



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 (30 January 2017) is that 92 applications for 75 individual beneficiaries have received approval (total value: £18,567), 73 applications are housing related (total value: £14,721). There has been a marked reduction in the proportion of applications for housing related expenditure but at about two-thirds of expenditure of the Fund, it is still the most significant need being met.

Number / value of applications approved by team

Bradford	46	£ 6,412.83
Calderdale	18	£ 5,162.88
Kirklees	7	£ 1,519.27
Leeds	13	£ 3,277.34
Wakefield	7	£ 1,895.00
Touchstone	1	£ 300.00
Total	92	£18,567.32

Number / value of applications approved by need

Housing	75	£14,721.49
Addiction	3	£925.00
Reoffending	1	£150.00
Mental health	0	£ -
Other (legal, social, training, employment)	13	£2,770.83
Total	92	£18,567.32

Breakdown of Housing applications by category of expenditure and value

Furnishings (incl Removals/ storage)	40	£6,087.26
Money (bond, deposit, rent/ utility arrears)	16	£3,881.88
Emergency Accommodation	10	£2,437.35
Repairs	7	£1,865.00
Safe Environment	1	£450.00
Total	73	£14,721.49

Applications by gender

A slightly higher proportion of women access the Personalisation Fund (37 out of 92 applications were made to 30 individual female beneficiaries) than there are in beneficiary group as a whole. 40 % of applications approved are on behalf of female beneficiaries, this varies from district – in Bradford 60% of applications are on behalf of women. Their usage is similar to that of the whole beneficiary group, i.e. primarily for housing.

Number / value of applications approved for female beneficiaries

	Total	Total	Housing	Housing
Bradford	22	£ 3,620.00	19	£ 3,435.00
Calderdale	4	£ 834.00	4	£ 834.00
Kirklees	3	£ 725.50	3	£ 725.50
Leeds	3	£ 787.35	2	£ 687.35
Wakefield	5	£ 1,445.00	5	£ 1,445.00
Touchstone	0	£ -	0	£ -
Total	37	£ 7,411.85	33	£ 7,126.85

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. What the data shows us is that 84% (62) of the 75 beneficiaries who received an award from the Fund are still on the Project at the stages below:

Number of Beneficiaries	All	Women
2a. Pre-navigation	3	3
2b. Parking Bay - Pre-navigation	1	1
3a. Navigator Caseload	49	23
3b. Parking Bay – Navigation	9	2
Total	62	26

Of the 75 beneficiaries 2 have been de-activated (one female), a number of others (at least 8) are recently recorded as receiving an award with little additional journey information. In terms of the rate of de-activations from the project as a whole this is around 35%. This means that the overall WY-FI retention rate is 65% compared to beneficiaries who access the Fund where the retention rate is 85%. The retention rates are almost exactly the same for women as for men.

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 (447) is 368 days. For the 79 beneficiaries in receipt of an award that we have journey length data for, the average is 465 days, for women it is 468 days.

Outcomes

Of the 75 beneficiaries in receipt of a Personalisation Fund award, 44 have two or more NDTA (Chaos Index) scores¹. Of these, 77% (33) show an improved NDTA score. This compares with an improvement shown by 50% (189 out of 379) of all beneficiaries. The average increase in improvement for beneficiaries in receipt of an award is 11.5 points compared to all beneficiaries for whom the average is 9 points. 13 out of 19 women with two NDTA scores showed an improvement, the average improvement being just over 11.6 points.

Of the 75 beneficiaries in receipt of Personalisation Fund award, 45 have two or more Housing Outcome Star (HOS) scores². Of these, 73% (33) show improved scores. This is exactly the same proportion as all beneficiaries with two HOS scores. However, the average improvement is slightly higher for beneficiaries who have received an award, 17 points as opposed to 15 points for all beneficiaries. The 23 women with two HOS scores all showed an improvement, the average improvement was 20 points.

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.

Mark Crowe

WY-FI Research and Evaluation Co-ordinator

mark.crowe@disc-vol.org.uk

t: 0113 887 0044

m: 07714 766 714

Published March 2017

¹ 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.

² Housing Outcome Star Score is a self-assessment tool for beneficiaries to measure their distance travelled