

Village Agents Mid Essex Pilot - Overall Performance Report



Easy access to services and information

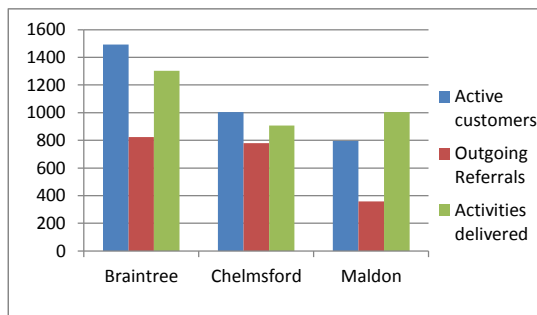
Period

October 2009 to September 2011

Report date: 17th November 2011

Report by: Brian Goodwin

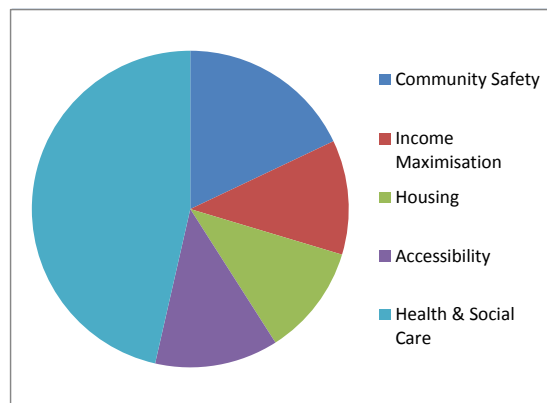
Village Agent Outputs	Braintree	Chelmsford	Maldon	Mid Essex
New customers	911	486	449	1846
Repeat customers	581	519	347	1447
Active customers	1492	1005	796	3293
Outgoing Referrals	823	780	359	1962
Activities delivered	1302	906	1004	3212



Prevention & Early	Period Benefit £'s
Community Safety	£18,798.75
Income Maximisation	£395,104.64
Housing	£5,128.20
Accessibility	£5,217.00
Activities	£136,529.02
Health & Social Care	£275,701.92
TOTAL	£836,479.53

October 2009 to end of period	
Cumulative Benefit from Oct 2009	£829,057.00

Types of referral:	Number	Percentage
Community Safety	375	19.1%
Income Maximisation	224	11.4%
Housing	231	11.8%
Accessibility	235	12.0%
Health & Social Care	897	45.7%
TOTAL	1962	100.0%
Check sum	0	
Formal Referral Partners:	90	



Activities:	Number	Percentage
Basic	1086	33.8%
Detailed	1273	39.6%
Premium	853	26.6%
Total	3212	

Performance Summary:	Status
Achievements:	Registered customers at end of year 2: 1846 Total number of referrals and activities recorded: 5174
<p>The economic benefit is based on the reduced risk of high cost care/repair, increased spending power and a time saving.</p> <p>Referrals to each organisation have been allocated to one of the 7 categories. Each category has an economic value based on an example model. For example the Community safety model is based on the reduced risk/consequences of a house fire, once a working smoke alarm is fitted. The number of referrals in each category is multiplied by the value to provide the economic benefit for that category.</p> <p>The activities have been reviewed and allocated to one of three categories based on the type of support offered and the number of people assisted.</p> <p>All referral and activity values are added together to indicate the overall benefit value for the given period of time. For project management purposes the cost of delivery is compared with the benefit value and then turned into a percentage to indicate an economic rate of return.</p>	