

DEARNE AREA COUNCIL

Performance Report

January 2018-March 2018



INTRODUCTION

Dearne Area Council Priorities



Table 1 below shows the Providers that have been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the Dearne Area Council.

Service	Provider	Contract Value/length	Contract end date
Environmental enforcement	Kingdom security	£31,000 per annum	Funded until end of March 2019
Private Sector Housing Enforcement	BMBC	£38,061 per annum	Funded until end of March 2019
Environmental, volunteering and education service	Twiggs	£75,000 per annum	Funded until end of March 2019

PART A - OVERVIEW OF PERFORMANCE

The Dearne Area Council commissions also contribute to the Councils overall priorities of thriving vibrant economy, stronger resilient communities and citizens achieving their potential. The achievement of the outcomes which includes the figures from the Dearne Development fund are listed in table's below:

*the targets below also include the statistics from the Dearne Development Fund

Thriving and Vibrant Economy

Outcome Indicators	Yr Target	Quarter	Cumulative
No. of FTE jobs created and recruited to	11	7	17
No. of PT/sessional jobs created and recruited to	9	6	16
No. of apprentice and placement created and recruited to	7	0	10
No. of group/service match funded	6	9	23
Local spend (average across all contracts)	90%	90%	

Stronger resilient communities

Outcome Indicators	Yr Target	Quarter	Cumulative
No. of people engaged in volunteering	790	113	773
No. of new volunteers	100	120	209
No of community groups supported (Twiggs)	60	16	94
No. of volunteer opportunities through commissions	284	89	280
No. of local business involvement	25	7	30

Citizens achieving their potential

Outcome Indicators	Yr Target	Quarter	Cumulative
No. residents achieving qualification	40	20	63
No. education in schools	4	1	17
No. of residents receiving benefit/debt advice services	400	122	402
No. of young people pre mental health service	40	13	40

* not all monitoring information was submitted at this point for applicants of the Dearne Development Fund

PART B - SUMMARY PERFORMANCE MANAGEMENT

REPORT FOR EACH SERVICE

The below commissioned services, projects and groups paid for from Dearne Area Council's finances are based on the Dearne area priorities but also contribute towards meeting Communities' Public Health Outcomes and to Barnsley Council's 2020 vision of :

- Create more and better jobs and good business growth
- Increase skills to get more people working
- Create more and better housing
- Every child attends school and is successful in learning and work
- Reducing demand through improving access to early help
- Children are safe from harm
- People are healthier, happier, independent and active

At present, two contracts and one Service Level Agreement (SLA) with BMBC have formally completed their contract monitoring/contract management reporting. The following tables therefore reflect the overview of performance of **three contracts**.

(1)KINGDOM

Kingdom environmental enforcement service quarter 4 report submitted on 23th April 2018		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
Environment	Outcome indicator targets met	
	Social value targets met	
Improving Health	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	
Young people		

*Reports were not received on the date set and subsequently the re scheduled meeting had to be delayed. Patrol hours are also down for the previous quarter this will be discussed at the next monitoring meeting

Environment: Enforcement- Kingdom

Performance Indicator	Yr Target	Q3	Cumulative
Patrol Hours completed	1476	412	1300
No of litter and dog fouling operations	8	2	8
No of litter and dog fouling FPNs issued	-	27	129
No of parking PCNs issued	-	0	237
Income this quarter		£745	£4205
Local spend	85%	85%	

During quarter four 27 fixed penalty notices (FPN's) have been issued in the area. All of these were in relation to littering. The Dearne Area is contracted to 1 x officer, this equates to 472.5 hours over this three months of the Contract, achieved is 412 Patrol hours which is 87% Contracted hours.

The Officers concentrate their patrols around intelligence led information from the tasking process and also from complaints on the street, from the community at large. There has been a definite mark up to date this quarter regarding complaints. Operations are ongoing and all areas continue to be patrolled. Kingdom has seen an increase, throughout the Borough, of persons complaining of individuals throwing litter from vehicles. This is probably born from the change in legislation. Kingdom offer on the first instance an FPN armed with a statement from the witness and allow the individual to discharge their liability rather than have us compile a file for prosecution at court.

To date offenders have paid prior to attending, pleaded guilty prior to court or have been found guilty at court. There has been a 99% success rate at court. However we are unable to pursue all offenders whom fail to pay due to court space allocated to Barnsley offenders. This is a growing concern.

The Revenue Raised thus far from FPN's (Fouling and Littering) for this quarter is £745.00p.

As of the 1st April FPNs for littering will be increased to £100.00

	Littering	Dog Fouling	Parking	Total
Quarter 1	27	7	100	134
Quarter 2	32	3	120	155
Quarter 3	32	1	17	50
Quarter 4	27	0	0	27

Highgate / Gosling Gate. Police / PCSO Operation Officers have been tasked to join in a multi-agency approach due to the amount of litter by possibly one or two individuals and regarding complaints from residents. The problem seems to have gone for now but no doubt will raise its head again. There has been a lot of praise from those who live in the immediate vicinity. 4 x FPNs have been issued and one of which was from a statement produced from a local witness.

Dog fouling operations have been conducted in the Dearne area Goldthorpe Park, Phoenix Park, Barrowfield, Lindley Road and Thurnscoe Bridge Lane. These have been Hot spots identified by the wider community from forums and from Ward meetings. The team received great feedback from members of the public using these areas but unfortunately No FPNs were issued

‘Litter Picking’ days

For those juveniles (1) within the Dearne Area community litterpicks have been completed in January February and March at Milton Ponds Hoyland There are 2 juvenile who have committed the offence in the Dearne area to cater for. The next Community Litter pick is on 5th May at County Way where 31 have been invited. The juvenile will be subjected to this by agreement of the Parent / Guardian. These days will be overseen by Kingdom Staff. Juveniles have attended from this area and have been both beneficial to the Juvenile, Parent and Staff who attend. There is one Juvenile left on the books to cater for after the above ‘Litter Picks’

Previous year’s figures

	Littering	Dog Fouling	Parking	Total
Year 1 Aug 2014 -Mar 2015	248	16	47	311
Year 2 Apr 2015- Mar 2016	326	51	95	472
Year 3 Apr 2016- Mar 2017	238	24	84	346
Year 4 Apr 2017- Mar 2018	118	11	137	266

***Kingdom contribution to Public Health Outcomes**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.04	First time entrants to the youth justice system
1.16	Utilising outdoor space for exercise and health reasons

(2)Housing and migration

Housing and migration quarter 4 report submitted on the 16 th April 2018		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
Environment	Outcome indicator targets met	
	Social value targets met	
Improving Health	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

*Although it appears in the RAG rating that some of the quarterly outcomes have not been met, the post was vacant for two months of the quarter. That said the service have done really well in meeting all of the annual targets. The only annual target that has not been met was in relation to the campaigns undertaken; again this would have been met if it did not have to be cancelled due to bad weather.

Environment: Housing and migration-BMBC

Performance Indicator	Yr Target	Q4	Cumulative
Initial contacts	600	23	628
Vulnerable households identified	40	5	54
Property inspections	48	14	110
People sign posted to other services	32	1	50
Community clean ups	4	2	4
Campaigns	4	2	3
Local spend	90%	90%	90%

During the months January to March 2018 (taking into consideration much of this time the post was vacant) 23 complaints, queries and requests for service, advice and referrals. These include advice etc. given to other agencies including South Yorkshire Police. Some of these were dealt on an informal basis, either speaking to the tenant/occupier or just sending a general advice letter; others went to more formal action. All cases closed within Quarter 4 are recorded as having a successful outcome.

Housing Disrepair.

I dealt with 1 housing issue within Quarter 4. This was due to rats in the property.

Waste on Premises.

I received and dealt with 7 Waste on Premises within Quarter 4. Tenants spoken to or informal waste letter was sent asking them to remove the waste within 14 days. Of these 7 complied, 4 had a CPN Written Warning, 3 complied. I am working with the Landlord in the final case as the property is empty and the garden is being used to dump waste and 3 were given some support by issuing a bulky items flyer,

Bins.

7 contaminated bins were found during routine proactive visits within Quarter 4. 7 referrals made (attaching photographs) to Waste Management requesting removal.

Fly tipping.

In total 8 fly tipping cases were found during routine proactive visits within Quarter 4. Where items of waste have been fly tipped and no evidence has been found, email sent to Neighbourhood Services along with photographic evidence requesting the waste to be removed. 8 referrals made (attaching photographs) to Neighbourhood Services.

Case Study 1.

"I took part in an operation in conjunction with SYP to aid in the improvement of the areas around Gosling Gate Road and Charles Street I visited a property where the tenants were very defensive and refused to let anyone inside the property. I introduced myself and spoke to the (through the window) about my role. They had a double mattress in the back garden which they were struggling to dispose of due to lack of funds. I gave them a bulky items flyer and they assured me that they would dispose of the mattress using the service rather than getting a 'friend' to dispose of it on their behalf.

Following the initial conversation one of my colleges that was with me was approached in the street and was informed that there was now an issue with rats in the property. I spoke in length to the tenant on the phone and although she seemed reluctant I made an appointment to visit the property. However within half an hour the tenant rang me back and cancelled the appointment say that she had contacted the agent and they were going to deal with the issues that day. I asked that she contact me to keep me updated. I was contacted a few days later by the tenant and informed that nothing had been done. I visited the agent and spoke to them about the seriousness of the issues and there was a young baby in the property. The agent said that they would contact the tenant and arrange for something to be done."

I followed up on this case a week later. I visited the property and was invited in to 'have a look' I believe that this wouldn't have been possible without making my presence known and working with and strengthening my relationship with tenants from within the community. The tenants were very happy that the issue had been resolved and said that they would be happy to approach me with any other issues that they may have in the future and also pass on my contact details to friends and family.

Letters delivered regarding fly tipping/littering.

My contact details were included as part of the information pack that was delivered to all tenants on Gosling Gate Road and Charles Street as part of a joint operation with SYP.

Added value

Attended the Landlord and Other Agencies Meetings. Guest speakers are also invited to the meeting. This gives us the opportunity to liaise with the Landlords and update them on the work we are carrying out in the community. This meeting also gives Landlords the opportunity to pass on any concerns or complaints they may have.

Attend the Railway Embankment Meeting. Discuss current project on turning the area into a place for the community to enjoy. Including taking part on a tidy up on the Railway embankment

Attend Dearne Environmental Steering Group. Environmental issues in the Dearne are discussed. Complaints and referrals are picked up at these meetings i.e. fly tipping, untidy gardens. Feedback is also given as to what work has been carried out in the area i.e. prosecutions.

I have also introduced myself to a number of other services in the area. I.e. Salvation Army, South Yorkshire Credit Union, The Company Shop and a number of local businesses in the area.

I have also worked alongside other professionals from outside services to help resolve any issues that have arisen and been reported. This has allowed me to build on a number of working relationships that will be positive with in my role.

I have had two 'walk about sessions' with Councillor May Noble in Bolton upon Dearne and Councillor Pauline Phillips in Thurnscoe this helped me be aware on problem areas and become familiar with the areas in which I will be working.

***Housing contribution to Public Health Outcomes**

Improving the wider determinants of health
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.

1.01	Children in low income families
1.15	Statutory homelessness
1.17	Fuel poverty
Health improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.08	Emotional wellbeing of looked after children

(3) TWIGGS

Twiggs environmental, education and volunteer service quarter 4 report submitted on the 9th April 2018		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting	
Skills and learning for work		
	Milestones achieved	
Environment	Outcome indicator targets met	
	Social value targets met	
Improving Health	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	
Young People		

Environment: Clean and Tidy -Twiggs

Performance Indicator	Yr Target	Q4	Cumulative
Twiggs social action events	10	25	113
Community groups supported	60	16	94
Areas adopted by residents	8	2	8
Volunteers recruited to Twiggs events	48	63	249
Local business engagement	25	7	30
Restorative justice sessions	4	0	5
Local spend	90%	95%	95%

There are no issues with this contract they continue to hit the targets set. During Q4 there was a change in staffing but this as not impacted on their figures. The area manager and Twiggs met for a contract meeting during April and increased the figures for the 2018/19 finaicial year.

The team have worked with 16 established groups and 7 local businesses, including the COOP Dearne Hall care home and the snack van. They have recruited 63 volunteers to Twiggs social action events with 19 of those being new to the service.

The team arranged social action events based on areas of concern which members and residents had reported. They worked in Highgate, Furlong Road, Mansion Park,

Bolton brick ponds, Thurnscoe res, Goldthorpe alleyways and Barrowfeild Road to name a few.

The team will be working with Carrfield and Goldthorpe Primary Schools around planting and making bird boxes for the embankment project. During the heavy snow fall the team were very proactive in that they worked with a local volunteer in order to grit the roads of those most vunrable. The team also want to carry out some lunch time litter picks for the local businesses that want to get involved in keeping the area clean.



***TWIGGS contribution to Public Health Outcomes**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.04	First time entrants to the youth justice system
1.16	Utilising outdoor space for exercise and health reasons
Health Improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.13	Proportion of physically active and inactive adults
2.23	Self-reported well being

PART C- Dearne Development Fund

Dearne Development Fund 2017/18

Projects approved on the 4th of September and 21st of March 2018. The starting balance for these projects was £81,827. The panel have approved twelve applications and overspent by £3,405.90, which will come out of the 2018/19 approved allocation. Therefore for the 2018/19 financial year the panel have £61,594.10 remaining to spend on Dearne Area Council priorities.

*Reports are only available for the projects that have already started

SERVICE	PRIORITY	PROJECT TITLE	COST	START	END	Reports
CAB	Improving Health	Dearne area financial inclusion outreach project	£9,974	Oct 2017	Oct 2018	
Dial Drop in	Improving Health improving the economy	Dearne drop in advice	£6,175	Jan 2018	Dec 2019	Report included 14/5/2018
Dearne and District football club	Young people improving health	Seating and stands	£5,400	Nov 2017	April 2018	Report included at 14/5/2018
Big Local	Young people	Houghton Road community gardens	£3,085	Oct 2017	Nov 2017	
Goldthorpe Development Group	Improving health	In your prime get together	£4,000	Dec 2017	Jan 2018	Report included 14/5/2018
Fused imagination	Young people	Goldthorpe centre for learning and creating arts	£14,586	Oct 2017	April 2018	Report included 14/5/2018
TADS	Improving health	Dearne well-being intervention	£2,690	Oct 2017	April 2018	
Reds in the community	Young people	Premier league Kicks programme	£7,672	November 2017	June 2018	
Dearne Electronic community village	Skills and learning for work	Employability project	£14,800	Nov 2017	June 2018	Report included 14/5/2018
Dearne Playhouse	All five priorities	LED lighting	£9780.38	Jan 2018	Jan 2018	Report included 14/5/2018

TADS	Health and Young people	Young people's well-being project	£7548.82	April 2018	March 2019	
Bolton on Dearne Ex service men's club	Health	defibrillator	£1,301.70	April 2018	April 2018	

Dial

During this quarter the project delivered 13 sessions at Goldthorpe Library to 66 residents. Actual Benefit gain to date: £34,759 - for every £1 invested by the DDF the project has brought £22 into the area.

Issue	Specific Issue	No of Enquiries
Benefit Appeals	Appeal Preparation DLA	1
	Appeal Preparation ESA	1
	Appeal Preparation PIP	2
	Mandatory Reconsideration ESA	3
	Mandatory Reconsideration PIP	3
	SSCS1 ESA	2
	SSCS1 PIP	5
Total		17

Issue	Specific Issue	No of Enquiries
	Attendance Allowance	8
	Benefit Check	9
	Carers Allowance	1
	Disability Living Allowance Child	1
	Employment and Support Allowance	13
	Industrial Injuries Disablement Benefit	1
	Personal Independence Payment	14
Total		47

Issue	Specific Issue	No of Enquiries
Disability Information	Bus/Rail Pass	2
Total		2

Dearne and District Football Club

The funding provided, which has enabled the group to create dug outs and provide an accessible path at Kingsmark way pitch. Work is still ongoing, whether its painting the containers, and extending the path / level area at the ground, however progress slowed down a bit on groundworks over the winter due to the awful weather conditions!

The works carried out so far have meant that the pitch is now accessible to all spectators, which proved invaluable at a recent charity match that they hosted, wheelchair users and children in buggies were able to go and watch their families. The dug outs have proved very popular throughout the horrible weather in the winter with great feedback from all visiting teams, helping the group raise the profile of the club and area in a positive way.



Dearne Electronic Community Village

The project started on the 13th November 2017. Since then I have enrolled 63 learners. All learners attend a minimum of 3 hours per week for 25+ weeks. All learners are enrolled onto the OCR ICT (Entry 3) Award qualification and also the Learn My Way online course (UK Online/Tinder Foundation) and the Life & Living Skills Qualification, again, accredited by OCR. All learners are on course to complete and achieve the OCR qualification (60+ learners by July 2018).

14 Learners have gained employment through my sessions since November 2017 to present (April 2018)

1x SP – Future Carers programme – Contract type not yet known
1x WL – Warehouse/Order Picker – Fulltime Position
1x AB – Retail Fulltime (The Range Barnsley) - Fulltime
1x LE – Kitchen Assistant in Care Home (Runwood Homes) 20 hrs pw
1x PD – Bar Person – Pastures Lodge, Mexborough – FT position
1x PT – Retail – Wilco (Cortonwood) – 12 hrs per week
1x MB – Superdrug Pharmacist (Barnsley) (Fulltime)
1x CP – Cleaner – Tesco (Bolton) – Parttime
1x MH – Post Office – Vanguard Staffing – Mail Sorter - Parttime
1x LD – Company Care – Care Assistant – 30 hrs per week
1x DC – Next Distribution Centre – Full Time
1x PB – Accountant – Fulltime – 40hrs
1x PC – Laborer – ZND – Fulltime – 40hrs
1x SL – Care Assistant – Community Support) BMBC – 10hrs Part time

All learners are unemployed (Universal Credit) and transferring many from Jobseekers to UC. Some learners are on ESA / PiP. The rise in the number of learners attending with learning difficulties and many who have been taken off ESA onto JSA or Universal Credit (some current learners are fighting appeals) continues. Many of these are long term unemployed with health problems and suffer financial hardship, particularly if awaiting an appeal decision. Many learners are also around 60+ and feel they have nothing to offer the job market. There is a rise in learners with mental health issues, usually linked to being out of work and financial worries. These are the most challenging to work with.

Quite a few of the learners are struggling with rent and council tax arrears. These tend to be the people new to Universal Credit who are awaiting their first payments, although this problem seems to be improving. At least 3 learners have recently been sanctioned for up to 3 months. These are new learners to the course who didn't have the relevant computer skills to log in and check their UC accounts.

The partnership with the jobcentre is still working very well for referral's (Over 80% of referrals are from the local job centre), with referral figures going up slightly since the

last report. Others are from Coalfields Regeneration Trust, Salvation Army and the Library. Rory has already set up links with Richard Jones' replacement from CRT (Louise Jackson) and we have started working together with clients + workers from the DWP who are using Thurnscoe Library for outreach two days per week.

"Melanie started sessions with me in January 2017 (Along with Husband Paul). Although Paul's requirements were much simpler (he only needed a CV and has worked many years as an accountant) Melanie needed an ICT skills refresh, CV, Cover Letter, Jobsite registrations, Online jobsearch skills and applications sessions. Melanie hadn't worked in over 15 years due to being a fulltime mum to 3 boys. She had worked previously in a lighting retail store so had knowledge of retail. Melanie had also been busy running a local football team for children so this formed the basis for our CV. Despite being initially nervous about the prospect of working again we completed the CV and signed up to as many sites as possible. We would be about average around 5 applications per session. Melanie also completed the computer course.

Within a few weeks Melanie had already gained the qualification and had her first interview at Superdrug in Barnsley (Pharmacy). We worked on mock interviews and looked at information about the company online. Melanie did really well at the interview and was offered the position. Well done Mel! Melanie is now 1 month into the job and doing really well with her pharmacy training. I always keep in touch with learners to see how they are getting on with any employment when they leave DECV"

Goldthorpe Development Group

	January	Feb	March
People attending event	71	75	76
Providers attending events	1	2	0
Volunteers	9	11	8
New volunteers	0	0	0
Referrals on to other services	0	0	0
Case studies	0	0	0

Fused imagination

Fused imagination applied for monies from the Dearne Development Fund in order to work in partnership with the playhouse and bring life back to the closed COOP building on the High Street.

Futures dates

Workshops \ Youth Sessions

April | 28th

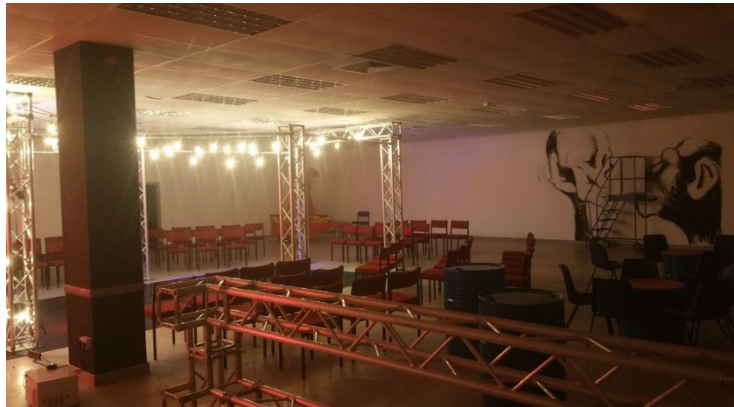
May | 5th | 12th | 19th | 26th

June | 2nd | 9th | 16th | 23rd

July | 7th | 14th | 21st |

Rehearsals: Treasure and Islands

July | 23rd | 24th | 25th | 26th



Dearne Playhouse

They received almost 10k worth of funding from the Dearne Area Council Development Fund in order to replace some of the old stage lighting to new LED energy efficient lighting. These lights are used in the productions and shows at the Playhouse so they are used almost daily and for long periods of time. The old lights electric usage was enormous and lead to having significant electric bills. The new lights will save us up to 70% on our electric usage for lighting. The savings made will ultimately allow them to save money every month. With the savings they aim to do more community based projects working with the elderly and young people. The savings made will also help them to do badly needed repairs and maintenance to the building and replace new equipment when needed. This funding will make a massive difference to the Dearne Playhouse and along with other funding, will help them become sustainable and safeguard the building for future generations.

TADS

During the last quarter TADS engaged with five young people from Dearne ALC and eight from the local primary schools. They also put on sessions at the Salvation Army in order to work with local families. The team continue to provide complimentary therapies and are receiving referrals from both schools and GPs.

CAB

This project began on Wednesday 4th October 2017 and during that time CAB have seen a total of 109 client contacts. The project continues to be delivered from two rooms at Goldthorpe Library by two qualified advisers – one generalist and one debt specialist. During this quarter (January – March 2018) they have delivered 11 x 3.5

hour outreaches and made a total of 56 client contacts. (38 for the generalist and 18 for the debt adviser)

Clients access this advice service for support with a variety of different issues, but the most common issues that clients came to the outreach to seek help with are debt and benefits. As with all of CAB outreach services they are seeing an increasing number of clients attending the drop-in for help with form filling.

This quarter the generalist adviser has assisted clients to claim £57,294 of additional benefits, bringing the YTD total to £77,769. The largest outcome for one client was £21,095

Since January the debt specialist has negotiated a total of 11 financial settlements on behalf of the clients she has worked with and helped them manage £50,525 of problem debt.

Case Study 1

Client and partner have split up and client has moved out of the family property and moved into a private rented property. Client has 4 children all aged under 18 who will be moving with them. Client came to outreach to enquire whether there were any benefits available to claim.

Client is working and gets an income of £123 per week and Child Benefit of £61.80 per week. The private rented property has 3 bedrooms and the rent is £121.15 per week. Informed the client they will have to claim under the old benefit system and not Universal Credit because they have more than 2 children.

Client is entitled to claim the following support: Tax Credits: £300.02 per week, Housing Benefit: £95.01 per week, Council Tax Reduction: £10.65 per week – which is an additional benefit gain of £21,095.36 per year.

With the client's income from employment and the existing child benefit this will bring the client's total weekly income to £590.48 per week.

Client was told to inform Child Benefit of the change of circumstances but this will not affect the amount that they receive. Client was given information on how to claim Child & Working Tax Credits, Housing Benefit and Council Tax Support.

Client stated that they were confident enough to fill in the local authority online forms themselves and said they would try to complete the Tax Credits paper form but will return to Citizens Advice Barnsley if they required further assistance.

Case Study 2

Clients are married, and live together in private rented property with their 4 dependent children. Clients are both unemployed, as they are unable to work due to caring for 2 disabled children.

The household income is made up of Income Support, Child Tax Credit, Carers Allowance, Housing Benefit, Council Tax support, and Disability Living Allowance (received for one of the children).

Clients have priority and non-priority debts, and were struggling to make arrangements with their creditors. They were feeling very stressed about the situation, and the constant letters and phone calls from creditors was making them feel low. They were also being visited by bailiffs.

The clients stated they were only receiving DLA for one of their Disabled children. They explained they had made an application over 12 months ago, but it was declined, they did not appeal.

The clients were advised to make a new application for DLA, as their child's condition had deteriorated. As they said they would struggle to complete the application, we advised that they contact DIAL at Goldthorpe Library for assistance in completing the application.

We discussed the clients' income and expenditure in detail and found they were spending large amounts of money on fuel and car costs, mostly due to the numerous hospital visits. The clients' car was quite old, and not economical, and they were spending lots of money having it repaired.

The clients were advised that if their application for DLA was successful, and they receive the high rate of mobility, they could apply for a motability car, which would likely be more economical than their current car, and they would not have to worry about repairs etc, as this is all included in the cost.

Outcomes:

After discussing their debt management options, clients opted for payment arrangements with their creditors. The clients were eligible for a Debt Relief Order, but did not choose this option, but were advised that they could always change their mind in the future.

The majority of clients' creditors accepted their payment proposals, including Jacobs Bailiffs. We are currently waiting for some creditors to respond.

The DLA application is currently in process.

The clients feel relief at having arrangements with creditors in place, and no longer being constantly contacted by their creditors.