

## **Appendix B: Crisis and Resilience Fund Outcome Measures**

The table below outlines the outcomes which need to be tracked as part of the Crisis and Resilience Fund. Column two indicates what is currently being tracked, and column three shows what will be tracked if the recommendations are agreed.

<b>Metric</b>	<b>Currently tracked</b>	<b>To be tracked following decision</b>	<b>Proposed Impact</b>
<b>Crisis Support</b>			
Volume of applications (received / awarded / refused)	Y	Y	Improved triage reduces avoidable refusals
Application routes (online / phone / in-person)	N	Y	Single digital gateway + 9–5 phone access
Time to decision	N	Y	Additional decision-makers improve timeliness
Repeat applications	Y	Y	Reduced through wraparound support
Presenting crisis type	Partially	Y	Holistic assessment across income, housing and need
<b>Housing</b>			
Crisis support linked to rent	Y	Y	Earlier income maximisation will reduce demand
Arrears	N	Y	
Repeat housing support	N	Y	Reduced through resilience and coordination
<b>Resilience Support</b>			
Reduced material deprivation	N	N	TBC
Reduced need for food parcels	N	N	TBC

Increased access to advice	N	Y	Increased phone access and community presence
Increased savings	N	N	TBC
Reduction in priority debt	N	Y	LIFT to track reduction in rent and council tax debt
Income maximisation	Partially	Y	Advice pro to provide comprehensive data
Reduced need for crisis support	N	Y	See crisis support section
<b>Community Coordination</b>			
Referral volumes	N	Partially	Referrals through improved digital gateway to be tracked
Coordination between services	N	N	TBC
Partner engagement	N	N	TBC