



Performance Report

Cyfannol 18-19

Reporting Period	
Agency	

1. Service Overview

Please provide a description of the service(s) you deliver including who they are for and any restrictions to who can access the services.

2. Service delivery improvements and developments

Please describe any work you have undertaken this reporting period to ensure that people know about the services you offer and anything you have done in order to improve the services you deliver. This can include staff training. Please explain your rationale and evidence for this being effective.

3. Risks, challenges and barriers

Please provide any detail you feel relevant. Where appropriate please include what has been done to mitigate, manage and improve any risks, challenges or barriers.

Empty space for providing details on risks, challenges, and barriers.

Budget Breakdown

Service Title (i.e. ISVA)	Role and Amount of service (i.e. 1X ISVA Full time 35 hours)	Amount (£) (18 900)

4. Outputs- ISVA

How much service did we deliver? (Number)		How well was it delivered? (%)	
Number of referrals received		% of people contacted	
Contacted: Number of initial contacts			
Assessed: Number of initial needs assessments completed		% of clients engaged et ISVA service (and needs and risk assessment completed)	
Engaged : Number of people supported		% people asked who express satisfaction with service received.	
Equality Data of initial contacts: Age Gender Incongruent / variance 0 – 12 13-17 18-29 30-39 40-49 50-59 60+ Sexual / Romantic Identity – breakdown if provided Impairment / Disability – breakdown if provided Religion or Belief– breakdown if provided	Gender M/F	% Equality Data Age Gender Incongruent / variance 0 – 12 13-17 18-29 30-39 40-49 50-59 60+ Sexual / Romantic Identity – breakdown if provided Impairment / Disability – breakdown if provided Religion or Belief– breakdown if provided	%Gender M/F

Race / Ethnicity / Nationality – breakdown if provided		Race / Ethnicity / Nationality – breakdown if provided	
Local Authority -Gwent		Local Authority -Gwent	
Number of cases closed		% of cases closed due to non- engagement	
Number of clients referred to services (list most popular services or kind of support)		% of clients referred to other services	
		% of cases closed with court outcomes	

5. Outputs - Counselling

How much service did we deliver? (Number)		How well was it delivered? (%)	
Number of referrals received (internal/external)		% of people contacted	
Contacted: Number of initial contacts		% of people engaged with the counselling service - within 6 months of referral. -within 12 months of referral	
Assessed: Number of needs assessments completed		% of cases opened where a monitoring assessment was completed.	
Engaged: Number of people started counselling		% of cases continued from previous period	
Equality Data Age Gender Incongruent / variance 0 – 12 13-17 18-29 30-39 40-49 50-59 60+ Sexual / Romantic Identity – breakdown if provided Impairment / Disability – breakdown if provided Religion or Belief– breakdown if provided	Gender M/F	Equality Data % Age Gender incongruent /variance 0 – 12 13-17 18-29 30-39 40-49 50-59 60+ %Sexual / Romantic Identity – breakdown if provided %Impairment / Disability – breakdown if provided %Religion or Belief– breakdown if provided	%Gender M/F

Race / Ethnicity / Nationality – breakdown if provided		% Race / Ethnicity / Nationality – breakdown if provided	
Local Authority -Gwent		% Local Authority –Gwent	
Number of people with ongoing counselling		%of cases closed due to non- engagement	
Number of clients referred to other services (please provide list of what services)		% of clients referred for benefits/financial assessment	
Number of cases closed in this period		% of clients referred to other services	
Number of people waiting for counselling (at the end of the reporting period)			

Please feel free to provide some comments on the output data, if there is anything that you feel requires clarification.

6. Outcomes -ISVA	% of people maintained or improved/ % of improvement
People have improved or maintained health and well-being	
People have increased or maintained actual or perceived safety	
People have increased confidence and knowledge of opportunities and services available	

7. Outcomes -Counselling
People have improved or maintained health and well-being
People have increased or maintained actual or perceived safety
People have increased confidence and knowledge of opportunities and services available

8. ISVA NEEDS OUTCOMES & OUTCOME INDICATORS

8a. PHYSICAL HEALTH AND MEDICAL NEEDS

Number of cases assessed in this period, where support in relation to this need was identified as required.	
Number of cases closed during this period in which this need was identified was a concern for the victim	
Outcome Indicators	
% of clients report increased confidence to access health care	
% of clients engaging with health services	
% of clients reporting improved emotional or physical wellbeing	
Please feel free to include here any comments you would like to make regarding this outcomes data.	

8b. MENTAL HEALTH AND WELL-BEING

Number of cases assessed in this period, where support in relation to this need was identified as required.

Number of cases closed during this period in which this need was identified was a concern for the victim

Outcome Indicators

% of clients with improved confidence and self-esteem

% of clients with improved positive coping strategies

Please feel free to include here any comments you would like to make regarding this outcomes data.

8c. SHELTER AND ACCOMODATION

Number of cases assessed in this period, where support in relation to this need was identified as required.

Number of cases closed during this period in which this need was identified was a concern for the victim

Outcome Indicators

% of clients who felt the housing support provided with them helped with their housing issues

Please feel free to include here any comments you would like to make regarding this outcomes data.

8d. FAMILY FRIENDS & CHILDREN

Number of cases assessed in this period, where support in relation to this need was identified as required.

Number of cases closed during this period in which this need was identified was a concern for the victim

Outcome Indicators

% of people who feel more positive and confident in relation to family and/ or friends

Please feel free to include here any comments you would like to make regarding this outcomes data.

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8e. EDUCATION SKILLS AND EMPLOYMENT

Number of cases assessed in this period, where support in relation to this need was identified as required.

Number of cases closed during this period in which this need was identified was a concern for the victim

Outcome Indicators

% of people who feel more confident to continue or return to employment , education or training

Please feel free to include here any comments you would like to make regarding this outcomes data.

8f. DRUGS AND ALCOHOL

Number of cases assessed in this period, where support in relation to this need was identified as required.

NA

Number of cases closed during this period in which this need was identified was a concern for the victim

NA

Outcome Indicators

% of clients who reported increased control / healthier relationship with drugs and alcohol.

% of clients engaged with substance misuse services

Please feel free to include here any comments you would like to make regarding this outcomes data.

8g. FINANCE AND BENEFITS

Number of cases assessed in this period, where support in relation to this need was identified as required.

NA

Number of cases closed during this period in which this need was identified was a concern for the victim

NA

Outcome Indicators

% clients who feel they have received the appropriate support to deal with financial issues

Please feel free to include here any comments you would like to make regarding this outcomes data.

8h. SOCIAL INTERACTION

Number of cases assessed in this period, where support in relation to this need was identified as required.

NA

Number of cases closed during this period in which this need was identified was a concern for the victim

NA

Outcome Indicators

% of clients feeling safer in their community

% of clients feeling less isolated

Please feel free to include here any comments you would like to make regarding this outcomes data.

8I. IMMIGRATION AND RESIDENCY

Number of cases assessed in this period, where support in relation to this need was identified as required.

NA

Number of cases closed during this period in which this need was identified was a concern for the victim

NA

Outcome Indicators

% of clients reporting feeling more stable and secure in relation to their immigration

Please feel free to include here any comments you would like to make regarding this outcomes data.

9. COUNSELLING NEEDS OUTCOMES & OUTCOME INDICATORS

9a. PHYSICAL AND MENTAL HEALTH

Number of cases assessed in this period, where support in relation to this need was identified as required.	
Number of cases closed during this period in which this need was identified was a concern for the victim	
Outcome Indicators	
% of clients report increased confidence to access health care	
% of clients reporting improved emotional or physical wellbeing	
Please feel free to include here any comments you would like to make regarding this outcomes data.	

9b. OUTLOOK AND ATTITUDE

Number of cases assessed in this period, where support in relation to this need was identified as required.

Number of cases closed during this period in which this need was identified was a concern for the victim

Outcome Indicators

% of clients with improved confidence and self-esteem

% of clients with improved positive coping strategies

Please feel free to include here any comments you would like to make regarding this outcomes data.

9c. SHELTER AND ACCOMODATION

Number of cases assessed in this period, where support in relation to this need was identified as required.

Number of cases closed during this period in which this need was identified was a concern for the victim

Outcome Indicators

% of clients who feel safer at home

Please feel free to include here any comments you would like to make regarding this outcomes data.

9d. FAMILY FRIENDS & CHILDREN

Number of cases assessed in this period, where support in relation to this need was identified as required.

Number of cases closed during this period in which this need was identified was a concern for the victim

Outcome Indicators

% of people who feel more positive and confident in relation to family and/ or friends

Please feel free to include here any comments you would like to make regarding this outcomes data.

9e. EDUCATION SKILLS AND EMPLOYMENT

Number of cases assessed in this period, where support in relation to this need was identified as required.

Number of cases closed during this period in which this need was identified was a concern for the victim

Outcome Indicators

% of people who feel more confident to continue or return to employment , education or training

Please feel free to include here any comments you would like to make regarding this outcomes data.

9f. DRUGS AND ALCOHOL

Number of cases assessed in this period, where support in relation to this need was identified as required.

NA

Number of cases closed during this period in which this need was identified was a concern for the victim

NA

Outcome Indicators

% of clients who reported increased control / healthier relationship with drugs and alcohol.

% of clients feeling able to tackle substance misuse issues

Please feel free to include here any comments you would like to make regarding this outcomes data.

9g. FINANCE AND BENEFITS

Number of cases assessed in this period, where support in relation to this need was identified as required.

NA

Number of cases closed during this period in which this need was identified was a concern for the victim

NA

Outcome Indicators

% clients who feel have been able to access support to deal with financial issues

Please feel free to include here any comments you would like to make regarding this outcomes data.

9h. SOCIAL INTERACTION

Number of cases assessed in this period, where support in relation to this need was identified as required.

NA

Number of cases closed during this period in which this need was identified was a concern for the victim

NA

Outcome Indicators

% of clients feeling safer in their community

% of clients feeling less isolated

Please feel free to include here any comments you would like to make regarding this outcomes data.

9i. IDENTITY	
Number of cases assessed in this period, where support in relation to this need was identified as required.	
Number of cases closed during this period in which this need was identified was a concern for the victim	
Outcome Indicators	
% of clients reporting feeling more empowered and confident in relation to their identity	
Please feel free to include here any comments you would like to make regarding this outcomes data.	

Summary

Please include a narrative on the overall report from this period. This should include any case study or anecdotal evidence.