

Appendix 2

NCC - Horden Together Data Report – Period Oct 23-Sept 24






PEOPLE

MEAM Caseloads	Q3(23/24)	Q4(23/24)	Q1(24/25)	Q2(24/25)
Clients accepted	18	19	18	27
Referrals declined	0	0	0	0
Active caseload	39	46	39	61
Waiting list	6	0	2	0

Client Referral Sources	Q3(23/24)	Q4(23/24)	Q1(24/25)	Q2(24/25)
Adult Social Care	0	3	0	4
ASB Team	0	1	2	1
Children and Young People Services	1	1	0	2
Councillor	0	0	1	0
Dept for Work and Pensions	1	1	0	0
Environmental Health	0	0	1	0
Health Visitor	1	0	0	0
Mental Health Services	0	0	0	2
Housing Solutions	1	1	1	1
Humankind	2	3	1	1
Police	0	2	1	3
Probation	1	0	1	0
Social Prescribers	1	1	1	1
Self-Referral	10	7	9	11
VCSE	0	0	0	1
Totals	18	20	18	27

Client Priority Areas (at initial assessment – where completed)	Q3 (23/24)	%	Q4 (23/24)	%	Q1 (24/25)	%	Q2 (24/25)	%
Managing Tenancy and Accommodation	8	44	7	35	6	33	6	22
Managing Money	6	33	11	55	4	22	7	26
Meaningful use of Time	4	22	5	25	1	6	5	19
Self-Care and Living Skills	1	6	2	10	3	17	1	4
Physical Health	3	17	4	20	3	17	3	11
Emotional and Mental Health	6	33	8	40	4	22	3	11
Motivation and Taking Responsibility	1	6	4	20	2	11	0	0
Social networks and relationships	0	0	2	10	0	0	4	15
Substance misuse	2	11	5	24	2	11	4	11
Alcohol	1	6	2	10	2	11	0	11
Impact of Crime - Victim	0	0	1	5	0	0	7	0
Impact of Crime - Offender	0	0	1	5	1	6	0	6

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Client Referral Routes	Q3 (23/24)	%	Q4 (23/24)	%	Q1 (24/25)	%	Q2 (24/25)	%
Cases - pushed UP into (SPECIALIST SERVICES) 	40	31	30	24	32	22	17	22
Cases – referred into (UNIVERSAL SERVICES) 	38	29	36	29	36	24	34	44
MEAM Cases - pushed DOWN (COMMUNITY/VSCE) 	52	40	60	47	81	54	26	34

PLACE

Service Request Source	Q3(23/24)	Q4(23/24)	Q1(24/25)	Q2(24/25)
Councillor	1	2	2	2
Officer Proactive Visit	43	21	43	60
Resident	10	5	1	8
Referred by other DCC Officer	14	82	22	27
Do it Online Submission	8	4	14	12
Telephone (other contact)	0	1	2	2
Referred from other business support agency	0	1	0	0
Oracle CRM	4	5	9	13
Email	1	4	2	0
Client Visited Office	0	0	0	0
Other	0	2	1	0
Police	2	0	4	4
Total	83	127	100	128

Service Request Category	Q3(23/24)	Q4(23/24)	Q1(24/25)	Q2(24/25)
Noise	9	8	18	16
Nuisance	4	5	5	10
Partnership Working	4	0	1	4
Drainage	30	11	12	12
Pests	2	28	16	31
Public Health	1	13	1	1
Housing	7	10	9	11
Accumulation - Needles	2	0	3	2
Accumulation - Other	11	32	17	15
Open to Unauthorised Access	13	20	18	26
Total	83	127	100	128

Informal Resolution	Q3(23/24)	Q4(23/24)	Q1(24/25)	Q2(24/25)
Number of Informally Resolved SR's	1	35	1	2
Practically Resolved	12	8	5	11
Total	13	43	6	13

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Legal Notice Compliance	Q3(23/24)	Q4(23/24)	Q1(24/25)	Q2(24/25)
Complied With	6	17	18	35
Pending	0	1	0	1
Not Complied With	2	5	21	7
Not Complied with – Works Completed in Default	2	9	20	12
Withdrawn	0	5	0	8
Awaiting Estimate	1	0	0	0
Notice Issued	2	36	1	10
Notice not issued	0	0	2	3
Revoked	0	0	0	2
Work in Progress	0	0	0	2
Total	13	73	62	80

Type of Legal Notice	Q3(23/24)	Q4(23/24)	Q1(24/25)	Q2(24/25)
Requiring Execution of Work Building Act 1984 s.59	0	0	3	12
Open to Access LGMP 1982 s.29	6	10	9	17
Removal of Vermin from Land PDPests Act 1949 s.4	4	24	35	44
Request for Information LGMP Act 1976 s16	0	28	1	6
Other	1	11	14	1
Total	11	73	62	80

Works in Default Costs (£)	Q3(23/24)	Q4(23/24)	Q1(24/25)	Q2(24/25)
Requiring Execution of Work Building Act 1984 s.59	0	0	115	302
Open to Access LGMP 1982 s.29	430	560	687	924
Removal of Vermin from Land PDPests Act 1949 s.4	790	1410	3,423	0
Other	0	0	0	427
Total	£1220	£1970	£4225	£1653

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COMMUNITY

Social Media Reach	Q3(23/24)	Q4(23/24)	Q1(24/25)	Q2(24/25)
Facebook Reach	9,427	13,400	11,700	21,100
Page & Profile Views	1,809	2,500	2219	3,700

Volunteering	Q3(23/24)	Q4(23/24)	Q1(24/25)	Q2(24/25)
Number of Registered Volunteers	9	9	6	6
Number of Volunteering Hours	93	168	46	0

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