

South Area Council

Community Outreach Project

Project Report April 2022 -
March 2023

Project Overview

- This project is 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
- Following Covid (telephone and digital only) all delivery channels recommenced on 28th March 2022.

Project Overview

- Drop-in services take place three times a week in community venues
- The service is currently delivered from Hoyland and Wombwell Libraries.
- The service is also delivered via clients telephoning Adviceline and also making an email request via Barnsley Citizens Advice website.

Client Numbers

- Since the 1st April 2022 to 31st March 2023, the project has assisted **697** unique clients and had a total of **1923** client contacts
- The service has supported **525** clients that are classed as vulnerable



Financial Outcomes

- From 1st April 2022 to 31st March 2023 the project has helped clients claim **£575,129** of additional welfare benefits
- From 1st April 2022 to 31st March 2023 the project has helped clients manage **£194,240** of debt



All Enquiry Issues

- Many of our clients gain assistance with more than one issue... from 1st April 2022 to 31st March 2023, our advisers have supported clients with:

5782 individual issues – including **2103** relating to benefits, **601** universal credit, **536** housing and **608** debt, **356** employment, **276** relationships and **263** utilities & communication

Total Project: Summary of Results

Since this project was delivered solely by Citizens Advice on 1st July 2017 we have assisted clients with:

- **7582** client contacts
- Apply for in excess of **£7.63m** of additional welfare benefits
- Deal with In excess of **£2.08m** of debt
- Assist clients with **16457** Issues

Case Study 1

Overview: 65 Year old female, unable to use the internet, was approaching their 66th birthday and was unable to complete the process for applying for her State Pension due to lack of I.T. skills.

Help given: Assisted client to make an online application. Completed a full benefit check and advised client what additional benefits she would be entitled to.

Outcome: Client successful in application for Pension, Housing Benefit and Council Tax Support and established she would be able to survive on the benefits received.

Case Study 2

Overview: Client was made redundant but had worked for the company for less than 2 years. Unfortunately client only received his outstanding holidays and his wage after the company went into administration. The administrator explained the client was only entitled to outstanding holiday pay and wages.

Help given: Client found out 12 months later that he had been entitled to a protective award. Client was assisted through the process of claiming the protective award by CAB. Client also had made a claim previously for PIP, related to asbestosis on the lungs, 6 months ago which was still not in payment. Assisted client to have his PIP application fast tracked.

Outcome: The Tribunal Judge awarded the Client 90 days pay, as a result of being made redundant. Client also had his PIP application approved and backdated.

Thank you