

## Gateway Report – Tenancy Sustainment Services for Young People

## PERFORMANCE RETURNS

AVAILABILITY – target 90%

	2012/2013				
Supported Housing	Q1	Q2	Q3	Q4	Average %
Teenage Parents	100.00	100.00	100	100	100.00
Vulnerable Young People	100.00	100.00	100	98.11	100.00

2013/2014				
Q1	Q2	Q3	Q4	Average %
100.00	100.00	100.00	100	100.00
100.00	100.00	98.11	100	99.54

2014/2015				
Q1	Q2	Q3	Q4	Average %
100.00	100.00			100.00
98.63	100.00			99.32

UTILISATION – target 90%

	2012/2013				
Supported Housing	Q1	Q2	Q3	Q4	Average %
Teenage Parents	92.49	98.90	85.88	95.83	93.09
Vulnerable Young People	84.62	94.98	96.52	88.19	91.23

2013/2014				
Q1	Q2	Q3	Q4	Average %
100.00	95.58	97.62	89.01	95.55
87.46	77.80	81.23	71.49	79.46

2014/2015				
Q1	Q2	Q3	Q4	Average %
83.70	100			<b>92.03</b>
80.64	93.51			<b>87.12</b>

## AVAILABILITY AND UTILISATION

These exceeded targets up until Q3 of 2014. At this point Casa Support stopped accepting referrals for 2 properties pending the transfer of housing management responsibility to One Support. This situation has been temporarily resolved until future commissioning intentions are made clearer.

## STAFFING

Staff are used flexibly across the services. The average achieved to date for 2014 / 15 is 98.52%

## THROUGHPUT

Target – 125%

\* As short-term services the throughput figure should be in excess of 100%.

(The throughput of a service is based on the number of service users who have used the support service during the quarter. The calculation takes account of the number of service users who have departed as well as those that continue to use the support service).

2012/2013					
Supported Housing	Q1	Q2	Q3	Q4	Average %
<b>Teenage Parents</b>	116.67	116.67	100.0	100.00	<b>166.67</b>
<b>Vulnerable Young People</b>	94.34	105.66	101.89	103.77	<b>133.96</b>

2013/2014				
Q1	Q2	Q3	Q4	Average %
100.00	116.67	116.67	116.67	<b>133.33</b>

101.89	107.58	90.57	98.11	<b>135.85</b>

2014/2015				
Q1	Q2	Q3	Q4	Average %
100.00	116.67			<b>133.33</b>
94.3494 .34	98.11			<b>105.66</b>

There have been voids for longer periods than expected in one scheme due to delays in maintenance and repairs. Referrals have been stopped to 2 other schemes pending the agreement to new arrangements on housing management.

#### PLANNED DEPARTURES

Target – 90%

2012/2013					
Supported Housing	Q1	Q2	Q3	Q4	Average %
Teenage Parents	100.00	100.00	100.00	0.00	<b>100.00</b>
Vulnerable Young People	75	60	85.71	100.00	<b>83.33</b>

2013/2014				
Q1	Q2	Q3	Q4	Average %
0.00	100.00	100.00	100.00	<b>100.00</b>
100.00	100.00	100.00	86.67	<b>95.45</b>

2014/2015				
Q1	Q2	Q3	Q4	Average %
100	100			<b>100</b>
100	100			<b>100</b>

A planned departure is recorded where a young person moves out of a scheme into other accommodation having completed a programme of support.

Overall performance improved after the first few months of this contract. Planned departures have been 100% in the first 2 quarters of 14/15. Q3 is expected to show a lower percentage due to a number of evictions actioned in the Young, vulnerable peoples schemes. The performance for the Teenage Parent scheme has been consistently 100%. The other schemes varies according to whether young people have to be evicted. An average of 95% planned departures was achieved in 2013/14 against a target of 90%

**Outcomes achieved to date for 93 departures across the four services from April 2013 to November 2014**

Outcomes Domains↓	Young People Supported Housing 52 departures		Young People - Floating Support 29 departures		Teenage Parent Supported Housing 6 departures		Teenage Parents Floating Support 6 departures	
	No. requiring support	Outcome achieved	No. requiring support	Outcome achieved	No. requiring support	Outcome achieved	No. requiring support	Outcome achieved
<b>Economic Wellbeing</b> Maximising income	45	38 (84%)	17	15(88%)	5	5 (100%)	4	4 (100%)
Managing debt	23	17 (74%)	7	6 (86%)	3	2 (67%)	3	3 (100%)
Paid work	25	5 (20%)	9	2 (22%)	0	0	1	0 (0%)
<b>Enjoy and Achieve</b> Training and education	38	24 (63%)	14	10 (81%)	5	4 (80%)	4	2 (50%)
<b>Be healthy</b> Substance misuse	14	6 (43%)	2	1( 50%)	0	0	1	1 (100%)
<b>Stay safe</b> Maintain accomm.	48	34 (71%)	15	12 (80%)	6	6 (100%)	5	5 (100%)
<b>Positive Contribution</b>	18	17 (94%)	6	4( 67%)	0	0	0	0

Comments

## Outcomes Achieved

Through the support planning process young people nominate outcomes they want to achieve . The success in achieving the outcomes is measured when the young person leaves a service.

One Support's performance is consistently good at assisting young people with:

- Improving Economic Wellbeing
- Maximising income
- Managing debt
- Accessing training and education
- Staying safe
- Making a Positive Contribution

Overall service outcomes are consistent with those achieved in 13/14In 2014/15 One Support have improved their performance on supporting young people to deal with substance misuse issues.

One Support are less successful in assisting young people into paid work.

There has been an improvement in outcomes for people seeking assistance with substance misuse problems.