

1. Highlights and Project Update

To date 12 referrals have been received, of these if any are at pre-engagement status or declined support from Flow these are not shown on the data below.

2. Data

2.1. Headlines

Metric	Dec-24	Q1	Q2	Q3	Q4	YTD
New Clients Supported in Period	2	0	0	4	3	7
Clients Supported in Period	6	0	0	4	7	7

(N.B. Quarter 1 relates to period Jan-Mar 2024)

2.1.2. Changes in Activity

Metric	Dec-24	Q1	Q2	Q3	Q4	YTD
New Clients Supported in Period	2	0	0	4	3	7
Reduction in Loneliness at End of Support	0	0	0	0	0	0
Improved Wellbeing at End of Support	0	0	0	0	0	0
Completed At Least One Goal at End of Support	1	0	0	0	1	1
Clients Ending Support	0	0	0	0	1	1

2.1.3. Data Points

Metric	Dec-24	Q1	Q2	Q3	Q4	YTD
Case concluded successfully	0	0	0	0	0	0
Clients who declined	0	0	0	0	0	0
Closed cases (other reasons, i.e. moving out of area)	0	0	1	0	0	1
Closed cases due to death	0	0	0	0	0	0
Closed cases due to disengagement	0	0	0	1	2	3
Number of contacts/interventions with clients	43	0	0	108	161	269

Metric	Dec-24	Q1	Q2	Q3	Q4	YTD
Number of wider beneficiaries	0	0	0	3	0	3
Case Load at Census	6	0	0	4	4	6

2.1.4. Support Provided

Metric	Dec-24	Q1	Q2	Q3	Q4	YTD
Caseworker research undertaken to find solutions for clients	0	0	1	5	4	10
Caseworker support to meet aspirations	0	0	0	4	9	13
Caseworker support with Form filling	0	0	0	0	4	4
Continued ongoing contacts with professionals (total number of seperate contacts)	0	0	1	0	3	4
One-to-one work with clients (per client) number of individual one to one interactions with client	1	0	0	15	21	36
Caseworker support with IT incl. virtual meetings, emails etc	0	0	0	1	0	1

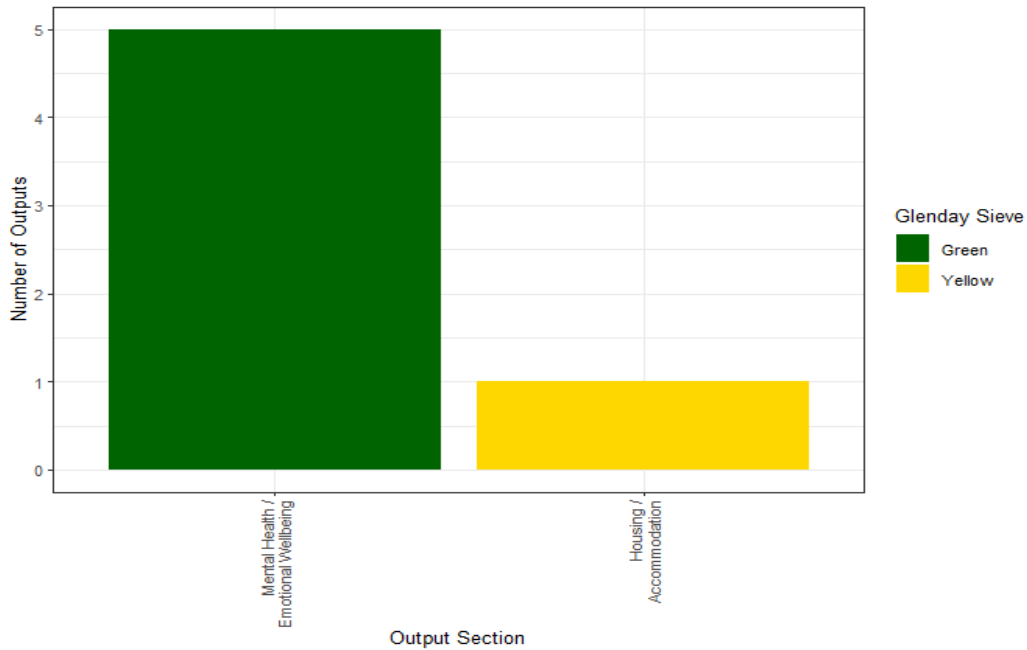
3. Outputs and Outcomes

3.1. Outputs and Outcomes: Glenday Sieve Tables:

Below are table summaries of the needs areas we have encountered and the subsequent outcomes for clients.

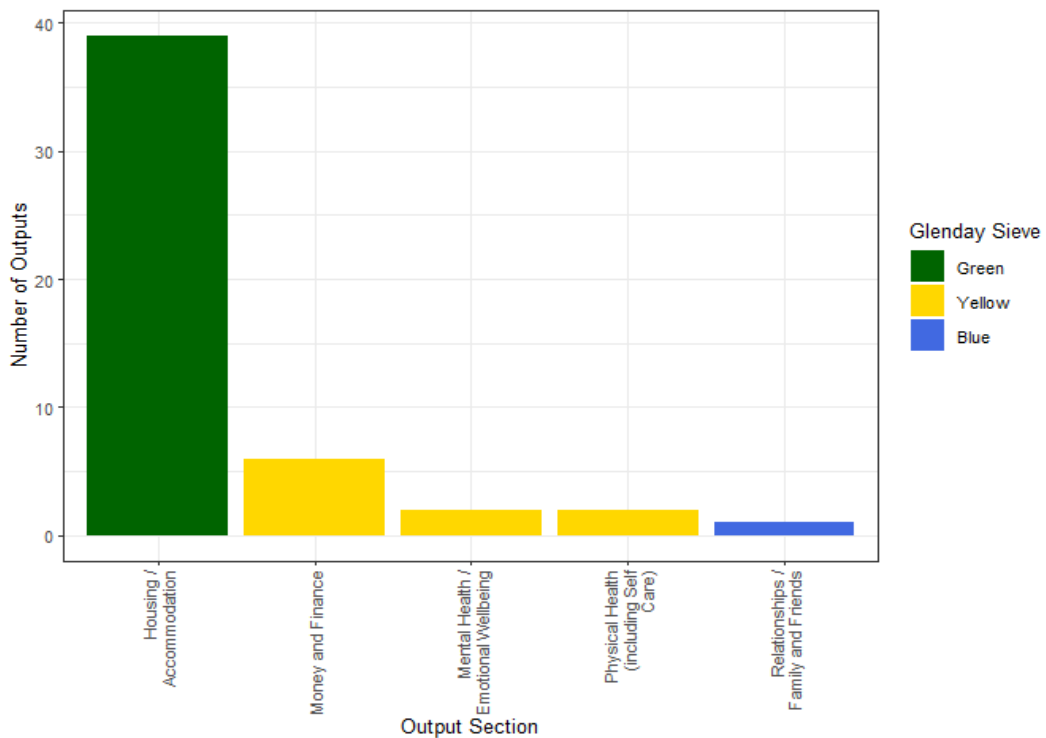
3.1.2. Outputs: Sections and Outputs - Previous 3 months

Glenday Sieve Plot for Output Sections for the Previous 3 Months
Oct-24 to Dec-24



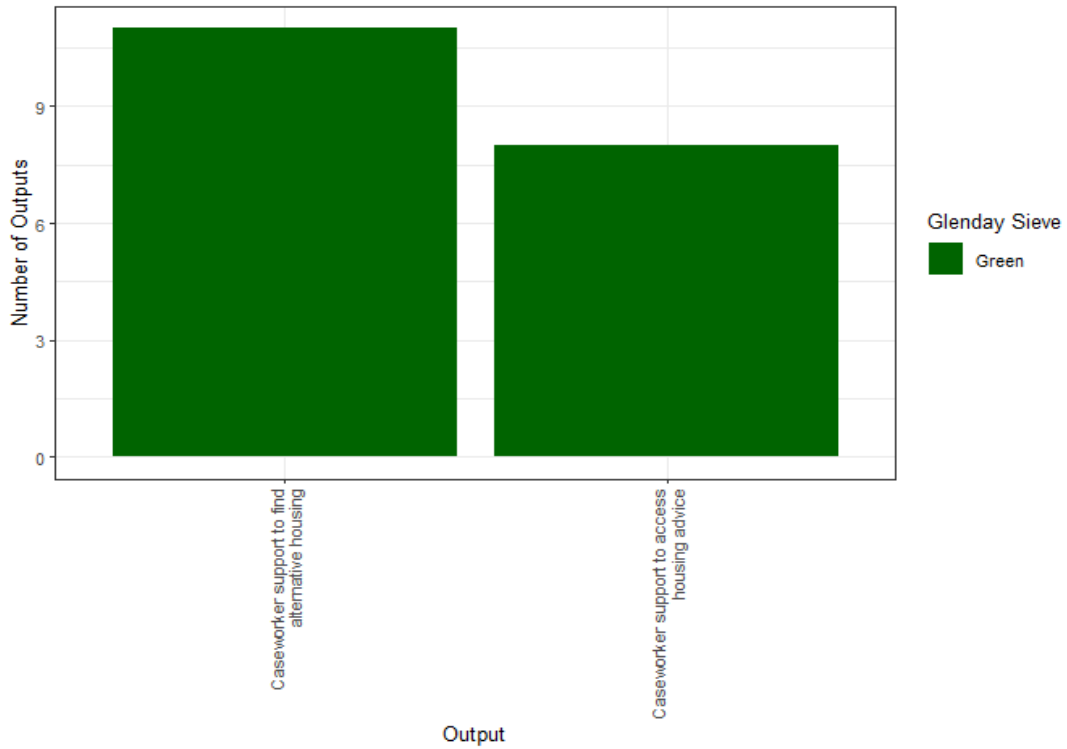
3.1.3. Outputs: Sections - Year to Date

Glenday Sieve Plot for Output Sections for the Year to Date
Jan-24 to Dec-24



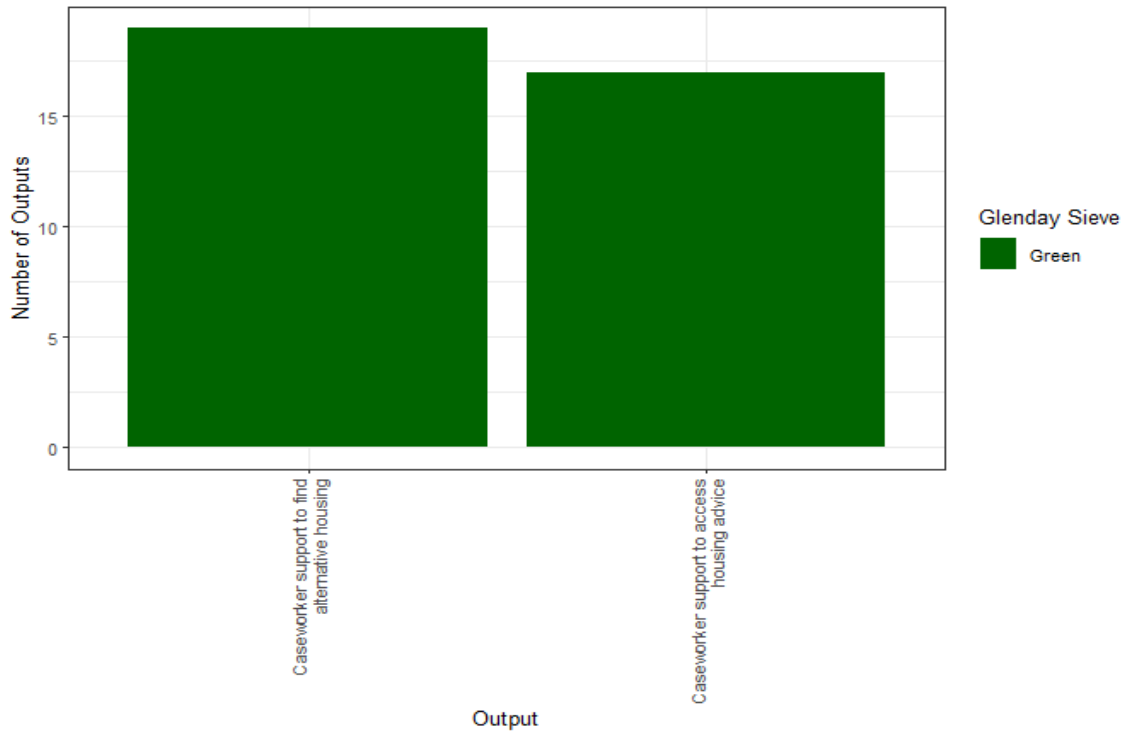
3.1.4. Outputs: Sections and Outputs – Previous 3 Months

Glenday Sieve Plot (Green only) for Outputs for the Previous 3 Months
Oct-24 to Dec-24



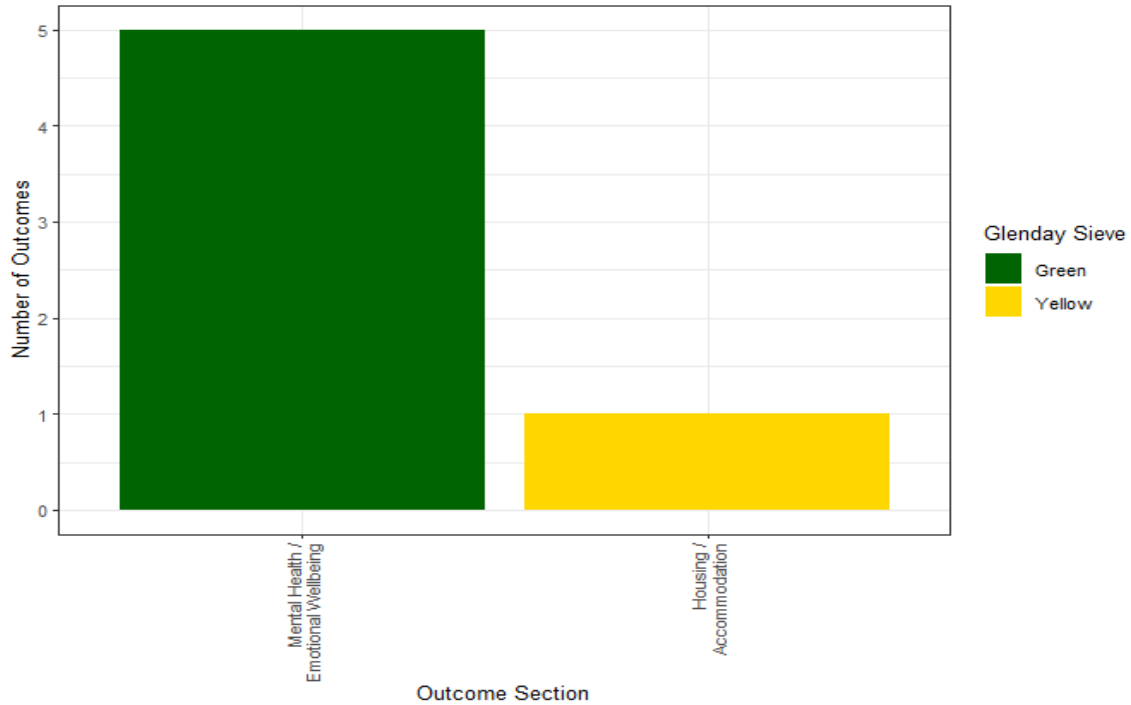
3.1.5. Outputs: Sections and Outputs - Year to Date

Glenday Sieve Plot (Green only) for Outputs for the Year to Date
Jan-24 to Dec-24



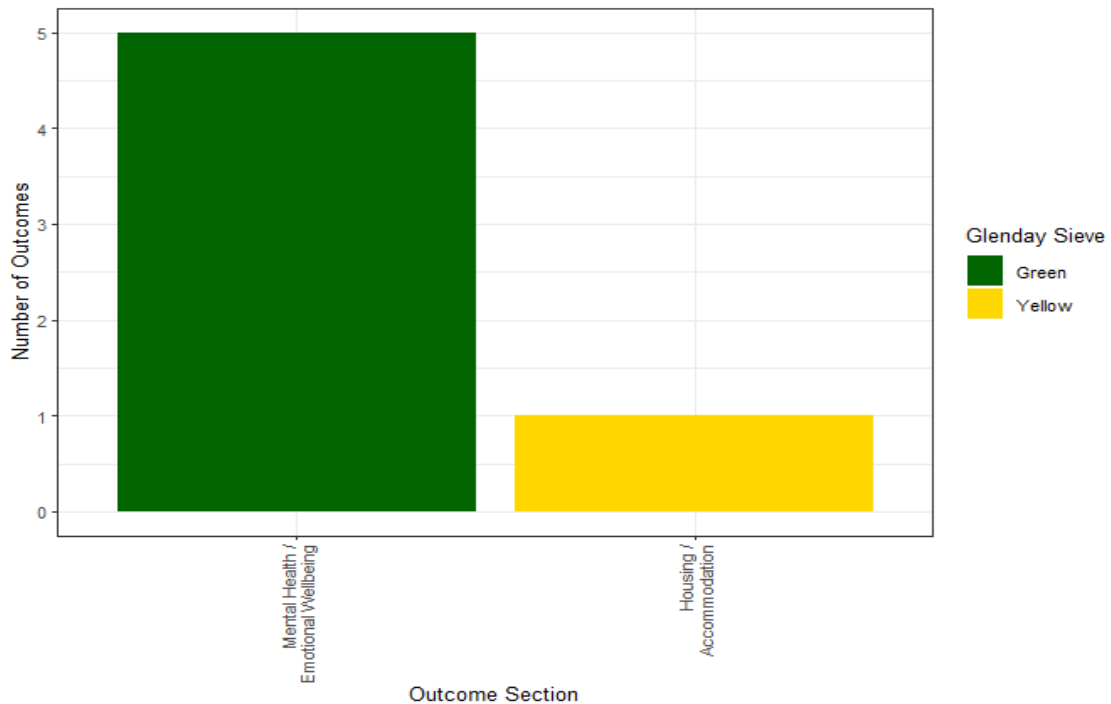
3.1.6. Outcomes: Sections – Previous 3 Months

Glenday Sieve Plot for Outcome Sections for the Previous 3 Months
Oct-24 to Dec-24



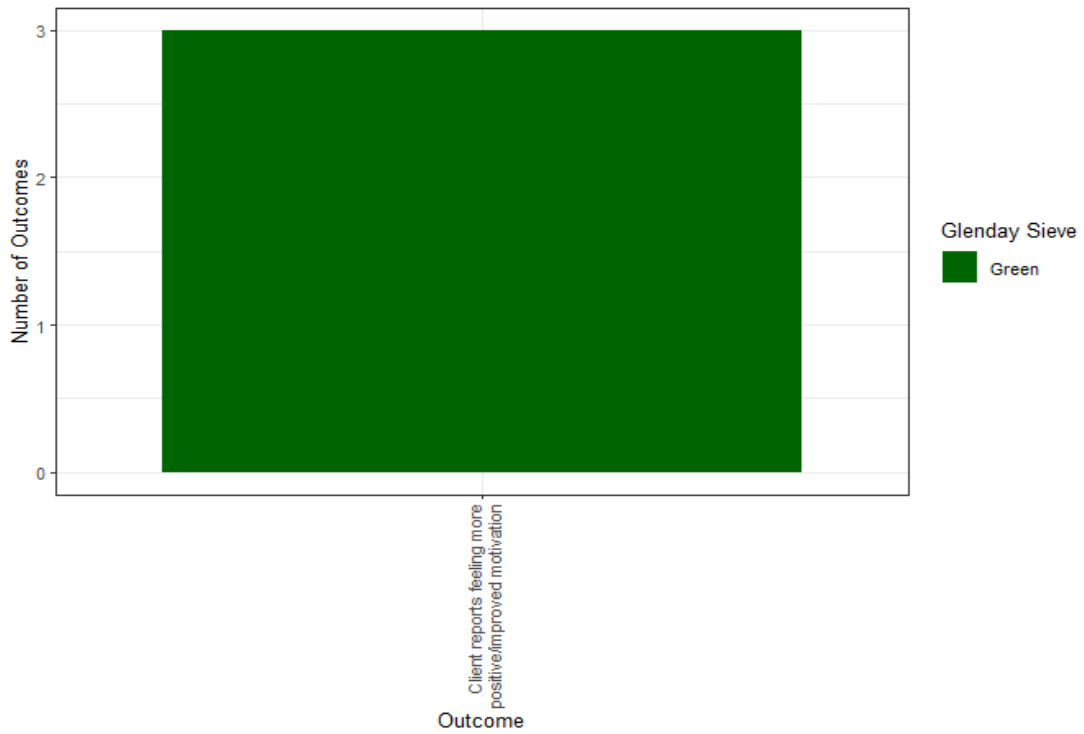
3.1.7. Outcomes: Sections – Year to Date

Glenday Sieve Plot for Outcome Sections for the Year to Date
Oct-24 to Dec-24



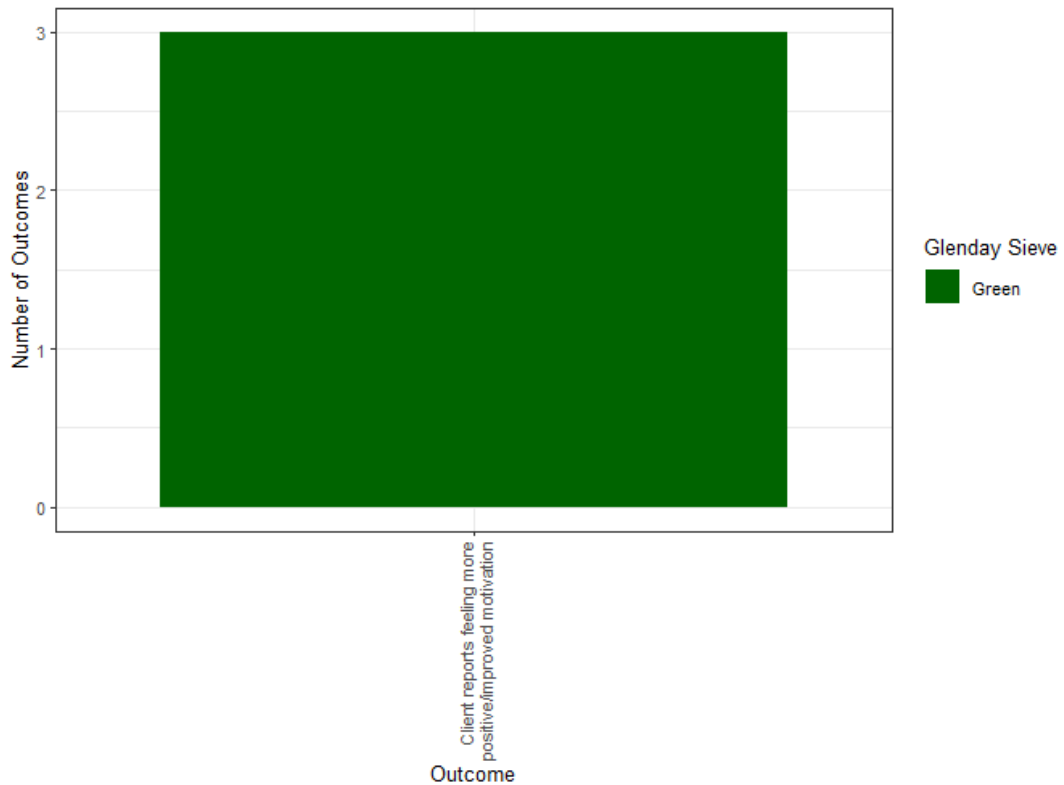
3.1.8. Outcomes: Sections and Outcomes – Previous 3 Months

Glenday Sieve Plot (Green only) for Outcomes for the Previous 3 Months
Oct-24 to Dec-24



3.1.9. Outcomes: Sections and Outcomes - Year to Date

Glenday Sieve Plot (Green only) for Outcomes for the Year to Date
Oct-24 to Dec-24



4. Quarterly Patterns of Need and Barriers/Challenges to Service Delivery

4.1. Emerging patterns of need identified by case worker:

- Support given to date has mainly been for assistance with finances including debt and welfare benefits, also help with Devon Homes Choice such as bidding.

4.1.2. Identified barriers/challenges to effective working by caseworker:

- The project has seen slow progress largely due to NDC carrying out a restructure in the housing team and subsequent onboarding off new staff, this combined with the continued high demand on their service has resulted in fewer referrals than anticipated. Regular meetings are held with the Housing Flow Caseworker, Flow Operations Manager and Service Lead at NDC, the most recent being in December where measures to increase referrals were reviewed. After this, 3 referrals were received with more expected in January 2025.
- The project is currently funded to March 2025, in the next quarter we will need to consider matters such as a date for accepting new referrals if the project ends.

5. Case Study

About the client / background:

- The client was previously an outdoor worker and had to stop work due to ill health. Lived with his mother (rented accommodation), became homeless when his mother died, now in temporary accommodation. Communication difficulties as unable to read or write.

What matters to the client:

- Securing long term accommodation
- Maximising income (currently on very low benefits)
- Reducing debt
- Assistance with official correspondence (literacy)

What happened / What did we do:

- Referral made to WiserMoney for income maximisation, including benefits assessment and debt management
- Assistance with housing searches (reading adverts and administration).

Client feedback & did the project work meet their expectations:

- Client is pleased with how his case is progressing and that he is now getting assistance
- Client reports feeling more optimistic about his future.

Referrer feedback & did the project work meet their expectations:

- To be gained at case closure.

What have we measured:

- Length of Engagement to date since consent: 3 weeks
- WEMWBS Score – TBC
- Outbound referrals: WiserMoney
- Main Outcome / Outputs Achieved: Benefits review, debt advice/assistance.

6. Feedback

6.1. Feedback from clients

I was panicking but feel better now

Thanks for helping sort it out, it was a mess

It's good you are sorting this out, I wouldn't know where to start

It's good just having someone to listen to me

Thanks for helping me record my housing searches, I kept forgetting & the council need it.

I really need this help, so thank you

Really appreciate all you're doing for me

I really needed your help, thanks

No one's ever done this much for me before

Just talking (to you) makes things better

6.2. Feedback from professionals

Well done for persevering finally getting through to J.