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about  
possibilities.

# Central Area Council Wellbeing Fund Advice Drop In Report June – December 2019

Presented by

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**Central** Area Council

Central, Dodworth, Kingstone, Stairfoot, Worsbrough



# About DIAL



 Local advice and support organisation in Barnsley since 1985

## **Strategic Plan 2018-2021 Aims and Objectives:**

-  To improve access to financial inclusion
-  To reduce social isolation
-  To increase access opportunities which reduce social exclusion
-  To increase opportunities for healthy lifestyles

## **Good match for Wellbeing Fund Priorities**

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# Targeting Wellbeing Fund Priorities



by:

- Reducing financial exclusion has direct positive impact on participation and inclusion (*Reducing Isolation in Adults and Older People*)
- Impacts on improved mental health and overall wellbeing (*Family Support*)
- Opportunities for upskilling through volunteering - DIAL and others (*Giving*)
- Promoting self help through workshops (*Keep Learning*)

# What we proposed



- 5 x weekly sessions in:  
**2 x Kendray, 1 x Worsbrough, 1 x Dodworth, 1 x Kingstone**  
(no central ward venue)
- Targeting residents in all 5 wards affected by welfare reforms  
e.g. long term conditions, out of work, carers and families
- Sessions supported by volunteers
- Proactive approach to identify social isolation
- Back office support – letter writing, tel calls, follow up etc
- Added Value - DIAL helpline, Information database
- 4 x Benefit workshops in community – self help/upskilling

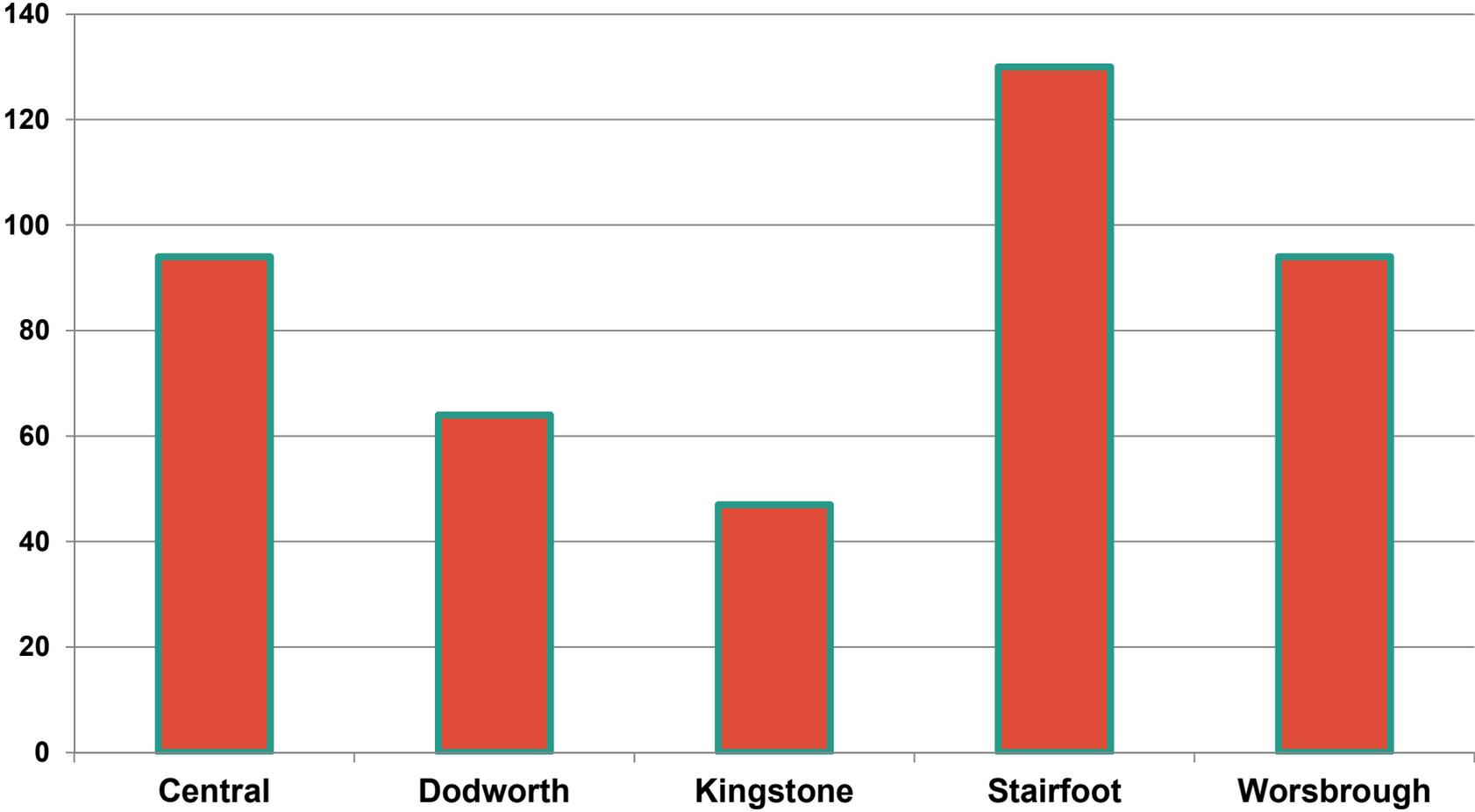
# What we've done so far



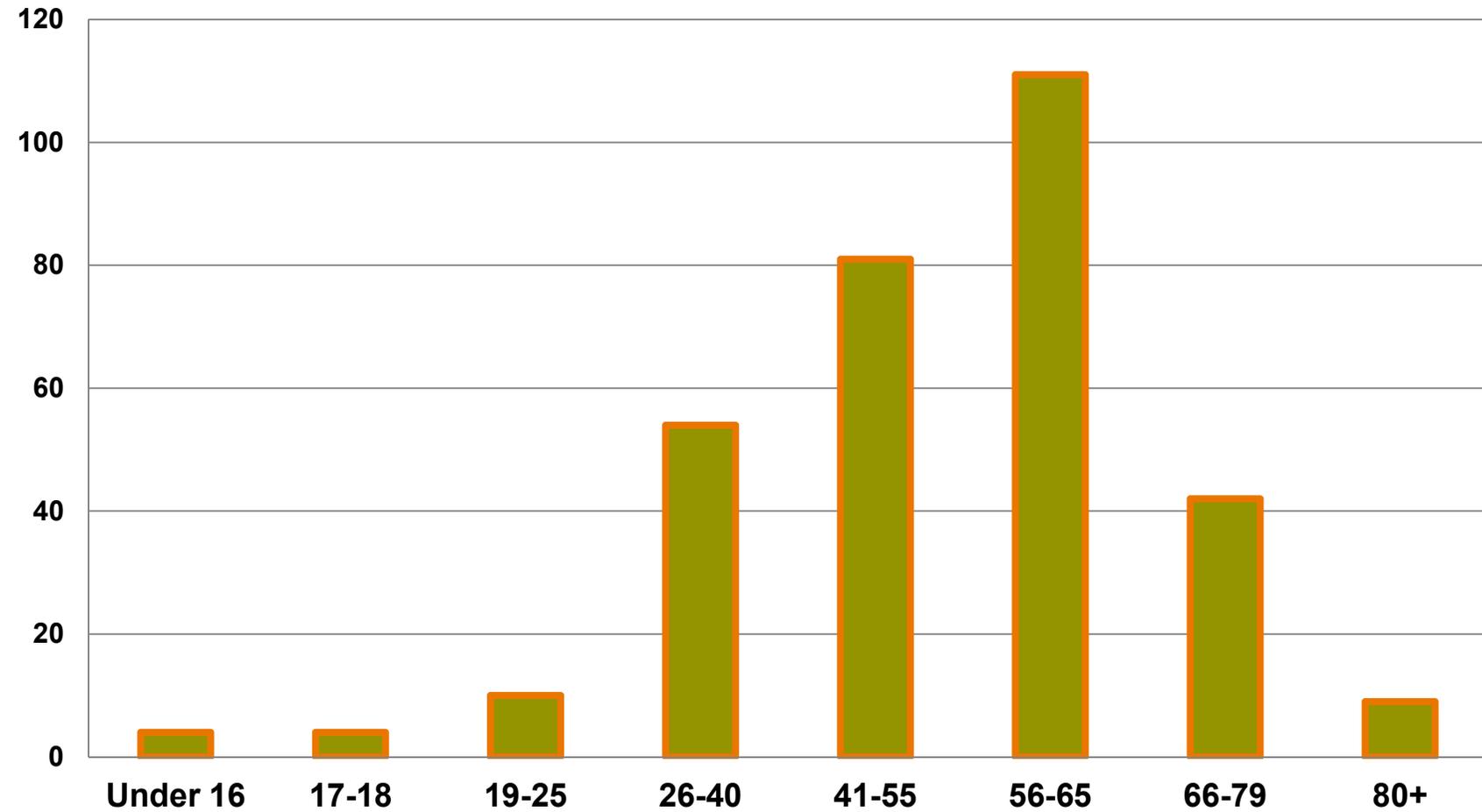
## Service Highlights for June – December 2019

- **429** individual residents have been supported
- **£226,560** additional income has been generated in unclaimed benefits
- For every **£1** invested by the Central Area Council Wellbeing Fund **£12.95** has been generated for the local economy
- **4** new volunteers have completed their induction training and supported each outreach session
- **430** volunteer hours have supported the service equating to **£5,835** volunteer value being generated
- **81%** of residents reported a reduction in anxiety and improved wellbeing
- **63%** of residents reported feeling more confident and having an improved outlook

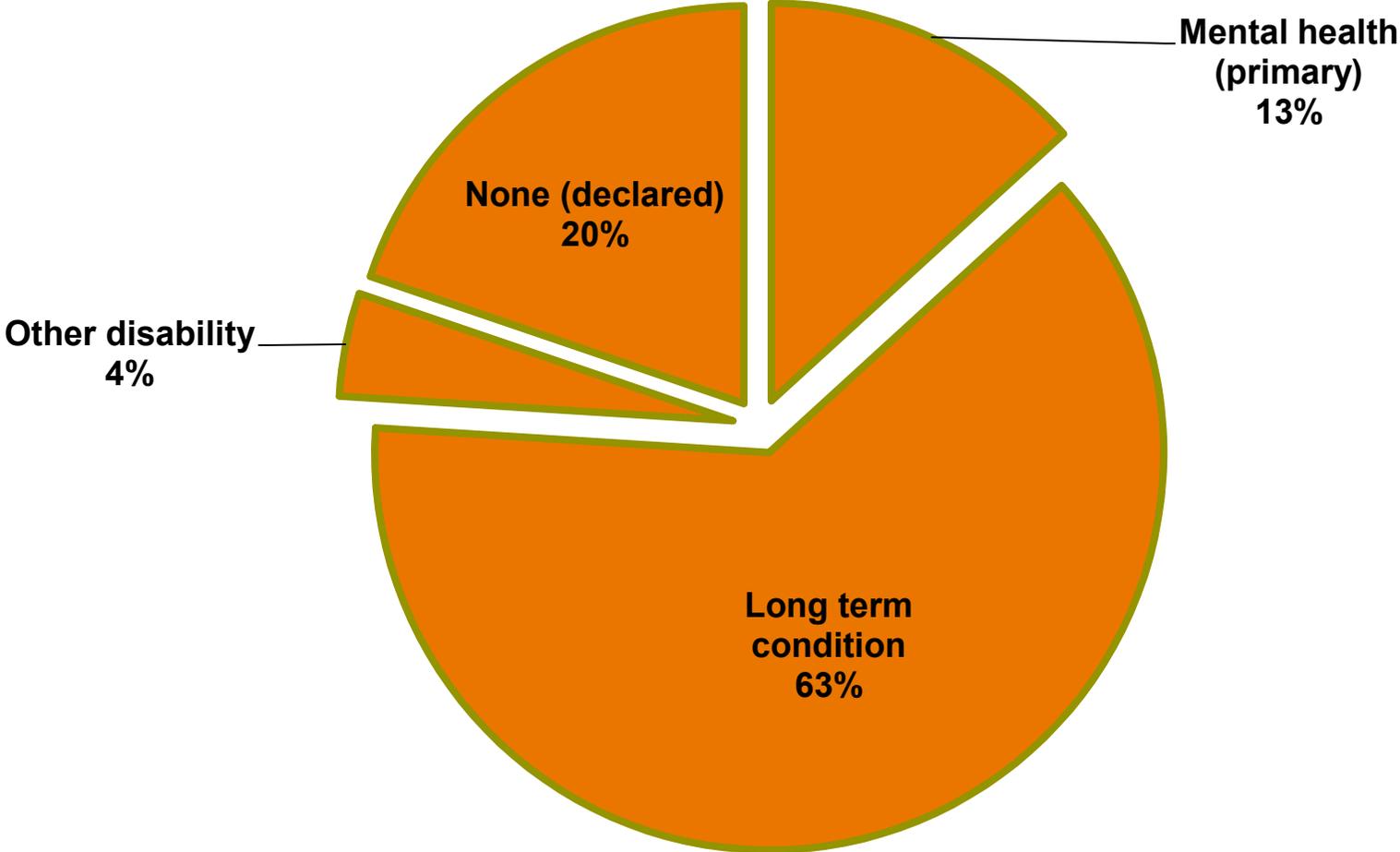
# Residents by ward



# Age group



# Health



# Next steps



-  Continue advice provision, monitoring uptake
-  Deliver 4 x welfare benefit workshops in community settings promoting – self help/upskilling
-  Venues to be decided with Central Area Council



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## Case Study 1

**Mr L**

# Before DIAL



- Mr L lives alone, he is 72 and attended outreach after being recommended by a relative who had also used the service.
- His sister had recognised that he seemed to have less income than herself after he failed to attend a couple of family gatherings.
- His income consists of his state pension and a small private pension.

# Advice provided by DIAL



- DIAL undertook a case review and did a comprehensive benefit check.
- We advised Mr L to make a claim for Attendance Allowance as he has a number of illnesses, breathing difficulties, Arthritis and Heart Disease.
- DIAL supported him to make his application for Attendance Allowance, ordering and completing the Attendance Allowance form with him
- His application for Attendance Allowance was successful - meaning he was eligible for Pension Credit, this application was also successful.

# Outputs delivered



-  3 outreach visits
-  2 advice line contacts
-  Advisors follow up
  
-  Mr was awarded Attendance Allowance(high rate care £85.60)
-  He was awarded Pension Credit (£61.14)

# Acknowledged outcome



- Mr L now has more disposable income and is better equipped financially to meet his cost of living.
- He is now able to meet his family more and afford transport and other associated costs of social and family gatherings.

# 5 Ways to wellbeing criteria



1. **Connect** – He is able to attend family and social events. Reducing isolation/loneliness.
2. **Be Active** – Although he has poor mobility he is more active and is able to go out more shopping, family and social events etc.
3. **Take notice** – He is able to be more active and connected to his community and knows more of what is available for him to access.
4. **Keep learning** – He is able to interact more with people and places in his community, he is aware of what is happening and changes in his community and has more scope for exercise as he is able to get out more and experience more.
5. **Give** – Family, friends and people around him gain from his sense of humour and social interaction.



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# Case Study 2

## V

# Before DIAL



- V is a young man who had successfully completed an apprenticeship and had gone on to have a good, secure, well paid job. A couple of accidents led to physical injuries that meant he was no longer able to work.
- This had a major impact on his mental health and he entered a period of his life that saw him lose all of the things that were important to him.
- He had accessed support for his mental health and, as part of his recovery; he was advised to try volunteering as a way to improve his confidence.
- He decided to volunteer at DIAL as it was an organisation he had used himself to get help and support claiming welfare benefits.

# Becoming a DIAL volunteer



- V started his training at DIAL at the same time as 3 other volunteers and from the beginning he wanted to help others with their welfare benefits. After successfully completing his Induction Training he began to volunteer on a number of projects, always patiently waiting and learning as much as he could about the benefits advice aspect of DIAL.
- He worked out in the community helping people to save money on fuel and really enjoyed working in the office, answering the phones and learning from the advisors. He has accessed and attended as much training as he could including Level 2 Fuel Debt Advice in the Community and Advice UK Welfare Benefits Overview.
- He now supports 3 Outreach sessions along with the advisor and is skilled in triaging the people who attend these.

# The difference DIAL made



 When asked what volunteering at DIAL has meant for him, V said

“It has brought me from a period of darkness. I have been trained up (but I’m still a novice) to help me on the way to becoming a professional advisor. I am able to help people who were in the same position I was but would like to help them even more”.



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**‘Supporting, Enabling and Empowering’**

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