

LT Priority	Sub-outcome	CAB High Priority	Performance Measure	Q1 TOTAL	Q2 TOTAL	Q3 TOTAL	Q4 TOTAL	2014-15 TOTAL		
LT 1 The most vulnerable in communities are protected, supported and valued	Effective advice and support services support vulnerable people by building resilience to low income and helping them to manage their finances effectively	a	The level of financial literacy of vulnerable people is increased	1	Number of financial literacy (money management) sessions delivered in each district (n/a Charnwood)	0	0	0	0	
				2	Number of one to one financial capability sessions per quarter	156	0	0		156
	A rapid response is provided to those in crisis	a	Increased access to targeted debt and welfare benefits advice individual to personal circumstances for vulnerable families and individuals	3	Total number of vulnerable clients advised	4216	0	0		4216
				4	Total number of clients advised per district	5257	0	0		5257
				5	Number of clients accessing the service by telephone	1672	0	0		1672
				6	Number of clients accessing the service digitally	127	0	0		127
				7	Number of clients accessing the service face to face	3203	0	0		3203
				8	Number of clients dealt with at gateway/information	2234	0	0		2234
				9	Number of clients dealt with at generalist advice level	2050	0	0		2050
				10	Number of clients dealt with at generalist casework level	326	0	0		326
				11	Number of clients referred for specialist casework/intervention	518	0	0		518
				12	Total number of vulnerable people referred for specialist debt casework/intervention	305	0	0		305
				13	Total number of vulnerable people referred for specialist welfare benefits casework/intervention	184	0	0		184
				14	Total number of vulnerable people referred for specialist housing casework/intervention	0	0	0	0	0
				15	Rent arrears	226	0	0		226
				16	Mortgage & secured loan arrears	120	0	0		120
				17	Council Tax Arrears	372	0	0		372
				18	Fuel debt	201	0	0		201
				19	Water supply and sewerage debt	175	0	0		175
				20	Payday loans	62	0	0		62
				21	Logbook loans	2	0	0		2
				22	Loan sharks/illegal lending	0	0	0	0	0
				23	Personal debt (see guidance)	859	0	0		859
				24	Benefit debt (see guidance)	168	0	0		168
				25	Other debts (includes all other debts not listed)	1072	0	0		1072
				26	Number of debt relief orders completed	65	0	0		65
				27	Number of bankruptcy petitions completed	16	0	0		16
				28	Amount of debt dealt with £	3809807.63	0	0		£3,809,807.63
				29	Amount of income gained £	682467.41	0	0		£682,467.41
				30	Number of clients where homelessness was prevented	33	0	0		33

(Total number of debts by category)

LT Priority	Sub-outcome		CAB High Priority		Performance Measure	Q1 TOTAL	Q2 TOTAL	Q3 TOTAL	Q4 TOTAL	2014-15 TOTAL					
LT 1 The most vulnerable in communities are protected, supported and valued	Effective advice and support services support vulnerable people by building resilience to low income and helping them to manage their finances effectively	a	The level of financial literacy of vulnerable people is increased	1	Number of financial literacy (money management) sessions delivered in each district (n/a Charnwood)	0				0					
				2	Number of one to one financial capability sessions per quarter	13				13					
	A rapid response is provided to those in crisis	a	Increased access to targeted debt and welfare benefits advice individual to personal circumstances for vulnerable families and individuals	3	Total number of vulnerable clients advised	493					493				
				b	Increased access to generalist advice through online and telephony channels and provision of an effective first point of contact for those in crisis	4	Total number of clients advised per district	614					614		
						5	Number of clients accessing the service by telephone	294					294		
						6	Number of clients accessing the service digitally	17					17		
						7	Number of clients accessing the service face to face	303					303		
						8	Number of clients dealt with at gateway/information	360					360		
						9	Number of clients dealt with at generalist advice level	158					158		
						10	Number of clients dealt with at generalist casework level	32					32		
						11	Number of clients referred for specialist casework/intervention	64					64		
						12	Total number of vulnerable people referred for specialist debt casework/intervention	41					41		
						13	Total number of vulnerable people referred for specialist welfare benefits casework/intervention	23					23		
						14	Total number of vulnerable people referred for specialist housing casework/intervention	0					0		
						<i>(Total number of debts by category)</i>									
						15	<i>Rent arrears</i>	24						24	
						16	<i>Mortgage & secured loan arrears</i>	25						25	
						17	<i>Council Tax Arrears</i>	52						52	
						18	<i>Fuel debt</i>	21						21	
						19	<i>Water supply and sewerage debt</i>	17						17	
						20	<i>Payday loans</i>	24						24	
						21	<i>Logbook loans</i>	0						0	
						22	<i>Loan sharks/illegal lending</i>	0						0	
				23	<i>Personal debt (see guidance)</i>	77						77			
				24	<i>Benefit debt (see guidance)</i>	17						17			
				25	<i>Other debts (includes all other debts not listed)</i>	89						89			
				26	Number of debt relief orders completed	4						4			
				27	Number of bankruptcy petitions completed	3						3			
				28	Amount of debt dealt with	£575,868.17						575868.17			
				29	Amount of income gained	£103,313.00						103313			
30	Number of clients where homelessness was prevented	1						1							

LT 2 Older people live independently for longer	a	Increased access to tailored debt and welfare advice individual to personal circumstances for older people <i>(Total number of debts by category)</i>	31	Number of older people advised	164				164
			32	Number of older people referred for specialist casework/intervention	17				17
			33	Number of older people referred for specialist debt casework/intervention	1				1
			34	Number of older people referred for specialist welfare benefits casework/intervention	16				16
			35	Number of older people referred for specialist housing casework/intervention	0				0
			36	<i>Rent arrears</i>	1				1
			37	<i>Mortgage & secured loan arrears</i>	0				0
			38	<i>Council Tax Arrears</i>	1				1
			39	<i>Fuel debt</i>	1				1
			40	<i>Water supply and sewerage debt</i>	0				0
			41	<i>Payday loans</i>	0				0
			42	<i>Logbook loans</i>	0				0
			43	<i>Loan sharks/illegal lending</i>	0				0
			44	<i>Personal debt (see guidance)</i>	3				3
			45	<i>Benefit debt (see guidance)</i>	1				1
			46	<i>Other debts (includes all other debts not listed)</i>	3				3
			47	Number of debt relief orders completed	0				0
			48	Number of bankruptcy petitions completed	0				0
			49	Number of clients assisted to change utility supplier	0				0
			50	Amount of debt dealt with	£1,251.00				1251
			51	Amount of income gained	£40,922.00				40922
			52	Number of clients where homelessness was prevented	0				0
				b	There is a reduction in fuel poverty	53	Number of older people assisted in switching suppliers to reduce fuel costs	1	
	c	Older people are able to effectively manage their finances, deal with debt and older people are assisted in switching to the most economical suppliers of utilities	54	Number of older people being given one to one financial capability sessions	3				3
LT 5 Economic growth is increased/our workforce is diverse, capable, flexible and mobile	a	Increased access to benefits advice, and support to claim in work benefits	55	Number of work age clients supported to claim in work benefits	6				6
			56	Number of work age clients given benefits advice	129				129
	b	Volunteers recruited and trained	57	Number of volunteers trained	2				2
			58	Number of volunteers leaving to take up employment	1				1
LT 9 Children and young people achieve and enjoy high morale and self-esteem	a	Improved mental health, well-being and financial stability in households through tailored advice and support, thereby reducing child poverty	59	Number of clients advised with low income and dependent children	70				70
			60	Number of referrals taken from SureStart Centres	0				0
LT 10 Safer communities, with reduced offending and re-offending	a	Illegal borrowing is reduced through timely and accesible advice and information	61	Number of clients advised on illegal borrowing	0				0
	b	The cost to statutory agencies is reduced by supporting individuals with finance and accomodation issues before they resort to	62	Number of clients supported with debt issues	121				121
			63	Number of clients with mortgage/rent arrears assisted through the debt process	23				23
LT 12 High quality affordable housing and reduced homelessness	a	Reduced instances of homelessness through, timely and accessible advice and support tailored to individual personal circumstances	64	Number of homeless clients supported	1				1
			65	Number of interventions where homelessness was prevented	1				1
			66	Number of interventions where homelessness was delayed/averted	3				3

LT Priority	Sub-outcome	CAB High Priority	Performance Measure	Q1 TOTAL	Q2 TOTAL	Q3 TOTAL	Q4 TOTAL	2014-15 TOTAL				
LT 1 The most vulnerable in communities are protected, supported and valued	Effective advice and support services support vulnerable people by building resilience to low income and helping them to manage their finances effectively	a	The level of financial literacy of vulnerable people is increased	1	Number of financial literacy (money management) sessions delivered in each district (n/a Charnwood)	0			0			
				2	Number of one to one financial capability sessions per quarter	41			41			
		A rapid response is provided to those in crisis	a	Increased access to targeted debt and welfare benefits advice individual to personal circumstances for vulnerable families and individuals	3	Total number of vulnerable clients advised	1099			1099		
	b				Increased access to generalist advice through online and telephony channels and provision of an effective first point of contact for those in crisis	4	Total number of clients advised per district	1255			1255	
						5	Number of clients accessing the service by telephone	298			298	
			6	Number of clients accessing the service digitally		21			21			
			7	Number of clients accessing the service face to face		761			761			
			8	Number of clients dealt with at gateway/information		116			116			
			9	Number of clients dealt with at generalist advice level		828			828			
			10	Number of clients dealt with at generalist casework level		51			51			
			11	Number of clients referred for specialist casework/intervention		131			131			
			12	Total number of vulnerable people referred for specialist debt casework/intervention		83			83			
			13	Total number of vulnerable people referred for specialist welfare benefits casework/intervention		48			48			
			14	Total number of vulnerable people referred for specialist housing casework/intervention		0			0			
			<i>(Total number of debts by category)</i>									
			15	<i>Rent arrears</i>		74			74			
			16	<i>Mortgage & secured loan arrears</i>		15			15			
	17		<i>Council Tax Arrears</i>	150			150					
	18		<i>Fuel debt</i>	69			69					
	19		<i>Water supply and sewerage debt</i>	55			55					
	20		<i>Payday loans</i>	3			3					
	21		<i>Logbook loans</i>	0			0					
	22		<i>Loan sharks/illegal lending</i>	0			0					
	23		<i>Personal debt (see guidance)</i>	299			299					
	24		<i>Benefit debt (see guidance)</i>	83			83					
	25		<i>Other debts (includes all other debts not listed)</i>	437			437					
	26		Number of debt relief orders completed	37			37					
	27		Number of bankruptcy petitions completed	4			4					
	28		Amount of debt dealt with	572000			572000					
	29	Amount of income gained	42700			42700						
30	Number of clients where homelessness was prevented	16			16							

LT 2 Older people live independently for longer	a	Increased access to tailored debt and welfare advice individual to personal circumstances for older people <i>(Total number of debts by category)</i>	31	Number of older people advised	195			195			
			32	Number of older people referred for specialist casework/intervention	4			4			
			33	Number of older people referred for specialist debt casework/intervention	2			2			
			34	Number of older people referred for specialist welfare benefits casework/intervention	1			1			
			35	Number of older people referred for specialist housing casework/intervention	0			0			
			36	<i>Rent arrears</i>	5			5			
			37	<i>Mortgage & secured loan arrears</i>	1			1			
			38	<i>Council Tax Arrears</i>	5			5			
			39	<i>Fuel debt</i>	0			0			
			40	<i>Water supply and sewerage debt</i>	1			1			
			41	<i>Payday loans</i>	0			0			
			42	<i>Logbook loans</i>	0			0			
			43	<i>Loan sharks/illegal lending</i>	0			0			
			44	<i>Personal debt (see guidance)</i>	10			10			
			45	<i>Benefit debt (see guidance)</i>	3			3			
			46	<i>Other debts (includes all other debts not listed)</i>	13			13			
			47	Number of debt relief orders completed	1			1			
			48	Number of bankruptcy petitions completed	0			0			
			49	Number of clients assisted to change utility supplier	0			0			
			50	Amount of debt dealt with				0			
			51	Amount of income gained	0			0			
			52	Number of clients where homelessness was prevented	0			0			
				b	There is a reduction in fuel poverty	53	Number of older people assisted in switching suppliers to reduce fuel costs	0			0
				c	Older people are able to effectively manage their finances, deal with debt and older people are assisted in switching to the most economical suppliers of utilities	54	Number of older people being given one to one financial capability sessions				5
			LT 5 Economic growth is increased/our workforce is diverse, capable, flexible and mobile	a	Increased access to benefits advice, and support to claim in work benefits	55	Number of work age clients supported to claim in work benefits				0
						56	Number of work age clients given benefits advice	141			141
				b	Volunteers recruited and trained	57	Number of volunteers trained	6			6
58	Number of volunteers leaving to take up employment	0						0			
LT 9 Children and young people achieve and enjoy high morale and self-esteem	a	Improved mental health, well-being and financial stability in households through tailored advice and support, thereby reducing child poverty	59	Number of clients advised with low income and dependent children				0			
			60	Number of referrals taken from SureStart Centres	52			52			
LT 10 Safer communities, with reduced offending and re-offending	a	Illegal borrowing is reduced through timely and accessible advice and information	61	Number of clients advised on illegal borrowing	0			0			
	b	The cost to statutory agencies is reduced by supporting individuals with finance and accomodation issues before they resort to	62	Number of clients supported with debt issues	122			122			
			63	Number of clients with mortgage/rent arrears assisted through the debt process	73			73			
LT 12 High quality affordable housing and reduced homelessness	a	Reduced instances of homelessness through, timely and accessible advice and support tailored to individual personal circumstances	64	Number of homeless clients supported	33			33			
			65	Number of interventions where homelessness was prevented	16			16			
			66	Number of interventions where homelessness was delayed/averted	16			16			

LT Priority	Sub-outcome	CAB High Priority	Performance Measure	Q1 TOTAL	Q2 TOTAL	Q3 TOTAL	Q4 TOTAL	2014-15 TOTAL				
LT 1 The most vulnerable in communities are protected, supported and valued	Effective advice and support services support vulnerable people by building resilience to low income and helping them to manage their finances effectively	a	The level of financial literacy of vulnerable people is increased	1	Number of financial literacy (money management) sessions delivered in each district (n/a Charnwood)			0				
				2	Number of one to one financial capability sessions per quarter	19			19			
	A rapid response is provided to those in crisis	a	Increased access to targeted debt and welfare benefits advice individual to personal circumstances for vulnerable families and individuals	3	Total number of vulnerable clients advised	603			603			
				b	Increased access to generalist advice through online and telephony channels and provision of an effective first point of contact for those in crisis	4	Total number of clients advised per district	750			750	
		5	Number of clients accessing the service by telephone			240			240			
		6	Number of clients accessing the service digitally			17			17			
		7	Number of clients accessing the service face to face			493			493			
		8	Number of clients dealt with at gateway/information			414			414			
		9	Number of clients dealt with at generalist advice level			220			220			
		10	Number of clients dealt with at generalist casework level			51			51			
		11	Number of clients referred for specialist casework/intervention			65			65			
		12	Total number of vulnerable people referred for specialist debt casework/intervention			42			42			
		13	Total number of vulnerable people referred for specialist welfare benefits casework/intervention			23			23			
		14	Total number of vulnerable people referred for specialist housing casework/intervention			0			0			
		<i>(Total number of debts by category)</i>				15	<i>Rent arrears</i>	33			33	
						16	<i>Mortgage & secured loan arrears</i>	20			20	
						17	<i>Council Tax Arrears</i>	39			39	
					18	<i>Fuel debt</i>	11			11		
					19	<i>Water supply and sewerage debt</i>	21			21		
					20	<i>Payday loans</i>	4			4		
					21	<i>Logbook loans</i>	2			2		
					22	<i>Loan sharks/illegal lending</i>	0			0		
					23	<i>Personal debt (see guidance)</i>	133			133		
					24	<i>Benefit debt (see guidance)</i>	12			12		
					25	<i>Other debts (includes all other debts not listed)</i>	98			98		
					26	Number of debt relief orders completed	15			15		
					27	Number of bankruptcy petitions completed	3			3		
					28	Amount of debt dealt with	£551,480.05			551480.05		
					29	Amount of income gained	£141,583.94			141583.94		
					30	Number of clients where homelessness was prevented	3			3		

LT 2 Older people live independently for longer	a	Increased access to tailored debt and welfare advice individual to personal circumstances for older people <i>(Total number of debts by category)</i>	31	Number of older people advised	100			100			
			32	Number of older people referred for specialist casework/intervention	16			16			
			33	Number of older people referred for specialist debt casework/intervention	7			7			
			34	Number of older people referred for specialist welfare benefits casework/intervention	9			9			
			35	Number of older people referred for specialist housing casework/intervention	0			0			
			36	Rent arrears	5			5			
			37	Mortgage & secured loan arrears	4			4			
			38	Council Tax Arrears	3			3			
			39	Fuel debt	1			1			
			40	Water supply and sewerage debt	2			2			
			41	Payday loans	0			0			
			42	Logbook loans	0			0			
			43	Loan sharks/illegal lending	0			0			
			44	Personal debt (see guidance)	20			20			
			45	Benefit debt (see guidance)	1			1			
			46	Other debts (includes all other debts not listed)	12			12			
			47	Number of debt relief orders completed	5			5			
			48	Number of bankrupt petitions completed	1			1			
			49	Number of clients assisted to change utility supplier	2			2			
			50	Amount of debt dealt with	£93,330.70			93330.7			
			51	Amount of income gained	£36,750.67			36750.67			
			52	Number of clients where homelessness was prevented	0			0			
				b	There is a reduction in fuel poverty	53	Number of older people assisted in switching suppliers to reduce fuel costs	2			2
				c	Older people are able to effectively manage their finances, deal with debt and older people are assisted in switching to the most economical suppliers of utilities	54	Number of older people being given one to one financial capability sessions	4			4
			LT 5 Economic growth is increased/our workforce is diverse, capable, flexible and mobile	a	Increased access to benefits advice, and support to claim in work benefits	55	Number of work age clients supported to claim in work benefits	12			12
						56	Number of work age clients given benefits advice	207			207
				b	Volunteers recruited and trained	57	Number of volunteers trained	5			5
						58	Number of volunteers leaving to take up employment	1			1
			LT 9 Children and young people achieve and enjoy high morale and self-esteem	a	Improved mental health, well-being and financial stability in households through tailored advice and support, thereby reducing child poverty	59	Number of clients advised with low income and dependent children	38			38
60	Number of referrals taken from SureStart Centres	16						16			
LT 10 Safer communities, with reduced offending and re-offending	a	Illegal borrowing is reduced through timely and accessible advice and information	61	Number of clients advised on illegal borrowing	0			0			
	b	The cost to statutory agencies is reduced by supporting individuals with finance and accommodation issues before they resort to	62	Number of clients supported with debt issues	137			137			
			63	Number of clients with mortgage/rent arrears assisted through the debt process	27			27			
LT 12 High quality affordable housing and reduced homelessness	a	Reduced instances of homelessness through, timely and accessible advice and support tailored to individual personal circumstances	64	Number of homeless clients supported	2			2			
			65	Number of interventions where homelessness was prevented	3			3			
			66	Number of interventions where homelessness was delayed/averted	1			1			

LT Priority	Sub-outcome	CAB High Priority	Performance Measure	Q1 TOTAL	Q2 TOTAL	Q3 TOTAL	Q4 TOTAL	2014-15 TOTAL
LT 1 The most vulnerable in communities are protected, supported and valued	Effective advice and support services support vulnerable people by building resilience to low income and helping them to manage their finances effectively	a	The level of financial literacy of vulnerable people is increased	1	Number of financial literacy (money management) sessions delivered in each district (n/a Charnwood)	0		0
				2	Number of one to one financial capability sessions per quarter	10		10
	A rapid response is provided to those in crisis	a	Increased access to targeted debt and welfare benefits advice individual to personal circumstances for vulnerable families and individuals	3	Total number of vulnerable clients advised	676		676
				b	Increased access to generalist advice through online and telephony channels and provision of an effective first point of contact for those in crisis <i>(Total number of debts by category)</i>	4	Total number of clients advised per district	817
		5	Number of clients accessing the service by telephone			271		271
		6	Number of clients accessing the service digitally			37		37
		7	Number of clients accessing the service face to face			509		509
		8	Number of clients dealt with at gateway/information			489		489
		9	Number of clients dealt with at generalist advice level			225		225
		10	Number of clients dealt with at generalist casework level			33		33
		11	Number of clients referred for specialist casework/intervention			70		70
		12	Total number of vulnerable people referred for specialist debt casework/intervention			42		42
		13	Total number of vulnerable people referred for specialist welfare benefits casework/intervention			28		28
		14	Total number of vulnerable people referred for specialist housing casework/intervention			0		0
		15	<i>Rent arrears</i>			27		27
		16	<i>Mortgage & secured loan arrears</i>			24		24
		17	<i>Council Tax Arrears</i>			32		32
		18	<i>Fuel debt</i>			30		30
		19	<i>Water supply and sewerage debt</i>			27		27
		20	<i>Payday loans</i>			16		16
		21	<i>Logbook loans</i>			0		0
		22	<i>Loan sharks/illegal lending</i>			0		0
		23	<i>Personal debt (see guidance)</i>			137		137
		24	<i>Benefit debt (see guidance)</i>	13		13		
		25	<i>Other debts (includes all other debts not listed)</i>	154		154		
		26	Number of debt relief orders completed	4		4		
		27	Number of bankruptcy petitions completed	2		2		
		28	Amount of debt dealt with	£625,742.19		625742.19		
		29	Amount of income gained	£147,467.54		147467.54		
		30	Number of clients where homelessness was prevented	3		3		

LT 2 Older people live independently for longer	a	Increased access to tailored debt and welfare advice individual to personal circumstances for older people <i>(Total number of debts by category)</i>	31	Number of older people advised	201			201
			32	Number of older people referred for specialist casework/intervention	27			27
			33	Number of older people referred for specialist debt casework/intervention	9			9
			34	Number of older people referred for specialist welfare benefits casework/intervention	18			18
			35	Number of older people referred for specialist housing casework/intervention	0			0
			36	Rent arrears	6			6
			37	Mortgage & secured loan arrears	3			3
			38	Council Tax Arrears	1			1
			39	Fuel debt	7			7
			40	Water supply and sewerage debt	4			4
			41	Payday loans	0			0
			42	Logbook loans	0			0
			43	Loan sharks/illegal lending	0			0
			44	Personal debt (see guidance)	26			26
			45	Benefit debt (see guidance)	1			1
			46	Other debts (includes all other debts not listed)	23			23
			47	Number of debt relief orders completed	1			1
			48	Number of bankrupty petitions completed	0			0
			49	Number of clients assisted to change utility supplier	0			0
			50	Amount of debt dealt with	£130,892.61			130892.61
			51	Amount of income gained	£63,196.82			63196.82
			52	Number of clients where homelessness was prevented	1			1
				b	There is a reduction in fuel poverty	53	Number of older people assisted in switching suppliers to reduce fuel costs	0
	c	Older people are able to effectively manage their finances, deal with debt and older people are assisted in switching to the most economical suppliers of utilities	54	Number of older people being given one to one financial capability sessions	2			2
LT 5 Economic growth is increased/our workforce is diverse, capable, flexible and mobile	a	Increased access to benefits advice, and suport to claim in work benefits	55	Number of work age clients supported to claim in work benefits	8			8
			56	Number of work age clients given benefits advice	215			215
	b	Volunteers recruited and trained	57	Number of volunteers trained	3			3
			58	Number of volunteers leaving to take up employment	2			2
LT 9 Children and young people achieve and enjoy high morale and self-esteem	a	Improved mental health, well-being and financial stability in households through tailored advice and support, thereby reducing child poverty	59	Number of clients advised with low income and dependent children	90			90
			60	Number of referrals taken from SureStart Centres	0			0
LT 10 Safer communities, with reduced offending and re-offending	a	Illegal borrowing is reduced through timely and accesible advice and information	61	Number of clients advised on illegal borrowing	0			0
			62	Number of clients supported with debt issues	128			128
	b	The cost to statutory agencies is reduced by supporting individuals with finance and accomodation issues before they resort to	63	Number of clients with mortgage/rent arrears assisted through the debt process	21			21
LT 12 High quality affordable housing and reduced homelessness	a	Reduced instances of homelessness through, timely and accessible advice and support tailored to individual personal circumstances	64	Number of homeless clients supported	2			2
			65	Number of interventions where homelessness was prevented	3			3
			66	Number of interventions where homelessness was delayed/averted	1			1

LT Priority	Sub-outcome	CAB High Priority	Performance Measure	Q1 TOTAL	Q2 TOTAL	Q3 TOTAL	Q4 TOTAL	2014-15 TOTAL		
LT 1 The most vulnerable in communities are protected, supported and valued	Effective advice and support services support vulnerable people by building resilience to low income and helping them to manage their finances effectively A rapid response is provided to those in crisis	a	The level of financial literacy of vulnerable people is increased	1	Number of financial literacy (money management) sessions delivered in each district (n/a Charnwood)				0	
				2	Number of one to one financial capability sessions per quarter					10
		b	<i>(Total number of debts by category)</i>	Increased access to targeted debt and welfare benefits advice individual to personal circumstances for vulnerable families and individuals	3	Total number of vulnerable clients advised				
	Increased access to generalist advice through online and telephony channels and provision of an effective first point of contact for those in crisis			4	Total number of clients advised per district	488				488
				5	Number of clients accessing the service by telephone	102				102
				6	Number of clients accessing the service digitally	4				4
				7	Number of clients accessing the service face to face	302				302
				8	Number of clients dealt with at gateway/information	257				257
				9	Number of clients dealt with at generalist advice level	163				163
				10	Number of clients dealt with at generalist casework level	28				28
				11	Number of clients referred for specialist casework/intervention	40				40
				12	Total number of vulnerable people referred for specialist debt casework/intervention	30				30
				13	Total number of vulnerable people referred for specialist welfare benefits casework/intervention	10				10
				14	Total number of vulnerable people referred for specialist housing casework/intervention	0				0
				15	Rent arrears	25				25
				16	Mortgage & secured loan arrears	13				13
				17	Council Tax Arrears	16				16
				18	Fuel debt	11				11
				19	Water supply and sewerage debt	2				2
				20	Payday loans	1				1
				21	Logbook loans	0				0
				22	Loan sharks/illegal lending	0				0
				23	Personal debt (see guidance)	68				68
				24	Benefit debt (see guidance)	10				10
				25	Other debts (includes all other debts not listed)	55				55
				26	Number of debt relief orders completed	3				3
				27	Number of bankruptcy petitions completed	3				3
				28	Amount of debt dealt with	£396,672.50				396672.5
				29	Amount of income gained	£99,750.56				99750.56
				30	Number of clients where homelessness was prevented	2				2

LT Priority	Sub-outcome	CAB High Priority	Performance Measure	Q1 TOTAL	Q2 TOTAL	Q3 TOTAL	Q4 TOTAL	2014-15 TOTAL				
LT 1 The most vulnerable in communities are protected, supported and valued	Effective advice and support services support vulnerable people by building resilience to low income and helping them to manage their finances effectively	a	The level of financial literacy of vulnerable people is increased	1	Number of financial literacy (money management) sessions delivered in each district (n/a Charnwood)	0		0				
				2	Number of one to one financial capability sessions per quarter	60		60				
	A rapid response is provided to those in crisis	a	Increased access to targeted debt and welfare benefits advice individual to personal circumstances for vulnerable families and individuals	3	Total number of vulnerable clients advised	636			636			
				b	Increased access to generalist advice through online and telephony channels and provision of an effective first point of contact for those in crisis	4	Total number of clients advised per district	837			837	
		5	Number of clients accessing the service by telephone			260			260			
		6	Number of clients accessing the service digitally			22			22			
		7	Number of clients accessing the service face to face			555			555			
		8	Number of clients dealt with at gateway/information			306			306			
		9	Number of clients dealt with at generalist advice level			294			294			
		10	Number of clients dealt with at generalist casework level			116			116			
		11	Number of clients referred for specialist casework/intervention			121			121			
		12	Total number of vulnerable people referred for specialist debt casework/intervention			52			52			
		13	Total number of vulnerable people referred for specialist welfare benefits casework/intervention			33			33			
		14	Total number of vulnerable people referred for specialist housing casework/intervention			0			0			
		<i>(Total number of debts by category)</i>				15	<i>Rent arrears</i>	34		34		
						16	<i>Mortgage & secured loan arrears</i>	17		17		
						17	<i>Council Tax Arrears</i>	72		72		
						18	<i>Fuel debt</i>	52		52		
						19	<i>Water supply and sewerage debt</i>	49		49		
						20	<i>Payday loans</i>	14		14		
						21	<i>Logbook loans</i>	0		0		
						22	<i>Loan sharks/illegal lending</i>	0		0		
						23	<i>Personal debt (see guidance)</i>	130		130		
						24	<i>Benefit debt (see guidance)</i>	28		28		
						25	<i>Other debts (includes all other debts not listed)</i>	218		218		
						26	Number of debt relief orders completed	1		1		
						27	Number of bankruptcy petitions completed	0		0		
						28	Amount of debt dealt with	£794,997.72		794997.72		
						29	Amount of income gained	£94,514.17		94514.17		
						30	Number of clients where homelessness was prevented	7		7		

LT 2 Older people live independently for longer	a	Increased access to tailored debt and welfare advice individual to personal circumstances for older people <i>(Total number of debts by category)</i>	31	Number of older people advised	165			165
			32	Number of older people referred for specialist casework/intervention	18			18
			33	Number of older people referred for specialist debt casework/intervention	4			4
			34	Number of older people referred for specialist welfare benefits casework/intervention	14			14
			35	Number of older people referred for specialist housing casework/intervention	0			0
			36	Rent arrears	1			1
			37	Mortgage & secured loan arrears	2			2
			38	Council Tax Arrears	3			3
			39	Fuel debt	5			5
			40	Water supply and sewerage debt	3			3
			41	Payday loans	0			0
			42	Logbook loans	0			0
			43	Loan sharks/illegal lending	0			0
			44	Personal debt (see guidance)	6			6
			45	Benefit debt (see guidance)	3			3
			46	Other debts (includes all other debts not listed)	6			6
			47	Number of debt relief orders completed	0			0
			48	Number of bankrupty petitions completed	0			0
			49	Number of clients assisted to change utility supplier	2			2
			50	Amount of debt dealt with	£33,482.52			33482.52
			51	Amount of income gained	£27,643.72			27643.72
			52	Number of clients where homelessness was prevented	2			2
				b	There is a reduction in fuel poverty	53	Number of older people assisted in switching suppliers to reduce fuel costs	3
	c	Older people are able to effectively manage their finances, deal with debt and older people are assisted in switching to the most economical suppliers of utilities	54	Number of older people being given one to one financial capability sessions	3			3
LT 5 Economic growth is increased/our workforce is diverse, capable, flexible and mobile	a	Increased access to benefits advice, and suport to claim in work benefits	55	Number of work age clients supported to claim in work benefits	14			14
			56	Number of work age clients given benefits advice	165			165
	b	Volunteers recruited and trained	57	Number of volunteers trained	6			6
			58	Number of volunteers leaving to take up employment	1			1
LT 9 Children and young people achieve and enjoy high morale and self-esteem	a	Improved mental health, well-being and financial stability in households through tailored advice and support, thereby reducing child poverty	59	Number of clients advised with low income and dependent children	37			37
			60	Number of referrals taken from SureStart Centres	37			37
LT 10 Safer communities, with reduced offending and re-offending	a	Illegal borrowing is reduced through timely and accesible advice and information	61	Number of clients advised on illegal borrowing	0			0
			62	Number of clients supported with debt issues	178			178
	b	The cost to statutory agencies is reduced by supporting individuals with finance and accomodation issues before they resort to	63	Number of clients with mortgage/rent arrears assisted through the debt process	37			37
LT 12 High quality affordable housing and reduced homelessness	a	Reduced instances of homelessness through, timely and accessible advice and support tailored to individual personal circumstances	64	Number of homeless clients supported	6			6
			65	Number of interventions where homelessness was prevented	7			7
			66	Number of interventions where homelessness was delayed/averted	4			4

LT Priority	Sub-outcome	CAB High Priority	Performance Measure	Q1 TOTAL	Q2 TOTAL	Q3 TOTAL	Q4 TOTAL	2014-15 TOTAL						
LT 1 The most vulnerable in communities are protected, supported and valued	Effective advice and support services support vulnerable people by building resilience to low income and helping them to manage their finances effectively	a	The level of financial literacy of vulnerable people is increased	1	Number of financial literacy (money management) sessions delivered in each district (n/a Charnwood)				0					
				2	Number of one to one financial capability sessions per quarter	0				0				
	A rapid response is provided to those in crisis	a	Increased access to targeted debt and welfare benefits advice individual to personal circumstances for vulnerable families and individuals	3	Total number of vulnerable clients advised	3				3				
				b	Increased access to generalist advice through online and telephony channels and provision of an effective first point of contact for those in crisis	4	Total number of clients advised per district	327				327		
						496		496				496		
						5	Number of clients accessing the service by telephone	207				207		
						6	Number of clients accessing the service digitally	9				9		
						7	Number of clients accessing the service face to face	280				280		
						8	Number of clients dealt with at gateway/information	292				292		
						9	Number of clients dealt with at generalist advice level	162				162		
						10	Number of clients dealt with at generalist casework level	15				15		
						11	Number of clients referred for specialist casework/intervention	27				27		
						12	Total number of vulnerable people referred for specialist debt casework/intervention	15				15		
						13	Total number of vulnerable people referred for specialist welfare benefits casework/intervention	19				19		
						14	Total number of vulnerable people referred for specialist housing casework/intervention	0				0		
						<i>(Total number of debts by category)</i>								
						15	<i>Rent arrears</i>	9				9		
						16	<i>Mortgage & secured loan arrears</i>	6				6		
						17	<i>Council Tax Arrears</i>	11				11		
						18	<i>Fuel debt</i>	7				7		
				19	<i>Water supply and sewerage debt</i>	4				4				
				20	<i>Payday loans</i>	0				0				
				21	<i>Logbook loans</i>	0				0				
				22	<i>Loan sharks/illegal lending</i>	0				0				
				23	<i>Personal debt (see guidance)</i>	15				15				
				24	<i>Benefit debt (see guidance)</i>	5				5				
				25	<i>Other debts (includes all other debts not listed)</i>	21				21				
				26	Number of debt relief orders completed	1				1				
				27	Number of bankruptcy petitions completed	1				1				
				28	Amount of debt dealt with	£ 293,047.00				293047				
29	Amount of income gained	£53,138.20				53138.2								
30	Number of clients where homelessness was prevented	1				1								

LT 2 Older people live independently for longer	a	Increased access to tailored debt and welfare advice individual to personal circumstances for older people <i>(Total number of debts by category)</i>	31	Number of older people advised	50			50			
			32	Number of older people referred for specialist casework/intervention	12			12			
			33	Number of older people referred for specialist debt casework/intervention	3			3			
			34	Number of older people referred for specialist welfare benefits casework/intervention	12			12			
			35	Number of older people referred for specialist housing casework/intervention	0			0			
			36	Rent arrears	1			1			
			37	Mortgage & secured loan arrears	0			0			
			38	Council Tax Arrears	2			2			
			39	Fuel debt	2			2			
			40	Water supply and sewerage debt	1			1			
			41	Payday loans	0			0			
			42	Logbook loans	0			0			
			43	Loan sharks/illegal lending	0			0			
			44	Personal debt (see guidance)	4			4			
			45	Benefit debt (see guidance)	0			0			
			46	Other debts (includes all other debts not listed)	6			6			
			47	Number of debt relief orders completed	0			0			
			48	Number of bankruptcy petitions completed	0			0			
			49	Number of clients assisted to change utility supplier	0			0			
			50	Amount of debt dealt with	£ 152,367.00			152367			
			51	Amount of income gained	£ 60,984.80			60984.8			
			52	Number of clients where homelessness was prevented	0			0			
				b	There is a reduction in fuel poverty	53	Number of older people assisted in switching suppliers to reduce fuel costs	1			1
				c	Older people are able to effectively manage their finances, deal with debt and older people are assisted in switching to the most economical suppliers of utilities	54	Number of older people being given one to one financial capability sessions	1			1
			LT 5 Economic growth is increased/our workforce is diverse, capable, flexible and mobile	a	Increased access to benefits advice, and support to claim in work benefits	55	Number of work age clients supported to claim in work benefits	5			5
						56	Number of work age clients given benefits advice	81			81
b	Volunteers recruited and trained	57		Number of volunteers trained	7			7			
		58		Number of volunteers leaving to take up employment	2			2			
LT 9 Children and young people achieve and enjoy high morale and self-esteem	a	Improved mental health, well-being and financial stability in households through tailored advice and support, thereby reducing child poverty	59	Number of clients advised with low income and dependent children	14			14			
			60	Number of referrals taken from SureStart Centres	0			0			
LT 10 Safer communities, with reduced offending and re-offending	a	Illegal borrowing is reduced through timely and accessible advice and information	61	Number of clients advised on illegal borrowing	0			0			
			62	Number of clients supported with debt issues	34			34			
	b	The cost to statutory agencies is reduced by supporting individuals with finance and accommodation issues before they resort to	63	Number of clients with mortgage/rent arrears assisted through the debt process	6			6			
LT 12 High quality affordable housing and reduced homelessness	a	Reduced instances of homelessness through, timely and accessible advice and support tailored to individual personal circumstances	64	Number of homeless clients supported	2			2			
			65	Number of interventions where homelessness was prevented	1			1			
			66	Number of interventions where homelessness was delayed/averted	1			1			