



Public Document Pack

MEETING:	Central Area Council
DATE:	Wednesday 9 November 2022
TIME:	2.00 pm
VENUE:	Council Chamber, Barnsley Town Hall

SUPPLEMENTARY AGENDA

- 4 Welfare Advice - Presentations for Citizen's Advice Bureau and DIAL Barnsley
(Cen.09.11.2022/4) (Pages 3 - 12)

To: Chair and Members of Central Area Council:-

Councillors Williams (Chair), Bowser, Clarke, K. Dyson, M. Dyson, P. Fielding,
W. Fielding, Gillis, Lodge, Mitchell, Moyes, Ramchandani, Risebury, Shirt and Wray

Area Council Support Officers:

Rachel Payling, Head of Service, Stronger Communities
Sarah Blunkett, Central Area Council Manager
Lisa Phelan, Central Area Council Manager
Peter Mirfin, Governance Manager

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

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BMBC CENTRAL AREA

Project Overview (1)

- Delivery of this project commenced on 1st December 2020 during the pandemic lockdown.
- This project as always been delivered by telephone and digital means.
- This project is open to anyone who resides or works in Dodworth, Central, Kingstone, Stairfoot and Worsbrough wards.
- It is proposed that this service be opened up to face to face clients in the New Year of 2023.
- Clients are assisted with all the issues that they face, including, debt, benefits, housing, employment, etc.

Total Project: Summary of Results

Since this project was started on 1st December 2020 we have assisted clients as follows:

- **1666** client contacts
- In excess of **£ 375,000** of additional welfare benefits gain
- In excess of **£213,000** of debt managed
- A return on investment of **£ 6** per **£** spent

Client Numbers

Clients assisted with 3510 Issues:
An average of 17 client contacts each week.

Top 6 issues are:

Benefits 1809

Housing 324

Employment 275

Relationships 202

Legal 164

Debt 159

Project Benefits Outcomes

£375,000 of benefit gains.

69 clients assisted to claim benefits
an average of **£5,435** per client

One client assisted to claim £30,000 of benefit another
£20,000, 5 clients over £10,000, 18 clients over £5,000 and
a number just a few hundred pounds, but even these small
amounts can make a major difference to someone whose
sole income is benefits

Project Debt Outcomes

£213,000 of debt managed.

37 clients assisted with debts,

an average of over **£5757** per client.

One client assisted with debts over £30,000, one client over £20,000, two clients over £10,000 , a number of clients who have debts over £1000 but also some clients with debts only of a few hundred £, but it's the impact of those debts on clients lives.

Currently Profile Data shows

- **50%** of client contact is via email, **46%** via telephone and other is **4%**
- **51%** are female, **37%** male, **12%** Not recorded
- **39%** are disabled/LTH conditions, **22%** not disabled, **39%** Not recorded
- **12%** of clients are employed, **11%** are unemployed
- **19%** income was sole benefits and **58%** were unrecorded.

Case Study 1

Overview: Client is a single person, residing in private rented accommodation, with long term health conditions. The client has been employed the last 8 years on a zero hours contract, working on average 28 hours per week. Client is concerned that their holiday pay is being underpaid when holidays are taken. Their employer states they are only entitled to 4 hours holiday pay per day.

Help given: Advised client of their rights and entitlements and how to challenge the employer and how to take their grievance, if not satisfied, to an employment tribunal.

Outcome: Client is now able to fully understand their position and is more confident in tackling their employer about this situation.

ANY QUESTIONS

Thank you