

## Public Document Pack

<b>MEETING:</b>	South Area Council
<b>DATE:</b>	Friday, 19 February 2016
<b>TIME:</b>	10.00 am
<b>VENUE:</b>	Meeting Room, Wombwell Library

### AGENDA

- 4 One Stop Shop Presentation (*Pages 3 - 20*)

To: Chair and Members of South Area Council:-

Councillors Stowe (Chair), Andrews BEM, Coates, Dures, Franklin, Frost, Lamb, Markham, Morgan, Saunders, Shepherd and R. Wraith

Area Council Support Officers:

Michael Potter, South Area Council Senior Management Link Officer  
Kate Faulkes, South Area Council Manager  
Peter Mirfin, Council Governance Officer  
Phil Hollingsworth, Lead Locality Officer

Please contact Peter Mirfin on 01226 773147 or email [governance@barnsley.gov.uk](mailto:governance@barnsley.gov.uk)

Thursday, 11 February 2016

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# South Area Council Outreach Advice

## South Area Council

Darfield, Hoyland Milton, Rockingham, Wombwell



citizens  
advice

Barnsley

February 2016

# Project Aim

- To provide the residents and those employed in the South Area Wards, local access to free, independent, confidential and impartial advice
- Delivered through a number of drop-in outreach advice sessions staffed by Citizens Advice Barnsley and BMBC Welfare Rights Unit

# Project Funding

- The project is funded by the South Area Council, to provide direct support to the constituents of these wards
- The current project started in June 2014 and is funded until March 2017

# About The Project

- The project has been designed so that no matter what issues the client attends the advice sessions with, one of the advisers will be able to assist them
- Where a client needs further support, we are able to signpost and refer to other specialist agencies

# What we've achieved...

- An outstanding working relationship between Zoe and Phil which has merged into an efficient team spirit, assisted and supported by the council's South Area local officers
- Excellent financial and socio-economic outcomes for your constituents. Examples of these are:

# Client Contacts

Between June 2014 and January 2016 how many clients have we assisted?

1,425

client contacts



# Main Issues

Between June 2014 and January 2016 what were the top 3 issues that we assisted clients with?

BENEFITS  
DEBT  
LEGAL

# Debt Managed

Between June 2014 and January 2016 how many £'s of debt was managed?

£1,037,000

# Homelessness Averted

Between June 2014 and January 2016 how many cases of homelessness were averted?

36

# Benefit Gains

Between June 2014 and January 2016 how many additional £'s of additional benefit income is available to clients as a result of our advice?

£1,111,000

# Return on Investment

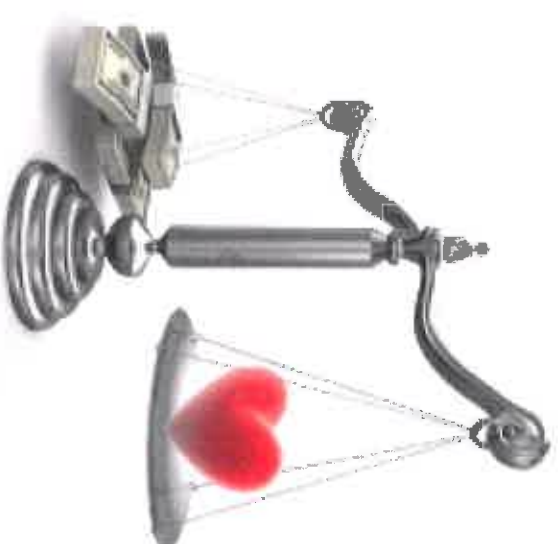
The additional benefit gains that have been generated for clients between June 2014 and January 2016 result in a direct return on investment of

£16

per £ invested

# Social Return on Investment Analysis (SROI)

- Measures the impact of activities on people's lives & communities
- Picks up on impact & value which £ and p may miss!
- 'One Stop Shop' was one of 6 Area Council projects analysed
- This reflects the excellent 'fit' between the way the project operates and the local needs it meets
- Shows that using good quality local data can develop projects which bring back high levels of value into the community



# Social Return on Investment

The SROI for this project produced a figure of:

£28.81

per £ invested

(This is extremely high – the average is £4-5)

# Impact of Advice

What percentage of clients feel 'much better' after seeing the adviser?

CAB = 81%

Welfare Rights = 89%



# Some Interesting Facts

- 39% of clients visiting the outreach work at least 16 hours per week
- 19% of the clients that came to drop-in were retirees
- Only 10% of all the clients we have seen are unemployed

# Client feedback...

Would like to keep an advice centre in our area because it is easier to get to when you need advice

The service was very helpful and pointed me in the right direction to solve my problems

Really glad someone was there to talk to face to face - it really means a lot just to talk your problems through.

As I suffer from anxiety and depression, it is comforting knowing that this service in my own village and also very comforting to see a friendly face when I get there

# **Case Studies and Further Information**

# Any Questions?

If you have any questions, please speak to:

Citizens Advice Barnsley - David Andy

[david.andy@barnsleycab.org.uk](mailto:david.andy@barnsleycab.org.uk)

01226 209904

Welfare Rights - Michelle Kaye

[michellekaye@barnsley.gov.uk](mailto:michellekaye@barnsley.gov.uk)

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