



Penistone Council

Outreach Project

Year 1

YTD: 1st April 2019 – 30th June 2019



Project Overview (1)

- The project started on 1st April 2019
- The project period is for 6 months initially
- The service is delivered by Citizens Advice at Penistone Town Hall every 2nd and 4th Wednesday of the month
- The service provides Generalist outreach advice to residents and workers in the Penistone Wards, with an emphasis on debt and money management



Project Overview (2)

- The service is free, confidential and accredited
- The adviser provides help and support with areas such as debt, money management, benefits, employment and any other issues

YTD: Client Numbers

- During the first 3 month period a total of **5** four hour advice sessions have been delivered
- To date we have seen and assisted on **12** client contacts (average of 2.4 clients per session)
- The adviser has dealt with a total of **31** unique issues (average of 2.6 issues per client contact)



YTD: Financial Outcomes

- To date the project has helped clients claim **£23,979** of additional welfare benefits they were entitled to
- Year to date the project has helped clients manage **£29,794** of debt





Return on Investment

Current YTD Return on Investment:
£23 per £ spent

For every £1 spent on this project we have
dealt with £29 of debt for clients



YTD: Enquiry Issues

The top enquiry areas as dealt with by CAB are:

- Debt
- Benefits and Tax Credits
- Benefits Universal Credit
- Employment



YTD Profile Data

- **67%** of clients report a long term health condition or disability
- **75%** of clients were male, **25%** female
(Bureau average - Female 61%, Male 39%)

YTD Profile Data

Housing Type:

- 20% Own their own home or have a mortgage
- 10% Live in private rented property
- 30% Live in Council/ Housing Association property
- 40% Prefer not to say/not recorded

Employment:

- 20% FT/ PT / Self Employed
- 20% on some form of sickness benefit
- 10% Unemployed
- 50% Not recorded/Not applicable

Case Study 1

Client's Issue: Unable to pay essential living expenses on current wages and benefit income

Overview: Single parent working 15 hrs p/w. Income of £146 p/w from wages and child benefit. Client has rent of £100 p/w plus all utilities for property of £58p/w

Help given: Assisted client with a full benefit review

Outcome: Established that client is entitled to claim UC of £700 per month (£162 p/w), giving client an annual income increase of £8400 p/a. Client will now be able to pay all living expenses.

Thank you