



# Success Case Methodology

Working backwards to identify what elements  
of support make the difference

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## Evaluation question

*'How does our  
housing support  
offer end  
homelessness?'*

Housing coaches

Our 'members'

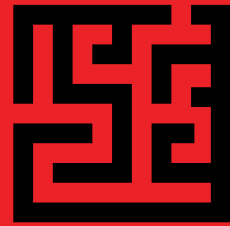
Positive housing outcomes

# Complexities



## Holistic service

'Housing support'  
embedded within  
wider service



## Varied support

What constitutes  
'housing support'?

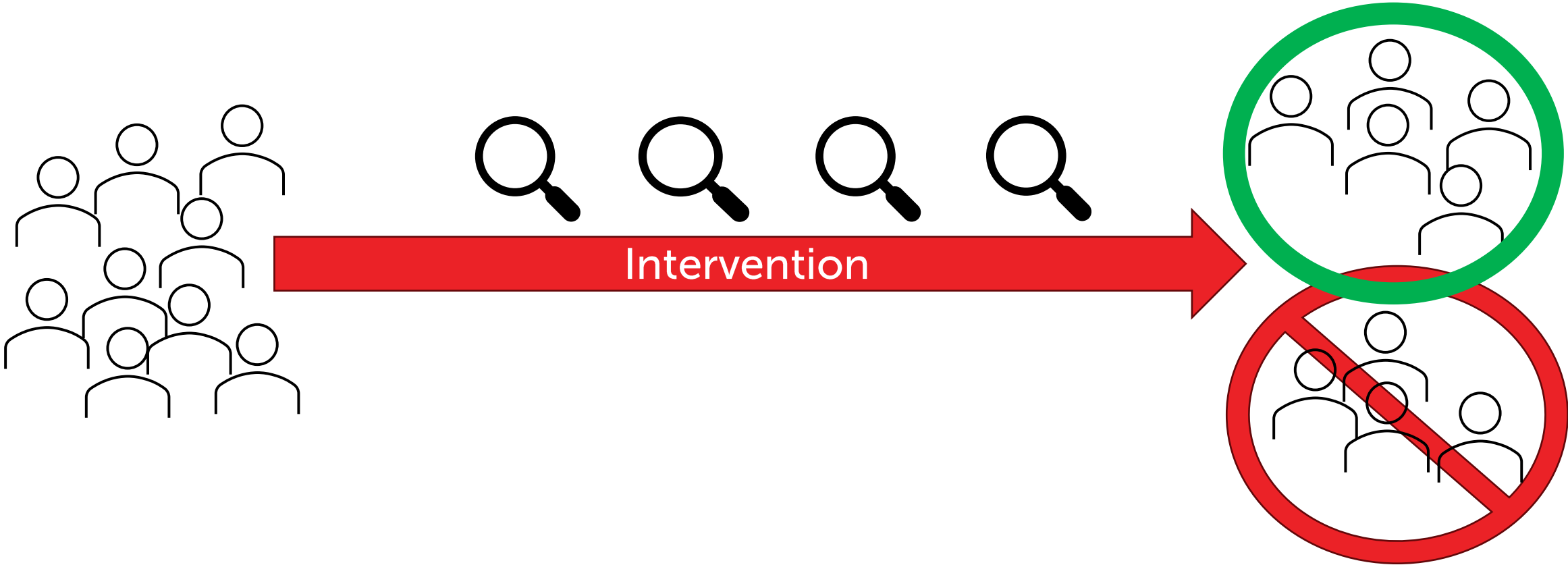


## Limited data

Dates:

- First, last session
- Outcome reached

# Evaluating backwards: Success case



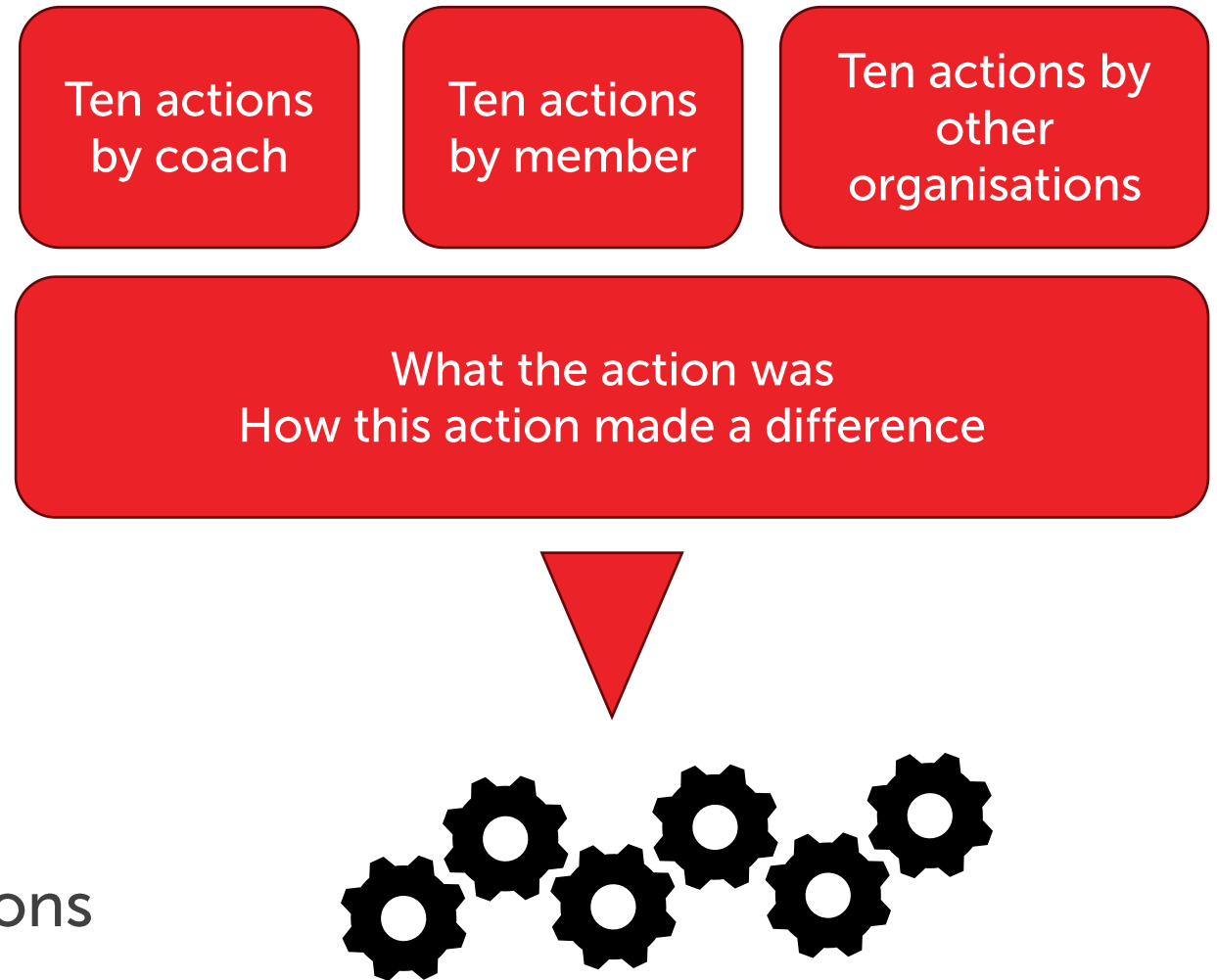
# Method

Coaches' survey after recording positive outcome for 65 cases:

1. The member
2. The outcome
3. Actions that led to 'success'

Evaluation team developed a coding scheme for *types* of actions/interventions

Applying Success Case Method



# Wealth of learning

- Who is this offer (not) working for?
- Which actions relate to which outcomes?
- Which actions are *more* frequent; which are *less* frequent?
- What role members, coaches and other organisations play?

Sense-checked trends:  
Focus groups with members, coaches, partners and local experts

Applying Success Case Method

	Prevention (18)		Relief (30)		Sustainment (17)
11	61%	24	80%	9	53%
3	17%	10	33%	7	41%
	0%	5	17%	2	12%
3	17%	5	17%	5	29%
8	44%	10	33%	2	12%
2	11%	2	7%	1	6%
6	33%	11	37%	1	6%
5	28%	8	27%	2	12%
2	11%	2	7%	2	12%
4	22%	6	20%		0%
2	11%	3	10%	2	12%
9	50%	13	43%	11	65%
3	17%	18	60%	8	47%
2	11%	7	23%	2	12%
1	6%	14	47%	7	41%

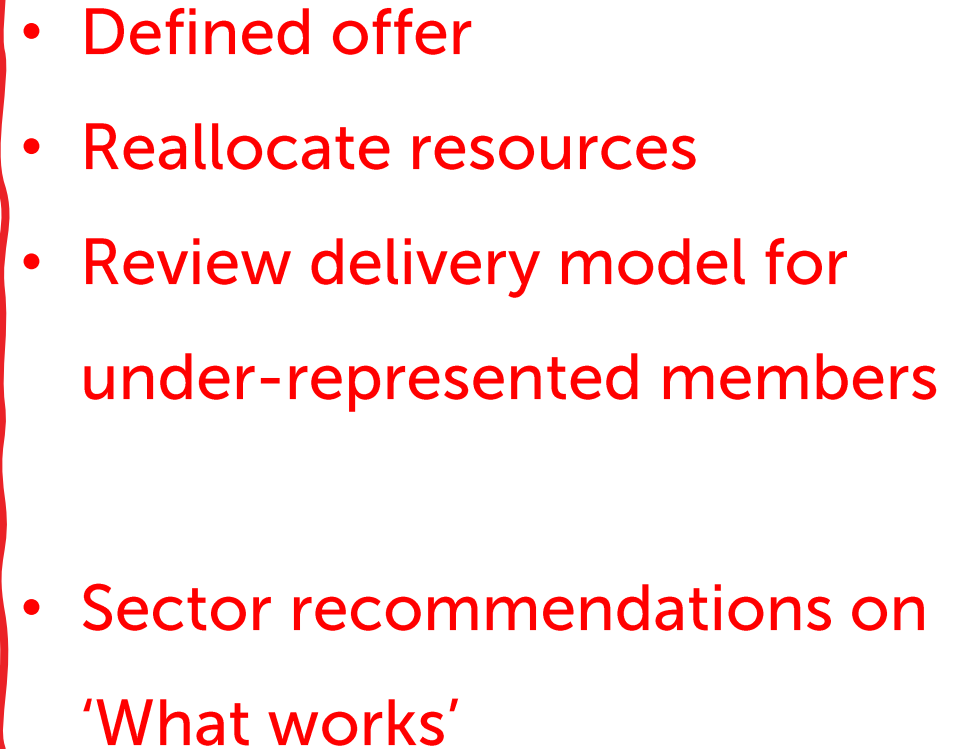
# Challenges and benefits

Additional data

Reliance on memory and awareness of 'case'

Cannot say 'what doesn't work'

Resource intensive

- 
- Defined offer
  - Reallocate resources
  - Review delivery model for under-represented members
  - Sector recommendations on 'What works'

# Thank you

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(see <https://bit.ly/4blMD4U> for evaluation report)



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