result of our services, initiatives and resources. The outcomes framework for social housing will consist of:

- objectives and measures across outcome domains

- impact pathways to achieving the outcomes based on evidence

- data collection approach associated with measures

We need an outcomes framework for social housing so we can improve service effectiveness, transparency and accountability and ensure we are making a difference to people's lives. This is as important for individual organisations as it is for the sector as a whole.

1.2.2 How did we develop the outcomes framework?

The outcomes framework for social housing is grounded in a desktop review of evidence. This means the framework was shaped by a literature review of how social housing assistance can influence individual outcomes (i.e. what actually works) rather than by the activities, resources and services provided by the social housing sector to NSW tenants and service-users. Although there is an assumed causal relationship between activity and outcomes, the evidence suggests that some activity is more effective than others in terms of influencing outcomes.

We were guided by outcomes theory[1] in developing the framework for social housing outcomes. There were five steps.

Step 1: Establishing guiding principles

We determined that:

- the framework should be aligned with existing frameworks (e.g. National Affordable Housing Agreement, Productivity Commission's Report on Government Services)

- outcome measures should reflect outcomes over the life-course and across aspects of wellbeing

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1. See, for example, Chapter 3 A measurement framework in the Productivity Commission's 2010 research report on Contribution of the Not-for-Profit Sector. Available at: http://www.pc.gov.au/inquiries/completed/not-for-profit/report

- pathways to outcomes should be expressed in terms of the ability of tenants and service-users to translate social housing assistance into outcomes (drawing on capability theory2 and respecting the fact of their own agency and initiative in shaping their outcomes)

- data availability and limitations should not (at least initially) drive the decision making process and selection of measures

Step 2: Determining wellbeing domains and objectives

We identified seven outcome domains for social housing tenants and service-users following a search of national and international frameworks related to wellbeing and workshops with social housing policy, program and operational staff. These outcome domains were adopted in the NSW Human Services Outcomes Framework. The outcome objectives reflect desired wellbeing outcomes for all people in NSW (see Appendix 1).

Step 3: Building the outcomes model

We undertook a rapid desktop evidence review of state, national and international electronically published academic and grey literature focused on social housing and wellbeing outcomes. This literature is summarised in section 2 of this report. We synthesised the evidence to identify capability and outcome factors important to wellbeing outcomes and then organised these factors into impact pathways to build the social housing outcome model. Box 1 shows an example using the home to education pathway. The outcome model for social housing is presented in Figure 1.

Box 1: Example pathway – Home to Education

The outcomes model is a conceptual model representing the linkages between each of the client outcome objectives and the pathways to achieving those objectives. The pathway below demonstrates that housing can affect education in the following way:

- Housing affordability impacts housing stability as people tend to move around in the pursuit of affordable housing

- Improved housing stability in turn influences school absenteeism in that if multiple movements are avoided less school days are missed

- Lower absenteeism in turn impacts on educational outcomes e.g. exam results, likelihood of attainment of good educational outcomes etc.

- Each of the pathways are based on evidence review and later detail on each of the nodes can be found later in the report.

Home → Housing affordability → Housing stability → Less absenteeism → Improved educational outcome → Education

2. See Sen, A. (2005). Human Rights and Capabilities. *Journal of Human Development 6*(2) and the Productivity Commission's 2013 report on *Deep and Persistent Disadvantage in Australia* for a discussion of capabilities.

Figure 1: Outcome model for social housing

Social and Community

More social activities

Good quality housing

Housing in safe environments

People in social housing feel safe

Good quality housing

Safety

Children and young people are able to live in safety

Availability and stability of social housing

Domestic violence victims are able to live in safety

Home

Good quality housing

Impoved health outcomes

Health

Neighbourhood quality

Healthy lifestyle

Impoved health outcomes

Housing affordability

Housing stability

Less crowding

Availability and stability of social housing

Less absenteeism

Less parental stress

Sustainability of housing

Improved educational outcome

Improved educational outcome

Housing independence

Improved economic outcome

Education

Economic

Improved economic outcome

Improved ability to leverage opportunities

Belief in self and hope for the future

Empowerment

Step 4: Consultation and review

We have consulted with community housing providers, government, not-for-profit and university partners to validate the development of the outcomes framework. We received early critical review on the framework from the NSW Federation of Housing Associations. We are continuing consultation on outcomes measurement to strengthen the framework in the coming months.

We have proposed a set of priority outcomes and associated indicators as part of the implementation of the NSW Human Services Outcomes Framework for social housing. These are derived from the FACS outcomes model and relate to the development of service-user capabilities for the FACS Social Housing Outcomes Framework:

- school readiness

- school completion

- transition to independent housing

- transition from homelessness

- transition to employment

- housing condition

- personal safety

We are currently consulting with our partners on the feasibility and appropriateness of these outcomes for measurement over time and the application of return on investment calculations.
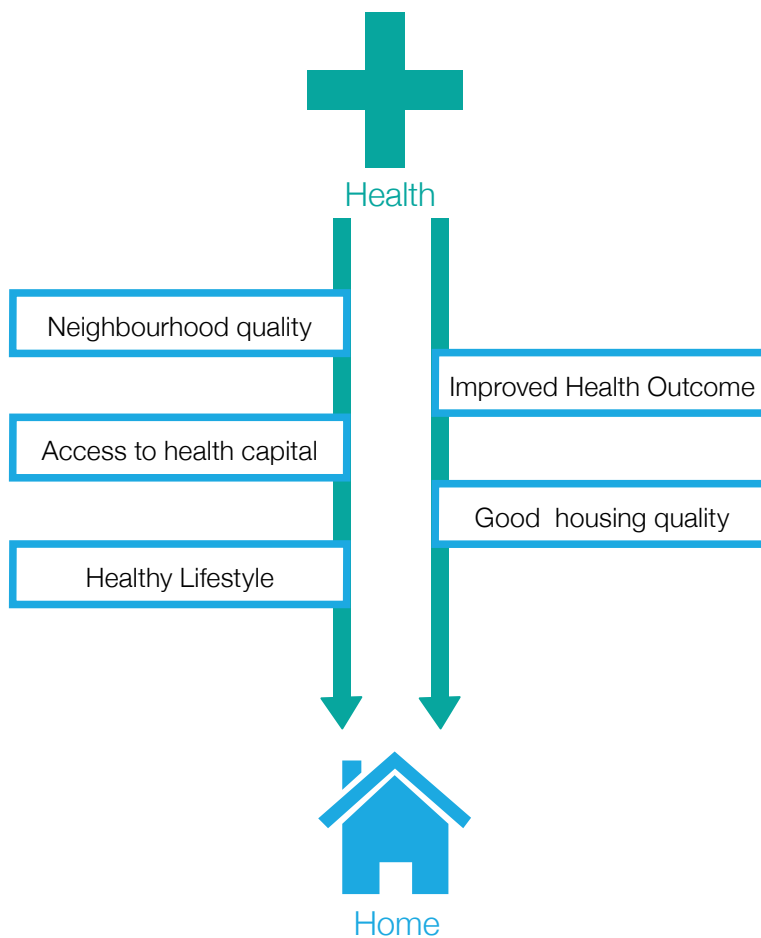
2 Summary of evidence

Literature reviewed as part of the development of the social housing outcomes framework is summarised in this section and organised by outcome domain (although there is considerable overlap in some studies). Each domain has an example pathway/s presented, a short synthesis of key links and a summary of key literature reviewed. Literature reviewed for context is included in the bibliography.

2.1 Health domain: links between health and housing

Figure 2: Health domain – example pathway

Health

Neighbourhood quality

Improved Health Outcome

Access to health capital

Good housing quality

Healthy Lifestyle

Home

Housing influences physical and mental health directly and indirectly. There is strong evidence for impacts on health through elements of housing quality, such as air quality, heating, noise and safety. These factors appear to influence health through reduced overcrowding and better use of indoor space. Indirect links may also occur through housing pride and satisfaction, improved family functioning and friendships and cost savings from greater energy efficiency.

An example of one of the impact pathways between housing and health is as follows:

- Good quality housing > Improved health outcomes

Neighborhood quality indirectly influences health through feelings of safety and improved amenity, which in turn provides opportunities for people to engage in healthy lifestyles.

- Neighbourhood quality > Access to health capital > Healthy lifestyles

Pathways between housing and health are also influenced by health behaviours (e.g. smoking) and access to primary health care and specialist services.

Tentative links were identified in the literature between housing quality and stability and mental health outcomes and children's development through stress reduction. Further research is required to examine the relevance of this impact pathway.

2.1.1 Summary of findings from the literature

Table 1: Health domain - Summary of findings

Reference	Summary of key points
Thomson et al (2013) Housing improvements for health and associated socio-economic outcomes: A systematic review. Campbell Systematic Reviews, 2	This joint Cochrane and Campbell Collaboration report documented findings of a systemic review of 33 quantitative and 6 qualitative studies which investigated the impact of housing improvement on health. Findings included: • Housing which is of an appropriate size for the householders (and not overcrowded) and which is affordable to heat is linked to improved health (particularly respiratory health) and may promote improved social relationships within and beyond the household. • Pathways from housing top health may operate through feelings of housing pride and satisfaction, improved family functioning and friendships and cost savings from greater energy efficiency. While many of the interventions were targeted at low income groups, analysis of the potential for housing improvement to impact on social and economic inequalities was not addressed because of methodological limitations.
Baker M et al (2010) Health impacts of social housing: Hospitalisations in Housing New Zealand Applications and Tenants, 2003-2008	This study used routine data, linking housing conditions and hospitalisation rates in a large cohort of Housing New Zealand Corporation (HNZC) tenants and applicants. The study reported that: • Placement of housing applicants into social housing was associated with a significant drop in hospitalisation rates for almost all health outcomes (mental and behavioural disorders remained improved at 2 years). • The improvement in health status appeared to be, at least partially, a consequence of a temporary period of worse health for this population while they were on the waiting list.
Baker et al (2013) Acknowledging the health effects of poor quality housing: Australia's Hidden Fraction. In Centre for Housing, Urban and Regional Planning, the University of Adelaide	This report presents analysis based on data from the Household Income and Labour Dynamics in Australia (HILDA) survey, a panel dataset representative across Australia. The results indicated: • Sizeable and under-acknowledged cohorts of Australians live in poor condition dwellings. • A high prevalence of existing health and socio-economic vulnerability among this cohort.

Reference	Summary of key points
Krieger & Higgins (2002) Housing and health: time again for public health action. American Journal of Public Health, 92, 758-768	This paper reviewed the evidence for links between poor housing and a wide range of health conditions, including respiratory infections, asthma, lead poisoning, injuries, and mental health problems. The paper suggested strategies for improvement including: ● Involving public health departments in the development of healthy housing guidelines and codes and implementing 'healthy homes' programs.
Turrell et al (2013) Can the built environment reduce health inequalities? A study of neighbourhood socioeconomic disadvantage and walking for transport. Health & Place, 19, 89-98	This paper investigates the links between socioeconomic disadvantage and walking. The authors found that residents of socioeconomically disadvantaged neighbourhoods were more likely to walk for transport than their counterparts in advantaged neighbourhoods. The reasons for this included: ● Higher levels of walking for transport in disadvantaged neighbourhoods was associated with living in a built environment more conducive to walking (i.e. greater street connectivity and land use mix) and residents of these neighbourhoods having more limited access to a motor vehicle. ● The health benefits that accrue to residents of disadvantaged neighbourhoods as a result of their higher levels of walking for transport might help off-set the negative effects of less healthy behaviours (e.g. smoking, poor diet), and assist to contain or reduce neighbourhood inequalities in chronic disease.

Reference	Summary of key points
Evans et al (2003). Housing and Mental Health: A Review of the Evidence and a Methodological and Conceptual Critique. Journal of Social Issues, 59, 475-500	This article explored the relationship between housing and mental health. Various characteristics of housing quality may influence psychosocial processes that in turn can affect mental health. Some of these mediating processes included: ● Identity and self-esteem, anxiety about structural hazards, worry and lack of control over maintenance and management practices, and fear of crime. ● The social and physical context in which housing is located may exert differential impacts. Multiple-story buildings located in low-income neighborhoods might affect people differently than similarly designed houses located in a different place. ● Poorer quality housing is more strongly related to psychological symptoms in adults when the housing is located in more deteriorated neighborhoods ● The effects of crowding on psychological distress are elevated by inadequate housing. ● The negative psychological impacts of residential crowding are amplified among families living on upper floor levels. ● Children living in more crowded or noisier homes suffer fewer ill effects if they have a room where they can spend time alone. ● Parental practices in response to inadequate housing might include more restrictive, rigid control over children's activities.

2.2 Social and Community domain: links between social/community and housing

Figure 3: Social & Community domain – example pathway

A summary of one of the impact pathways between housing and social and community factors are as follows:

● Good quality housing > More social activities at home

Housing quality, through amenity and useable indoor space, provides opportunities for increased social interaction in the home and community.

Housing stability provides grounding for people to take advantage of opportunities to participate in the community through volunteering, participation in local groups and clubs and involvement in decision making. This in turn has an impact on social and community outcomes.

This pathway reflects an individual level view of social relationships and participation. Broader social factors such as social inclusion and housing social mix also play a role in individual outcomes. Key literature in this area is summarised in the table below.

2.2.1 Summary of findings from the literature

### Table 2: Social & Community domain - Summary of findings

Reference	Summary of key points
Milton et al (2012) The impact of community engagement on health and social outcomes: a systematic review. Community Development Journal, 47, 316-334	This UK paper presented a systematic review of 14 quantitative, qualitative and mixed-method studies examining the impact of community engagement on health and social outcomes. The study reported that: • Community participation and engagement through club membership, volunteering and participating in local decision making was associated with positive social outcomes.
Stone et al (2013) Housing and social inclusion: a household and local area analysis, AHURI Final Report No.207, Melbourne	This report investigated the nature of housing experience among socially included and excluded households in different tenures and geographical areas. The study reported that: • Public housing accounted for the largest proportion of either marginally or deeply excluded residents (around 80%). • This was not confined to public housing: both 'marginal' and 'deep' forms of social exclusion were distributed across all housing tenures.
Franklin & Tranter (2011) Housing, loneliness and health, AHURI Final Report No. 164, Melbourne	This report examined the links between housing, loneliness, health and social connectivity. Findings included: • Public housing tenants were more likely than other tenures to experience loneliness on a regular basis: 27% rarely or never experience loneliness compared with 39% in private rental, 53% of mortgagees and 62% of those who own their own homes outright. • Loneliness is not about social connectivity and the net quantum of social interactions (which for many has actually increased) but about the quality of the social bonds enacted and maintained.
Wood (2002) Resident participation in urban and community renewal. AHURI Final Report No 23, Melbourne	This report examined six Australian community renewal initiatives and levels of resident participation in decision-making. Findings included: • Participation itself was unlikely to overcome the multiple causes of locational disadvantage. • Developing a critical understanding of the problems in a disadvantaged locality may be a potential pathway to the development of the individual and collective agency which is necessary for challenging and changing the problems that disadvantaged residents face.

Reference	Summary of key points
Atkinson (2008) Housing policies, social mix and community outcomes. AHURI Final Report No. 122, Melbourne	The research examined the range of outcomes linked to differing types and extents of social concentration and deprivation in neighbourhood settings. Findings included: • Concentrations of public housing, particular household types and socio-spatial segregation have become a marked feature of many housing systems internationally. • Being poor in a poor area has stigmatising effects on households that is not present in more diverse or more socially balanced neighbourhoods. • The effects on outcomes for broader deprived communities lies in the development of stigmatised neighbourhood identities and stereotypes wherein communities and their constituents are labelled as being apathetic, low-skilled, anti-social or potentially deviant. • Life within areas of concentrated deprivation (public or private sector housing areas, or combinations) can be problematic due to: 　◦ the increased incidence of crime 　◦ the raised prevalence of anti-social and problematic behaviours, and 　◦ The general experience of living in a low-quality and low-amenity environment which may threaten the life-chances of individuals and households in such areas.
Hulse et al (2011) At home and in place? The role of housing in social inclusion. AHURI Final Report No. 177	This report focused on aspects of home, housing and place which interact with social and economic disadvantage and the ways in which housing-related policies and programs can promote social inclusion. • Different groups of homeless people have different needs at different stages of the life cycle, and require customised and coordinated responses rather than 'one size fits all' interventions. • Effective interventions are based on housing accompanied by support services and there is growing evidence that the best strategies are those where support follows people, rather than people moving to get the support. • Involvement of residents is beneficial at a number of levels but most residents do not engage with these processes and some move away if their personal circumstances improve.

2.3 Empowerment domain: links between empowerment and service-user outcomes in other domains

Figure 4: Empowerment domain – example pathway
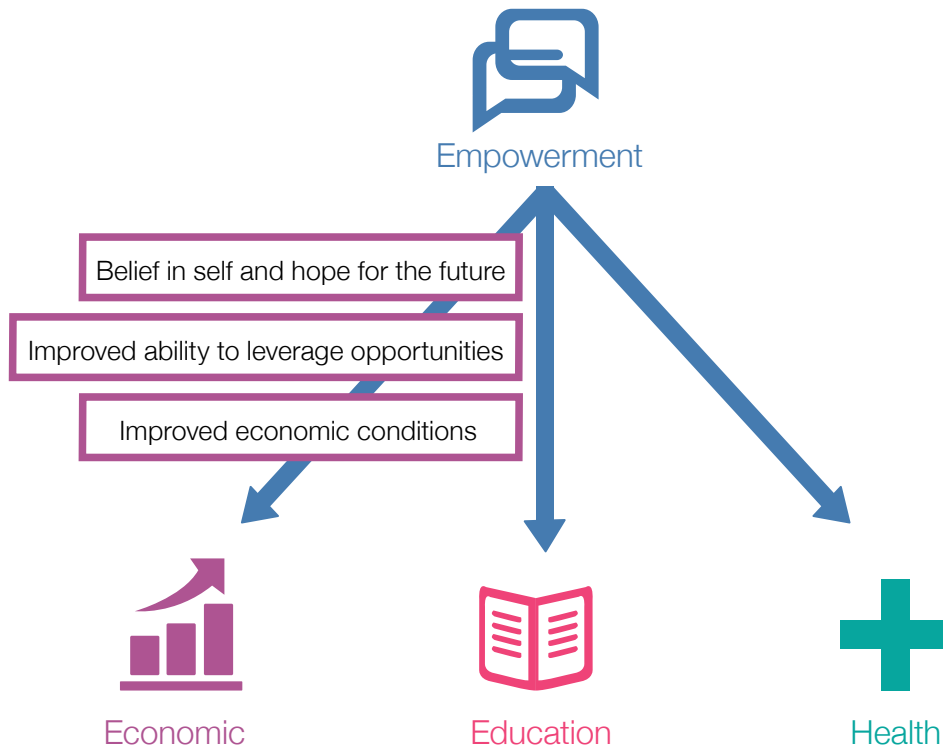
These links focus on feelings of empowerment and people having the confidence and motivation to take steps to make changes in their lives, and achieve improved outcomes. Empowerment is essential to achieving outcomes in the domains of economic, health and education and has flow on effects to other domains.

A summary of one of the impact pathways between empowerment and other domains are as follows:

- Belief in self and hope for future > improved ability to leverage opportunities > improved economic conditions

Empowerment impacts economic outcomes through a mix of individual psychological resources (e.g. self-esteem, concept and efficacy, motivation and control, optimism and hope) and opportunity for work, skill development or other economic advancement. Empowerment enables individuals to identify and take advantage of the opportunities presented to them. Service delivery needs to acknowledge and incorporate methods to support this critical step in personal development, in order to truly support people to leverage pathways to opportunity.

2.3.1 Summary of findings from the literature

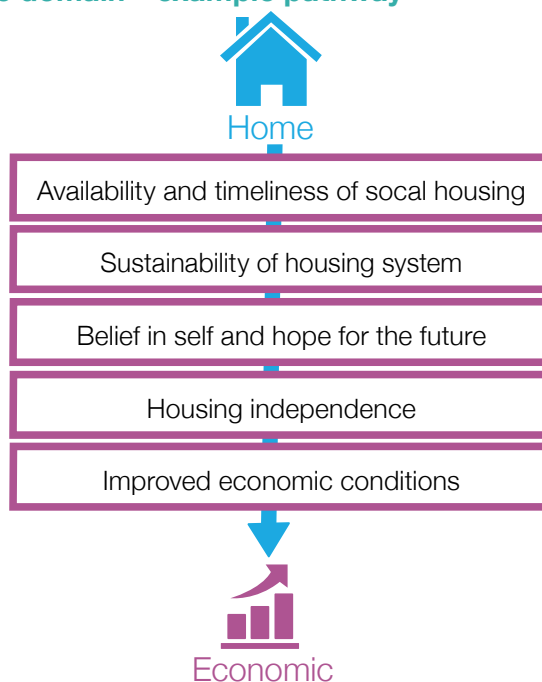### Table 3: Empowerment domain - Summary of findings

Reference	Summary of key points
Gronda et al (2011) National Homelessness Research Agenda 2009–2013: What makes a difference? Building a foundation for nationally consistent outcome measures. AHURI Research Centre	This report includes an examination of psychological aspects of empowerment and interactions with service delivery. Findings include: • Successful exiting for people (from living on the streets) involved both tangible and intangible aspects. • Tangible elements included housing, a return to employment or education and moving away from street culture • Intangible elements included hope, spiritual or emotional growth and a sense of control, stability and belief in the future were important for many young people • Increased responsibility supported young people's motivation to change (sense of purpose).

Reference	Summary of key points
FACS (2014) Social Housing in NSW: A discussion paper for input and comment. (FACS analysis in this paper is based on research provided in the report by the Australian Social Inclusion Board (2011): Breaking Cycles of Disadvantage)	The analysis in this paper demonstrated a connection between control, feelings of hope, self belief and confidence and the ability of people to achieve change in their lives. The analysis is organised by level of disadvantage or vulnerability. **Short term disadvantage / vulnerability** ● Individuals and families may have the necessary opportunities and personal control available to overcome difficulties but may require some assistance in using these. ● Individual diagnosis and assessment of (personal) assets to facilitate a response needs to be immediate in order to prevent vulnerability becoming more serious or entrenched. ● Service delivery (if required) for these individuals is ideally of a one-off nature or episodic in order to meet short term needs. **Low to medium levels of disadvantage / vulnerability** ● Individuals and families may have some situational opportunities available to them (for instance an alternative income from family, or community supports available), however they require help to strengthen their confidence and to identify and use these opportunities. Also, they may face a number of barriers to exercising choice and control. ● The disadvantage or vulnerability experienced by these individuals is complex in nature and/or compounded by other factors. ● Services should be provided over a period of time to help instil lasting change and support the development of resilience. **Entrenched disadvantage / vulnerability** ● An individual is most vulnerable when disadvantage is entrenched, and is likely to see themselves as caught in a cycle with no opportunities, a number of barriers and no self-control. ● The greatest gaps in service provision are most likely to occur among this group, and that people in this segment are less-informed about available services and opportunities. ● Their vulnerabilities are severe and ongoing, and they have few resources to draw upon. ● Vulnerable people experiencing entrenched disadvantage require a coordinated response to address the multidimensional and complex nature of their disadvantage, and ongoing support to ensure that the individual progressively builds skills and assets.

Reference	Summary of key points
Mair et al (2012) Are there hopeless neighbourhoods? An exploration of environmental associations between individual – level feelings of hopelessness and neighbourhood characteristics Health & Place, 18, 434-439	This paper used the Chicago Community Adult Health Study to investigate whether feelings of hopelessness cluster at the neighborhood level. The study found: ● Of the 3074 participants, 459 were categorized as experiencing hopelessness. ● Greater physical disorder and perceived disorder and a higher unemployment rate were associated with increased odds of hopelessness. ● Individuals' reports of hopelessness reflected physical, socioeconomic, and opportunity characteristics of their neighborhoods above and beyond their individual characteristics. ● Changing opportunity structures in a neighborhood may play a key role in reducing individuals' feelings of hopelessness.

2.4 Economic domain: links between economic outcomes and housing

Figure 5: Economic domain – example pathway

Home

Availability and timeliness of socal housing
Sustainability of housing system
Belief in self and hope for the future
Housing independence
Improved economic conditions

Economic

These links focus on economic outcomes and social housing assistance. The link between housing and employment is not a direct one and there is no strong evidence that accessing housing services alone is a sufficient condition to improve economic opportunities of service-users.[3]

The links between housing and employment are indirect and depend on education, training and other factors that can help individuals be more professionally competitive in the labour market. This literature is summarised in the table below.

There is a link between economic outcomes and the accessibility, efficiency and sustainability of the social housing system. A summary of this impact pathway between the home and economic domains is as follows:

* Improved economic outcomes > Housing independence > Sustainability of housing system > Availability and timeliness of social housing

Individuals who gain and maintain secure competitive employment are in a better position to transition from the social housing system to independent housing than those living in constrained economic circumstances. This then has the effect of 'releasing' social housing stock and assistance to those most in need for support, which can have flow-on effects for the rest of the system. This relationship is however complex, and is summarised in the table below.

3 Productivity Commission. (2015). Housing Assistance and Employment in Australia, Commission Research Paper. Canberra: Productivity Commission.

2.4.1 Summary of findings from the literature

Table 4: Economic domain - Summary of findings

Reference	Summary of key points
Turney et al (2006) Neighborhood Effects on Barriers to Employment: Results from a Randomized Housing Mobility Experiment in Baltimore, Brookings-Wharton Papers on Urban Affairs, 137-187	The study reported that the major barriers beyond housing affected the likelihood of improving employment and economic status of service-users, included: • Mental and physical health issues. • Poor access to public transport regardless of area of residency • Lack of training or education and experience and assistance in looking for better employment opportunities. • Expanding residential mobility for disadvantaged families alone is unlikely to generate detectable changes in work or earning for many families unless these services are complemented with non-shelter assistance in health, education and social inclusion spheres.
Wiesel et al (2014) Social housing exits: incidence, motivations and consequences, AHURI Final Report No.229. Melbourne: Australian Housing and Urban Research Institute.	This study identified the factors which prompted or deterred tenant-initiated moves out of social housing and the factors influencing the sustainability of such moves. Findings include: • Little and inconsistent evidence that tenants in paid employment are more likely to exit social housing. Affordability (particularly in metropolitan areas) and secure occupancy are key factors deterring most current tenants. • Common exit pull factors were moving in with a new partner or moving in with, or closer to, a relative, in order to spend more time together, to provide or receive informal care, or to share the rent with a family member struggling financially. • Income and employment alone may not be sufficient to achieve full independence and transition service-users out of social housing. • Behavioural and non-economic incentives (e.g. relationships, social norms, and children) may have stronger effects to push individuals to transition to private rental market.
Hulse & Randolph (2004) Working disincentives and housing assistance. AHURI Final Report. Melbourne	This research suggested that decisions about moving into paid employment typically involved trade offs between the financial, personal and family benefits expected from participation in paid employment relative to costs in terms of loss of income support payments and impact on personal and family well being. Findings include: • Complex interactions between incomes from paid employment and government benefits included the combined effect of withdrawal of government benefits and housing assistance, the type and nature of housing costs, and the behaviour of those seeking employment.

Reference	Summary of key points
Dockery et al (2008) Housing assistance and economic participation, AHURI Final Report, Melbourne	This report focused on how housing assistance programs impact economic participation outcomes, controlling for the mediating effects that intermediary variables such as 'health' and 'neighbourhood' have on economic participation outcomes. Findings from this simulation study include: • One-quarter of public housing tenants caught in unemployment traps would 'escape' those traps if the link between rents and assessable incomes was cut, and CRA (Commonwealth Rent Assistance) was extended to public housing tenants. • Welfare locks arise because income eligibility tests must be satisfied by applicants on wait lists. Earnings from employment can threaten their position in these queues, and deter job search and the acceptance of job offers while on wait lists.
Productivity Commission Research Paper Volume: 1 chapter, Housing Assistance and Employment in Australia, April 2015	This report examined housing assistance and employment in the context of housing location. Findings include: • Individuals' characteristics are associated both with poorer employment prospects and with neighbourhood disadvantage. • The relationship between neighbourhood disadvantage and participation in employment may not be 'causal', but simply reflect people's limited choices when choosing a neighbourhood in which to live. • Preliminary analysis for public housing tenants shows that living in a highly disadvantaged area is associated with lower levels of employment, but that this effect is small, especially when compared with the influence of individual factors that affect participation in employment. • Social housing service-users are therefore not necessarily opportunity deficient; rather, they are generally capability deficient. Economic opportunities often do in fact exist; service-users are just unable to access those opportunities due to a range of factors including lack of education and job readiness skills.

2.5 Safety domain: links between safety and housing

Figure 6: Safety domain – example pathways
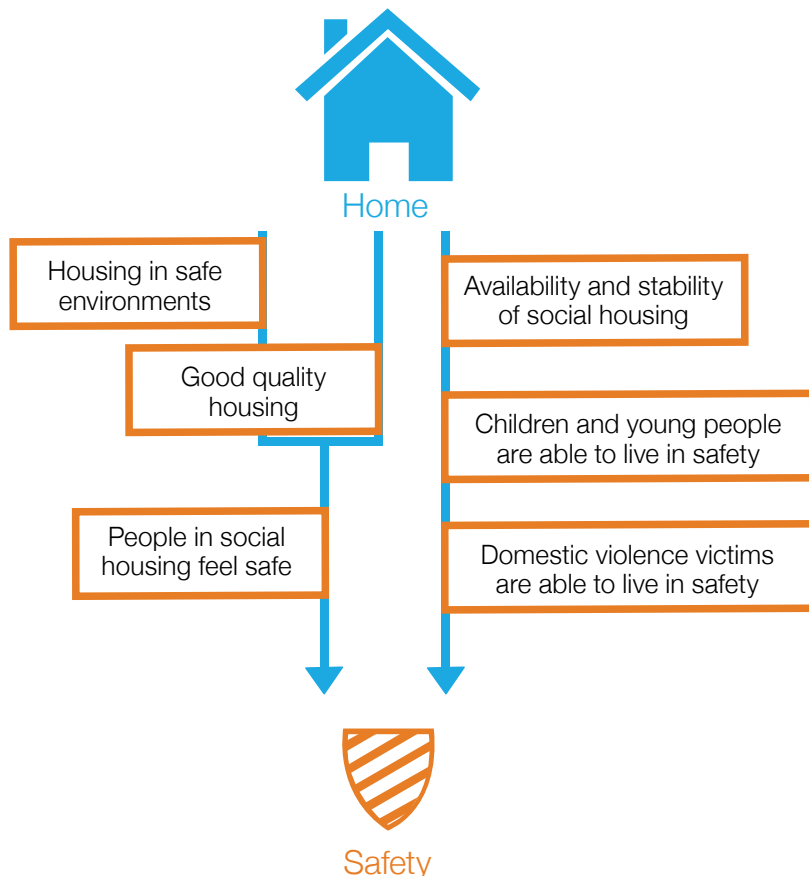
A summary of the example impact pathways between safety and home are as follows:

- Housing in safe environments / Good quality housing > People in social housing feel safe

Feelings of safety are linked both to actual reports and perceptions of neighbourhood crime, antisocial behaviour and poor amenity, including the quality of the housing people live in.

- Availability and timeliness of social housing > Victims of domestic violence are able to live in safety > Children and young people are able to live is safety

There is a link between safety and wellbeing of children in relation to domestic and family violence, housing and the neighbourhood. Women experiencing domestic violence often have to navigate a range of complex service systems in an attempt to secure their own and their children's safety. In some cases the barriers to affordable and stable housing forced women to accept help from the violent ex-partner who was offering money or assistance in signing leases. As a result women and children experienced further violence and other abuse.

2.5.1 Summary of findings from the literature

Table 5: Safety domain - Summary of findings

Reference	Summary of key points
Spinney (2012) Home and Safe? Policy and practice innovations to prevent women and children who have experienced domestic and family violence from becoming homeless, AHURI Final Report No. 196	This report examined homelessness prevention for women and children who have experienced domestic and family violence. The literature review found that the most effective homelessness prevention measures for women and children who have experienced domestic and family violence often combine legal/judicial, housing and welfare policy and practices in an integrated manner in order to improve safety. These included: ● Legal/judicial: improving police responses to breaches of court orders, providing court-based family violence advocacy services, domestic violence courts, law reform. ● Housing: private rental brokerage programs for women who have experienced family violence, 24-hour response services by housing agencies, Staying Home Leaving Violence (SHLV) type schemes, perpetrator accommodation.
Spinney et al (2013) Preventing homelessness for women and children who have experienced domestic and family violence, AHURI Research and Policy Bulletin, Issue 164	This paper reviewed evaluated innovative homelessness prevention measures introduced in Australia and England since the mid-1990s and the extent to which they have enabled women and children to safely remain in their homes, avoiding homelessness. Findings include: ● Women who were undergoing the stress of a relationship break-up following domestic and family violence need to have the choice as to whether it is best for them and their children to remain in the family home. ● Improving police responses to breaches of court orders and ensuring police are well trained to deal appropriately with those affected is critical to ensuring the safety of women in their home ● Access to legal support affects the ability of women and children to pursue legal entitlement to remain in their homes ● Providing court-based family violence advocacy services is important in assisting victims, especially in cases where no police were involved ● Providing housing quickly is vital to prevent homelessness resulting from domestic violence episodes.

2.6 Education domain: links between education and housing

Figure 7: Education domain – example pathways
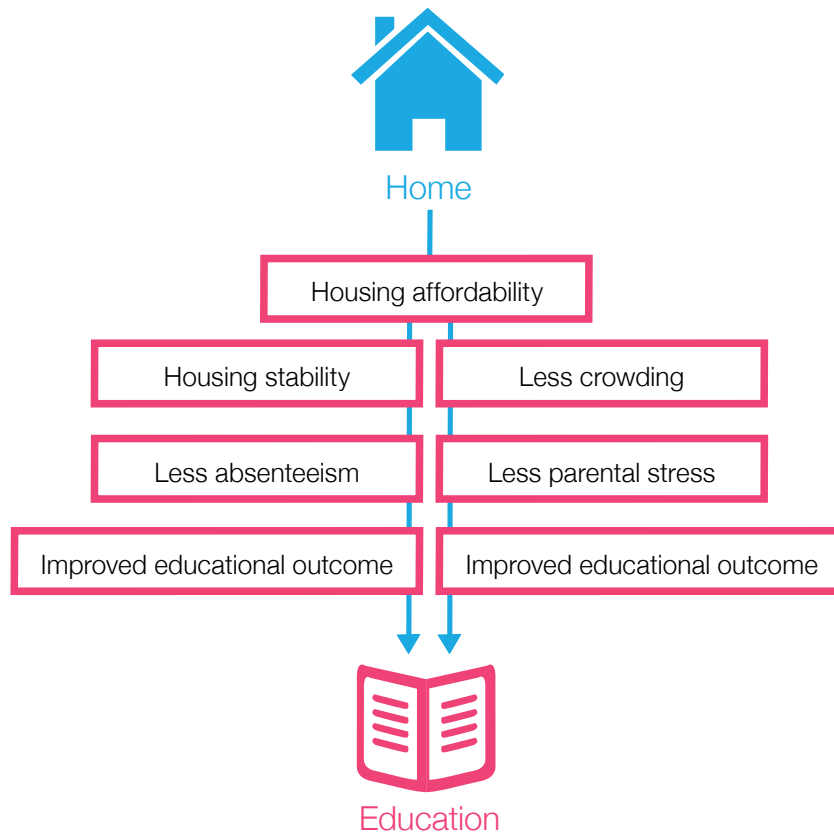
A summary of the example impact pathways between housing and education are as follows:

- Affordable housing > Less crowding > Less parental stress > Improved educational outcomes

Housing affordability impacts housing stability in that people will move around to find affordable housing. This in turn has an impact on school attendance which ultimately impacts educational outcomes. Families who are homeless are also unable to enrol their children in schools.

- Affordable housing > Housing stability > Less absenteeism > Improved educational outcomes

Housing quality is another influencer of educational outcomes. Poor housing quality is linked to poorer health outcomes (e.g. mould in housing can impact asthma sufferers) which in turn can lead to increased absenteeism and in turn educational outcomes.
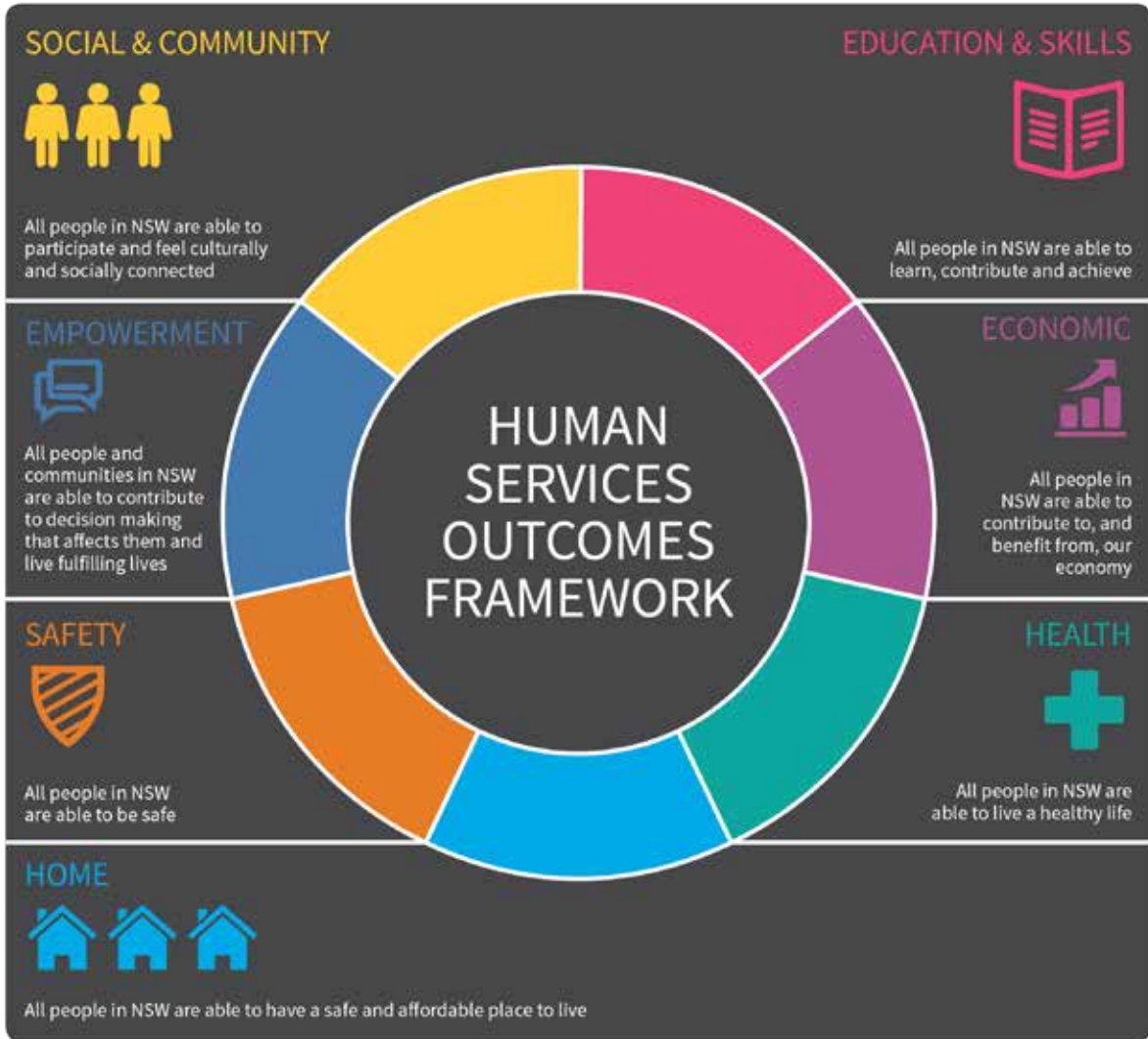
2.6.1 Summary of findings from the literature

Table 6: Education domain - Summary of findings

Reference	Summary of key points
Australian Government Department of Education, March (2014) Submission to the Senate Economic References Committee regarding the Inquiry into Affordable Housing in Australia	This submission discussed the link between affordable, stable and well located housing and positive educational outcomes. Findings include: ● Better educated people tend to have better employment outcomes, earn more over their lifetime, live longer, engage more in civic activities and feel happier. ● Better educated people are less reliant on taxpayer funded welfare support and are fundamental to improved prosperity and productivity in a knowledge economy. ● The relationships between a range of young children's housing aspects and their developmental outcomes are statistically significant, however in terms of magnitude the effects appear to be modest. ● Crowding has the largest negative impact for learning outcomes. ● While socio-economic status (SES) and housing have independent and separate effects, housing is a channel for transmission of parental SES and principally this relates to neighbourhood characteristics. ● Better neighbourhood conditions appear to mediate parental SES and learning outcomes. ● Two key groups stand out for whom their children's outcomes are particularly affected by inferior housing: sole parents and Aboriginal and Torres Strait Islander people.
Bridge et al (2003) Housing Assistance and Non-Shelter Outcomes. Final Report, AHURI Western Australia	This study interviewed 178 tenants just after they moved into public housing and followed up 151 tenants six months later. The survey focused on changes in the lives of these tenants with regard to health, employment and education of their children. The study found that people cited three main factors with regard to why they felt their children's performance had improved: ● Nature of the neighbourhood and school, including quality of teaching and more motivated group of peers. ● Changes at home, including increased happiness of child due to living in good quality dwelling and reduced stress levels of parents. ● More space at home, including children could do homework without interruptions from siblings.

Reference	Summary of key points
Young (2002) Non-Shelter Outcomes of Housing: A case study of the relationships between Housing and Children's Schooling, University of Sydney	This thesis sought to provide a clearer understanding of the non-shelter impacts of housing, and in particular of the possible processes by which aspects of housing may impact on aspects of schooling. It found that: ● Child development and school readiness may be an important intermediary between housing and schooling. ● Homeless children seem much less likely than housed children to succeed at school, due to the effects of moving regularly, increased rates of ill-health, stress and developmental delays associated with their housing condition. ● Transience may contribute to family stress and isolation, particularly for adolescent girls. ● Poor quality housing may contribute to increased family stress levels. ● Crowding may contribute to an increase in household conflict and more punitive parenting practices ● Neighbourhood may be an important factor in relation to children's schooling because of collective socialisation effects in local neighbourhoods.
Cunningham & McDonald (2012) Housing as a platform for Improving education outcomes among low-income children, Urban Institute	This paper discussed the current state of housing in the United States and how housing can be used as a platform to improve educational outcomes for children. Some of the key findings were: ● Affordability influences residential instability in a number of ways. ● families that cannot afford their rent may miss payments and face eviction ● low-income families often experience high rates of "churning" from one apartment to the next, as they search for more affordable units ● Low-income households experience high rates of housing mobility, often for negative reasons. ● Where housing is located also matters for children since where households live is inextricably linked to where they attend school.

3 Appendix 1: NSW Human Services Outcomes Framework

SOCIAL & COMMUNITY

All people in NSW are able to participate and feel culturally and socially connected

EMPOWERMENT

All people and communities in NSW are able to contribute to decision making that affects them and live fulfilling lives

SAFETY

All people in NSW are able to be safe

HOME

All people in NSW are able to have a safe and affordable place to live

EDUCATION & SKILLS

All people in NSW are able to learn, contribute and achieve

ECONOMIC

All people in NSW are able to contribute to, and benefit from, our economy

HEALTH

All people in NSW are able to live a healthy life

HUMAN SERVICES OUTCOMES FRAMEWORK

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6 Bibliography

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