

APPENDIX A PERFORMANCE REPORT

	Client Data	Number	Definition and notes
1	Total no. of clients accommodated (excl crash pad)	54	Number of residents who have stayed at least one night during the reporting month
2	Total no. of clients accommodated in the crash pad	13	Number of people who have stayed at least one night during the reporting month.
3	No. of clients referred by DBC	1	figure represents number of new TA clients referred during the reporting month only who took up places at The Elms
4	No. of clients referred by other agencies	2	Figure represents number of new clients referred during the reporting month only who took up places at The Elms.
5	No. of self-referrals	8	figure represents number of new clients referred during the reporting month only who took up places at The Elms
6	No. of occasions that SWEP provisions are activated	20	refers to any period of one or more nights where SWEP beds are made available
7	Total no. of nights that SWEP provision is available	20	
8	No. of unilateral support plans	0	Refers to any support plan created in the month by the key worker without the involvement of the client.
9	No. and length of exclusions	0	
10	No. of people refused access	0	
11	No. of evictions	5	1 for ASB 3 due to breaches of Covid rules 1 due to prison recall
12	No. of rooms ready to re-let within 24 hours/ over 24 hours	1	Additional cleaning required due to Covid 19 protocols

13	No of clients receiving their initial assessment within 24 hours		All new clients received their initial assessment within 24 hours of admission
14	No of repairs logged	9	Repairs to showers, doors, windows, Fire doors inspected.
15	No and type of H&S incidents	0	
16	Any relevant Force Majeure Events or Relief Events		
17	Number and type of incidents of conflict and behavioural management;		5 related to the cases outlined in item 11
18	No of CCTV requests	4	Viewed in relation to evictions/ASB
19	No. of complaints	0	
20	Average Length of stays	93 days	
	General Update		Clients began engaging in our new "Life Skills" programme which assists clients with cooking, cleaning, washing clothes, computer skills and training which empowers them for when they leave The Elms. Clients attended in house TST, the feedback was very positive and found the courses very interesting