

FISG SLA Performance Indicators – CAY DEBT

Benefit	Performance Measurement	Target level (extended from 24 to 32 months)	Number in reporting period	Number to date
Vulnerable clients in high need able to access debt and benefits advice	Appointments per year 125	333	12 appointments	281 appointments
	Beneficiaries per year 50	133	12 beneficiaries	139 beneficiaries
Debt management	Number of debts managed/cleared	600	18	754
	Amount of debts managed/cleared	£266,667	£63,319	£936,487
Improve health and well-being	Clients report improvements in:		Percentage from reports received:	Percentage from reports received:
	- Peace of mind and well-being	70%	100%	50%
	- Health and comfort	70%	100%	25%
	- Confidence with money	70%	100%	75%
	- Ability to manage bills	50%	100%	100%
Increase residents income	- Number claiming benefit	90% of beneficiaries will achieve at least 1 outcome	1 Benefit claims	26 Benefit claims
	- Number energy switching		0 Energy switch	0 Energy switch
	- Number charity applications		0 Charity apps	32 Charity apps
	- Number other outcomes		1 Other	47 Other
			2 Total	105 Total

Protect vulnerable people	Number of referrals from partner agencies supporting vulnerable clients	40	1 CYC 0 IDAS 2 Peasholme 0 YFW Service 0 Changing Lives 1 York Advocacy 4 Total	23 CYC 2 IDAS 7 Peasholme 3 YFW Service 1 Changing Lives 3 York Advocacy 39 Total
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