



Passionate
about
possibilities.

Dearne Area Council DIAL Outreach

- Presented by Sharon Brown



Dearne Area Council



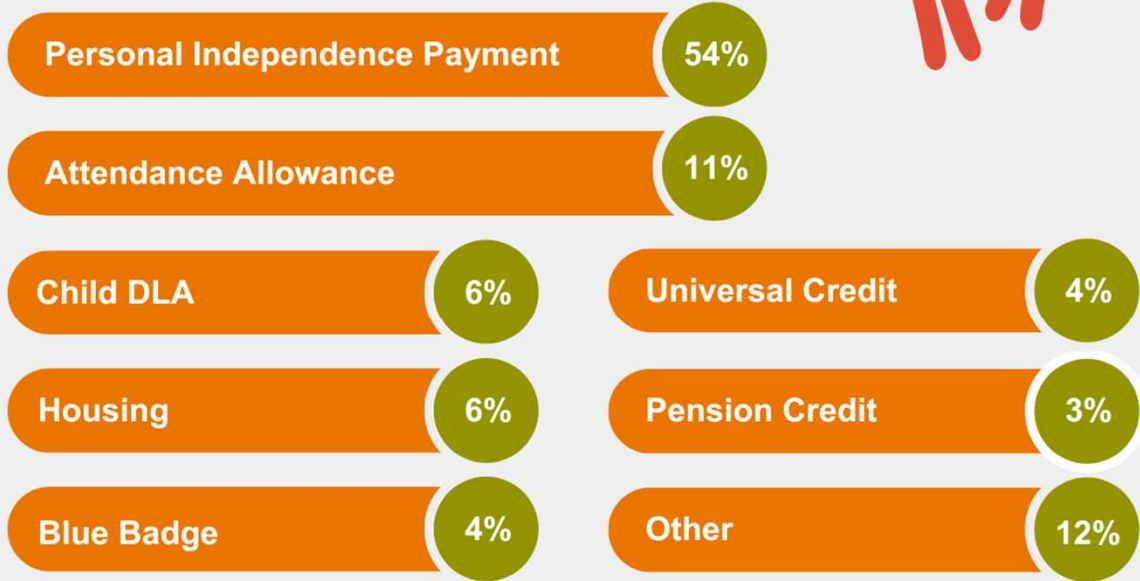
Impact



- 1st January 2023 to 31st December 2023



Enquiries by Type

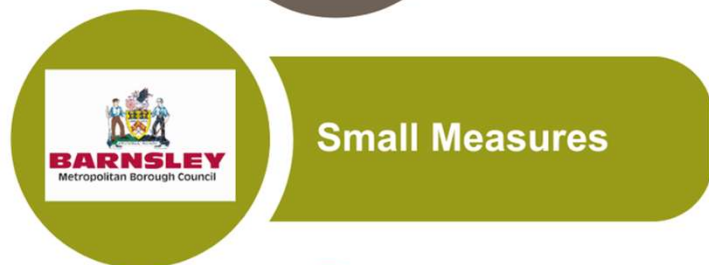
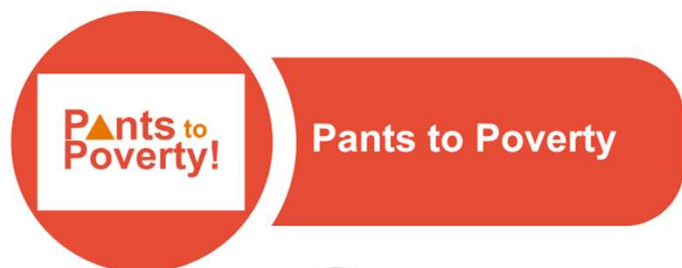


£25.98 For every £1 invested by Dearne Area Council, £25.98 went back into the local economy





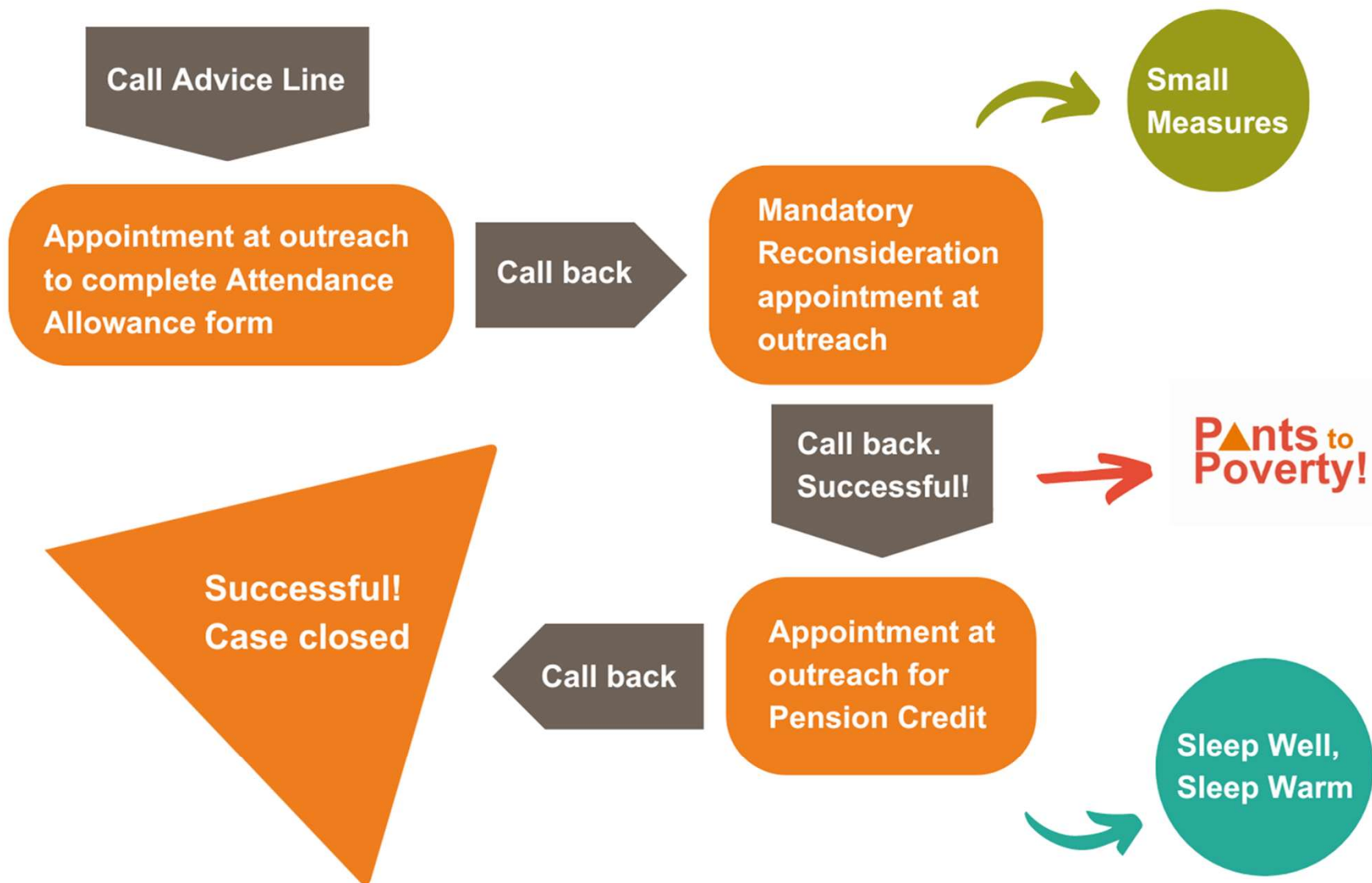
Added Value



Alongside our Penistone outreach, DIAL delivers a range of complementary services and projects.



Customer Journey



Challenges



1 **Waiting times**

2 **Experienced
advisors**

3 **Non attendance**

Our primary challenge in terms of service delivery is the length of waiting times to see an advisor. The increased demand for our services, coupled with the shortage of experienced advisors, makes it difficult to meet this demand and reduce waiting times.



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‘Supporting, Enabling and Empowering’

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