

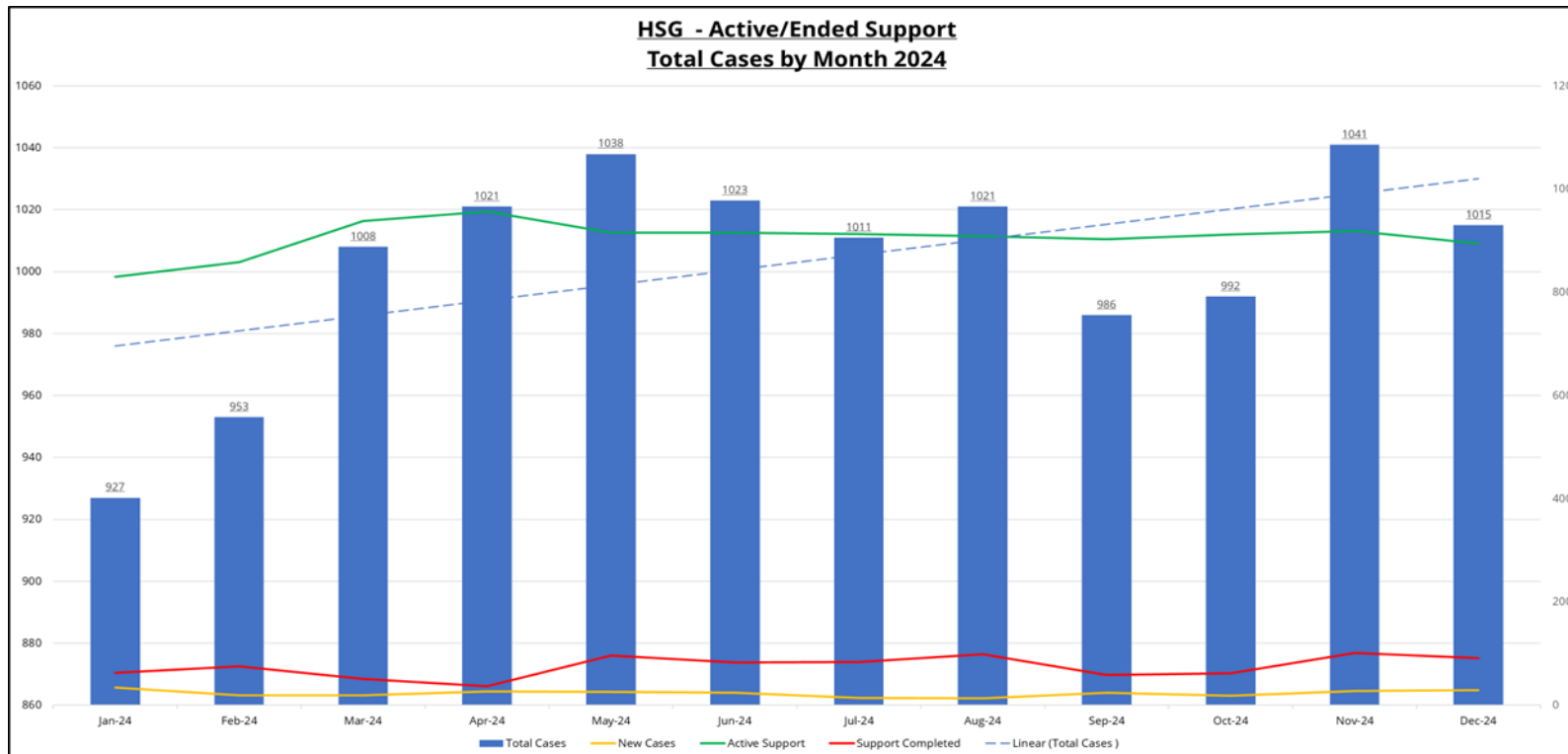
# HSG Key Performance Indicators & Contract Monitoring

## Abritas Case management report – 2024/2025 vs previous period

	Full Year - 23/24	Target Per Quarter	Q1 & Q2 24/25	6 month Variance		Q3 24/25	Q3 Achievement	
Total Applications via Gateway	1132	283	508	90%	↓	301	106%	↑
Total Placements made by Gateway	879	220	415	94%	↓	228	104%	↑
Total Rejected	253	63.25	72	57%	↓	21	33%	↓
Total Ended	814	203.5	454	112%	↑	258	127%	↑
People Achieving Greater Independence	71%	71%	74%	3%	↑	75%	4%	↑

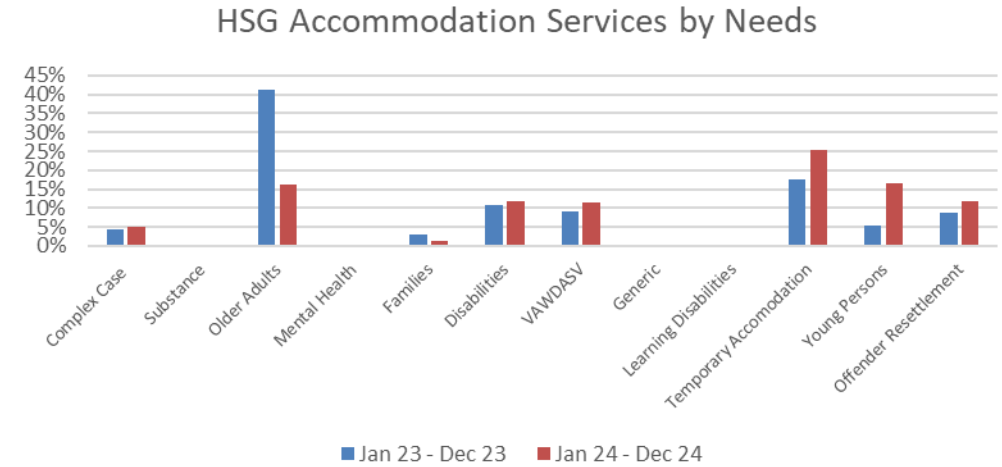
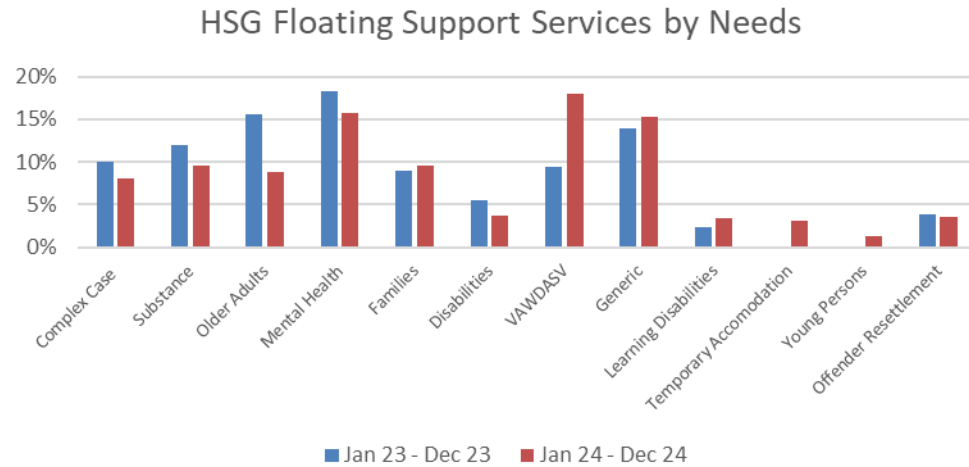
# HSG Key Performance Indicators & Contract Monitoring

## Support Case Volumes by Status – Full Year 2024



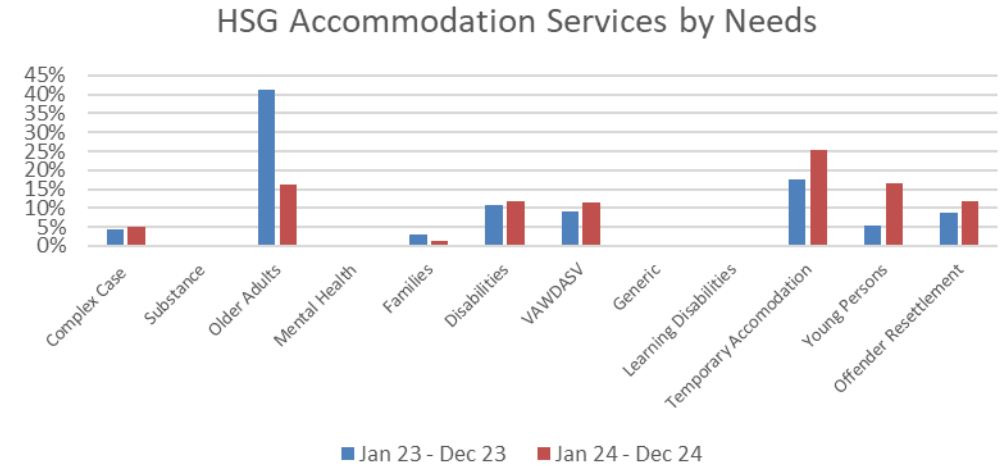
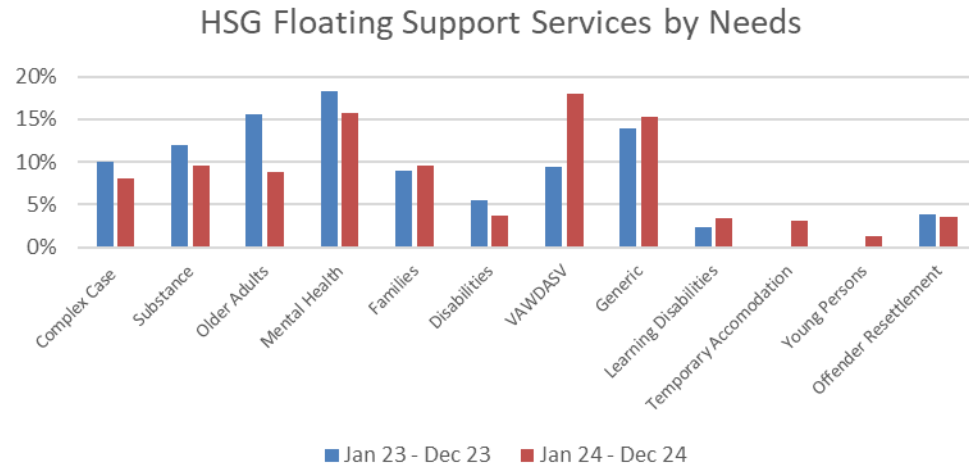
# HSG Key Performance Indicators & Contract Monitoring

## HSG Cases by Support Needs – Full Year 2024 vs previous period



# HSG Key Performance Indicators & Contract Monitoring

## HSG Cases by Support Needs – Full Year 2024 vs previous period



# HSG Key Performance Indicators & Contract Monitoring

## HSG Outcomes Achiever by Support Needs – Full Year

### HSG - Outcome Performance

	Oct - Mar 2023/2024		Apr - Sep 2024/2025	
<b>Total Returns</b>	1233		1489	
<b>Primary Outcome</b>	<b>No. People</b>	<b>%</b>	<b>No. People</b>	<b>%</b>
1. People have been able to engage with housing related support services (advice, information and assistance) and are better informed about the options available to them and/or know where to go for assistance	1166	95%	656	44%
2. People have been able to access emergency/ temporary accommodation or short term supported accommodation	172	14%	163	11%
3. People can access and sustain a suitable settled home	147	12%	176	12%
4. People can manage their existing accommodation/home which prevents them from either becoming homeless or from having to access more costly public services (e.g. health, social care services).	701	57%	805	54%

<b>(IF APPLICABLE) Secondary Outcome - if applicable to individuals</b>	<b>No. People</b>	<b>%</b>	<b>No. People</b>	<b>%</b>
1. People have positive and healthy relationships with people in their life	584	47%	717	48%
2. People feel safe	585	47%	718	48%
3. People have independence and control of their day to day lives	993	81%	1115	75%
4. People are engaged in something meaningful to them	596	48%	643	43%
5. People's physical health is good	677	55%	716	48%
6. People are managing the impact of their dependency	197	16%	211	14%
7. People's mental health and wellbeing is good	761	62%	869	58%

# HSG Key Performance Indicators & Contract Monitoring

## HSG Support Completion – Service User Status

<b>HSG - Support Closure Categories</b>	<b>Oct - Mar 2023/2024</b>	<b>Apr - Sep 2024/2025</b>	
<b>Main reason for leaving</b>	<b>No. People</b>	<b>No. People</b>	
Housing related support needs have been met	87	144	↑
Moved in to settled accommodation (and no longer need support)	16	15	↕
Non-engagement with support	0	19	↑
Support no longer required	18	40	↑
Moved out of the area	13	31	↑
Entered prison/young offender's institution	7	5	↓
Moved into a longer-term care or health service (e.g. care home/home care/hospital/hospice)	5	5	→
Moved into supported living, extra care or sheltered housing (and no longer need housing related support)	3	9	↑
Entered specialist health services (e.g. Mental Health Unit/Detox Unit)	2	1	↓
Deceased	17	14	↓
Moved to another HSG service/provider (but still receiving housing related support)	15	16	↓
Other	31	14	↓
N/A for one off services	187	285	↑
<b>Total number of leavers (not including one off service users)</b>	<b>214</b>	<b>313</b>	↑
<b>Total number of leavers, excluding transfers to another HSG agency</b>	<b>199</b>	<b>297</b>	↑