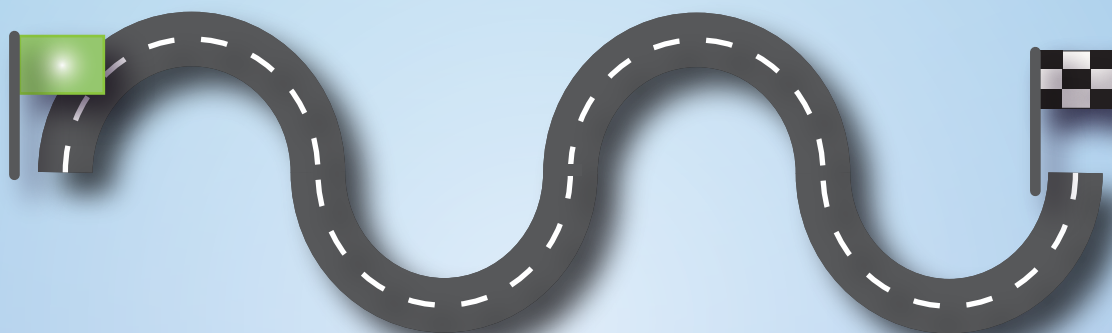




**Hafan**  
**Cymru**

# **Social Value**

**& Savings to the Public Purse**



**An independent report by PWP Ltd for Hafan Cymru**

**November 2018**

# Foreword

“Since our business was created in 1989, we have positively impacted on many lives, providing much needed sanctuary, support and specialist services across Wales. The individuals and families we support come to us with diverse needs and challenges and may already be at the point of crisis when they reach us.

Through the projects and programmes that we run, our focus remains clear, delivering true social value by providing accommodation and/or support that is focused on what matters to each individual or family, helping them to become more independent of services and *building opportunities for them to live well* for the future.

Demonstrating the social value of our service approach is essential to our continued growth as the commissioning landscape becomes ever more competitive. This report highlights the added value to the Welsh economy and the reductions in demand to other services used by our clients. It also provides an insight into the complexity of the lives of those we support. I’m very proud of the work we do.

A heartfelt thank you to all our clients who, by sharing their stories, enabled this report to be written.”



**Sian Morgan, CEO**

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# Executive Summary

Hafan Cymru (HC) is a Registered Social Landlord with charitable purposes, which operates across Wales providing housing and support services.

We offer a complete package of provision focused on early intervention and crisis prevention that supports people with a diverse range of needs – often complex or multiple. We support those at risk of homelessness or are otherwise vulnerable including the socially isolated, ex-offenders, care leavers, those who have experienced physical, sexual or psychological abuse, have mental health issues and substance misuse issues.

With a growing need to demonstrate 'social value', this report will show how we are giving back to the communities we work in and demonstrates the hidden value contained in our service delivery.

## Highlights:

Reduction in costs  
to other services  
**74%**

Social Value of  
**£4.63**

**Using Hafan Cymru means our clients reduce their use of other (usually public) services by 74%. Additionally for every £1 spent with Hafan Cymru there is a social value return of £4.63 i.e. an added value of 363%. If we look at our annual turnover 2017-18 of £5m, this means that Hafan Cymru was able to provide an additional £18m of value back into the Welsh economy.**

The stories shared by our clients demonstrate that we are often the facilitators to significant and sustainable life changes. Frequently the first point of access to our services is at a time of crisis for our clients (e.g. fleeing domestic abuse or being at risk of homelessness).

Our work goes beyond delivering to standard contract requirements and has an essential role in facilitating timely and appropriate use of additional public services.



# Context

Homelessness is a complex issue that is driven by many interacting factors. Local authorities are required to intervene with households / people who are at risk of homelessness. Sometimes it's too late to prevent homelessness, and often those with the most complex needs fall through the cracks and are at high risk of losing their home.

Our analysis finds that our specialist housing support helps prevent those in crisis becoming homeless, as well as enabling those who are homeless, to gain and sustain a home and take better control of their lives, which over time, reduces overall costs for local authorities.



**This report uses individual case studies, highlighting the costs and value of:**

- Preventing homelessness
- Stabilising complex, multifaceted and often crisis situations associated with fleeing domestic abuse, mental health, substance misuse
- Achieving independence through life skills, training and employment

# Scope

Through a series of semi- structured interviews with 11 clients, this report identifies the costs associated with the additional public services accessed throughout an average Hafan Cymru client journey (page 8, Figure 3). The analysis focuses on the volume and frequency of services used at the point an individual first accesses Hafan Cymru support (**Access Stage**) and then again at the point the individual is becoming more independent 20 months on (**Independence Stage**).

The service type and frequency of use is then applied to a predetermined service cost taken from an existing qualified source i.e. Family Savings Calculator (page 24).

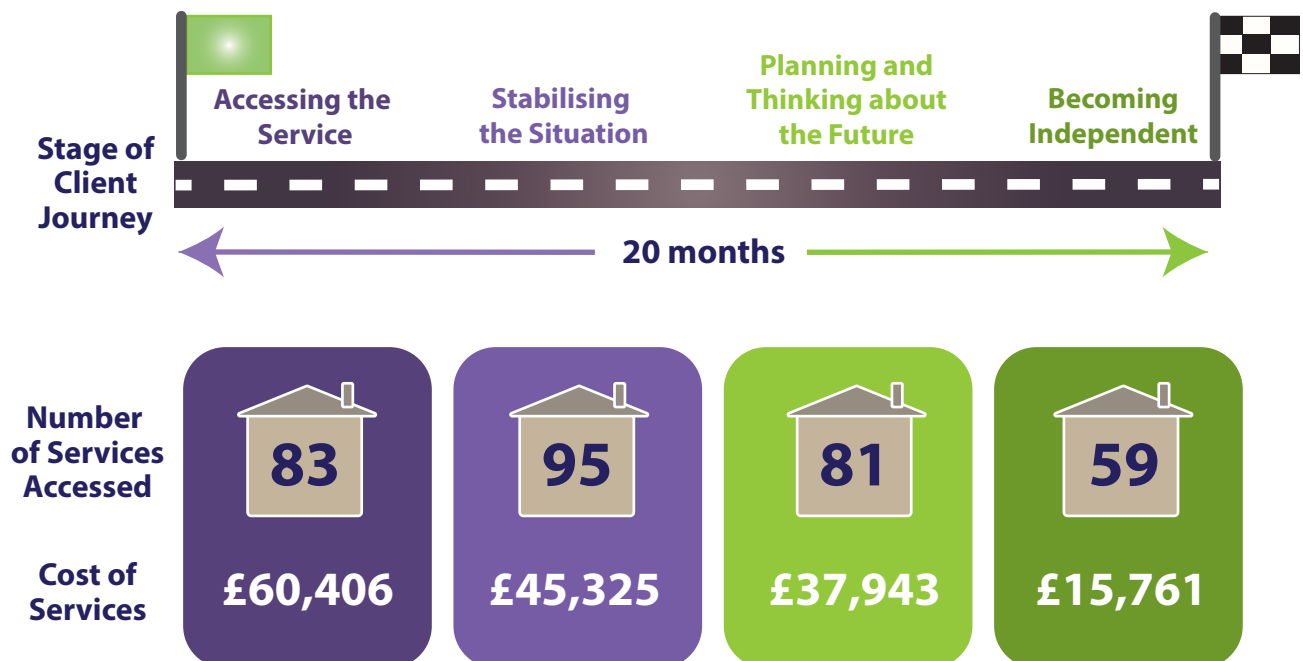
# Findings

Combining the data of the 11 interviewed clients, a total of £159,436 of public service funds was spent across the 4 stages of their journeys, averaging at 20 months (Figure 1 below). Each client accesses an average of 14 public services consecutively at critical points within their journey.

Overall, the data analysis highlighted a Social Value calculation of £4.63 meaning that for every £1 spent with Hafan Cymru there is a social value return of £4.63 i.e. an added value of 363%. This is also demonstrated in seeing a reduction of the use of other (mostly public) services by an average of 74%.



**Figure 1 : Number and Cost of Services Accessed for 11 clients**

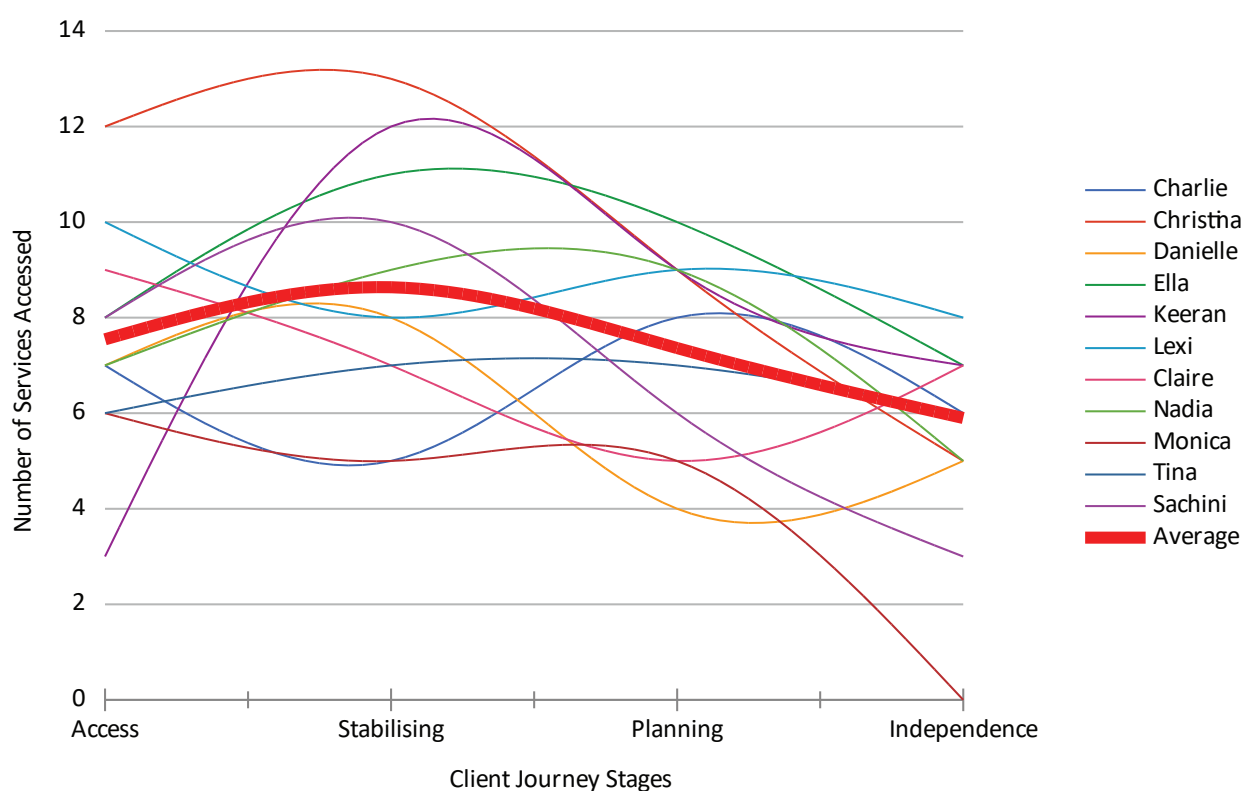


# Client Journey

There seems to be a common pattern of service use across all the journeys (figure 2). Using **Access Stage** as a baseline, we can see that during the **Stabilising Stage** the majority of clients increase their use of additional services. This then reduces through the **Planning Stage** and reaches its lowest point by **Independence Phase**. This data indicates that social value is not maximised until the client is heading out of the **Planning Stage** into **Independence Stage**.

However it is worth noting that although the number of services accessed during the **Stabilisation Stage** increases, the overall cost of accessing services actually decreases. This may be attributable to Hafan Cymru engaging the appropriate services at the correct time.

**Fig. 2 Number of Service Used Across the Client Journey**

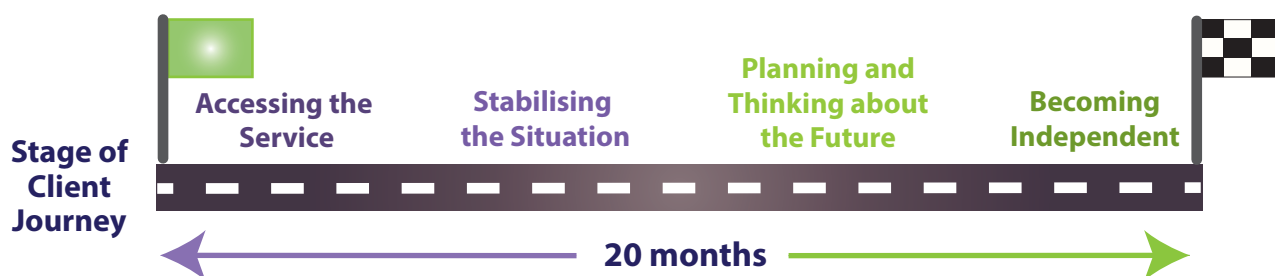


# Case Studies

## Methodology and Analysis

An initial workshop was held with front line Hafan Cymru staff and clients to correctly identify a generic client journey and methodology for the interview process.

### Figure 3. Client Journey



The completed interview methodology focused on developing a list of public services used by the interviewee during their **Access Stage** and then again at during their **Independence Stage**.

- 11 clients (each client had received support for over 12 months)
- 1.5 hr interview

Client data was captured through asking specific questions related to an individual's experience. Each client was:

- asked to share their story and relate the phases of their personal experiences to the journey shown in Figure 3.
- asked to recall what specifics of the services they were accessing during each stage and the frequency of access.

A cost matrix was developed to enable a calculation combining the frequency of service use and the cost of that service.

#### Data Capture:

- Point in time when the client accessed it
- Frequency of access e.g. daily, weekly, monthly, every 3 months, 6 months

Analysis of all the data was completed, which showed key information about the clients use of public services: total cost, reduction of cost over the duration of their journey, numbers of services used and the impact that our interaction has on their use of additional

Each case study was developed using client stories and social value was calculated based on their data. Figure 4 (below) shares the combined case study data and explains the calculations that sit behind the presented figures

### Figure 4 - Where do the numbers come from?

Cost figures are generated based on a 20 month average client journey. Cost data are taken from the Welsh Government Family Savings Calculator.

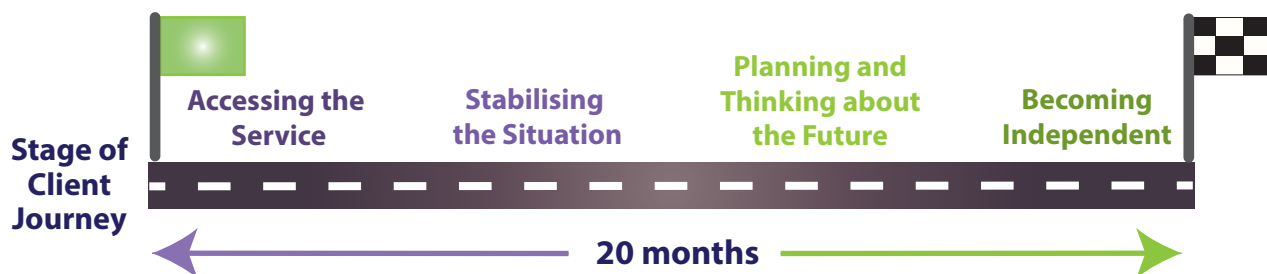
Reduction - this is the percentage difference between service cost at **Access Stage** and **Independence Stage**.

Social Value is calculated as the reduction in costs to other services compared to the cost of Hafan Cymru intervention.

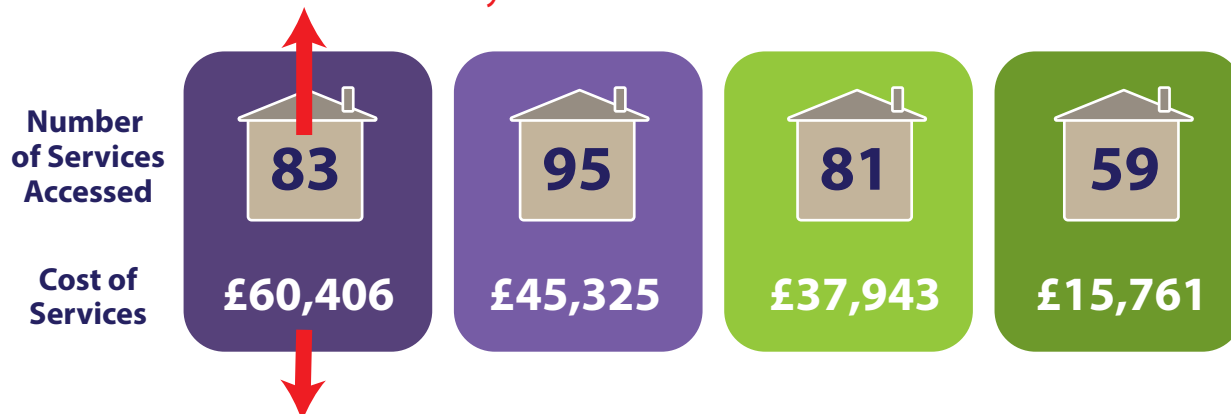
**Total Cost**  
**£159,435**

**Reduction**  
**74%**

**Social Value**  
**£4.63**



The services numbers are self-reported through the interviews. These are as accurate as memory allows.



The service cost is derived from usage data, provided by interviewees, combined with costs taken from Welsh Government Family Savings Calculator

# Case Study 1 - Charlie

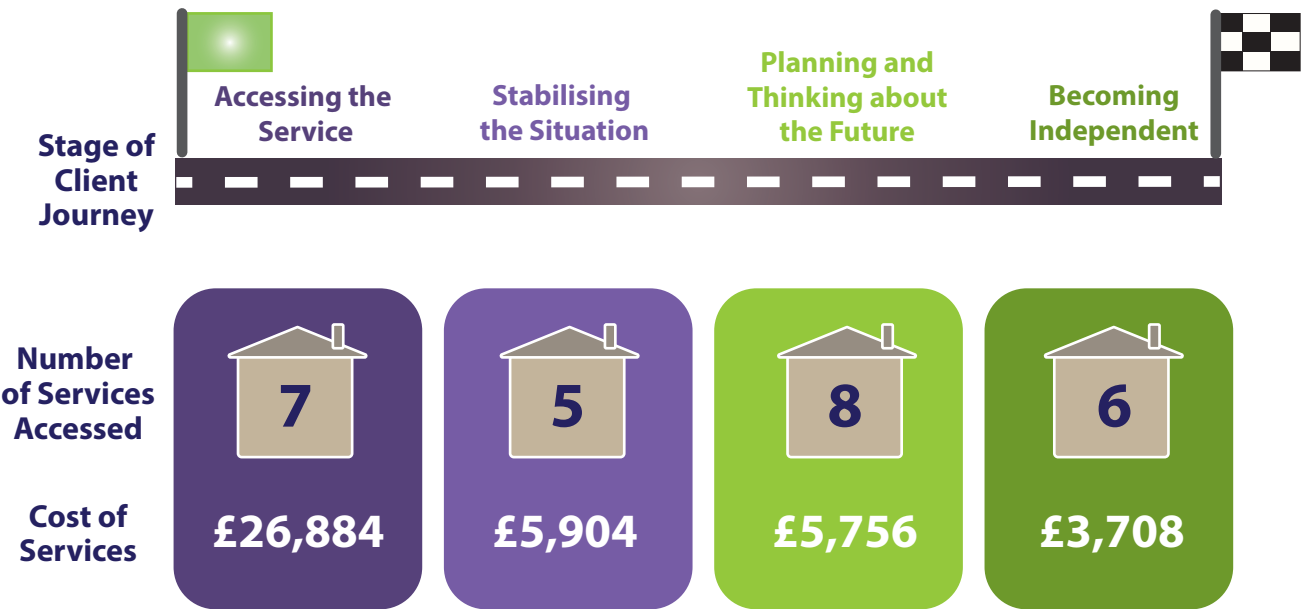
## Support Needs - Housing, Domestic Abuse, Mental Health

Charlie is a young person who for years has been living with a severe mental health condition linked to both problems at home and their own gender identity. Charlie made the decision to move out due to these complex issues and the nature of their relationship with their dad (they had been confined to their bedroom a lot of the time). Charlie eventually moved into a shared house and has been accessing Hafan Cymru support for 2 years. Charlie is now settled in their own flat, passed their driving test in 2017 and bought a car. Charlie’s long term goal is to open a café and Charlie is presently waiting to hear about apprenticeship applications.

**Total Cost**  
**£42,252**

**Reduction**  
**86%**

**Social Value**  
**£15.48**



## Charlie's Interview Quotes:

"...about three, four years ago, I self-referred and went on the Freedom Program myself, because my friend was working for Hafan (Cymru) and she told me about it. So I did it and the circumstances that I was in changed and it did also open my eyes massively and it was about seeing other people as well because then you can see what situations that you wouldn't have realised weren't healthy before."

## Case Study 2 - Christina

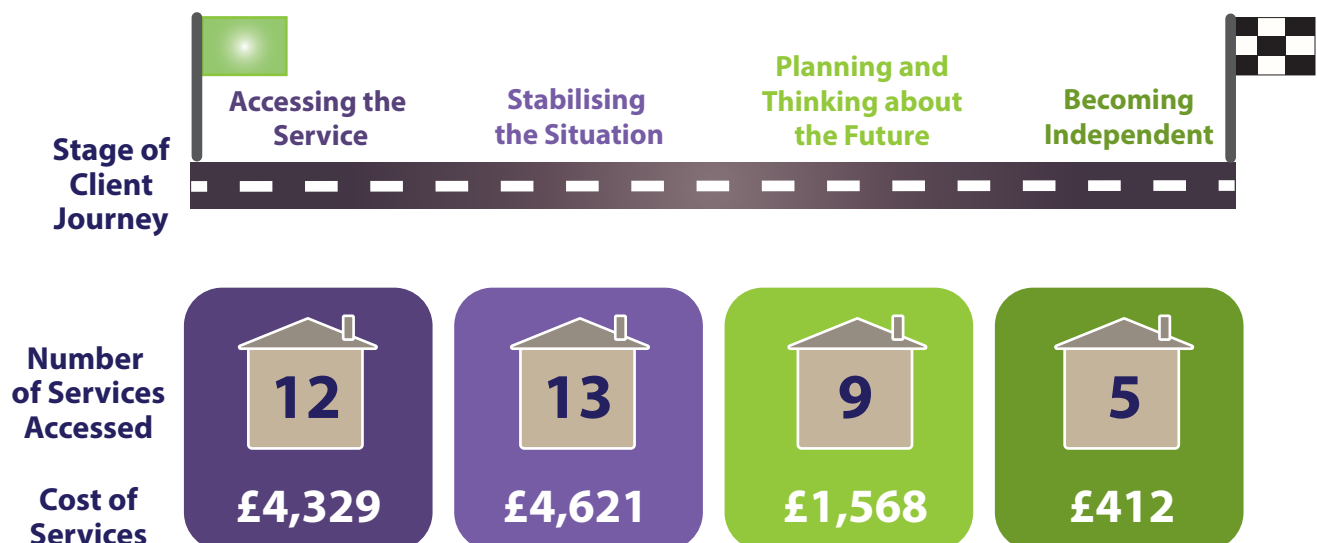
### Support Needs - Mental Health, Debt, Substance Misuse

Prior to being referred to Hafan Cymru for floating support Christina, a single mum of a 9 year old, had been battling alcoholism and had always suffered with anxiety and depression. Things got to a crisis point where her drinking became out of control, she was in debt and she had become physically dependent on her daughter, who was removed from her. On accessing our service Christina desperately wanted to get her life back on track and has been supported by Hafan Cymru floating support service for almost 2 years. Christina has now stopped drinking and has her daughter back 3 days a week. Christina is now debt free.

**Total Cost**  
**£10,930**

**Reduction**  
**90%**

**Social Value**  
**£4.88**



### Christina's Interview Quotes:

"I'm one of these people I can't handle being isolated from the world, I've got to see people and chat and stuff. Hafan Cymru helped me get used to an independent life because I used to be in the house drinking."

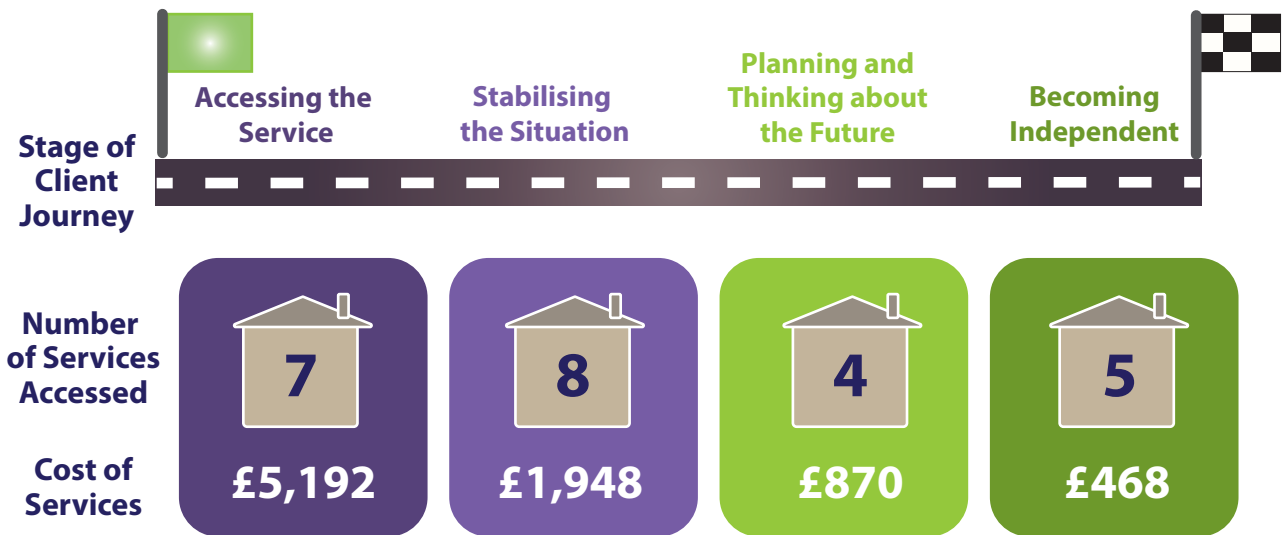
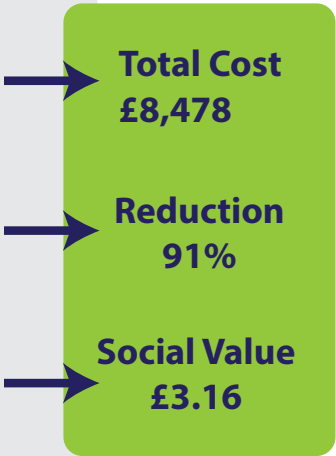
"...[My support worker] from Hafan Cymru was more about helping me get to a stronger place, getting my life together, so my daughter would come home with me then."

"...I'd say that in some ways I am independent because I know when it's time to turn to someone for help and stuff. I don't think I would cope with being independent if I didn't know for certain that I have got a safety net or something..."

# Case Study 3 - Danielle

## Support Needs - Domestic Abuse, Housing

Prior to being referred to Hafan Cymru for floating support , Danielle had been in a controlled relationship for many years. Her independence was taken from her in every way including making day to day choices. Danielle was in England on her own with no support, and she woke up one morning and decided she'd had enough, threw some basic belongings into the car and ended up in a refuge in Wales. 12 months on, Danielle is now temporarily housed with us, is looking for employment and for permanent home.



## Danielle's Interview Quotes:

"...yeah, Hafan Cymru helped me with everything really. You know I was still at the point where I couldn't do anything for myself. Because I had had that (independence) taken from me for six years."

"I was in there almost instantly. Hafan Cymru came to see me in the women's refuge, I went down to view the flat. I was in there in less than a week, it was days. It was a matter of a couple of days. They came to the women's refuge to speak to me. It was quick."

"They helped me a lot because when I went to them I couldn't do anything. I wouldn't even register with a doctor, change my bank, I wouldn't do nothing. I was that bad."

"I'm better than what I was. A lot better. Yeah, I was like a zombie, a year ago!"



## Case Study 4 - Ella

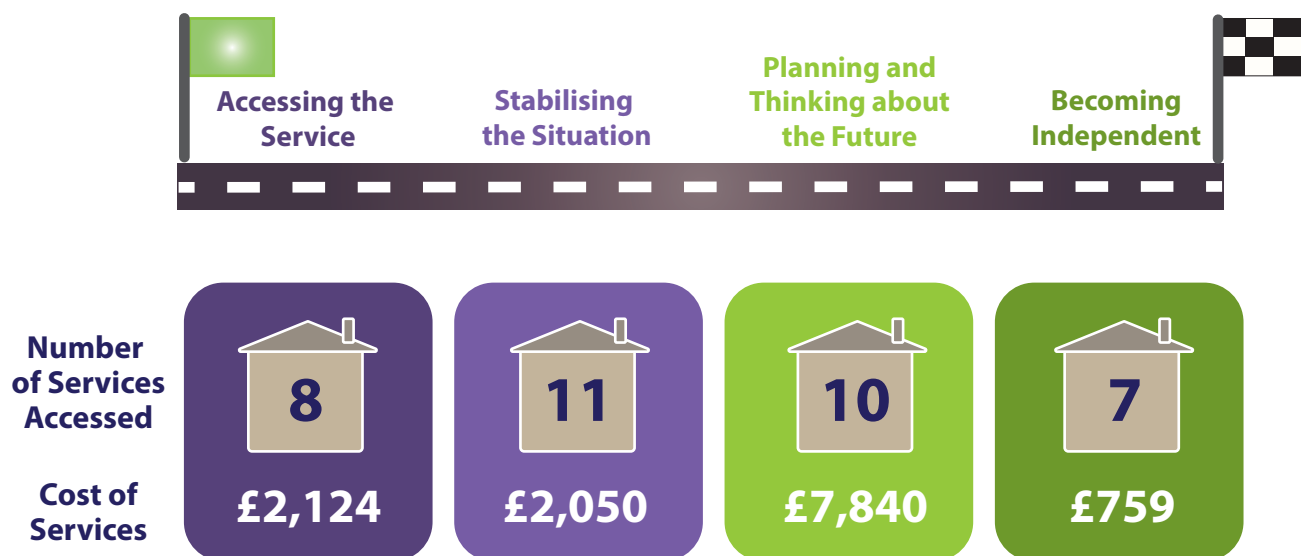
### Support Needs - Preventing Homelessness, Mental Health

Prior to being referred to Hafan Cymru, Ella lived in a shared house. Ella is a young person with a mental health condition. She had been having a number of issues at home with her Gran and was told to leave. Ella desperately wanted to get her life back on track but didn't know how. Through receiving our service for 18 months she is now employed, has a secure home, is less reliant on housing benefits. Ella has also achieved financial independence.

**Total Cost**  
**£12,773**

**Reduction**  
**64%**

**Social Value**  
**£1.70**



### Ella's Interview Quotes:

"Yeah I tell Angela everything, she's like my mother!"

"..for the future? Get a flat really and just make nice and stick out college and see what happens really in four years time after the course is finished. See where life takes me."

"Well they have the meetings every week. I like them I do. I like speaking to [my support worker]; I can talk to her, I can open up. I like the meetings every week, they are really useful to be honest."

"Yeah I've got a commitment to do it..... at least I'm doing something productive and beneficial I suppose because it will also help me in my future, my flats and houses" (Ella is planning on attending a tenancy course which will help her develop skills to sustain her home in the long term).

# Case Study 5 - Keeran

**Support Needs - Domestic Abuse, Preventing Homelessness**

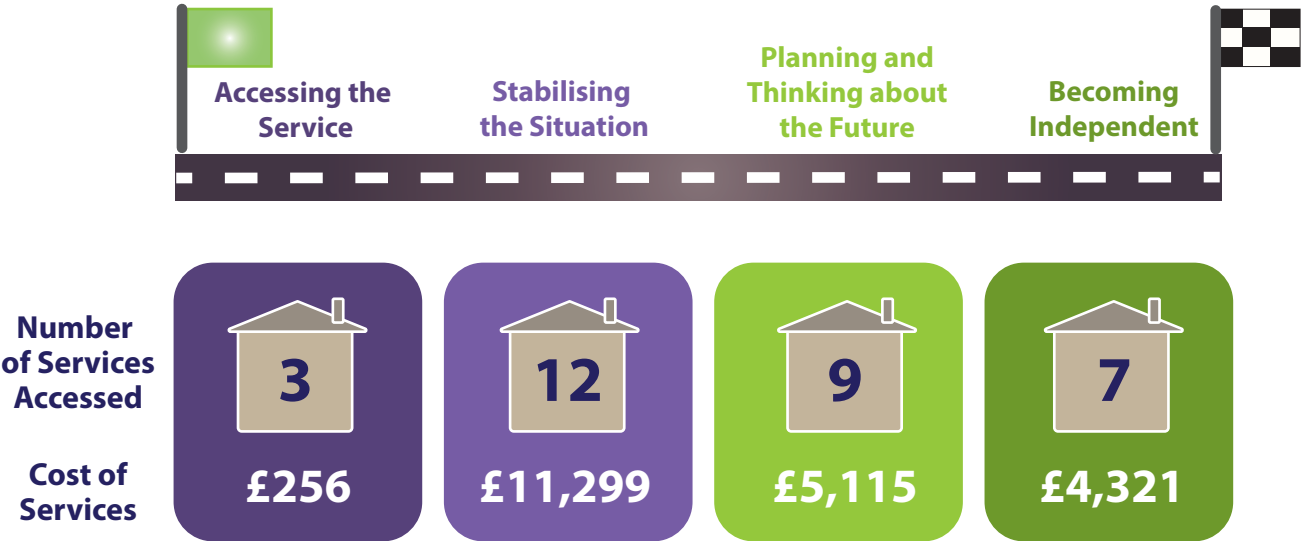
Keeran has brain damage due to an industrial accident a number of years ago. He was abused by his landlord for a number of years. His background is complex, with a very troubled family life and upbringing, he is also unable to read and write. Keeran has two teenage children who he wants to see (but does not) who live with his ex-partner. He has been doing voluntary work which he enjoys. Keeran has been receiving our floating support service for 12 months, where the focus has been on getting his healthcare in place and sorting out his finances out. He is now going through the courts to gain access to his children and learning to read and write.

**Total Cost**  
**£20,991**

**Reduction**  
**\*0%**

**Social Value**  
**\*£0**

\*Keeran is still using a high value service linked to his health condition. He was not accessing this service and intensive support he needed before accessing Hafan Cymru.



## Keeran's Interview Quotes:

"...because I was traumatised, I didn't know what I was doing. I didn't know if I was going to be kicked out from the house that me and me mum was in. I was ill, fitting all the time, diabetic. Shut off from my network of friends. Shut off basically."

"My support worker started getting me out. It's like... it's really hard to put into words - my head was smashed...She's got me to the doctors, and to the specialist for the epilepsy, into everything. She took me up to the hospital for all the appointments, and she's got in touch with the council and everything, she's done a lot."

"I am learning to read and write again. It's something I want to do but because I can't even have a conversation with you without my head frying."

# Case Study 6 - Sachini

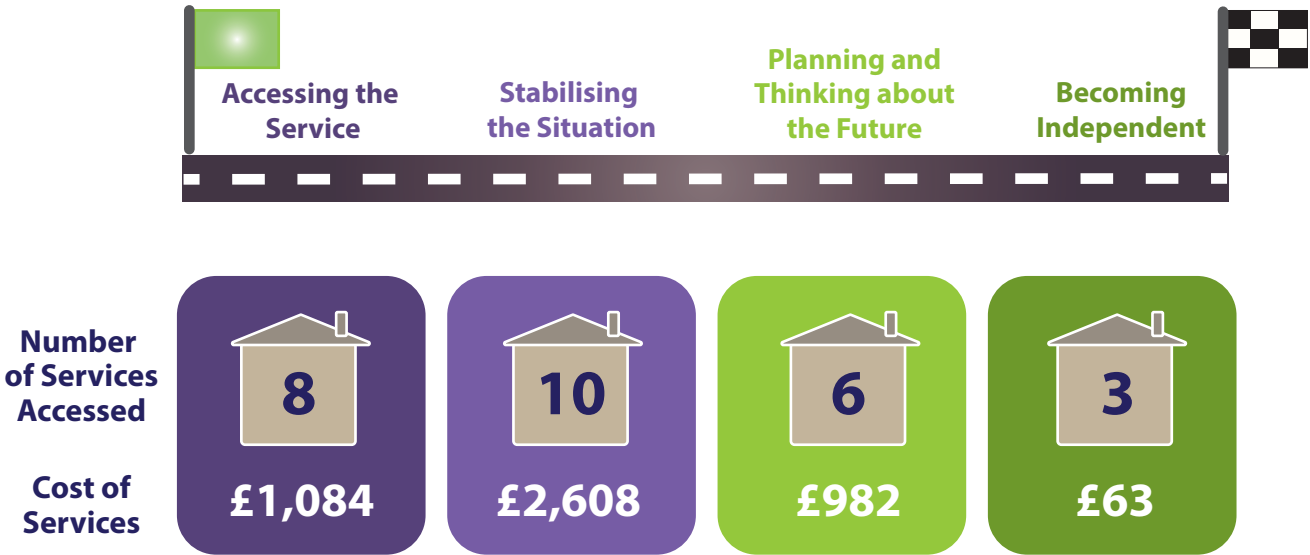
**Support Needs - Preventing Homelessness, Mental Health**

Sachini is a mother of two, who lived in London with an abusive husband. Working with Social Services, she escaped whilst her husband was visiting family in Sri Lanka. Sachini was relocated to Wales. Initially she was placed in a women's refuge and then into supported housing. Hafan Cymru have been providing Sachini with floating support services for 18 months, initially helping secure, settle and furnish her flat. Sachini is now fully independent, employed and living in sustainable housing.

**Total Cost**  
**£5,309**

**Reduction**  
**41%**

**Social Value**  
**£0.87**



## Sachini's Interview Quotes:

"My key worker, she was a really, really nice lady. She feels like she is my classmate, it doesn't feel like she's helping me or something like that. She is like my old friend. She helped me with every single thing."

"Getting the divorce and working full time and I'd like to do some charity work after. I feel my freedom."

"I feel like they helped me a lot, even a little bit I have to give back, to this place. You really need to be there to give back. They helped me a lot."

## Case Study 7 - Monica

### Support Needs - Domestic Abuse, Mental Health

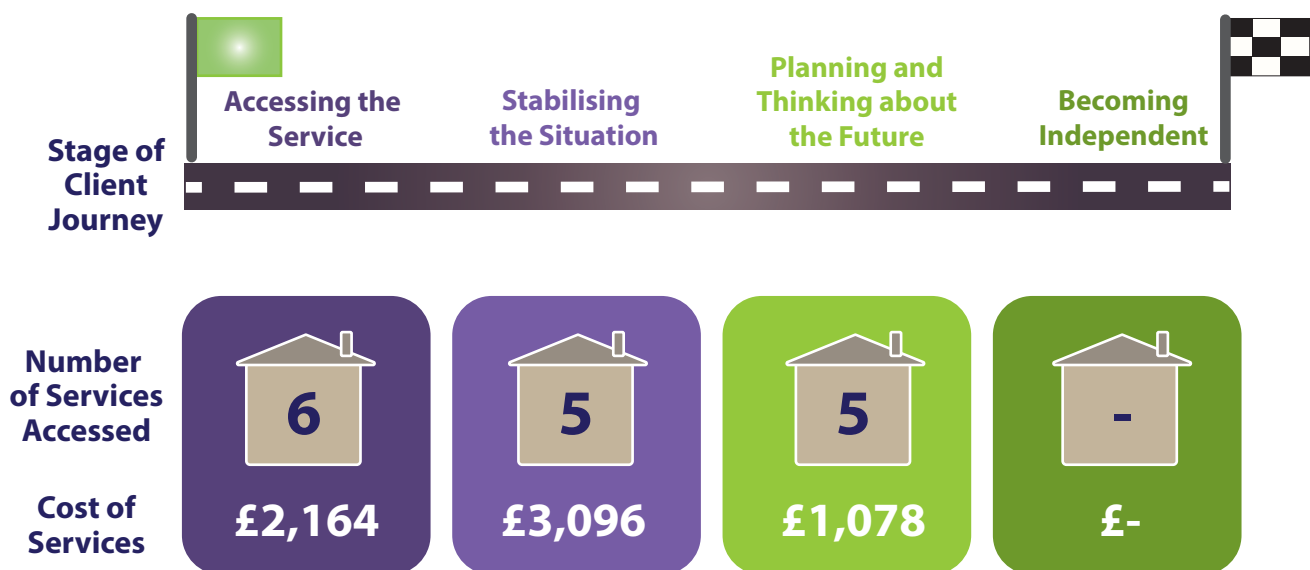
As a victim of domestic abuse Monica spent a number of years desperately trying to escape her controlling ex-partner whilst also struggling with her mental health. Initially she spent a period of time in a women's refuge before getting a flat but has since been relocated to a flat in a safe complex of housing following her ex-partner finding out where she was living. Through working with Hafan Cymru's floating support service, she is now safe and is working towards gaining more independence.

**Total Cost**  
**£6,338**

**Reduction**  
**\*50%**

**Social Value**  
**\*£2.25**

\*Monica's planning stage used as she has not yet reached independence.



### Monica's Interview Quotes:

"[My support worker] has done everything, to put in the social worker, the Women's Aid, the psychologist, the psychiatrist, for me to move forward. She has been amazing."

"...breathing techniques, relaxing CDs she's given me, hope and just like ways to try and calm myself. She's a very gifted lady. Nobody could work for that length of time, 23 years .... with the amount of people that come and go and the amount of people, you know what's happened. I don't know, she's a one off - (addressed to support worker) you really are and I thank you for the rest of my life, because you saved my life, you know."

## Case Study 8 - Claire

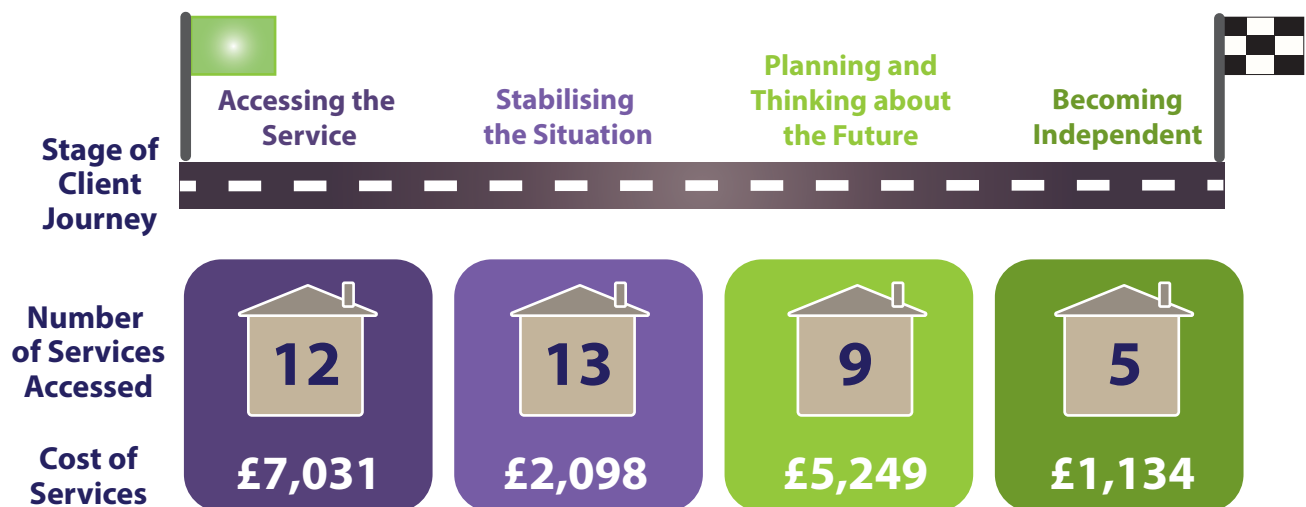
### Support Needs - Mental Health, Domestic Abuse

Claire is a mother of 3 who was in an abusive relationship. She was evicted from her house and left her 3 children with her parents whilst she sorted everything out. Claire herself was homeless for a year, living in a caravan with no heating or electricity. She eventually found a flat however, it wasn't safe due to her ex-partner's threatening behaviour. Throughout this period she had been struggling with her mental health. Since accessing Hafan Cymru's floating support service over the last year, Claire has now secured a two bed flat with a two year lease and is now seeing her children, applying for jobs and has strategies in place to enable her to become debt free.

**Total Cost**  
**£15,512**

**Reduction**  
**84%**

**Social Value**  
**£5.24**



### Claire's Interview Quotes:

"(Hafan Cymru)...been brilliant. Really good. Best decision I've ever made. Yeah. without them I wouldn't know where I would be now."

"...my plans? Wipe my debt completely. Start fresh. I've already applied for housing back with the council - we had a meeting last week. Just waiting on an answer."

"Optimistic.. Is that the word I'm looking for? Excited, nervous, scared. No I'm not scared. I can't wait. I am determined to do it."

"Yeah. I was crying out for help and nobody was helping me."

# Case Study 9 - Tina

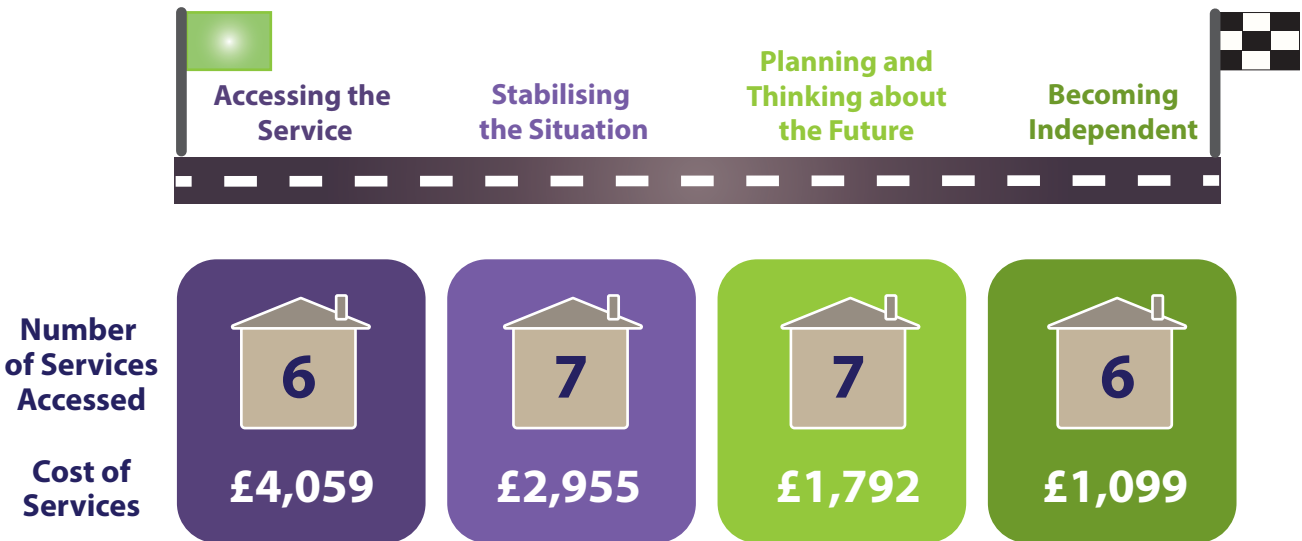
## Support Needs - Domestic Abuse

Tina is a mother of two grown up children and lived for many years with her abusive husband. Even when she was diagnosed with terminal cancer, her husband's attitude didn't change. Tina decided enough was enough and contacted Women's Aid. Tina was offered a house and left her home within a week of the phone call. Since accessing Hafan Cymru's floating support service Tina has found peace of mind and feels safe, whilst undergoing extensive cancer treatments. She draws comfort from her time spent with her daughters and singing in her local church choir. Tina is now going through the process of divorcing her husband and has submitted a housing application for permanent housing.

**Total Cost**  
**£9,906**

**Reduction**  
**73%**

**Social Value**  
**£4.69**



## Tina's Interview Quotes:

"He was a good father, you couldn't fault him. He was good with the kids, he'd go to work, we didn't have to worry and he'd come home and he'd bath them and he would do things with them. But then it just seemed to get worse later on. You know it was just really, really odd."

"When I left I took a lot of stuff with me. Most people just go with the stuff that they're standing in, but I took all my furniture. I paid for it and he wasn't going to have it. So, I was quite lucky in that way".

## Case Study 10 - Lexie

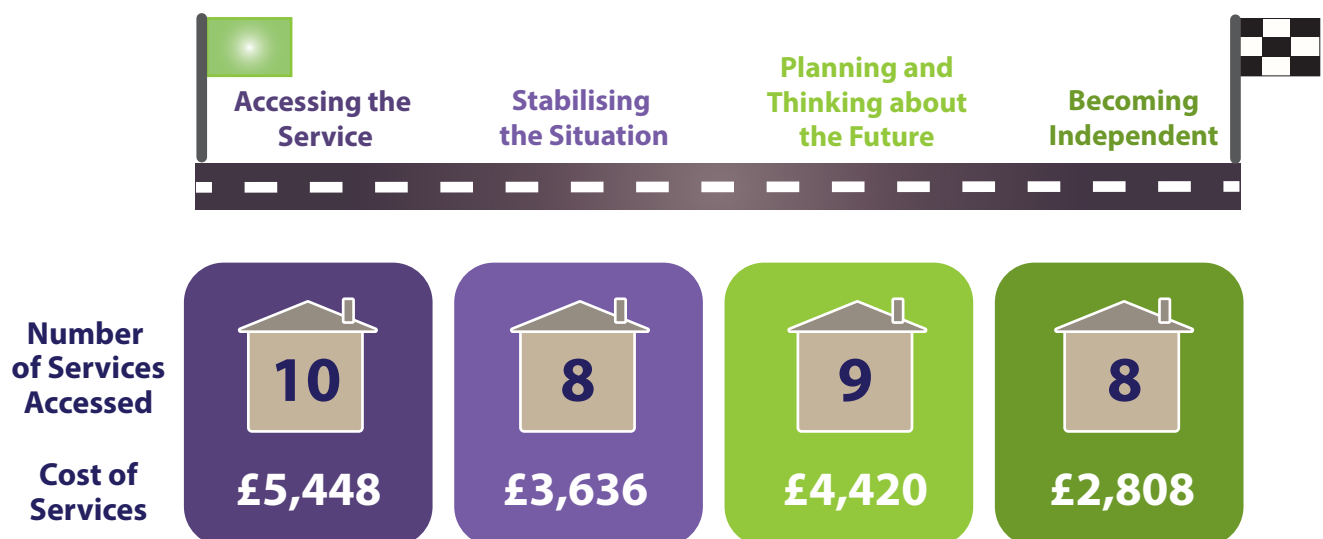
### Support needs - Domestic Abuse, Substance Misuse, & Mental Health

Lexie is a mother of two, with both children in care. She has been drug dependent for many years and has lived a very chaotic life resulting in getting into trouble with the Police and poor mental health. Lexie has moved about a lot, avoiding a violent ex-partner and has lived in a number of women's refuges before securing a flat. Lexie has been receiving our floating support service for the last 18 months. Although she is still drug dependent, she is now in a period of stabilisation and is concentrating on getting her baby girl out of care.

**Total Cost**  
**£16,312**

**Reduction**  
**48%**

**Social Value**  
**£5.10**



### Lexie's Interview Quotes:

"Well (the baby) she's taken off of me so got to work on getting her back now. I remember once my worker come around, I was really ill and didn't have any food or anything and she went and got me a food parcel but she was really good the woman there. She's was only temporary though but she was great, she did help a lot."

"I just can't stop crying. I just can't see like how it's ever going to get better. I think it's like with my Mum dying in November and I can't see my Dad because he's got my son. I just feel like I've lost my whole family."

## Case Study 11 - Nadia

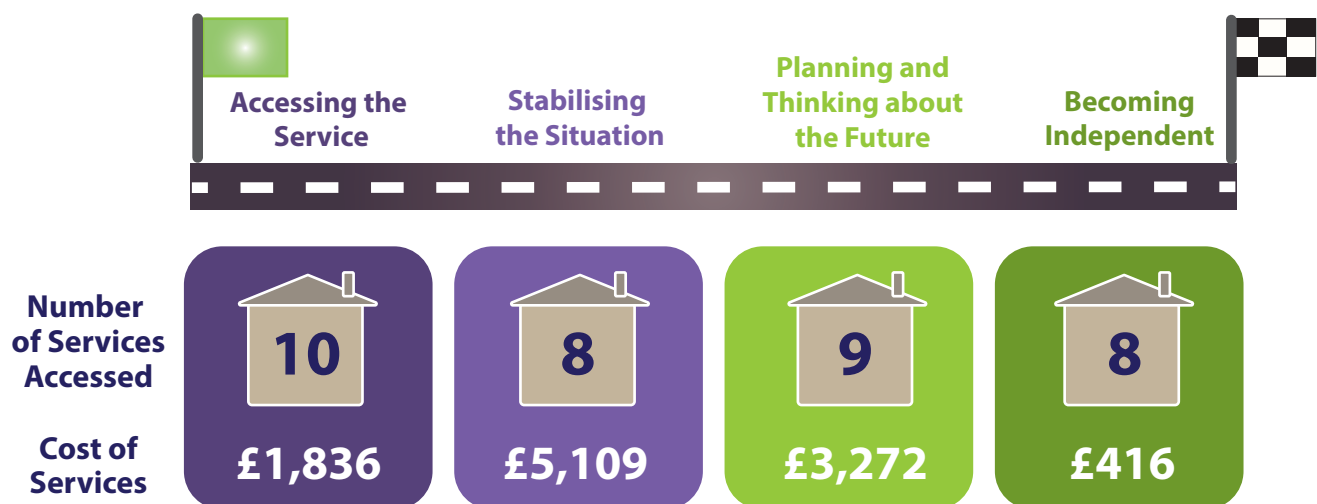
### Support needs - Domestic Abuse, Mental Health

Nadia, a mother of 1, was a victim of both physical and mental abuse. Psychologically she was in a really bad place, had hit rock bottom and was feeling suicidal. She left Newcastle and moved to Wales, but was homeless. She stayed with her mum and through working with Social Services secured a house and began to feel settled. Only then did Nadia realise how unwell she was, struggling with anxiety, depression and PTSD. Nadia has been accessing our floating support service for the last 2 years, she has now rebuilt her life and is managing her debts. She has gained greater independence and her daughter is now settled in school.

**Total Cost**  
**£10,634**

**Reduction**  
**77%**

**Social Value**  
**£1.77**



### Nadia's Interview Quotes

"I was in a really bad place mentally. Everything in my life was settled but all the stuff in my head just wasn't settling. I was at a point where, I was rock bottom really. I was suicidal."

"... I never really had time to think about it all. When I was settled, that's when it all came to the surface. I had the anxiety, the depression. I mean I had symptoms of PTSD."

"...I knew about Hafan Cymru support at this point because my friend had dealt with them in the past and we were talking about how I was feeling and stuff, 'cos she knew how I felt. She explained how Hafan (Cymru) helped her and that's when I thought maybe they could help me too."

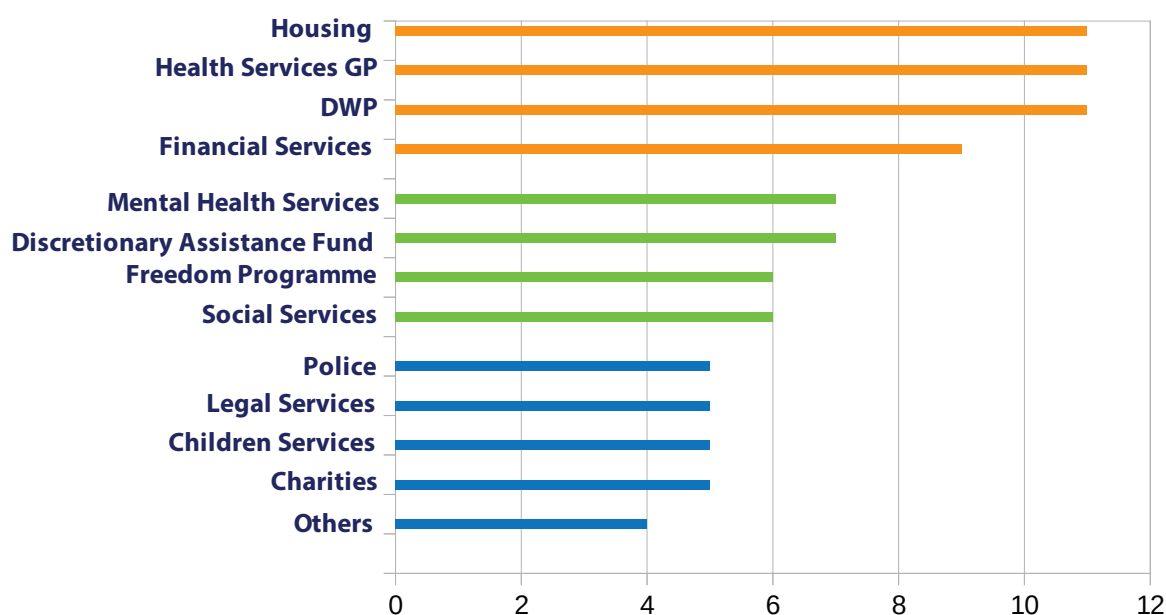
"Nothing glamorous, it's cleaning at the Coastguard. It's an easy job, it's flexible. I can go clock in whenever I want and clock out. I do the two jobs."



# Additional Services Used

Each client used an average of 14 additional services whilst being supported by Hafan Cymru. Figure 5 below shows how many of those interviewed have accessed each service.

**Fig. 5 Number of Clients that Accessed each Additional Service**



**Orange Bars** - all 11 clients accessed Housing Services (unsurprising as we are examining housing related support services), however almost all clients also required both GP Services and DWP/Financial Services - strongly correlating housing issues with health and welfare/benefits, financial or debt issues.

**Green Bars** - over half the clients accessed Mental Health Service, the Freedom Programme (Education for Abuse Issues), DAF (Discretionary Assistance Fund) and Social Services - again indicating a high need for those with housing issues for health and financial assistance and also support with relationships and social issues.

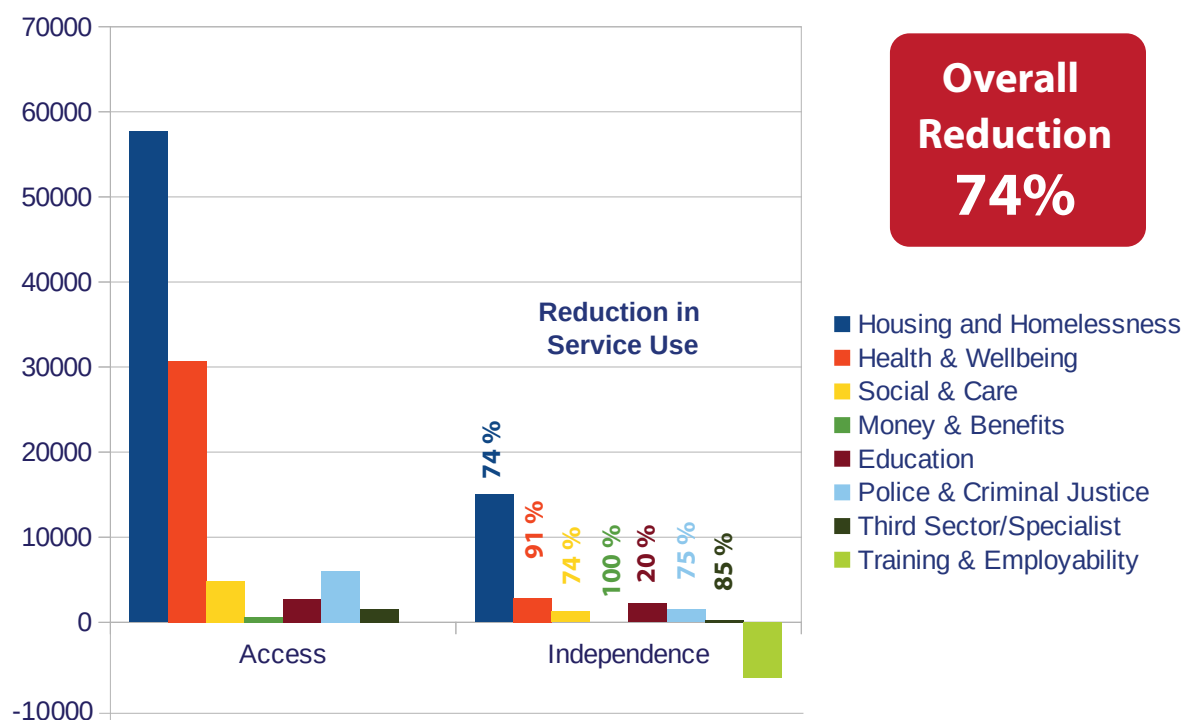
**Blue Bars** - These services were accessed by over 30% of clients, and included the Police, Legal Services and Children's Services as well as **Other** services (below).

## Services listed under 'Others'

Action for Children	Other Domestic Abuse Services	Drug & Alcohol Support (various )
Food Banks	Parenting Programme (HC)	Smart Project (schools)
Refuges	Health Services (Hospital)	Learning providers (Various)
Communities First	TAF (Team Around the Family)	Healthy Eating Programme (HC)
Youth Services	L.A. Children's Services.	Employability Programme (HC)
Probation & Criminal Justice Service	'Managing Money' programme (HC)	

Figure 5 shows the total additional service costs during **Access Stage** (when clients entered Hafan Cymru Support) and **Independence Stage** (when clients exited support).

**Fig. 4 Reduction in Additional Service Use by Service Type**

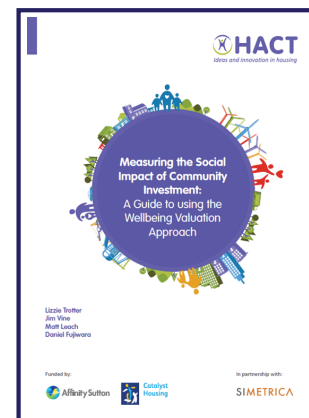


The overall reduction in the cost of additional services was 74%. When divided into different types of service (see key above), reductions were seen in every category except training and employability. We achieved the **greatest cost reduction to Housing & Homelessness and Health & Wellbeing** categories. Notably, cost of Money & Benefits and Education Welfare services reduced to 0% by **Independence Stage**.

In contrast access of **Training & Employability** services **increased in Independence Stage** - consistent with Hafan Cymru's focus on long term sustainability of outcomes and personal development in both **Planning and Independence Stages**.

## Additional Supporting Data

More recently we have conducted another smaller study of social value - this time carried out by Hafan Cymru staff using the WEMWBS Short Scale and the HACT Wellbeing Valuation Approach - with 10 housing-related support clients from Rhondda Cynon Taff. Clients were asked to fill in the WEMWBS Survey at the start and end of a period of support. The values were then fed into the HACT Wellbeing Approach Calculator to generate social impact values.



### Results\*

Budget : Social Impact → **1 : 5.7**  
Net Benefit → **£87,886**

\*This calculator recommends a group size of >25 so these results are preliminary. We are continuing to gather this data set.

This study uses a difference social value bank and measures service user increases in wellbeing instead of reduction in service use. The ratio of **1 : 5.7** generated is close to the **1 : 4.63** ratio produced by the independent study. Similar results from these two different social value measurement tools gives us further confidence that we are approaching a robust estimation of Hafan Cymru's social value.

## Conclusions

Using Hafan Cymru's services reduces our clients' use of other (mainly public) services by 74%, and for every £1 spent there is a social value of £4.63. This is evidenced through the reduction in use of additional services by our clients as they progress through their journey. The value can be seen through the improvement in circumstances reported by clients as well as the impact on the public purse.

Each client has a journey as individual as they are, ranging from 12 weeks to 2 years. This report examines clients who have received an average 20 months' support to achieve positive outcomes for complex, multifaceted issues. The time and individualised support given to each of the clients has been invaluable, with all describing the support they have received from Hafan Cymru as life changing (and life saving in some cases), something far more important than any social value figure can portray.

# References, Data Sources and Assumptions

Costs are modelled from the point of the customer starting their Hafan Cymru support service. The following unit cost were taken from the Welsh Government Family Savings Calculator, a tool devised by the Education and Public Services Group within the Welsh Government. This tool is not an extensive cost benefit analysis or evaluation; it offers a snapshot of the 'savings' that Hafan Cymru's interventions may yield. Inflation has not been considered.

The tool uses a range of documents and other sources for its costings (see below). These sources, often government documents or reports from other organisations, vary in terms of publication date.

<b>1.</b>	<b>Police Call Out</b>	<b>£33 per hour</b>
	<b>Magistrates Court Proceedings</b>	<b>£1317</b>
	<b>Education Welfare Officer</b>	<b>£12 per hour</b>
	<b>Notice of Seeking Possession</b>	<b>£766</b>
	<b>Visit to GP Surgery</b>	<b>£32</b>
	<b>GP Prescription</b>	<b>£39</b>
	<b>Specialist Health Appointment</b>	<b>£104 per appointment</b>
	<b>Social Worker</b>	<b>£39 per hour</b>
	<b>Benefits Advisor</b>	<b>£32 per hour</b>
	<b>Child Taken into Foster Care</b>	<b>£1,898 per month</b>
	<b>Community Parenting Programme</b>	<b>£821</b>

**Food Bank** **£21 per week**

<https://www.trusselltrust.org/get-help/emergency-food/non-food-items/>

Additional costs from Asda website May 2018

**Refuge Costs** **£4409 per person**

<http://www.refuge.org.uk/files/Refuge-SROI-2016.pdf>

2. Monthly visits, 1 visit within 4 week period
3. The calculation will assume 4 weeks for each month e.g. if the client has been accessing a service weekly it will equate to x 4 times
4. Access and Independence are both 4 month long periods
5. Stabilising and Planning are both 6 month long periods
6. Average time with Hafan Cymru 20 months.
7. Hafan Cymru Support Hours (per month) - Daily = 38.2, Weekly = 12.7, Monthly = 3.7
8. Frequency of use rated as: (figures give key to calculation spreadsheet)  
Daily = 6, Weekly = 5, Monthly = 4, Once every 3 months = 3,  
Once every 6 months = 2, Once every 12 months = 1

## Additional Supporting Data

Title: Mental Health and Life Satisfaction: The Relationship between the Warwick Edinburgh Mental Wellbeing Scale and Life Satisfaction

Authors: HACT and Daniel Fujiwara ([www.hact.org.uk](http://www.hact.org.uk) / [www.simetrica.co.uk](http://www.simetrica.co.uk))

Source: [www.hact.org.uk](http://www.hact.org.uk)

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