

Public Document Pack



MEETING:	South Area Council
DATE:	Friday, 12 April 2019
TIME:	10.00 am
VENUE:	Meeting Room - The Hoyland Centre

SUPPLEMENTARY AGENDA

5 Advice Services update - CAB (Sac.12.04.2019/5) *(Pages 3 - 16)*

To: Chair and Members of South Area Council

Area Council Support Officers:

Diane Lee, South Area Council Senior Management Link Officer
Lisa Lyon, South Area Council Manager
Kate Faulkes, Head of Service, Stronger Communities
Peter Mirfin, Council Governance Officer

Please contact Peter Mirfin on or email governance@barnsley.gov.uk

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South Area Council

Community Outreach Project

Project 2, Year 2
1st July 2018 – 31st March 2019

Project Overview (1)

- Current Project started in July 2017
- This project delivered solely by Citizens Advice
(Project 1 was delivered as joint working with BMBC Welfare Rights)
- The service delivers Generalist and Specialist Benefit advice to residents and workers of Rockingham, Hoyland, Darfield and Wombwell Wards

Project Overview (2)

- Drop-in services take place four times a week in community venues
- The service is delivered from Hoyland and Wombwell Libraries, as well as Darfield Family Centre
- In addition a twice monthly appointment service is offered for clients that require more in-depth support and assistance with form filling

YTD: Client Numbers

- So far this year, the project has assisted **840** unique clients and made a total of **1,010** client contacts
- The service has supported **508** clients that are classed as vulnerable



YTD: Financial Outcomes

- Year to date the project has helped clients claim **£1,683,803** of additional welfare benefits
- Year to date the project has helped clients manage **£283,250** of debt



YTD: Additional Statistics

Year to date the WR adviser has assisted clients with **123** mandatory reconsiderations and appeals

(53 MRs, 61 first tier tribunals, 9 second tier tribunals)

The adviser reports a success rate in excess of 80%

YTD: Enquiry Issues (1)

The WR Benefits adviser has assisted with:

- **183** in-work benefits enquiries
- **336** disability and health related benefit enquiries
- **461** other benefits enquiries

YTD: Enquiry Issues (2)

- Many of our clients attend outreach and gain assistance with more than one issue... So far this year, both advisers have supported clients with:

2,300 individual issues – including **1,180** relating to benefits, **470** universal credit and **200** debt

YTD Profile Data

- **42%** of clients that use the service are aged 55 or **over** (compared with bureau average of 29%)
- **64%** of clients report a long term health condition or **disability** (compared with bureau average of 34%)
- **32%** of clients that use the service are in some form of employment

Return on Investment

Current YTD Return on Investment:
£31 per £ spent

Project 2: Summary of Results

Since the beginning of this project (July 2017) this amounts to:

- **2,020** unique clients / **2,438** client contacts
- **1095** vulnerable clients
- **£2,677,316** of additional welfare benefits
- **£964,165** debt managed

Thank you

REFERRALS/SIGNPOSTING 1/7/2018 TO 12/4/2019

These figures are for both General and Benefits/Welfare rights.

Small claims court = 2

Office of public guardian = 2

IDAS = 2

Consumer helpline = 10

Landlords association = 1

ACAS = 18

Local govt ombudsman = 1

HMRC = 1

South Yorkshire Passenger Transport Executive = 1

Credit reference agencies = 1

Action fraud = 2

Probate services = 6

Berneslai homes tenancy support = 4

CAB debt apt = 30

CAB general apt = 8

Solicitors = 11

RNIB = 1

Shelter 8

BMBC Adult social services = 1

Tell us once = 1

Local govt Ombudsman 1

Veterans UK = 1

CAFCASS = 1

EBDX = 4

ACE Education = 1

NACRO = 1

DVLA = 1

Potholes.co.uk = 1

BMBC web site = 8

Business debtline = 2

HM Courts & Justice = 1

www.gov.uk = 3

Refuge/womans aid 1

BMBC Digital champions = 1

Pension wise = 2

National grid = 1

Child maintenance options = 1

www.citizensadvice.org.uk = 3

Homelessness prevented by general advisor = 13.