



**West Yorkshire - Finding Independence**  
 Delivering Fulfilling Lives:  
 Supporting People with Multiple Needs Programme



## WY-FI Briefing on Personalisation Fund

### What is the WY-FI Personalisation Fund?

The WY-FI Personalisation Fund is one of two funds set up to help meet beneficiaries' needs where there is a gap in existing provision in order to support them on their journey towards leading a more fulfilling life.

#### The Personalisation Fund

Beneficiaries are overwhelmingly drawn from impoverished communities where the effects of poverty are compounded by additional social and family factors. Management information shows that Personalisation Fund payments have ranged from £45 to £600 and have primarily been accommodation-related e.g. for the payment of bonds and deposits; payment of rent arrears and advances; funds for emergency accommodation; repairs and removal costs. Some provision has also been made to pay for furniture, furnishings and kitchen equipment etc. Interviewees were not always aware of the existence of the Fund but those that had benefitted prized such funding for its ability to **avert particular financial crises**. In addition to larger purchases, navigators often buy beneficiaries meals/drinks although were conscious of not wanting to be perceived as a 'meal ticket'. *CRESR Briefing Dec 2016*

### Current Position

The current position (31 August 2017) is that 206 applications for 142 individual beneficiaries have received approval (total value: £42,395), 147 applications are housing related (total value: £29,728). Out of the four HARM needs (Homelessness, Addiction, Re-offending and Mental Ill Health), the proportion of applications for housing related expenditure is significant, making up around three quarters of the total number of applications.

#### Number / value of applications approved by team

Bradford	95	£13,529
Calderdale	32	£8,010
Kirklees	27	£6,333
Leeds	35	£10,663
Wakefield	16	£3,560
Touchstone	1	£300
<b>Total</b>	<b>206</b>	<b>£42,395</b>

## Number / value of applications approved by need

Housing	147	£29,728
Addiction	10	£5,790
Reoffending	1	£150
Mental health	0	£0
Other (legal, social, training, employment)	31	£5,043

\*NB This is not an accounting sheet – there are some discrepancies in counting of applications for multiple individuals and in the coding of expenditure.

## Breakdown of Housing applications by category of expenditure and value

Emergency Accommodation	14	£3,632
Furnishings/Furniture Removal/Storage	93	£16,359
Money (rent, deposit, arrears)	27	£6,787
Repairs	9	£2,325
Safe Environment	2	£520
Other	2	£105
<b>Total</b>	<b>147</b>	<b>£29,728</b>

## Applications by gender

A slightly higher proportion of women access the Personalisation Fund than there are in beneficiary group as a whole.

## Overview of the personalisation fund allocations

The 206 applications made to the end of August 2017 have been shared between 142 different beneficiaries as follows:

Payments	Applications	Completed
<b>One</b>	100	59
<b>Two</b>	29	11
<b>Three</b>	7	5
<b>Four</b>	3	1
<b>Five</b>	3	1
<b>Totals</b>	142	77

Those 77 Beneficiaries share a total of 105 payments. A further study of the data reveals that of those 105 payments there are a total of 86 that have been received by beneficiaries that have more than one HOS reading and have a most recent reading after the date of the payment, the 86 payments are shared by 60 beneficiaries.

Payments	Completed
<b>One</b>	43
<b>Two</b>	11
<b>Three</b>	4
<b>Four</b>	1
<b>Five</b>	1
<b>Total</b>	60

## Improving outcomes for beneficiaries

We have looked at the effectiveness of the Fund in terms of sustaining engagement and improving outcomes for beneficiaries. We are of an open mind as to whether or not there is a causal link between receiving a Personalisation Fund award and maintaining engagement or the outcome for the beneficiary.

We sampled the 320 beneficiaries who have 2 or more housing Outcome Star scores up to the end of August 2017. Of these 86 have had a Personalisation Fund grant approved and paid.

The table below shows a marked difference in changes in First and Last Homelessness Outcome Star overall scores. Positive and negative outcomes are measured by taking the initial and most recent HOS<sup>1</sup> scores for each case.

Sample Name	Number in Sample	Positive Change	No Change	Negative Change
Not Received	234(100%)	143(61%)	25(11%)	66(28%)
Received	86(100%)	78(91%)	3(3%)	5(6%)

## Number of Categories with a Positive Change

This is a comparison of the number of categories with a positive change in HOS with those that received help from the personalisation fund and those that did not.

Categories Improved	Non Recipients (n=234)	Recipients (n=60)
0 to 3	43%	15%
4 to 6	21%	27%
7 to 10	36%	58%
	100%	100%

More than half of the Beneficiaries show improvements in 7 or more categories when they have received aid from the personalisation fund whereas just over a third non-recipients show the same improvement.

## Categories in Relation to use of personalisation fund

The individual categories of the homelessness outcome star are shown below; these have been abbreviated for ease of presenting the results of the analysis.

Category	Abbreviation
Motivation and taking responsibility	Mot
Self-Caring and Living Skills	Self
Managing Money and Personal Administration	ManMo
Social Networks and Relationships	Soc
Drug and Alcohol Misuse	D/A
Physical Health	Phy
Emotional and Mental Health	EmMe
Meaningful Uses Of Time	Mean
Managing Tenancy and Accommodation	ManTe
Offending	Off

<sup>1</sup> Housing Outcome Star Score is a self-assessment tool for beneficiaries to measure their distance travelled

The Personalisation fund payments are allocated over the following categories;

Abstinent Accommodation (respite/ retreat etc), Addiction Travel eg Groups, rehab), Emergency accommodation, ETE (incl Travel), Furnishings/ Furniture/ Removal/ Storage, ID, Legal costs, Meaningful Activity, Money (rent, deposit, arrears), Other (all categories), Phone, Repairs, Safe environment and Social.

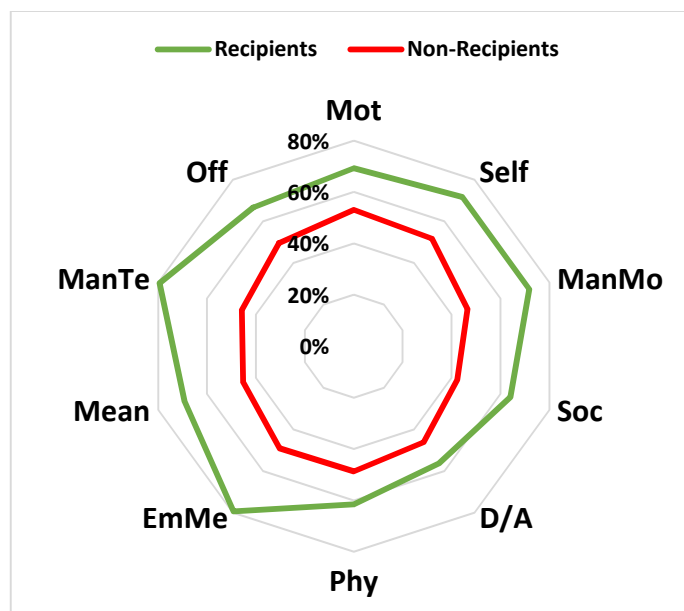
As already stated the 60 beneficiaries share 86 Personalisation payments between them, and they are detailed below.

Categories	Number of Expenditure	Amount of Expenditure(£)
ID	1	70.00
ETE (incl Travel)	5	525.43
Money (rent, deposit, arrears)	9	2258.55
Emergency accommodation	9	1460.50
Furnishings/ Furniture/ Removal/ Storage	48	7221.90
Other (all categories)	1	75.00
Safe environment	1	322.80
Repairs	3	555.00
Abstinent Accommodation (respite/ retreat etc)	1	4854.62
Meaningful Activity	4	257.67
Phone	2	79.95
Addiction Travel eg Groups, rehab)	2	495.40
Totals	86	18176.82

The dataset is small but some conclusions can be drawn from those areas that have a spend of over £1000.

- The person who spent time in Abstinent Accommodation was seen to have an increase of 1, from 1 to 2, in Drug/Alcohol Misuse. The HOS also shows increases in Motivation and Taking Responsibility, Self-caring and Living Skills and the largest increase being Physical Health. This person showed an improvement in 7 out of the ten HOS categories.
- Money (Rent, Deposit, Arrears). The 9 payments here are for 9 different beneficiaries. Out of the 9, 8 showed an increase in overall HOS score. These eight all showed increases in the Managing Tenancy and Accommodation category of the HOS of between 1 and 5 points and two of these showed increases in all 10 of the HOS categories.
- Emergency Accommodation. Of the 9 payments here, one Beneficiary had two payments. None of the Beneficiary's showed a negative change in overall HOS score and 6 out of the eight showed an increase of between 1 and 5 points in Managing tenancy and accommodation. Two of these showed positive changes in all ten areas of the HOS and the greatest change in overall score was 73, and this was over a period of 22 months.

The most substantial area of spend is on Furnishings/ Furniture/ Removal/ Storage (FFRS). These are shared between 39 Beneficiaries. The chart below represents the percentage of recipients and non-recipients that experience an increase in scores in the categories of the HOS.



A further look at the data shows that 24 out of the 39 experienced an increase in all 10 of the outcome star categories and only two showed a decrease in overall HOS score.

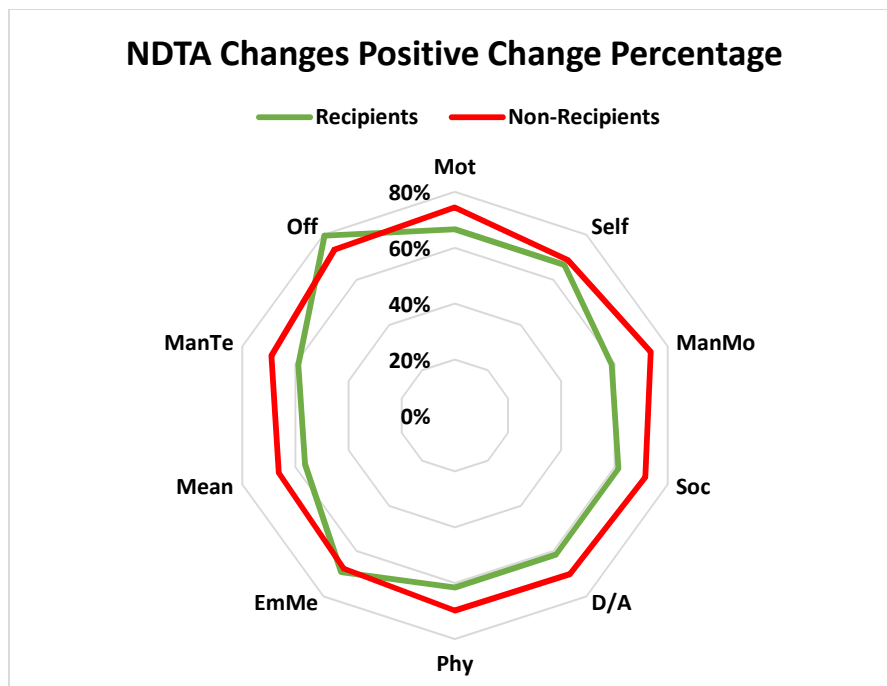
### Personalisation Fund and NDTA<sup>2</sup>

To maintain consistency we took the same FFRS sample for the NDTA analysis, considering only those 60 beneficiaries and 86 payments. After analysis of the suitability of the NDTA readings one Beneficiary did not have a recent enough NDTA, therefore they have been excluded from this analysis. The categories of the NDTA and the abbreviations are shown in the table below.

Category	Abbreviation
Engagement With Frontline Services	Eng
Intentional Self Harm	IntSH
Unintentional Self Harm	UnintSH
Risk To Others	RiskTo
Risk From Others	RiskFr
Stress and Anxiety	Str
Social Effectiveness	Soc
Alcohol/Drug Abuse	SMU
Impulse Control	Imp
Housing	Hou

Similar analysis of the NDTA scores shows that there is no noticeable change in scores, either overall or categories, between recipients and non-recipients. The table below shows on each element of the NDTA the percentage of recipients and non-recipients of the Personalisation Fund who show improved scores – these are very similar.

<sup>2</sup> Chaos Index Score (also known as NDTA score) is an assessment undertaken by a navigator to establish whether an individual will benefit from WY-FI support against a series of need criteria. This is repeated regularly to measure progress.



## Conclusion

Based on the datasets shown it appears that beneficiaries who access the Personalisation Fund show marked improvements in their housing situations when compared to other WY-FI beneficiaries as a whole.

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