

REPORT

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To: Supporting People in Commissioning Body

19 March 2009

Subject: Performance Management

Classification: Unrestricted

For Information

Summary: This report provides data on all aspects of performance management in the Kent Supporting People Programme.

1.0 Introduction

The Supporting People team monitors both the performance at both programme and service level.

1.1 Additional information regarding progress against the National Outcomes Framework is included. The outcomes dataset derives from further returns made by providers to the Centre for Housing Studies at St Andrews University.

2.0 Contractual data

At the time of reporting, contracts are held with 135 providers who deliver 330 services. Of the units funded, 64% are accommodation based services, 14% are HIAs and 22% are floating support services. Further information on contracts, providers and services are included within Appendix 1.

2.1 Quarterly Workbook Returns

Table 2 shows an analysis of workbook returns from quarters 18 to 23. Members of the Commissioning Body will note an increase in the number of workbooks returned by the initial deadline and a fall in the

number of reminders sent. The number of workbooks expected has fallen to 295.

Table 2: Workbook return monitoring

	Qtr 18 Jul-Sep 07	Qtr 19 Oct-Dec 07	Qtr 20 Jan-Mar 08	Qtr 21 Apr-Jul 08	Qtr 22 Jul-Sep 08	Qtr 23 Oct-Jan 09
Number of workbooks expected	386	376	378	300	300	295
Number of workbooks returned by deadline	335 (87%)	317 (84%)	267 (71%)	248 (83%)	276 (92%)	285 (97%)
Number of reminders sent	50	0	0	39	24	10
Number of workbooks received by end of default period	378 (98%)	342 (91%)	326 (26%)	297 (99%)	298 (99%)	293 (99%)
No. Defaults issued	8	34	52	3	2	2

(Source: PIAMIDS)

2.2 Reminders and default notices

The number of services which were sent reminders after failing to submit their workbook by the deadline for responses fell in Quarter 23. Similarly there was a fall in the number of services that did not return their workbooks by the end of the default period and to whom default notices have subsequently been issued.

3.0 Key Performance Indicators (KPIs)

3.1 The Department of Communities and Local Government (CLG) set two Key Performance Indicators for Supporting People programmes. The CLG publish the performance of all programmes nationally against these indicators on the SPKweb www.spkweb.org.uk. The quarters are published in arrears.

The CLG indicators are as follows

KPI 1 - Service users who are supported to establish and maintain independent living as a percentage of the total number of users who have departed

KPI 2 - Service users who have moved on in a planned way from short term services as a percentage of all who have moved on

The Core Strategy Development Group and Commissioning Body have agreed targets of a target of 98% for KPI 1 and 71% for KPI 2 for

2008/09. The KPI 2 target is also the Supporting People target for Local Area Agreement 2.

3.2 Performance against Key Performance Indicator 1

Table 3 shows that the overall proportion of those maintaining independent living (KPI 1) exceeded the target in quarter 22. Table 2.1 in Appendix 2 shows that this is also an increase on the previous quarter.

Table 3: Analysis of Quarter 22 KPI 1 data by service type

	KPI1 (%)	Target	Comparison with Target (98%)
Accommodation based services	99.05	98%	↑
Floating Support Services	97.15	98%	↓
Overall KPI 1 for Q21	98.48	98%	↑

(Source: CLG)

3.3 Once again this quarter, homeless families with support needs show the lowest proportion of those maintaining independent living in quarter 22, though the KPI figure of 88.36% is a significant improvement on the previous quarter's figure of 75% (Table 4).

Table 4: Analysis of Quarter 22 KPI 1 data by primary client group

Primary Client group	KPI 1	Comparison with Target (98%)
People with drug problems	96.15	↓
Frail Elderly	97.46	↓
Generic	95.92	↓
Homeless families with support needs	88.36	↓
Learning disability	98.89	↑
Mental health	92.95	↓
Ex Offenders	90.11	↓
Older people with mental health problems	100	↑
Older people with support needs	99.09	↑
People with HIV/AIDS	100	↑
Physical/ sensory disabilities	100	↑
Single homeless with support needs	95.86	↓
Teenage parents	93.00	↓
Those at risk of domestic abuse	99.24	↑
Young people at risk	94.00	↓
Total	98.48%	↑

(Source: CLG)

3.4 Performance against Key Performance Indicator 2 (KPI2)

Whilst overall the KPI 2 is below target this quarter, performance against this volatile indicator overall has improved since the previous quarter.

3.5 Of those in short term services, the lowest proportion of those moving on in a planned way (KPI 2) in quarter 22 were people with drug problems at 40% (Table 5).

Table 5: Analysis of Quarter 22 KPI 2 data by primary client group
All services with departures

Primary Client group	KPI 2 (%)	Comparison with Target (71%)
People with alcohol problems	100	↑
People with drug problems	40.00	↓
Homeless family with support needs	92.31	↑
Learning disability	100	↑
Mental health	92.31	↑
Ex Offenders	56.00	↓
Older people with support needs		
Rough sleepers	43.90	↓
Single homeless with support needs	71.3	↑
Teenage parents	80	↑
Those at risk of domestic abuse	84.29	↑
Young people at risk	67.12	↓
Young people leaving care	62.50	↓
Total	67.65%	↓

(Source: CLG)

3.6 The team continues to utilise the data to examine the circumstances behind those client groups and services that appear to be performing less well and agree action where necessary.

4.0 Outcomes monitoring

4.1 The national framework uses the five high level outcomes adopted in the Department of Families and Education's *Every Child Matters*.

- Achieve Economic Wellbeing
- Enjoy and Achieve
- Be Healthy
- Stay Safe
- Make positive contribution

- 4.2 In short term services, providers are asked to complete the return only when a service user leaves the service. In longer term services, providers capture outcomes information annually as part of the support plan review. A sampling method is then used to collect the information from a percentage of all users once a year.
- 4.3 Having written to all providers at the launch of the framework, the Supporting People team has continued to utilise a variety of means to publicise and promote the need to submit this data, including the provider forums, the programme website, newsletters, validation and audit visits. Eight training workshops on the framework were delivered by the team around the county November 2008 with a further 16 workshops delivered in February 2009.
- 4.5 In Appendix 3, (i) shows a summary of all returns made in quarter 22. Table 3.1 shows a substantial number of returns from short term services in this quarter. Returns from these services totalled 882 in quarter 22 in comparison to 1262 in the whole of 2007/08. It is envisaged that this improvement in return levels will continue to rise over the year. However, just 103 were returned by long term services in the quarter in comparison to the 643 received in total in 2007/08. It is expected that this disappointing level will improve following the training offered by the team, in preparation for the inclusion of outcomes returns in the contract monitoring regime from April 2009.
- 4.6 Appendix 4, Table 4.1 shows that in quarter 22, long term services had success rate of over 90% in all 5 high level outcome areas, with the “Stay Safe”, and “Make a positive contribution” outcomes reaching 100% success rates. The least successful single outcome in longer term services was “To obtain work” at 75% successful. However this is a great improvement on the overall 2007/08 figure of 27%.
- 4.7 Table 4.1 shows that the average success rate in short term services is 73.3% an improvement of just under 2% on the annual figure for 2007/08. Outcomes were most successfully achieved in the “Making a Positive Contribution” group where 84% of those outcomes identified were reached. This marks an improvement of 3% on the 2007/08 figure.
- 4.8 The least successfully achieved outcomes were from the “Be Healthy” group where 68% of identified outcomes were reached. This is a reflection of the broader range of clients groups found in short term services. The least successful outcome sought overall is “To obtain paid work” which was only secured in 29% of cases where this need was identified.

4.9 Focus on “Achieving Economic Wellbeing”

Appendices 4 5 and 6 provide a more detailed examination of performance against the high level Achieving Economic Wellbeing. In subsequent quarters a similar study of the remaining four high level outcomes will be presented.

4.9.1 This high level outcome comprises three sublevels

- Maximising income
- Managing debt
- Obtaining paid work

4.9.2 Appendix 5 gives information about those service users who have had support needs identified in maximising income. A comparison between tables 5.1 and 5.2 shows the contrast of service users accessing short and long-term schemes.

4.9.3 The groups most successfully achieving identified outcomes in short term schemes are young people leaving care, Travellers and older people where all such outcomes were achieved. The least successful group were rough sleepers (67%). This is an indication of the chaotic lifestyles lead by the people who use these services and the difficulty presented to providers in reaching them consistently and is reflected in national data.

4.9.4 In long term schemes all groups except mental health (88%) and older people (98%) reached a 100% success rate in achieving this outcome.

4.9.5 In Managing Debt, Table 6.1 shows the least successful client groups in short term services to be single homeless and rough sleepers. The most common reasons for failing to achieve the outcome are most commonly leaving the service before the support has concluded, difficulty in making payments and unwillingness to engage and are consistent with the situations in which these users find themselves.

4.9.6 In long term services, Managing Debt as an outcome was almost always met in the quarter. The exception is one user of a single homeless service and the reason reflects those in short term services.

4.9.7 In obtaining Paid Work, low success rates are seen in domestic violence services, those for young people at risk and single homeless. The most common reasons for the outcome not being achieved are ceasing to receive support before the outcome is secured, and an unwillingness to engage.

5.0 Quality Monitoring

Officers of the Supporting People team visit services in order to monitor contract compliance and quality. Services are measured against the objectives of the Quality Assessment Framework. The visit includes consultation with service users. This consultation is conducted by Service User Involvement Workers.

- 5.1 Table 7 shows an analysis of the outcomes of those visits that took place in quarter 22.

Table 7: Analysis of all monitoring visits conducted in quarter 23

Number of Visits conducted	12
Number of visits completed	11

Visits conducted	A	B	C	D	Not graded	Total
Existing grade	0	2	10	0	0	12
Self Assessed Grade	0	4	7	1	0	12
Awarded Grade	2	7	2	0	1	12

- 5.2 Visits to 12 services were begun during the quarter, leading to improved grades in 64% of all services where visits were completed. Of those visits begun in the quarter, 1 was not completed by quarter close. This service is working towards an action plan under the supervision of the monitoring officer.

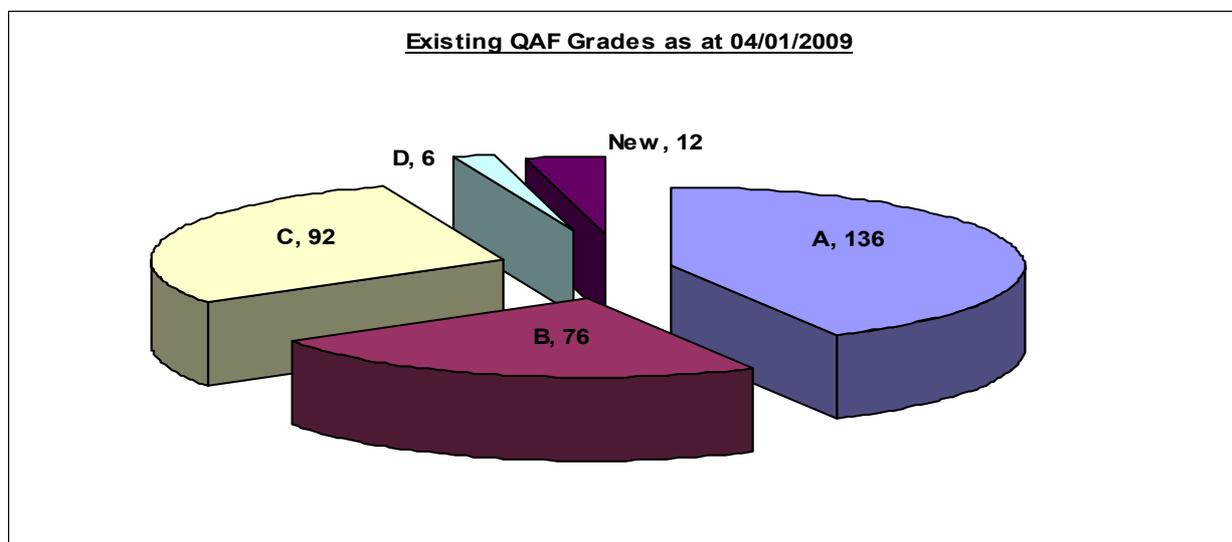
Table 8: Summary of improvement

Number of services with higher grade following contract monitoring visit <i>(As percentage of all completed)</i>	7 (64%)
Number of services with no change following contract monitoring visit <i>(As percentage of all completed)</i>	4 (36%)
Number of services with lower grade following contract monitoring visit <i>(As percentage of all completed)</i>	0 (0%)

- 5.3 Table 9 shows the QAF grading of all services at the end of quarter 22. There are 12 new services which have yet to be graded (n/a). There are 6 services where the grade awarded following the initial visit was Level D. Each of these services is currently working to a time-limited action plan,

closely monitored by an officer of the team, before a final grade is awarded.

Table 9: All QAF grades at end of Quarter 23



6.0 Complaints

The Supporting People team collects and logs details of all complaints received which have exhausted service providers' own complaints procedures. No such complaints were received in Quarter 23.

- 6.1 The team continues to review and revise its existing methods for publicising the mechanisms by which service users and other interested parties can inform them of concerns or complaints that they have about SP funded services. The review involves the Service User and Consultation Officer and will be considered by the Service User Panel as part of a wider examination of communication and access to information discussed in a paper later on this agenda. to explore the potential of collecting data regarding complaints.

7.0 Safeguarding Alerts

The team collects and logs safeguarding alerts in grant-funded schemes (Table 10). The team's responsibilities in this regard are limited to ensuring that all such alerts are processed appropriately to a Safeguarding Co-ordinator.

- 7.1 Following low trends in reports received, the team took the opportunity to remind all providers of their contractual responsibilities in reporting Safeguarding Alerts. The team wrote to all providers, reminding them of the Kent and Medway safeguarding protocols and requesting confirmation of receipt of the letter and information pack. Further, all

providers were asked to confirm that their procedures and policies were concurrent with the latest protocols and that staff in their organisation had been alerted to any changes made as a result.

7.2 The table shows a rise in reports received in quarter 23, though the Group should note that some of the reports were received retrospectively and the events described had occurred in a previous quarter.

Table 10: Safeguarding Alerts received in quarter 23 by service type

Nature of Alert	Accommodation based	Floating Support
Financial Abuse	1	3
Physical Abuse		1
Sexual Abuse	2	1
Other	2	1

8.0 Recommendation

The Commissioning Body is asked to note the contents of the report.

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**With contributions from Kevin Prior, Acting Procurement and Commissioning Manager
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Appendix 1 Contractual data as at end of Quarter 23

Appendix 2 Performance against key performance indicators

Appendix 3 Summary of Outcome Returns Quarter 22

Appendix 4 Summary of Outcomes data Quarter 22

Appendix 5 Achieving Economic Wellbeing - Maximising Income

Appendix 6 Achieving Economic Wellbeing - Managing Debt

Appendix 7 Achieving Economic Wellbeing - Obtaining Paid Work

APPENDIX 1 Contractual data as at end of Quarter 23

TABLE 1.1: CONTRACTUAL DATA as at Close of Quarter 23

	Quarter 19 Oct - Jan 08	Quarter 23 Oct - Jan 09
Number of Providers	126	135
Number of Services	424	330
Number of Household Units	22047	22264
Number of Leaseholders	76	76
Total Number of Units	22123	22340

TABLE 1.2: BREAKDOWN OF UNITS

	Quarter 19 Oct - Jan 08	Quarter 23 Oct - Jan 09
Number of Floating Support Units	5323	4905
Number of HIA Units	1619	3238
Number of Sheltered Units	13444	11643
Number of Other Acc. Based Units	2737	2554
Total	22123	22340

TABLE 1.3: CONTRACTS

	Quarter 19 Oct - Jan 08	Quarter 23 Oct - Jan 09
Number of Block Gross Units	9539	6811
Number of Block Subsidy Units	12584	15529
<u>Of which</u> Capped	13106	15120
Not Capped	9017	409
All contracts capped	13106	15120
All contracts not capped	8425	7220

TABLE 1.4: CONTRACT VALUES at 31 March 09*

	Quarter 19 Oct - Jan 08	Quarter 23 Oct - Jan 09
Grant from CLG	£32,024,915	£32,024,915
Contract £	£29,177,973	£31,709,341
% FS	24%	24%
% Accommodation Based	76%	76%

* financial data for 2008/09

APPENDIX 2 Performance against key performance indicators

TABLE 2.1 ANALYSIS of LOCAL PERFORMANCE – KPI 1
Quarterly performance comparison by service type

	Quarter 21 KPI 1 (%)	Quarter 22 KPI 1 (%)	Target	Direction of Travel*
Accommodation based services	98.95	99.05	98%	↑
Floating Support Services	97.84	97.15	98%	↓
Overall KPI 1	98.62	98.48	98%	↓

*based on previous quarter
 Source: CLG

TABLE 2.2 ANALYSIS of LOCAL PERFORMANCE – KPI 1
Quarterly performance by primary client group

Primary Client group	Quarter 21 KPI 1 (%)	Quarter 22 KPI 1 (%)	Direction of Travel*
People with alcohol problems			
People with drug problems	100	96.15	↓
Frail Elderly	98.43	97.46	↓
Generic	96.99	95.92	↓
Homeless families with support needs	75	88.36	↑
Learning disability	98.58	98.89	↑
Mental health	95.88	92.95	↓
Ex Offenders	95.29	90.11	↓
Older people with mental health problems	100	100	→
Older people with support needs	98.98	99.09	↑
People with HIV/AIDS	93.10	100	↑
Physical/ sensory disabilities	100	100	→
Rough sleepers			
Single homeless with support needs	95.93	95.86	↓
Teenage parents	97.14	93.00	↓
Those at risk of domestic abuse	100	99.24	↓
Young people at risk	93.41	94.00	↑
Young people leaving care			
Total – Target 98%	98.62%	98.48%	↓

*based on previous quarter
 Source: CLG

APPENDIX 2 – cont'd

TABLE 2.3 ANALYSIS OF LOCAL PERFORMANCE – KPI 2
Quarterly performance comparison by primary client group

Primary Client group	Quarter 21 KPI 2 (%)	Quarter 22 KPI 2 (%)	Direction of Travel
Generic			
People with alcohol problems	50	100	↑
People with drug problems	80	40	↓
Homeless family with support needs	65.22	92.31	↑
Learning disability	0	100	↑
Mental health	92.31	92.31	→
Ex Offenders	69.23	56	↓
Older people with support needs	100		
People with physical/sensory disability			
Rough sleepers	45.51	43.90	↓
Single homeless with support needs	80.83	71.3	↓
Teenage parents	100	80.0	↓
Those at risk of domestic abuse	89.83	84.29	↓
Young people at risk	63.27	67.12	↑
Young people leaving care	50	62.50	↑
Total (Target 71%)	66.38%	67.65%	↑

Source: CLG

TABLE 2.4 REGIONAL and NATIONAL COMPARISON of LOCAL PERFORMANCE INDICATORS – KPI 1

The table below gives the performance of the Kent programme against Key Performance Indicators 1 for the last five quarters published by CLG

KPI1

	2007/08		2008/09	
	Q19	Q20	Q21	Q22
Kent	97.68%	97.11%	98.62%	98.48%
Regional	98.13%	98.06%	98.40%	98.59%
National	98.34%	98.18%	98.26%	98.38%

Source: CLG

APPENDIX 2 cont'd**TABLE 2.5 REGIONAL and NATIONAL COMPARISON of LOCAL PERFORMANCE INDICATORS – KPI 2**

The table below gives the performance of the Kent programme against Key Performance Indicators 2 for the last five quarters published by CLG

KPI2

	2007/08		2008/09	
	Q19	Q20	Q21	Q22
Kent	73.7%	80.7%	66.4%	67.65%
Regional	66.7%	67.6%	68.3%	70.54%
National	66.5%	68.6%	70.8%	70.78%

Source: CLG

APPENDIX 3 Summary of Outcome Returns Quarter 22

The outcomes dataset for short term services is based on returns made for clients who left SP funded services between 7 July and 5 October 2008, which were received and validated by the Centre for Housing Research at the University of St Andrews. The outcomes dataset for long term services is based on clients included in the sample in the same period.

(i) Total number of outcome returns received by Service Type

TABLE 3.1 Short Term Services

Service Type	Total Returns
Direct access	37
Floating support	392
Foyer	13
Outreach service	88
Supported housing	268
Supported lodgings	2
Teenage parent accommodation	11
Women's' refuge	70
Resettlement Service	1
Grand Total	882

TABLE 3.2 Long Term Services

Service Type	Total returns
Floating support	76
Sheltered housing with warden	19
Supported housing	8
Grand Total	103

APPENDIX 3 Cont'd

(ii) Total number of outcome returns received by primary client group of the service user

TABLE 3.3 Short Term Services

Primary Client Group	Total
Alcohol problems	37
Drug problems	21
Generic	90
Homeless families with support needs	27
Learning disabilities	24
Mental health problems	86
Traveller	1
Offenders at risk of offending	86
Older people with support needs	13
Physical or sensory disability	16
Rough sleeper	8
Single homeless with support needs	262
Teenage parents	46
Women at risk of domestic violence	105
Young people at risk	46
Young people leaving care	14
Grand Total	882

TABLE 3.4 Long Term Services

Primary Client Group	Total
Frail elderly	5
Generic	1
Learning disabilities	3
Mental health problems	11
Older people with support needs	68
Physical or sensory disability	11
Single homeless with support needs	2
Teenage Parents	2
Grand Total	103

APPENDIX 4 Summary of Outcomes data Quarter 22

(i) TABLE 4.1 Summary of outcomes data in long term services, Jul – Oct 08

Total of 103 returns made		Was the outcome achieved?			
Type of Support	Was support need identified?	Yes	As a % of those needing support	No	As a % of those needing support
	Yes				
Achieving Economic Wellbeing		Total needing support 95			
To maximise income		77			
To reduce debt		14			
To obtain paid work		4			
Enjoy and Achieve		Total needing support 98			
To participate in training/education		7			
To participate in informal learning		33			
To participate in work-like activities		6			
To establish contact with external groups		52			
Be Healthy		Total needing support 156			
Manage physical health		69			
Manage mental health		23			
Manage substance misuse issues		6			
Technology helping to maintain independence		58			
Stay Safe		Total needing support 71			
To maintain their accommodation		42			
To comply with statutory orders		3			
To better manage self harm		4			
To avoid causing harm to others		6			
To minimise risk of harm from others		16			
Make a Positive Contribution		Total needing support 50			
To develop confidence and choice		50			
Grand Total		470			
		Total successful 91 (96%)			
		75	97.4%	2	2.6%
		13	92.9%	1	7.1%
		3	75.0%	1	25.0%
		Total successful 94 (96%)			
		7	100%	0	0%
		31	93.9%	2	6.1%
		6	100%	0	0%
		50	96.2%	2	3.8%
		Total successful 144 (92%)			
		61	88.4%	8	11.6%
		20	87.0%	3	13.0%
		6	100%	0	0%
		57	98.3%	1	1.7%
		Total successful 71 (100%)			
		42	100%	0	0%
		3	100%	0	0%
		4	100%	0	0%
		6	100%	0	0%
		16	100%	0	0%
		Total successful 50 (100%)			
		50	100%	0	0%
		450	95.7%	20	4.2%

APPENDIX 4 Cont'd

(ii)TABLE 4.2 Summary of outcomes data in short term services, Jul – Oct 08

	Yes	No	Unanswered
Q24 Was this a planned move from service	517 (58.6%)	356 (40.4%)	9
Q25 If <u>yes</u> did this achieve greater independence	476 (54%)	41 (4.6%)	0

Total of 882 returns made	Was support need identified?		Was the outcome achieved?			
	Type of Support	Yes	Yes	As a % of those needing support	No	As a % of those needing support
Achieving Economic Wellbeing	Total needing support 1267		Total successful 925 (73%)			
To maximise income	633		557	88.0%	76	12%
To reduce debt	398		288	72.4%	110	27.6%
To obtain paid work	236		80	33.9%	156	66.1%
Enjoy and Achieve	Total needing support 1128		Total successful 814 (72%)			
To participate in training/education	277		164	59.2%	113	40.8%
To participate in informal learning	197		155	78.7%	42	21.3%
To participate in work-like activities	156		90	57.7%	66	42.3%
To establish contact with external groups	498		405	81.3%	93	18.7%
Be Healthy	Total needing support 902		Total successful 615 (68%)			
Manage physical health	318		253	79.6%	65	20.4%
Manage mental health	293		195	66.6%	98	33.4%
Manage substance misuse issues	262		144	55.0%	118	45.0%
Technology helping to maintain independence	29		23	79.3%	6	20.7%
Stay Safe	Total needing support 969		Total successful 716 (74%)			
To maintain their accommodation	496		355	71.6%	141	28.4%
To comply with statutory orders	156		108	69.2%	48	30.8%
To better manage self harm	70		61	87.1%	9	12.9%
To avoid causing harm to others	68		46	67.6%	22	32.3%
To minimise risk of harm from others	179		146	81.6%	33	18.4%
Make a Positive Contribution	Total needing support 505		Total successful 425 (84%)			
To develop confidence and choice	505		425	84.2%	80	15.8%
Total	4771		3495	73.3%	1276	26.7%

Appendix 5 Achieving Economic Wellbeing - Maximising Income

**Table 5.1
Short Term Schemes**

	Support need identified	Achieved	Not achieved	Reason for outcome not being achieved				
				support ceased before outcome achieved	Did not qualify for benefit	Unable to engage	Unwilling to Engage	Other
Alcohol problems	27	26 (96%)	1					1
Drug problems	15	12 (80%)	3				3	
Generic	71	64 (90%)	7		1	1	5	
Homeless families	24	23 (96%)	1				1	
Learning disabilities	18	17 (94%)	1				1	
Mental health problems	55	44 (80%)	11	4		1	5	1
Offenders at risk of offending	53	46 (87%)	7				6	1
Older people	6	6 (100%)	0					
Physical or sensory disability	11	10 (91%)	1		1			
Rough sleeper	6	4 (67%)	2	1			1	
Single homeless	175	151 (86%)	24	4		4	14	2
Teenage parents	41	38 (93%)	3				3	
Traveller	1	1 (100%)	0					
Women at risk of domestic violence	79	71 (90%)	8	4	1		3	
Young people at risk	39	32 (82%)	7	1			3	3
Young people leaving care	12	12 (100%)	0					
	633	557	76	14	3	6	45	8

**Table 5.2
Long Term Schemes**

	Support needed	Achieved	Not achieved	Where outcome achieved		Reason for outcome not being achieved				
				Ongoing Support needed	Support Concluded	Did not qualify for benefit	Unable to engage	Unwilling to Engage	Support only recently begun	Other
Frail Elderly	1	1 (100%)		1						
Generic	1	1 (100%)			1					
Learning disabilities	3	3 (100%)		3						
Mental health problems	8	7 (88%)	1	2	5			1		
Older people	51	50 (98%)	1	48	2				1	
Physical or sensory disability	9	9 (100%)		9						
Single homeless	2	2 (100%)		1	1					
Teenage parents	2	2 (100%)			2					
	77	75 (97%)	2	64	11	0	0	1	1	0

Appendix 6 Achieving Economic Wellbeing – Managing Debt

**Table 6.1
Short Term Schemes**

	Support Needs identified	Achieved	Not achieved	Reason for outcome not being achieved				
				Ceased to receive support before outcome achieved	Difficulties in making payments	Unable to engage	Unwilling to Engage	Other
Alcohol problems	23	16 (70%)	7	2	1	1	3	
Drug problems	14	7 (50%)	7			2	4	1
Generic	69	53 (77%)	16	2	4	2	8	
Homeless families	18	16 (89%)	2				2	
Learning disabilities	13	10 (77%)	3		1	1	1	
Mental health problems	43	29 (67%)	14	1	3	5	5	
Offenders at risk of offending	21	11 (53%)	10		6		4	
Older people	4	3 (75%)	1					1
Physical or sensory disability	8	8 (100%)						
Rough sleeper	4	1 (25%)	3	3				
Single homeless	90	59 (66%)	31	8	6	1	14	2
Teenage parents	19	17 (89%)	2				2	
Traveller								
Women at risk of domestic violence	41	30 (73%)	11	4			6	1
Young people at risk	23	20 (87%)	3	1			2	
Young people leaving care	8	8 (100%)						
	398	288 (72%)	110	21	21	12	51	5

**Table 6.2
Long Term Schemes**

	Support Need identified	Achieved	Not achieved	Where outcome achieved		Reason for outcome not being achieved				
				Ongoing Support needed	Support Concluded	Client had difficulty in maintaining payment arrangements	Unable to engage	Unwilling to Engage	Support only recently begun	Other
Frail Elderly										
Generic										
Learning disabilities										
Mental health problems	3	3 (100%)		2	1					
Older people	5	5 (100%)		5						
Physical or sensory disability	5	5 (100%)		5						
Single homeless	1		1			1				
Teenage parents										
	14	13	1	12	1	1	0	0	0	0

Appendix 7 Achieving Economic Wellbeing – Obtaining Paid Work

**Table 7.1
Short Term Schemes**

	Support Need identified	Achieved	Not achieved	Reason for Outcome not being achieved											
				Ceased to receive support before outcome secured	Unable to find paid work	Unable to find work due to health problems	Unable to engage	Unwilling to Engage	Paid work would not improve economic well-being	Local employment or career services are limited/unavailable	Highly competitive job market	Overall staffing levels	staff skills and experience	Other	
Alcohol problems	14	8 (57%)	6	1	2	1		1	1						
Drug problems	5	2 (40%)	3				1	1							1
Generic	11	4 (36%)	7	2		2		2		1					
Homeless families	7	4 (57%)	3		1	1			1						
Learning disabilities	4		4	1				2							1
Mental health problems	22	7 (32%)	15	4	2	2		5							2
Offenders at risk of offending	33	9 (41%)	24	6	7	1		3		2	2				3
Older people															
Physical or sensory disability	2	1 (50%)	1					1							
Rough sleeper	2	1 (50%)	1	1											
Single homeless	98	28 (29%)	70	19	11	6	2	21	1	2	1	1	2	4	
Teenage parents	4	4 (100)													
Traveller															
Women at risk of domestic violence	9	2 (22%)	7	3	1					1					2
Young people at risk	18	5 (28%)	13	3	4		1	2		1					2
Young people leaving care	7	5 (71%)	2							1					1
	236	80 (34%)	156	40	28	13	4	38	3	8	3	1	2	16	

**Table 7.2
Long Term Schemes**

	Support need identified	Achieved	Not achieved	Where outcome achieved		Reason for outcome not achieved					
				Ongoing Support needed	Support Concluded	Did not qualify for benefit	Unable to engage	Unwilling to Engage	Support only recently begun	Other	
Frail Elderly											
Generic											
Learning disabilities	1	0 (0%)	1								1
Mental health problems											
Older people with support needs											
Physical or sensory disability	1	1 (100%)		1							
Single homeless with support needs	2	2 (100%)		1	1						
Teenage parents											
	4	3 (75%)	1	2	1	0	0	0	0	0	1