

## **WY-FI Briefing on Personalisation Funds**

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### **Background**

This paper follows on from papers produced previous years on the ways in which the Personalisation Fund is being used and is prepared with questions in mind as to how the fund may be replicated in future services for people with multiple needs that succeed WY-FI.

### **Key Learning Points**

The Personalisation Fund has just over £102,000 available for the life of the project. To date (end of Year 4) just over 60% has been allocated and almost 40% actually disbursed.

200 Beneficiaries have been supported by the Personalisation Fund, mostly around housing and accommodation and around training, meaningful activities and social activities. Slightly more women than men apply to the fund, although the amounts spent are almost the same.

The vast majority of applications and expenditure are around accommodation – either access to accommodation or furnishing accommodation so that it becomes a home.

The bulk of applications are between £20 and £400 pounds and are for direct purchases or payments. There are very few repeat purchases or requests for the same kind of payments for individual beneficiaries. This indicates that beneficiaries are not going round in a loop in their circumstances. It also suggests that the fear that items purchased through the fund may be sold for cash has been shown to be unfounded.

The system of application for funds has been relatively simple and responsive to need. The purpose of the fund has been well understood and there have been few requests which have had to be turned down. Conversely the fund has been used flexibly to support individuals in extremis where a broad approval has been managed conservatively by the navigator and beneficiary together.

The more detailed paragraphs below confirm that the beneficiaries who apply for or receive an award from the Personalisation Fund do substantially better in terms of their NDTA and HOS assessments making improvements that are double of those beneficiaries who do not apply to the fund in both cases. A higher proportion of beneficiaries who apply to the fund have positive scores in their assessments than those who do not apply – approximately 25% more.

The more detailed information also shows that beneficiaries remain engaged with WY-FI for longer. Beneficiaries who stay on the programme for between one and three years make the most progress in their assessments – those in receipt of an award from the fund stay on WY-FI for just under two years on average.

There are disparities between districts. This is due to the following factors: the degree of housing need within different districts; the availability of other funds to apply for and the degree of actual need. More work needs to be done to examine these assertions and also to determine whether the fund attracts beneficiaries who make good progress or if it stimulates that progress,

Other funders have taken note of the success of the WY-FI Personalisation Fund. Wakefield Council has attached a £10,000 Personalisation Fund to two Domestic Violence Navigators who will work alongside the Navigator Team over the next 12 months.

## A Note on the Data and Analysis

The dataset used for this analysis is a tracking spreadsheet designed to follow the process of applications to the fund and reconcile expenditure from the fund. This produces certain idiosyncrasies in the analysis from a theme or individual beneficiary point of view. These can be summarised thus: there are cases where an individual has multiple applications; there are cases where one application is for several different individuals; not all applications are followed through, for a number of reasons; and, when applications are followed through they can be invoiced in a number of stages on separate invoices. Applications are coded for analytical purposes by: date, beneficiary unique ID number, delivery team, amount applied for, amount approved, description of purchase, purpose or need to be addressed (Housing, Addiction, Re-offending, Mental Ill-health, Other). These five headline categories are subdivided into a series of relevant sub-categories, but this is only used in analysis of the Housing category. In some cases one application may contain elements of more than one category – in these cases one category is selected as the “primary purpose” of the award. The remainder of the coding pertains to the audit function of the tracker (e.g. invoice number and date).

When we look at the data for people who benefit from the fund, in common with other information about the WY-FI beneficiaries, this is dependent on the length and quality of their engagement with the project. In terms of the analysis although there is a core of beneficiaries that have the relevant items for all the analyses there are an additional number of beneficiaries in each analysis who do not necessarily appear elsewhere. In terms of analysis this means that we are frequently dealing with subsets of the total number of beneficiaries who have applied for or received awards from the fund.

Overall the discrepancies are relatively small and rather than exclude imperfect data that leaves a slightly untidy analysis, its inclusion draws attention to the complexities within the data and by being more complete it adds value to the overall shape of the findings.

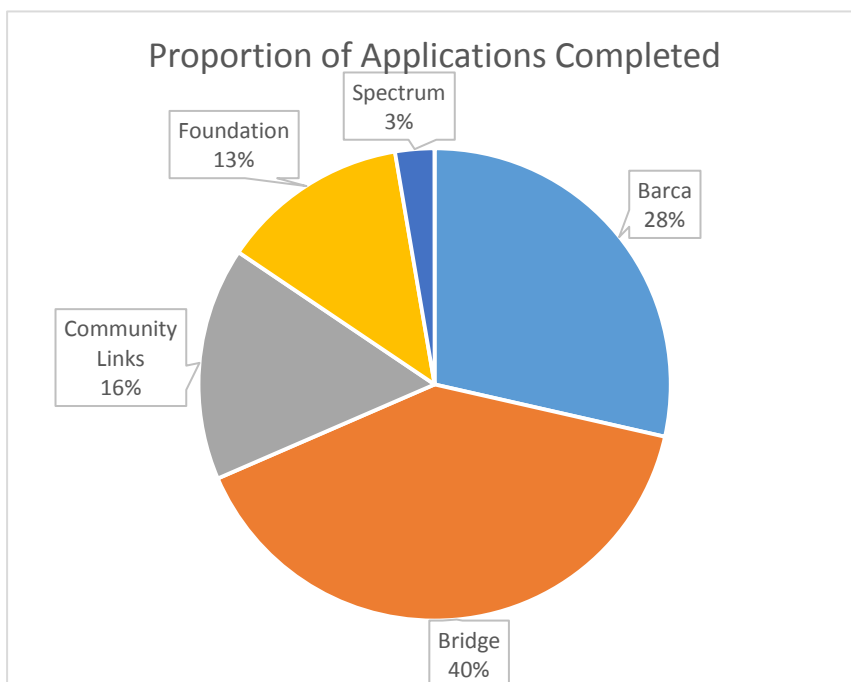
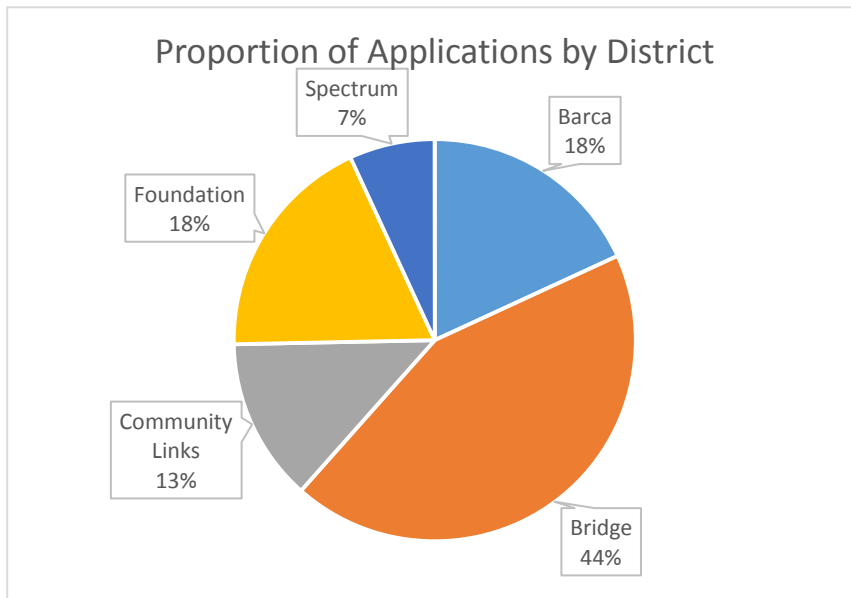
NB NDTA/ Chaos Index = New Directions Team Assessment; HOS = Housing Outcomes Star

<b>Delivery Partner</b>	<b>District</b>
Barca	Leeds
Bridge	Bradford
Community Links	Kirklees
Foundation	Calderdale
Spectrum	Wakefield

## Current Position

The current position (from WY-FI start to March 2018) is that 321 applications for 200 people have received approval (total value: £62,480 of which to date £35,802 has actually been spent), 224 applications are housing related (total value: £27,402 or almost three quarters of all actual expenditure) and housing is still the most significant need being met.

## Number/ value of applications approved by team



	Number of Approved Applications	Total Approved Amount	Number of Completed Applications	Actual Amount Spent
<b>Bradford</b>	139	£ 20,601	108	£ 15,015
<b>Calderdale</b>	60	£ 12,223	33	£ 4,374
<b>Kirklees</b>	42	£ 9,951	23	£ 5,305
<b>Leeds</b>	58	£ 14,952	32	£ 10,306
<b>Wakefield</b>	22	£ 4,289	4	£ 800
<b>Grand Total</b>	<b>321</b>	<b>£ 62,018</b>	<b>200</b>	<b>£ 35,802</b>

#### Number/ actual value of applications approved by need:

	Number	Actual Amount Spent	% of allocated funds
<b>Addiction</b>	16	£ 6,117	17%
<b>Housing</b>	224	£ 27,402	74%
<b>Others (Legal, Social, Training and Employment)</b>	79	£ 3,278	9%
<b>Reoffending</b>	1	£ 123	0%
<b>Total</b>	<b>320</b>	<b>£ 36,920</b>	

#### Housing in the Personalisation Fund

	Number of Approved Applications	Total Approved Amount	Number of Approved Housing Applications	% of Applications	Total Approved Amount for Housing Applications	% of Amount Applied for
<b>Bradford</b>	<b>139</b>	<b>£ 20,601</b>	<b>109</b>	<b>78%</b>	<b>£ 17,985</b>	<b>87%</b>
<b>Calderdale</b>	<b>60</b>	<b>£ 12,223</b>	<b>32</b>	<b>53%</b>	<b>£ 6,687</b>	<b>55%</b>
<b>Kirklees</b>	<b>42</b>	<b>£ 9,951</b>	<b>30</b>	<b>71%</b>	<b>£ 8,399</b>	<b>84%</b>
<b>Leeds</b>	<b>58</b>	<b>£ 14,952</b>	<b>32</b>	<b>55%</b>	<b>£ 8,038</b>	<b>54%</b>
<b>Wakefield</b>	<b>22</b>	<b>£ 4,289</b>	<b>21</b>	<b>95%</b>	<b>£ 4,050</b>	<b>94%</b>

A slightly higher proportion of applications to access the Personalisation Fund were for women (163 out of 322 applications were made to 89 individual female beneficiaries). This is slightly higher than in the beneficiary group as a whole. 45 % of applications are on behalf of female beneficiaries, this varies from district – from 41% to 58%. Their usage is similar to that of the whole beneficiary group, i.e. primarily for housing. Although women make up 55% of applicants in practice the sums applied for by men and women are roughly equal at 51% and 49% respectively.

In terms of grants awarded, women make up 51% of applicants and receive 46% of all awards. These figures are above the proportion of women beneficiaries (36% female compared to 64% male).

	Female	Total Funds	Housing	Housing Funds	Others	Actual amount.
<b>Bradford</b>	46	£ 4,796.19	36	£ 4,213.91	9	£ 256.88
<b>Calderdale</b>	6	£ 81.21	4	£ 62.00	2	£ 19.21
<b>Kirklees</b>	13	£ 1,067.94	8	£ 884.94	3	£ 43.00
<b>Leeds</b>	13	£ 6,038.75	9	£ 1,154.13	1	£ 30.00
<b>Wakefield</b>	4		4			
<b>Total</b>	<b>82</b>	<b>£ 11,984.09</b>	<b>61</b>	<b>£ 6,314.98</b>	<b>15</b>	<b>£ 349.09</b>

	Female	% of Funds	Housing	Housing Funds	Others	Others Funds
Bradford	46	40%	36	67%	45	67%
Leeds	13	50%	4	1%	6	1%
Kirklees	13	9%	8	14%	11	14%
Calderdale	6	1%	9	18%	10	18%
Wakefield	4	0%	4	0%	4	0%
<b>Total</b>	<b>82</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>76</b>	<b>100%</b>

	Male	Total Funds	Housing	Housing Funds	Others	Others Funds
Bradford	69	£ 8,696.76	55	£ 7,838.88	9	£ 511.63
Calderdale	34	£ 3,491.96	22	£ 2,953.02	11	£ 415.94
Kirklees	23	£ 3,772.78	18	£ 3,572.78	3	
Leeds	29	£ 3,750.77	15	£ 2,789.90	11	£ 709.40
Wakefield	16	£ 877.94	15	£ 877.94	1	
<b>Total</b>	<b>171</b>	<b>£ 20,590.21</b>	<b>125</b>	<b>£ 18,032.52</b>	<b>35</b>	<b>£ 1,636.97</b>

Row Labels	Male	% of Funds	Housing	Housing Funds	Others	Others Funds
Bradford	69	42%	55	43%	64	42%
Calderdale	34	17%	22	16%	33	17%
Leeds	29	18%	18	20%	21	18%
Kirklees	23	18%	15	15%	26	18%
Wakefield	16	4%	15	5%	16	4%
<b>Total</b>	<b>171</b>	<b>100%</b>	<b>125</b>	<b>100%</b>	<b>160</b>	<b>100%</b>

Breakdown of housing applications by category of expenditure and value:

A	Addiction (residential)	1	£150.00
Ea	Emergency Accommodation	15	£3,732.35
F	Furnishings/ Furniture	151	£27,906.84
M	Money (Rent, Arrears, Deposit etc)	42	£10,202.43
O	Other	3	£204.50
R	Repairs	10	£2,445.00
SE	Safe Environment	2	£520.00
		224	£45,161.12

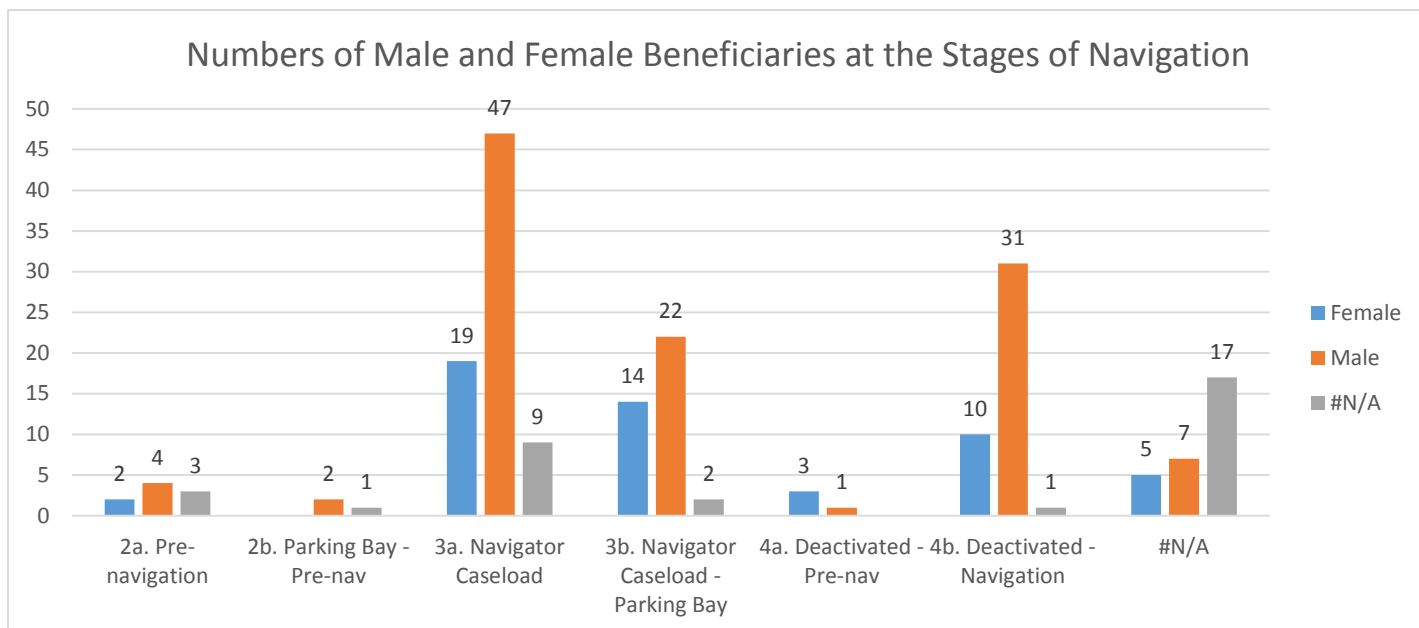
## Retention

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. What the data shows us is that 62% (125) of the 200 beneficiaries who received an award from the Fund are still on the Project at the stages below:

Current Stage	Total
2a. Pre-navigation	9
2b. Parking Bay - Pre-nav	3
3a. Navigator Caseload	75
3b. Navigator Caseload - Parking Bay	38
<b>Grand Total</b>	<b>125</b>

75 Beneficiaries have left the project or do not have all the relevant information.

Current Stage	Total
4a. Deactivated - Pre-nav	4
4b. Deactivated - Navigation	42
#N/A	29
<b>Grand Total</b>	<b>75</b>



In terms of the rate of de-activations from the project as a whole, this is around 45%. This means that the overall WY-FI retention rate is 55% compared to beneficiaries who access the Fund where the retention rate is 62%. The retention rates are slightly lower for women (49%) than for men (57%).

## Journey Length

Calculating average journey length provides an indicator of relative rates of sustainment of beneficiary relationship with navigators. The average journey length for all beneficiaries (717) is 444 days. For the 200 beneficiaries in receipt of an award that we have journey length data for, the average is 550 days (or almost a quarter longer), for women it is 581 days, for men it is 515.

For beneficiaries whose journeys have ended the average journey length for those who have applied to the fund is 535 days compared to 378 days (or otherwise, 40% longer) for those who have not applied to the

fund. This shows a strong relationship between being in a position to apply to the fund and sustaining engagement with WY-FI.

## Outcomes

Of the 152 beneficiaries with at least two scores in both the HOS and the NDTA and who have applied to the Personalisation Fund 84% (HOS) and 86% (NTDA) show improvements compared to 62% (HOS) and 80% (NTDA) of those who did not apply to the fund. The average rates of improvement in the HOS and NDTA are greater among applicants to the fund – 18 points (HOS) and 11.75 points (NTDA) compared with 7 points (HOS) and 6 points (NTDA) of beneficiaries who did not apply to the fund. In more detail the changes in the NDTA are shown in the table below which compares the outcomes (improvement, no change, non-improvement) of beneficiaries that apply to the Fund, those that actually receive an award and all other beneficiaries at the end of March 2018.

Personalisation Funds	Number of All Applicants		Number of Applicants Who Received Funds	
NTDA Improve	131	87%	90	89%
NTDA No change	7	5%	4	4%
NTDA Does Not Improve	13	9%	7	7%
Total NTDA improve	151		101	

Beneficiaries tracker	Number of All Beneficiaries Not Applying For Funds	
NTDA Improve	232	66%
NTDA Remain	62	18%
NTDA Does Not Improve	55	16%
Total NTDA Improve	349	

Beneficiaries tracker	Number of All Beneficiaries	
NTDA Improve	367	73%
NTDA Remain	71	14%
NTDA Does Not Improve	68	13%
Total NTDA Improve	506	

The scores show that more around 25% more beneficiaries who applied for or actually received funds have improved NDTA scores when compared with beneficiaries who did not apply for funds.

## Exit Outcomes

Outcomes for men and women who have left the project are very similar (less than 10% variance), proportionately in each group of beneficiaries – those who applied to the fund and those who did not. The percentage of men and women in of both cohorts in each of the exit codes is also broadly similar except in the following exit codes:

2G – No longer requires navigator support – External Support Networks in Place: around 10% more beneficiaries who have not applied to the fund exit under this code.

3B – Beneficiary disengaged from project – Client refused WY-FI Support – again 9% more beneficiaries disengage who have not applied to the fund.

4 – Prison – what's striking here is not so much the percentages but the actual numbers. Whereas only 3 men and 2 women who applied to the fund had their cases closed because they were sent to prison, 23 men and 14 women who had not applied were sentenced (a total of 37 beneficiaries).

## Conclusion

Based on the three measurable critical factors in all WY-FI beneficiary journeys (initial chaos index score, improvement and length of engagement) it appears that beneficiaries who access the Personalisation Fund have more sustained engagement with WY-FI and better outcomes than the WY-FI beneficiaries as a whole. On the whole women have the same as, or slightly better outcomes than men who access the Personalisation Fund. If anything these improvements have grown during the extra time the project has been running since we reported last time.

Since we reported last time a greater number of applications have come through to support beneficiaries' lives in the community. A number of these are activity-based around maintain and decorating their homes, gardening or around individual social activities. There have been two significant awards to support single parents with items for their children to help maintain a cohesive family environment. One navigator team has made applications for materials so that their Co-production Champion can work with groups of beneficiaries and they can make group trips. These have been extraordinarily successful in building a sense of community among beneficiaries but also engaging them in with institutions such as the local college.

The fund has been used to lever resources for beneficiaries – in the traditional sense of match funding, for example when the fund made a contribution to a beneficiary's housing debt the housing provider wrote off part of the debt and upon re-housing the beneficiary put them on a payment plan for the remainder. In this way WY-OFI, the housing provider and the beneficiary all have a financial as well as a practical stake in ensuring this tenancy is a success.

The fund has also been used to progress more appropriate support for beneficiaries, one example is perhaps the largest award from the fund which was used to pay for residential care for a beneficiary at the point at which a place became available. This enabled the Adult Care Directorate to see the value of this route for this particular beneficiary and they took over the payments for this placement in the long term and the beneficiary made very good progress whilst he was there.



Appendix

Outcomes for beneficiaries exiting support.

		Other		Personalisation Fund	
		F	M	F	M
<b>01: Moved to other support (not funded through WY-FI/Fulfilling Lives)</b>					
[Please state which services the beneficiary has moved on to]	Planned	10%	7%	12%	4%
<b>02: No longer requires Navigator support</b>					
A: ETE (WY-FI)	Planned				
B: ETE (Non-WY-FI)	Planned	--	1%	--	--
C: Employment	Planned	--	1%	--	4%
D: Volunteering (WY-FI)	Planned	--	--	--	--
E: Volunteering (non-WY-FI)	Planned	--	0%	--	2%
F: Gained independence	Planned	1%	1%	2%	4%
G: External support networks in place	Planned	10%	14%	1%	4%
<b>03: Beneficiary disengaged from project</b>					
A: Relapsed	Unplanned	1%	--	--	--
B: Client refused WY-FI support	Unplanned	8%	11%	1%	2%
C: Traumatic incident	Unplanned	--	--	1%	--
D: Change of worker led to disengagement	Unplanned	0%	--	1%	--
E: Client not ready for support	Unplanned	3%	5%	6%	3%
<b>04: Prison</b>					
[Please state name of HMP in deactivation request]	Unplanned	6%	6%	1%	2%
(Sentences below 6 months would normally go into parking bay, less than a month would normally stay on caseload).					
<b>05: Hospital</b>					
A1: Due to mental health(Voluntary)	Planned	0%	0%	1%	--
A2 : Due to mental health(Sectioned 2/136/37/41 etc)	Unplanned	--	--	--	--
B1 : Due to physical health (Planned medical care- " Non-Reactive" treatment) - See note	Planned	--	--	--	--
B2 : Due to physical health (Unplanned medical care - "Reactive Treatment") - See note	Unplanned	--	--	--	--
[Please provide name of hospital/facility in deactivation request]					
<b>06: Deceased</b>					
	Unplanned	3%	4%	2%	2%
<b>07: Moved out of Area</b>					
C : Scheduled to be moved from the UK or Removed already	Unplanned				
<b>08: Excluded from the project</b>					

A: Aggression	Unplanned	--	0%	--	1%
B: Inappropriate behaviour	Unplanned	--	0%	--	--
C: Non-engagement (Use Category 03 codes unless specifically excluded by your service)	Unplanned	--	--	--	--
D: Level of risk of client	Unplanned	--	--	--	--
E: Other	Unplanned	--	--	--	--
<b>09: Other</b>					
If you feel that you are deactivating a beneficiary for a reason not covered by any of the above categories, please briefly outline your rationale for closure in the deactivation request email.					
		1%	--	1%	--
<b>10: Unknown - For the CFE 998 Which is Code Unknown</b>	Unplanned	--	--	--	--
<b>Still on the project</b>	Neutral	57%	49%	72%	71%
	Total	100%	100%	100%	100%