

ASSIST NI - FOI Reporting request

REPORT DATE 05/04/2024

OASIS Cloud Based Case Management

IT WORKS (SCOTLAND) LTD | 2 GEORGE SQUARE, CASTLE BRAE, DUNFERMLINE, FIFE, KY11 8QF

Report - Total Referrals

ANNUAL	YR 1			YR2		
	ADULT	CHILD	TOTALS	ADULT	CHILD	TOTALS
PSNI Raw referrals received	17,258	1278	18,536	16,219	896	17,115
PSNI Referrals received minus duplicate / multiples	15,424	1186	16,610	14,329	841	15,170
Triaged into ASSIST NI including PSNI, Rowan, MARAC & Self Referrals	6308	897	7205	7,117	653	7,770
	41%	76%	43%	50%	78%	51%
Service offered and accepted	2054	199	2253	1,759	132	1,891
	33%	22%	31%	25%	20%	24%
Contact not established &/or service declined	4254	698	4952	5,324	519	5,843
	67%	78%	69%	75%	80%	76%
Anomaly Qtr to Annual				34	2	36

*Anomalies may feature between this data and the Annual Report data produced by ASSIST NI. This is largely because our systems are live systems and gender may not have been provided at referral, may have been assumed at referral or may have been incorrect at referral and then later in the course of support gender has been confirmed, corrected, altered or the client declined to identify at all.

Annual Data usually also concerns the reporting of those engaged in service not at triage/referral as that demographic information has not been attained by ASSIST, but received from the referring agent.

ADULT REFERRALS

** Anomalies between totals featured here and in the first table are accounted for again because our systems are live systems and gender may not have been provided at referral, assumed at referral or being correct at referral and then later in the course of support, confirmed, corrected, altered or the client declined to identify at all.

Also, because clients may have identified as non-binary, the gender was not asked, the gender was not disclosed and / or may have been presumed by reporting agency but not confirmed by ASSIST. As that data has not been specified as part of the FOI, it has not being shared in line with Data Protection policies at this time.

Report – Triaged into ASSIST

Total number of referrals triaged into service	Yr 1	Yr 2	Yr 3 (to 31.03.24)
Male	938	1386	1138
Female	4451	5578	4275

Report - Referral Outcome

	Yr 1		Yr 2		Yr 3 (to 31.03.24)	
	Male	Female	Male	Female	Male	Female
Total number of referrals accepted	221	1785	106	4423	31	446
Total number of referrals service not achieved	717	2666	1169	773	409	1788
Total number of referrals pending	0	0	0	0	0	0
Total number of referrals waiting list	0	0	0	0	0	0
Contacted remotely – SMS Msging	*	*	111	382	698	2041

Report - Reason service not achieved

	Yr 1		Yr 2		Yr 3 (to 31.03.24)	
	Male	Female	Male	Female	Male	Female
Missing Data	8	15	6	30	4	13
Already active in Assist NI Project	16	264	11	259	2	107
Counter Allegation	*	*	28	28	77	80
Duplicate referral	*	*	15	123	45	318

Historical Case	19	13	89	95	45	114
Incorrect contact details on referral	47	134	78	251	45	127
Insufficient capacity in service	*	*	154	325	50	93
Already Pending	*	*	*	*	3	13
Not Qualifying (no CJ process)	*	*	*	*	6	44
Unable to contact – no AA	*	*	*	*	2	0
Other	122	289	83	314	37	154
Referred to another agency	6	34	6	40	1	12
Unable to contact victim	255	987	307	1193	52	402
Victim declines Advocacy support	244	930	392	1383	40	311

*Denotes category not measured during that period.

CHILDREN & YOUNG PEOPLE REFERRALS

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Also, because clients may have identified as non-binary, the gender was not asked, the gender was not disclosed and or may have been presumed by reporting agency but not confirmed by ASSIST. As that data has not been specified as part of the FOI and it has not being shared in line with Data Protection policies at this time.

Report – Triaged into ASSIST

Total number of referrals triaged into service	Yr 1	Yr 2	Yr 3 (to 31.03.24)
Male	101	182	32
Female	426	421	126

Report - Referral Outcome

	Yr 1		Yr 2		Yr 3 (to 31.03.24)	
	Male	Female	Male	Female	Male	Female
Total number of referrals accepted	25	167	32	99	3	13

Total number of referrals service not achieved	76	259	150	322	13	67
Total number of referrals pending	0	0	0	0	0	0
Total number of referrals waiting list	0	0	0	0	0	1
Contacted remotely – SMS Msging	*	*	*	*	16	45

Report - Reason service not achieved

	Yr 1		Yr 2		Yr 3 (to 31.03.24)	
	Male	Female	Male	Female	Male	Female
Missing Data	0	1	3	8	0	0
Already active in Assist NI Project	0	15	2	11	0	1
Counter Allegation	*	*	1	1	1	2
Duplicate referral	*	*	3	2	1	6
Historical Case	*	*	0	1	0	3
Incorrect contact details on referral	40	108	25	73	3	12
Insufficient capacity in service	*	*	7	4	4	3
Already Pending	*	*	*	*	0	1
Not Qualifying (no CJ process)	*	*	*	*	0	1
Unable to contact – no AA	*	*	*	*	0	2
Other	4	13	12	59	2	14
Referred to another agency	1	3	2	3	0	1
Unable to contact victim	10	75	36	84	1	10
Victim declines Advocacy support	21	44	56	75	1	11

*Denotes category not measured during that period.