REPORT

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To: Supporting People in Kent Commissioning Body

2 July 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 Information regarding progress against the National Outcomes Framework is included. The outcomes dataset derives from returns made by providers direct to the Centre for Housing Studies at St Andrews University.

1.2 For the first time data on reconnection is included. This data is collected by the team on a monthly basis and gives detail on the origin and destination of service users entering and leaving short term services in Kent.

2.0 Contractual data

At the close of 2008/09, contracts were held with 129 providers who were delivering 327 services. Of the units funded, 71% were accommodation based services, 3% are HIAs and 19% are floating support services. Further information on household units, contracts, providers and services are included within Appendix 1. The team has

continued to negotiate fixed capacity contracts in block subsidy schemes and to separate out the community alarm element from the housing support element in sheltered housing services.

2.1 Quarterly Workbook Returns

Table 2 shows an analysis of workbook returns from quarters 19 to 24. Members of the Commissioning Body will note once again the high number of workbooks received by the deadline this quarter.

Table 2:   Workbook return monitoring

	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	Qtr 24 Jan-Mar 09
Number of workbooks expected	376	378	300	300	295	295
Number of workbooks returned by deadline	317 (84%)	267 (71%)	248 (83%)	276 (92%)	285 (97%)	285 (97%)
Number of reminders sent	0	0	39	24	10	10
Number of workbooks received by end of default period	342 (91%)	326 (26%)	297 (99%)	298 (99%)	293 (99%)	295 (100%)
No. Defaults issued	34	52	3	2	2	0

(Source: PIAMIDS)

2.2 Reminders and default notices

In Quarter 24 all services returned their workbook by the end of the default period and no default notices have been issued. This excellent return rate has been achieved by a sustained effort on the part of the team to raise awareness of the significance of workbook returns and their impact upon the future of the programme. Steps taken include training provided by the team, publicity articles in the Supporting People newsletter, website and site visits. The team's efforts have been assisted by continued support from the east and west provider forums.

2.3 Workbook auditing

The team has completed a workbook audit on a further 16 services during quarter 24. The audits are conducted during a site visit and seek to establish levels of assurance regarding the accuracy of the data submitted to the CLG regarding Key Performance Indicators 1 and 2 and therefore National Indicators 141 and 142.

Of the 16 services visited 11 were graded as having high or medium assurance. The 5 remaining services were established at offering low assurance and will be revisited during the course of the next quarter.

The design of the workbook has been amended for 2009/10 to assist providers to maintain accurate records and support future auditing. The Supporting People team offered 8 free training workshops in locations around the county to introduce the new workbooks and to demonstrate their benefits. Feedback from providers regarding their ease of use has been favourable.

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 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 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 latest publication relates to Quarter 23 October 2008 – January 2009.

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. The target for 2008/09 is 66.7%.

3.2 Performance against Key Performance Indicator 1

3.3. A detailed analysis of the programme's performance against KPI1 is shown in Appendix 2.

3.4. Table 2.1 shows that the overall proportion of those maintaining independent living exceeded the target in quarter 23, though remains below target in floating support services.

3.5 Services for homeless families with support needs show the lowest proportion of those maintaining independent living in quarter 23 and have consistently done so throughout the year.

3.6   Similarly, services for people with mental health problems have not met the target set by the Commissioning Body in the quarters to date.

3.7   Although single homeless services have failed to reach the target set by the Commissioning Body, their performance has exceeded the regional figure this quarter. The same can be said of Kent's services for young people at risk, offenders and teenage parents.

3.8   Services for people with learning disabilities, older people with mental health problems/support needs, HIV/Aids, physical/sensory disabilities and those fleeing domestic abuse have all reached or exceeded the 98% target set.

3.9   The Supporting People team continues to work closely with the providers of services below the target to examine the reasons for poor performance levels and agree the steps to be taken to improve. In some cases, this has lead to reconfiguration of services or contract termination.

3.10 Performance against Key Performance Indicator 2 (KPI 2)

3.11   A detailed analysis of the programme's performance against KPI 2 is shown in Appendix 2.

3.12   Whilst overall the KPI 2 is below target this quarter, performance against this volatile indicator overall has improved significantly in some client groups since the previous quarter. Notably, services for people with drug problems have improved their KPI 2 figure from 40% last quarter to 100% in quarter 23.(Table 2.3)

3.13   Services for homeless families, rough sleepers, and young people leaving care have all improved their KPI 2 figure since the previous quarter.

3.14   However, there were noticeable falls in performance in services for those with mental health problems, offenders and young people at risk.

3.15   The team has carried out performance improvement visits to providers of services where the KPI 2 figure was a cause for concern. Some of these visits have resulted in a reconfiguration of services or additional training on the completion of the workbook. It is anticipated that as a result of these visits, the programme's KPI 2 figure will show an improvement next quarter.

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   The framework seeks to establish whether or not the service user achieved the outcomes they sought from the service they used.

4.3   The latest data published by Centre for Housing Research (CHR) at St Andrews University relates to the performance of short term services up until January 2009.

4.4   The practise of publishing the data in arrears and the direct submission of the returns to the CHR presents difficulties in ensuring that all providers submit their returns. The team are not able to be certain that all outcome forms due have been submitted until a quarter or six months after the submission is due.

4.5   The team has extensively promoted the framework among provider organisations improve the return rate of submissions in a variety of means, including provider forums, the programme website, newsletters, formal visits. Twenty four sessions of free training have been provided at locations around the county in 2008/09. Those providers who have not made expected submissions have been contacted to ensure they do so in future.

4.6   A summary of year to date short term outcome returns made to quarter 23 is provided at Appendix 3.

4.7   A summary of the desired outcomes identified in the returns and their achievement is provided in Appendix 4.

4.8   The table shows that the overall success rate in short term services is 75.9%, an improvement of over 2.5% on the previous quarterly figure.

4.9   Particularly improved in the Economic Wellbeing category is the percentage of individuals seeking work that have either obtained or participated in paid employment (78.1%).

Focus on Outcomes by Service Type

4.10 For the purposes of the outcomes framework, provision can be divided into six categories of service types
   - Direct access
   - Floating support*
   - Foyer
   - Outreach
   - Supported housing
   - Women's refuge

   Floating support is not considered to be a short term service within the context of performance workbooks.

4.11 For services such as direct access, outreach, and women's refuges, most service users remained in the service 6 months or less. The very short nature of these services can have an influence on the ability of the provider to deliver successful outcomes in some high level categories.

4.12 he tables in Appendix 5 show a comparison of the performance of each service type against the five high level outcomes.

4.13 Economic Wellbeing in short term services.

Whilst achievement levels in the sub-group "Obtain/participate in paid work" have improved in short term services since last quarter, there is a correlation between the comparatively low success rate in the shortest term services, i.e. women's refuges, direct access and outreach (Table 5.1)

4.14 Enjoy and Achieve in short term services

The strongest performance in this category for all service types was in the sub level outcome contact with external groups (Table 5.2). Success rates for all service types exceeded 80% against this outcome and reached 100% in foyers.

4.15 Be Healthy

Direct access achieved the sublevel outcome "Use technology to maintain independence" in 100% of cases, along with foyers and women's refuges (Table 5.3). The poorest performance against any outcome in this category was recorded in women's refuges where only 12.5% of those seeking to manage substance misuse did so successfully.

4.16 Stay Safe

The strongest performance in this category was recorded in foyers where 100% of outcomes were achieved in all but one sublevel (Table 5.4).

4.18 Positive contribution

In Table 5.5, this outcome has been best achieved in women's refuges (92.9%). It is also one of the most successful for outreach services (72.9%)

4.19 Outcomes and the Local Area Agreement

The Supporting People team continues to seek opportunities within the Local Area Agreement partnership to use the outcomes data to map the contribution the programme is making to achieve many of the 35 targets. An outcomes conference will be held to illustrate the contribution the Kent programme is making.

5.0 Reconnection data

5.1 Following the agreement of the countywide reconnection policy, the Supporting People team has collected data regarding the origin and destination of those people entering and leaving Supporting People services.

5.2 Providers of short term services are asked to supply data to the team on a monthly basis.

5.3 An excerpt of the data is supplied for the first time in Appendix 6. The Commissioning Body is asked to comment on the format of the data and its presentation.

6.0 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 (QAF). The visit includes consultation with service users.

6.1 Table 6 shows an analysis of the outcomes of those visits that took place in quarter 24.

Table 6:   Analysis of all monitoring visits conducted in quarter 24

Number of Visits conducted	31
Number of visits completed	26

Visits conducted	A	B	C	D	Not graded	Total
Existing grade	4	2	24	0	1	**31**
Self Assessed Grade	7	8	16	0	0	**31**
Awarded Grade	7	13	5	1	5	**31**

6.2   Visits to 31 services were begun during the quarter, leading to improved grades in 62% of all services where visits were completed. Of those visits begun in the quarter, 6 were not completed by quarter close.   One service was awarded a lower grade following the visit.   This service is working towards an action plan under the supervision of the monitoring officer.

Table 7:   Summary of improvement

Number of services with higher grade following contract monitoring visit *(As percentage of all completed)*	16 (62%)
Number of services with no change following contract monitoring visit *(As percentage of all completed)*	8 (31%)
Number of services with lower grade following contract monitoring visit *(As percentage of all completed)*	2 (7%)

6.3   Table 9 shows the QAF grading of all services at the end of quarter 24. The four services currently graded as D are working to an action plan under the supervision of a monitoring officer.

Table 8: All QAF grades at end of Quarter 23

Existing QAF Grades as at 05/04/2009

New, 11   D, 4
C, 81
A, 137
B, 89
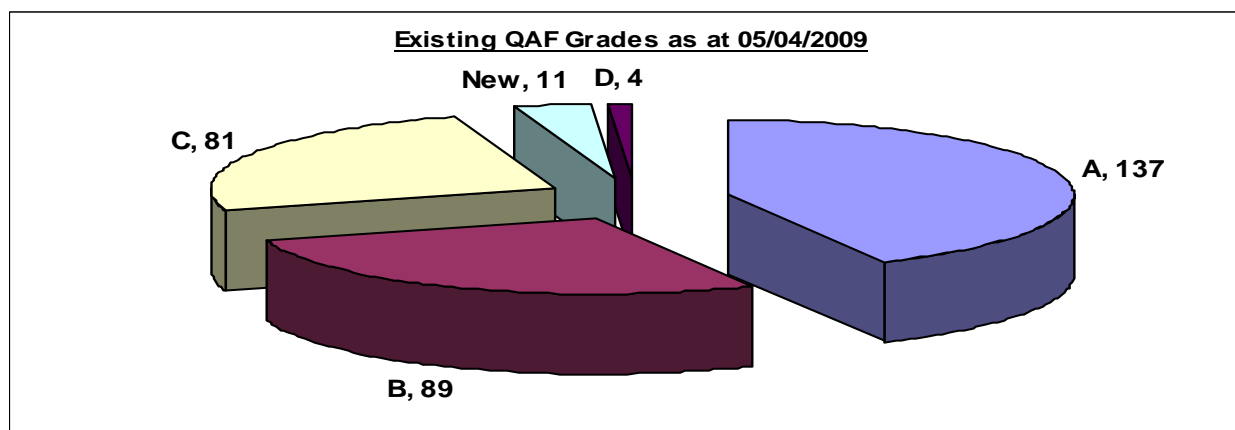
7.0 Complaints

The Supporting People team collects and logs details of all complaints received which have exhausted service providers' own complaints procedures. Three complaints were received in Quarter 24. Two have been successfully concluded. A third is subject to contractual negotiations with the provider.

7.1 Work continues on improving the mechanisms by which service users and other interested parties can inform the Supporting People team of concerns or complaints that they have about Supporting People 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 as outlined in the last meeting.

8.0 Safeguarding Alerts

The team collects and logs safeguarding alerts in grant-funded schemes (Table 9). The team's responsibilities in this regard are limited to ensuring that all such alerts are processed appropriately to a Safeguarding Co-ordinator.

8.1 The awareness exercise undertaken by the team amongst providers continues to have an effect upon the levels of alerts received.

8.2 The table shows the safeguarding alerts received quarter 24. Of these cases, nine cases have been closed following investigation and four are ongoing.

Table 9: Safeguarding Alerts received in quarter 24 by service type

Nature of Alert	Number of alerts received
Financial Abuse	6
Physical Abuse	3
Sexual Abuse	4
Total	**13**

9.0   Recommendation

The Commissioning Body is asked to
(i) offer comment and suggestions regarding the presentation and content of the reconnection data
(ii) note the contents of the report.

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With contributions from Kevin Prior, Acting Procurement and Commissioning Manager
Yozanne Pannell, Performance and Review Officer
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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 23
Appendix 4 Summary of Outcomes data Quarter 23
Appendix 5 Comparison of percentage high level outcomes achieved by service type – Quarter 23
Appendix 6 Reconnection Data Jan – Mar 2009

APPENDIX 1 Contractual data as at end of Quarter 24

TABLE 1.1: CONTRACTUAL DATA as at Close of Quarter 24

	Quarter 20 Jan – Mar 08	Quarter 24 Jan – Mar 09
Number of Providers	128	129
Number of Services	422	327
Number of Household Units	22205	22321
Number of Leaseholders	76	76
Total Number of Units	**22281**	**22397**

TABLE 1.2: BREAKDOWN OF UNITS

	Quarter 20 Jan – Mar 08	Quarter 24 Jan – Mar 09
Number of Floating Support Units	4506	4958
Number of HIA Units	1619	3238
Number of Sheltered Units	12824	12037
- *Accommodation*		*9459*
- *Community Alarm*		*2578*
Number of Other Acc. Based Units	3332	2164
Total	**22281**	**22397**

TABLE 1.3: CONTRACTS

	Quarter 20 Jan – Mar 08	Quarter 24 Jan – Mar 09
Number of Block Gross Units	9711	6863
Number of Block Subsidy Units	12570	15534
<u>Of which</u> Capped	9522	15128
Not Capped	3048	406
All contracts capped	14466	15128
All contracts not capped	7815	7269

TABLE 1.4: CONTRACT VALUES at 31 March 09*

	Quarter 20 Jan – Mar 08	Quarter 24 Jan – Mar 09
Grant from CLG	£32,024,915	£32,024,915
Contract £	£29,177,973.27	£31,858,012
% FS	25%	25%
% Accommodation Based	75%	75%

* Financial data for 2008/09

APPENDIX 2 Performance against key performance indicators

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

	Quarter 21 KPI 1 (%)	Quarter 22 KPI 1 (%)	Quarter 23 KPI 1 (%)	Quarter 23 Regional Figure (%)	RAG rating (Target 98%)
Accommodation based services	98.95	99.05	98.93	*99.17*	🟩
Floating Support Services	97.84	97.15	96.97	*96.95*	🟨
Overall KPI 1	**98.62**	**98.48**	**98.29**	**98.67**	🟩

based on previous quarter
Source: CLG

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

Primary Client group	Quarter 21 KPI 1 (%)	Quarter 22 KPI 1 (%)	Quarter 23 KPI 1 (%)	Quarter 23 Regional Figure (%)	RAG rating (Target 98%)
People with drug problems	100	96.15	96.52	*93.57*	🟨
Frail Elderly	98.43	97.46	96.97	*97.61*	🟨
Generic	96.99	95.92	93.41	*95.5*	🟨
Homeless families with support needs	75	88.36	85	*93.57*	🟥
Learning disability	98.58	98.89	98.45	*99.39*	🟩
Mental health	95.88	92.95	94.95	*98.01*	🟥
Offenders	95.29	90.11	93.33	*93.14*	🟥
Older people with mental health problems	100	100	100	*100*	🟩
Older people with support needs	98.98	99.09	99.06	*99.17*	🟩
People with HIV/AIDS	93.10	100	100	*100*	🟩
Physical/ sensory disabilities	100	100	100	*99.06*	🟩
Single homeless with support needs	95.93	95.86	96.07	*95.29*	🟥
Teenage parents	97.14	93.00	94.38	*94.29*	🟥
Those at risk of domestic abuse	100	99.24	100	*97.52*	🟩
Young people at risk	93.41	94.00	92.66	*92.47*	🟥
Total (Target 98%)	**98.62%**	**98.48%**	**98.29%**	**98.67%**	🟩

Source: CLG

APPENDIX 2 – cont'd

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

Primary Client group	Quarter 21 KPI 2 (%)	Quarter 22 KPI 2 (%)	Quarter 23 KPI 2 (%)	Quarter 23 Regional Figure (%)	RAG rating Target 71% for 10/11 66.7% for 08/09
People with alcohol problems*	50	100		82.35	
People with drug problems	80	40	100	55.56	
Homeless family with support needs	65.22	92.31	96	88.31	
Learning disability*	0	100		91.67	
Mental health	92.31	92.31	68.42	77.71	
Offenders	69.23	56	40	56.41	
Older people with support needs*	100			100	
Physical/sensory disability			100	100	
Rough sleepers	45.51	43.90	55.10	59.61	
Single homeless with support needs	80.83	71.3	68.81	64.37	
Teenage parents	100	80.0	75	89.8	
Those at risk of domestic abuse	89.83	84.29	86.21	83.39	
Young people at risk	63.27	67.12	52.83	73.49	
Young people leaving care	50	62.50	65	72.00	
Total (Target 71%)	**66.38%**	**67.65%**	**65.56%**	**72.38%**	

Source: CLG
* denotes services with no departures in quarter 23

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

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

KPI1

	2007/08	2008/09		
	Q20	Q21	Q22	Q23
Kent	97.11%	98.62%	98.48%	98.29
Regional	98.06%	98.40%	98.59%	98.67
National	98.18%	98.26%	98.38%	98.44

Source: CLG

APPENDIX 2 cont'd
TABLE 2.5 REGIONAL and NATIONAL COMPARISION 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		
	Q20	Q21	Q22	Q23
Kent	80.7%	66.4%	67.65%	65.56%
Regional	67.6%	68.3%	70.54%	72.38%
National	68.6%	70.8%	70.78%	72.88%

Source: CLG

APPENDIX 3 Summary of Outcome Returns Quarter 23

The outcomes dataset for short term services is based on returns made for clients who left SP funded services between 6 October 2008 and 4 January 2009, which were received and validated by the Centre for Housing Research at the University of St Andrews.

(i)   Outcome returns received by Service Type

Service Type	Total Returns
Direct access	94
Floating support	569
Foyer	40
Outreach service	146
Supported housing	332
Women's' refuge	114
Grand Total	**1295**

(ii) Outcome returns received by primary client group of the service user

Primary Client Group	Total
Alcohol problems	52
Drug problems	33
Frail Elderly	1
Generic	115
Homeless families with support needs	36
Learning disabilities	38
Mental health problems	139
Traveller	1
Offenders at risk of offending	124
Older people with support needs	26
People with HIV/Aids	1
Physical or sensory disability	22
Rough sleeper	10
Single homeless with support needs	394
Teenage parents	59
Women at risk of domestic violence	162
Young people at risk	59
Young people leaving care	21
Not Given	*2*
Grand Total	**1295**

APPENDIX 4 Summary of Outcomes data Quarter 23
Summary of outcomes data in short term services, April 08 – Jan 09

	Yes	No	Unanswered
Q24 Was this a planned move from service	770 (59.5%)	509 (39.3%)	16
Q25 If yes did this achieve greater independence	697 (90.5%)	73 (9.5%)	0

Total of 1295 returns made	**Was support need identified?**	**Was the outcome achieved?**	
Type of Support	**Yes**	**Yes**	**As a % of those needing support**
Achieving Economic Wellbeing	**Total needs identified 1829**	**Total successful 1482 (81%)**	
To maximise income	927	823	88.0%
To reduce debt	560	392	70%
To obtain /participate in paid work	342	267	78.1 %
Enjoy and Achieve	**Total needs identified 1659**	**Total successful 1251 (75%)**	
To participate in training/education	410	241	58.7%
To participate in informal learning	296	231	78%
To participate in work-like activities	224	123	54.9%
To establish contact with external groups	729	656	90%
Be Healthy	**Total need identified 1352**	**Total successful 915 (68%)**	
Manage physical health	474	366	77.2%
Manage mental health	451	303	67.1%
Manage substance misuse issues	377	203	53.8%
Technology helping to maintain independence	50	43	86%
Stay Safe	**Total needs identified 1412**	**Total successful 1048 (74%)**	
To maintain their accommodation	708	517	73%
To comply with statutory orders	218	149	68.3%
To better manage self harm	110	90	81.8%
To avoid causing harm to others	106	71	67%
To minimise risk of harm from others	270	221	81.9%
Make a Positive Contribution	**Total needs identified 758**	**Total successful 627 (83%)**	
To develop confidence and choice	758	627	82.7%
Total	**7010**	**5323**	**75.9%**

APPENDIX 5 Comparison of percentage high level outcomes achieved by service type April 2008 – January 2009

Table 5.1

Economic Wellbeing

Service Type	Percentage
Direct Access	71%
Floating Support	86%
Foyer	74%
Outreach	65%
Supported Housing	79%
Women's Refuge	82%

Table 5.2

Enjoy and Acheive

Service Type	Percentage
Direct Access	68%
Floating Support	78%
Foyer	81%
Outreach	56%
Supported Housing	74%
Women's Refuge	86%
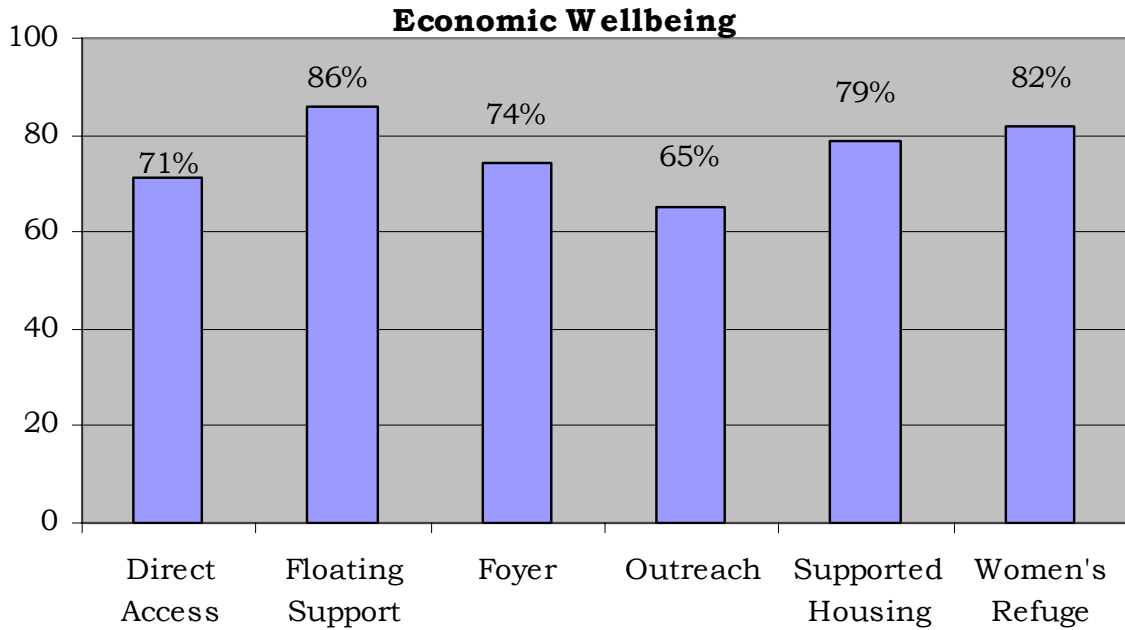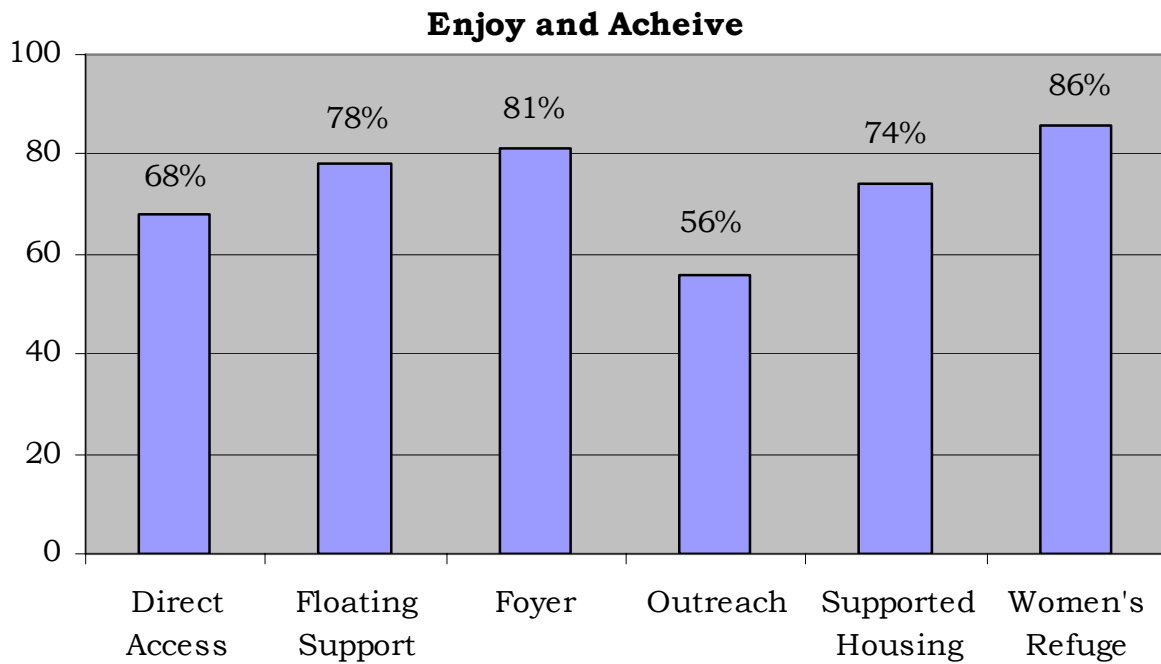
**APPENDIX 5 Cont'd - Comparison of percentage high level outcomes achieved by service type April 2008 – January 2009**

Table 5.3

Be Healthy

Table 5.4

Stay Safe
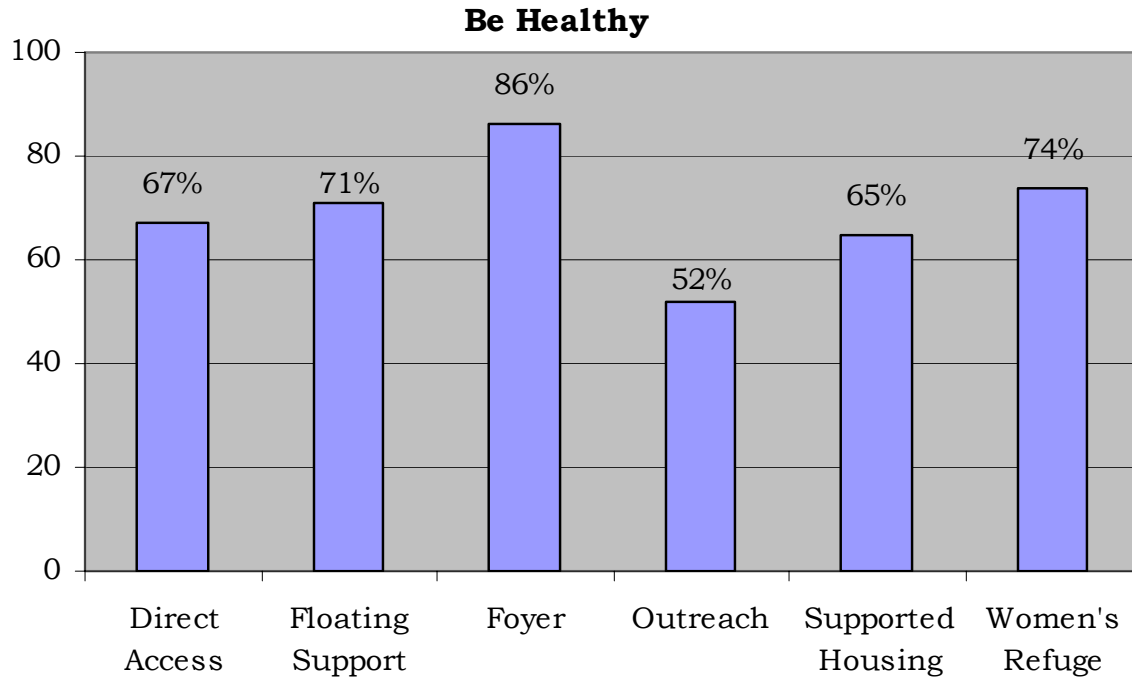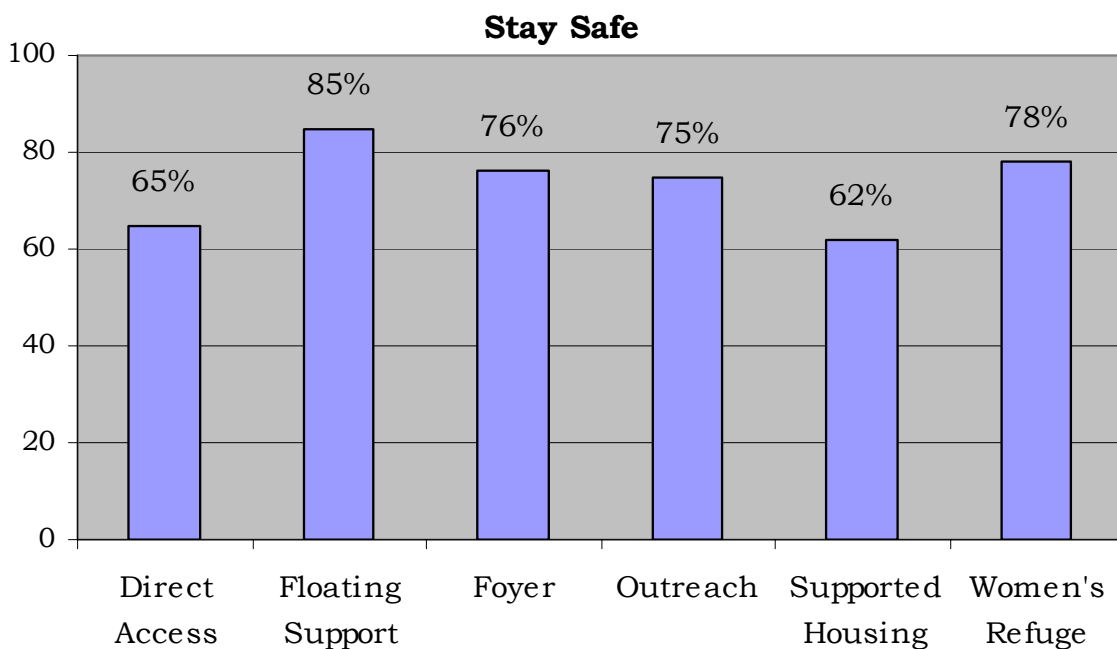
APPENDIX 5 Cont'd of percentage high level outcomes achieved by service type – April – January 2009

Table 5.5

Positive Contribution
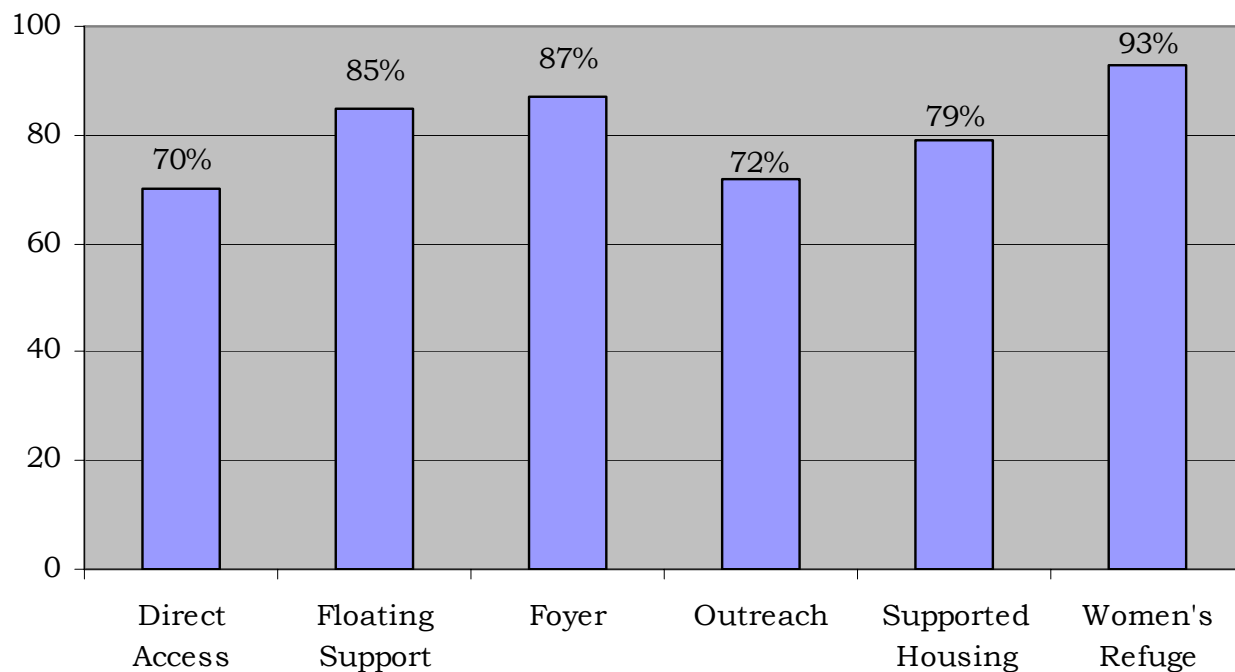
APPENDIX 6 Reconnection Data Jan – Mar 2009

A)   Reconnection Data Jan-Mar 2009 - Move in data

Table 4. 3: Out of Area New Entrants to Services, by Client Group

Client Group	Out of Kent Area	Kent Area	No connections anywhere	Not disclosed	TOTAL	Additional comments
Single Homeless	15	23	1		**39**	
Rough Sleepers	9	11		9	**29**	
Families with support needs		2			**2**	
People with mental health problems	2	4			**6**	
Offender or at risk of offending	8	5			**13**	
People with drug problems	2	2			**4**	
People with alcohol problems	1				**1**	
Older persons with support needs	2				**2**	Repatriated from Zimbabwe
Teenage Parents						
People fleeing domestic abuse	44	24			**68**	
Young people at risk	3	9	1		**13**	
TOTAL	**86 (48.5%)**	**80 (45.2%)**	**2 (1.8%)**	**9 (4.5%)**	**177**	

Note:
- Client groups with most significant proportions accessing services from out of Kent are women fleeing domestic abuse (64% of this client group) and offenders or those at risk of offending (61%)
- The service for older persons with support needs deals mainly with people being repatriated from (former) Commonwealth countries
- Selective out of Kent Area data:
    Inner and Outer London Authorities 24
    Medway 17
    Surrey 6
    Bexley 4

A) Reconnection Data Jan-Mar 2009 - Move in data continued

Table 4.4 : Number of out of area entrants to services, by location and client group of service and areas of origin

Location of service, by client group	Ashford	Canterbury	Dartford	Dover	Gravesham	Maidstone	Sevenoaks	Shepway	Swale	Thanet	Tonbridge &Malling	Tunbridge Wells	Out of Kent	Not disclosed
Ashford														
Single homeless with support needs		1												
Young people at risk								1					1	
Women fleeing domestic abuse						1							2	
TOTAL		**1**				**1**		**1**					**3**	
Canterbury														
Single homeless with support needs	4					2				1			4	
Rough sleepers	1			2		2			3	3			9	9
Young people at risk									3	1			1	
Women fleeing domestic abuse	1					1				4			2	
People with mental health problems										1				
Teenage parents														
People with drug problems														
People with alcohol problems													1	
TOTAL	**6**			**2**		**5**			**6**	**10**			**17**	**9**
Dartford														
Single homeless with support needs							2						3	
Teenage parents														
People with physical/sensory disabilities														
People with mental health problems														
Women fleeing domestic abuse					1									
TOTAL					**1**		**2**						**3**	
Dover														
Single homeless with support problems		1							1	1				
Women fleeing domestic abuse						3							2	
People with mental health problems														
Offenders or people at risk of offending						1							2	
TOTAL		**1**				**4**		**1**		**1**			**4**	

Location of service, by client group	Ashford	Canterbury	Dartford	Dover	Gravesham	Maidstone	Sevenoaks	Shepway	Swale	Thanet	Tonbridge &Malling	Tunbridge Wells	Out of Kent	Not disclosed
Number of out of area entrants to services														
Areas of origin														
Gravesham														
Single homeless with support needs														
Teenage parents														
Young people at risk			1											
Women fleeing domestic abuse													15	
People with mental health problems														
Offenders or people at risk of offending														
People with drug problems													2	
TOTAL			**1**										**17**	
Kent														
Young people leaving care														
TOTAL														
Maidstone														
Single homeless with support needs													1	
Young people at risk	1												1	
Women fleeing domestic abuse		1			1								1	
People with mental health problems														
People with learning disabilities									1					
Offenders or people at risk of offending													3	
People with drug problems														
TOTAL	**1**	**1**			**1**				**1**				**6**	
Sevenoaks														
People with mental health problems													1	
TOTAL													**1**	
Shepway														
Women fleeing domestic abuse		1				2				1			2	
People with mental health problems														
Offenders or people at risk of offending										2			2	
People with drug problems									2					
TOTAL		**1**				**2**			**2**	**3**			**4**	
Swale														
Single homeless with support needs					3	1						1	6	
Young people at risk														

Location of service, by client group	Ashford	Canterbury	Dartford	Dover	Gravesham	Maidstone	Sevenoaks	Shepway	Swale	Thanet	Tonbridge &Malling	Tunbridge Wells	Out of Kent	Not disclosed
Number of out of area entrants to services — Areas of origin														
Families with support needs	1	1												
Women fleeing domestic abuse						2							7	
People with mental health problems												1	1	
People with learning disabilities														
Offenders or people at risk of offending														
TOTAL	**1**	**1**			**3**	**3**					**1**	**1**	**14**	
Thanet														
Single homeless with support needs														
Young people at risk		2											1	
Families with support needs														
Women fleeing domestic abuse				2		1		2					9	
People with mental health problems														
Offenders or people at risk of offending		1												
TOTAL		**3**		**2**		**1**		**2**					**10**	
Tonbridge & Malling														
Single homeless with support needs														
Older people with support needs													2	
Offenders or people at risk of offending												1	1	
TOTAL												**1**	**3**	
Tunbridge Wells														
Single homeless with support needs						1	3			1			2	
Families with support needs														
Women fleeing domestic abuse													4	
People with mental health problems												1		
TOTAL						**1**	**3**			**1**		**1**	**6**	

Note:
- The districts/boroughs with most clients from out of area newly accessing services were Canterbury (31% of all new clients), Swale (13.5%), Thanet (10.2%) and Gravesham (10.2%).
- These districts/boroughs also had the most clients from out of Kent accessing services.
- In most districts/boroughs, women fleeing domestic abuse accounted for most of those newly accessing services from out of Kent. For example, in Gravesham all those accessing services from out of Kent belonged to that client group.

A) Reconnection Data Jan-Mar 2009 - Move in data continued

- However, in Canterbury and Swale most of those newly accessing services from out of Kent were single homeless people with support needs and rough sleepers.
- When looking at movements within Kent districts/boroughs, most clients move to neighbouring districts to access resources. For example, 10 out of 15 clients moving away from Thanet newly accessed services in Canterbury.
- All 5 clients accessing services elsewhere and originating from Sevenoaks were single homeless with support needs.
- Whereas 8 clients from other Kent districts newly accessed services in Thanet (5 of which were women fleeing domestic abuse), 15 clients from Thanet accessed services elsewhere.
- When looking at clients accessing services elsewhere than their area of origin, the highest numbers left the following districts: Maidstone 17, Thanet 15, Swale 9, Ashford 8 and Canterbury 8.

B) Reconnection Data Jan-Mar 2009 - Move out data
Table 4.9: Numbers of service users moving on, by areas settled in and areas of origin

Areas of resettlement of service users	Areas of origin														
	Ashford	Canterbury	Dartford	Dover	Gravesham	Maidstone	Sevenoaks	Shepway	Swale	Thanet	Tonbridge &Malling	Tunbridge Wells	Out of Kent	Not disclosed	TOTAL
Ashford	1													1	2
Canterbury		1		1									4	7	13
Dartford					2					1			4		7
Dover	1	2		5				1	1				1		11
Gravesham					1									1	2
Maidstone					1	3	1			1			2	2	10
Sevenoaks					1										1
Shepway															0
Swale									3				1	1	5
Thanet		1		1				3	1	7			2		15
Tonbridge & Malling												1	1		2
Tunbridge Wells															0
Out of Kent										2	2		28		32
Not known/Unplanned departure/prison	1	1		2		3	1	3	3		2	1	11	7	35
TOTAL	3	5	0	9	5	6	2	7	8	11	4	2	54	19	135

Note:
Out of 135 service users
- 54 originated from out of Kent (40%), 62 (46%) originated from Kent and in 17 cases (14%) the area of origin was not disclosed/identified.
- Of those originating from out of Kent, 43% were women fleeing domestic abuse, 17% were rough sleepers, 11% each were offenders and young people at risk and 9% were single homeless. 15 (28%) were resettled within Kent.
- 68 (50.3%) were reconnected within Kent, 35 (26%) left services in an unplanned way and in most cases it I unknown where clients moved to.
- Out of a total of 62 people from Kent districts/boroughs, 22 (35%) were reconnected to their area of origin
- 28 out of a total of 54 people originally from out of Kent were reconnected out of Kent (52%). A further 11(20%) left services in an unplanned way and may well have left Kent
- The districts/boroughs with highest numbers of people settling were Thanet, Canterbury, Dover and Maidstone.
- Of 15 people resettled in Thanet, 7 originated from the district. When examining client groups, 6 were women fleeing domestic abuse and 4 were offenders or people at risk of offending. In Canterbury, the majority of people were single homeless and rough sleepers, in Maidstone women fleeing domestic abuse and in Dover equal numbers of women fleeing domestic abuse and single homeless and rough sleepers.

B) Reconnection Data Jan-Mar 2009 - Move out data
Table 4.10 : Resettlement of service users in Kent, by client group and district/borough

Primary Client Group	Ashford	Canterbury	Dartford	Dover	Gravesham	Maidstone	Sevenoaks	Shepway	Swale	Thanet	Tonbridge & Malling	Tunbridge Wells	TOTAL
Single Homeless		2	2	3					1	2	1		**11**
Rough Sleepers	1	5		3		1			1	2			**13**
People with mental health problems			1				1						**2**
People with physical/sensory disabilities													**0**
Offender or at risk of offending		2				1				4			**7**
People with drug problems						1							**1**
People with alcohol problems													**0**
Teenage Parents					1								**1**
Older persons with support needs						1						1	**2**
Women fleeing domestic abuse		3	4	5	1	6			2	6			**27**
Young people with support needs	1	1							1	1			**4**
TOTAL	**2**	**13**	**7**	**11**	**2**	**10**	**1**	**0**	**5**	**15**	**2**	**0**	**68**

B)   Reconnection Data Jan-Mar 2009 - Move out data

Table 4.11: Resettlement of service users originally from out of Kent in Kent, by client group and district/borough

Primary Client Group	Ashford	Canterbury	Dartford	Dover	Gravesham	Maidstone	Sevenoaks	Shepway	Swale	Thanet	Tonbridge & Malling	Tunbridge Wells	TOTAL
Single Homeless		1	1							1			3
Rough Sleepers													0
People with mental health problems													0
Offender or at risk of offending		2				1				1			4
People with drug problems													0
People with alcohol problems													0
Teenage Parents													0
Older Persons with support needs						1					1		2
Women fleeing domestic abuse		1	3	1					1				6
Young people with support needs													0
TOTAL	0	4	4	1	0	2	0	0	1	2	1	0	15