

APPENDIX A

Indicator Description	Direction of Travel	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Annual Actual	Comments/ Exceptions Report	2009/10 Target
<i>Benefits/Debt Advice and Advocacy</i>								
Total number of individuals approaching the service with benefit and debt issues		566	471					
Number of new cases opened.		57	55					
Number of new cases closed – successful.		1	39					
Number of new cases closed – unsuccessful.		1	13					
Number of referrals-on.		111	94				Debt & Wel ben referred to LSC	
Number of straight signposting.		77	80				CCCS, Payplan, Business Debtline	
Direct income gained.		52,243	£67,701					
Debt set-aside achieved.		£416	£1,951					
Indicator Description	Direction of Travel	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Annual Actual	Comments/ Exceptions Report	2009/10 Target
<i>Housing and Homelessness Prevention</i>								
Total number of individuals approaching the service with housing and homelessness issues		309	246					
No. of new cases opened.		118	82					
No. of new cases closed – successful.		13	56					
No. of new cases closed – unsuccessful.		0	5					
<i>No. of referrals to:</i>								
Floating Support Services		0	0					

Supported Housing Services		1	3				
Other		11	5			Shelter	
No. of straight signposting.		4	1			YMCA (over 25 already homeless	
<i>Outcome: Housing Advice leading to homelessness prevention AS DEFINED UNDER BVPI 213 through casework on:</i>							
Tenant's rights and obligations		0	4				
Grants for repairs/adaptations		0	0				
Harassment and illegal eviction		0	0				
Income maximisation - other than HB/LHA related		0	0				
A successful DHP claim		0	0				
HB/LHA Backdating or other HB/LHA issue		0	0				
Securing direct LHA payment to landlord due to tenant's vulnerability		0	0				
Court advocacy work		0	3				
Debt/Money management		1	4				
Negotiation with mortgage provider		1	2				
Negotiation with private sector landlord		3	1				
Negotiation with social housing landlord		0	4				
Negotiation with friends or family		0	0				
Resolving rent arrears - not HB/LHA related		0	0				
Securing supported accommodation		1	3				
Securing hostel (not supported) accommodation		0	0				
Securing private rented accommodation		1	12				

Securing an allocation for social housing (eg assisting vulnerable households in bidding under Choice Based Lettings)		1	4					
Securing Floating Support Services		1	0					
Referred to mediation services		0	0					
Referred to Sanctuary Scheme for DV		0	0					
Other		4	1				Shelter	
Total:		13	38					

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General Advice

Total number of individuals approaching the service with general advice issues		755	624					
No. of referrals-on.		206	209				CAB & LSC Emp	
No. of straight signposting.		215	220				e.g consumer direct, ACAS, solicitor, probate, planning, land registry, relate, GDVAP, jobcentre+, social services	
Direct Income Gained			£13,962				Employment, TDP scheme etc	

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Types of Approach for Advice and Assistance								
a) Total number of individuals approaching the service under the Contract:		1630	1341					
b) Of which by:								
Drop-in/appointment:		1120	862					
Phone:		398	356					
Letter:		8	8					

Investment Grant Monitoring Form 2008/09 Quarterly Data

Email:		99	113					
Home Visits		5	2					