

Appendix A: Outcomes Table and Case studies

Client Outcomes	Q1 2021/22	Q2 2021/22	Q3 2021/22
Housing:	CCC	CCC	
Number of clients for whom eviction or repossession action was prevented	64	72	56
Number of clients supported to set up a new home / tenancy	50	67	41
Number of clients who were assisted to move to more suitable accommodation	83	92	62
Number of clients who were evicted this quarter	0	1	2
Children:		0	
Number of clients who have engaged with children's social care services	22	19	22
Number of clients who have attended child protection and/or child in need meetings	12	15	11
Number of clients who have accessed local Children's Centre	7	7	5
Be Healthy:			
Number of clients who have accessed general health services e.g. GP, dentist, ante natal services	85	105	76
Number of clients who have accessed mental health services	40	41	35
Number of clients who have accessed drug and/or alcohol services	12	17	12
Number of clients who have accessed counselling	9	17	14
Number of clients who have accessed community support e.g. parenting group, peer support, social club etc	14	15	17
Enjoy and Achieve:			
Number of clients who have participated in leisure & social activities	25	18	23
Number of clients who have participated in faith or cultural activities	3	6	7
Number of clients who have accessed training or education	7	8	4
Number of clients who have accessed employment	18	13	12
Number of clients who have accessed volunteering roles/opportunities	2	6	2
Stay Safe:			
Number of clients who have taken positive measures to improve their personal safety	71	79	51
Number of clients who have taken positive measures to improve the safety of children or other dependents	33	28	30
Economic Wellbeing:			
Number of clients who have accessed debt advice or are successfully managing debts	71	88	48
Number of clients who have accessed or reclaimed/reinstated benefits	69	76	58
Number of clients who have accessed independent financial advice	30	42	26
Number of clients who have developed budgeting or money management skills	73	82	48
Positive Contribution:			
Number of clients provided with advocacy and liaison support	71	111	86
Number of clients who report increased self confidence and self esteem	59	109	63
Number of clients who report they are feeling less isolated	47	93	55

Below are two case studies illustrating how the service has made a positive impact on the lives of those they have supported.

Case Study 1:

Referral:

K was referred to the P3 Floating Support service in the Fenland area. The referral was made by Cambridgeshire County Council's Adult Social Care team. The referral stated that K was accruing rent arrears and there were concerns around K's declining mental health.

Needs assessment:

K explained that his property was in poor condition with damp and mould. He had not approached the landlord and did not feel able to. K explained that the condition of his home hadn't bothered him whilst he was working as he was not there often. K had been working full time until his recent diagnosis of Epilepsy. His work had involved long hours and the use of heavy machinery. He was informed by his employer that their insurance would no longer cover his employment with them and his contract was ended. K explained that his home was privately rented, and he had accrued rent arrears alongside other debts. K spoke about his diagnosis of Bipolar and his history of significant self-harm. K felt able to talk about the impact of his current situation on his mental health.

Support:

Support was provided to make a Universal credit claim and ensure that K had an income. The housing benefit element was also applied for. It was, however, established that this would not cover the full amount of K's rent. A discretionary housing benefit application was discussed to cover the shortfall in rent whilst alternative solutions could be explored. Prior to this application being made, a section 21 eviction notice was received. Support was provided to make a homeless application and to register on home link, alongside this, time was spent looking at all accommodation options including hostels, private rent, and housing associations. K's preference was to live in an area where regular contact with his children could continue. The eviction and related worry had negatively impacted K, and his mental health had declined further. Support to access mental health services was provided and relevant referrals were made.

Now:

K is now actively engaging with a mental health support worker and is currently living in semi supported hostel accommodation. K is addressing previous debts and with the progress made will shortly be moving into independent accommodation close to his brother and his children. K is feeling better able to cope and has noted an improvement in his confidence and ability to manage independently.

Case Study 2:

Referral:

The referral, made by Cambridgeshire County Council, noted that J had recently been granted custody of his two children. J was living in a one-bedroom flat. Due to Covid-19 the introduction to the service was made over the phone.

Needs assessment:

J was happy to discuss his situation and what support he felt he needed. J discussed his concerns around the size of his property with his teenage son and his younger daughter moving in with him. J wanted help to explore his housing options based on his new situation. He was yet to consider any impact on finances and benefits. J had not registered the potential impact of his immigration status on his housing and benefits. He was not sure where to start or who to ask for help. Initial support / advice and information was given at point of needs assessment to help manage and meet basic, immediate needs. J and his son did their best to set up makeshift beds in the lounge whilst J's daughter slept in the bedroom. Vouchers and support were put in place to ensure there was food, gas and electricity in the property.

Support:

Support was provided to make a home link application, registering the current overcrowding situation and to bid on more appropriate properties. Help to obtain, organise, and submit the

correct documents around J's immigration status was given, which ensured J was being offered appropriate properties via the home link system. This proved to be quite complicated and support to engage with specialist services was provided. Emotional support alongside help to meet basic needs and manage their current tenancy continued throughout the waiting period. It took some time to confirm J's settled status and to get the housing priority banding changed before properties started to be offered. J and his family were in an overcrowded small one-bedroom property and emotions ran high, the outside support and perspective that P3 were able to provide was much appreciated by J and his children. Support was provided to bid on properties and secure a 3 bedroomed house which was to become their new family home. Support was provided with initial tenancy set up. An energy grant application was made and utility payment plans were set up. Grants were accessed for furniture and beds. Help was given to inform the department for work and pensions of the changes in circumstances and J's benefits were amended accordingly, once in place support to create a current and usable budgeting plan was provided. The family registered at the local GP surgery and the children's schools were informed of the new address and change in circumstances.

Now:

J and his family have settled into their new home. The space they now have has improved their relationships with one another. As a family they are happy, healthy, and no longer require the support of P3.