

Having a Home Service

Outputs

1. Welfare advice provided to 210 clients (70 clients per year) with drug and/or alcohol problems. Welfare advice to include advice on debts and money problems, welfare benefits, grants, furniture and services, health and social care. Clients may be referred from Drug and Alcohol Action Team (DAAT), Community Campus or Housing Options Drug and Alcohol Service. At end of year 1, information will be provided on:
 - Number of clients given welfare advice
 - Type of advice provided
 - Outcomes of advice (i.e. Funds/grants/furniture secured)
 - Client referral source
2. Financial Capability advice and support provided to 210 clients (70 clients per year). Clients referred from sources as above. At end of year 1, information will be provided on:
 - Number of clients given financial advice
 - Outcomes of advice
3. Specialist and on-going casework, support and training will be provided to a minimum of 54 clients over project lifetime (18 clients per year). Specialist advice/support will be provided on the following areas:
 - Debt, Housing, Welfare Benefits, Grants
 - Financial Capability and stability, including budgeting, paying bills, opening banks accounts etc

At end of year 1, information will be provided on:

- Advice and support provided for 18 on-going clients
- Outcomes in respect of moving on to permanent accommodation
- Outcomes in respect of improved skills and confidence in personal finances

These 18 clients, will in the first year, be recruited in the first month of the project from clients who are currently in the Trainer flats or other current clients of the Housing Options/Alcohol Support Service.

In year 2 and 3, the 18 clients will be recruited from occupants of the Trainer flats or by referral from the Housing Options Service, in the first month of that year.

The number of client receiving specialist advice and support may be increased in year 2, dependent upon the findings for year 1. However, it is anticipated that these clients will require a very high level of advice and support on an on-going or frequent and repeated basis, and therefore the number has been set as 18 for the first year. This will also enable the project to deal with any carry forward at the end of the 12 months support, as it is expected that although most clients will be able to access further advice/support needs via mainstream agencies, some clients may require on-going support from the dedicated advice worker.

Outcomes

1. 27 clients over 3 years moving on to permanent accommodation with:

- 50% of tenants lasting more than 6 months
- 30% of tenants lasting more than 12 months

At end of year 1, it is intended that of the 18 clients recruited for specialist on-going advice, half (9 per year) will move on into permanent accommodation with on-going support from the Advice Worker. The length of these tenancies will be monitored and reported with targets as above.

2. 54 Clients (18 per year) reporting improved skills and confidence dealing with their financial matters (assessed through SDAIS questionnaire at 0, 3, 6 and 12 months). These 54 clients will be drawn from the 18 per year who receive specialist and on-going casework advice and support from the project worker.

At the end of year 1, the impact of this advice and support would be available up to the 6 months questionnaire for all 18 clients.

3. 21 clients will report reduced rates of offending after 12 months involvement with the project/when compared to offending in 12 month period before involvement with project). This is based on 10% of total clients assisted over project. This will be monitored at end of year 2 and 3. This will also be monitored for the 54 clients who receive on-going advice and support to identify if the higher level of support has a more significant impact on reducing the re-offending rate.