

**South Area Council – Advice Services Contract**  
**Monitoring sheet – CAB Welfare Rights Adviser**  
**Contract start date 1<sup>st</sup> July 2019 – 30<sup>th</sup> June 2020**

Activity	Quarter 2 July – September 2019 (July, August, September)		Quarter 3 Oct – December 2019 (October, November, December)		Quarter 4 January – March 2020 (January, February, March)		Quarter 1 April – June 2020 (April, May, June)	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Number of unique individuals seen in the South Area	119	174	119	189	119		119	
Number of individuals by gender	N/A	Male: 90 Female: 127	N/A	Male: 111 Female: 127	N/A	Male: Female:	N/A	Male: Female:
Number of individuals by ward	Min 15% of clients per ward	Darfield 17% Rockingham 22% Wombwell 30% Hoyland 31%	Min 15% of clients per ward	Darfield 17% Rockingham 21% Wombwell 40% Hoyland 22%	Min 15% of clients per ward	Darfield Rockingham Wombwell Hoyland	Min 15% of clients per ward	
Including repeat clients	N/A	217	N/A	228	N/A		N/A	
Number of clients classed as vulnerable	N/A	97	N/A	103	N/A		N/A	
Number of clients with declared:								
Mental health issues	N/A	84	N/A	107	N/A		N/A	
Physical health issues	N/A	95	N/A	96	N/A		N/A	

	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Number of clients enabled to self- help to reduce repeat demand	<b>25 (New – target not previously set)</b>	<b>34</b>	<b>25</b>	<b>50</b>	<b>25</b>		<b>25</b>	
Number of clients enabled to partially self- help (via Check & Send or similar)		<b>12</b>		<b>33</b>				
Overall benefit gain in £	<b>£125,000</b>	<b>£422,718</b>	<b>£125,000</b>	<b>£563,071</b>	<b>£125,000</b>	<b>£</b>	<b>£125,000</b>	
Number of appeals & mandatory reconsiderations supported	<b>6</b>	<b>55</b>	<b>6</b>	<b>62</b>	<b>6</b>		<b>7</b>	
Number of clients helped to claim:								
In-work benefits	<b>N/A</b>	<b>67</b>	<b>N/A</b>	<b>53</b>	<b>N/A</b>		<b>N/A</b>	
Disability/health related benefits	<b>N/A</b>	<b>95</b>	<b>N/A</b>	<b>111</b>	<b>N/A</b>		<b>N/A</b>	
Out of work benefits	<b>N/A</b>	<b>88</b>	<b>N/A</b>	<b>94</b>	<b>N/A</b>		<b>N/A</b>	
Other (please say what)								
Numbers referred to Credit Union or money management support	<b>6 (New – target not previously set)</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>6</b>		<b>7</b>	

	<b>set)</b>							
Number of clients supported in dealing with employment or other tribunals	<b>N/A</b>							
	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>
Number of clients referred to the Private sector Housing commission (New)	<b>N/A</b>							
Number of clients signposted for IT training and/ or functional skills (New)	<b>19</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>19</b>		<b>18</b>	
Number of residents who require digital access but do not have mobile/ home access to the internet (New)		<b>N/A</b>						
Number of volunteers recruited and trained (New)			<b>1</b>				<b>1</b>	
Number of volunteer hours contributed to the service			<b>10</b>				<b>15</b>	

Numbers referred to other specialist provision (please say what)	<b>37</b>	Debt Support 7 (CAB 5, StepChange 2) ACAS 1 Tax Aid 1 General CAB 7 Monthly Outreach Support 9 Solicitor 2 Accountant 1 Social Services 1 Age UK 3	<b>37</b>	Debt Support 7 (CAB 6, StepChange 1) ACAS 2 General CAB 9 Monthly Outreach Support 9 Solicitor 3 BMBC Private Housing 2 Help To Claim 5	<b>37</b>		<b>39</b>	
Number of organisations & groups networked with for referral, signposting or takeup purposes	<b>5</b>	<b>2 (Age UK, MENCAP)</b>	<b>5</b>	<b>1 (BMBC Private Housing)</b>	<b>5</b>		<b>5</b>	
Number of community networking plans completed & implemented	<b>1 joint plan</b>		<b>1 joint plan</b>		<b>1 joint plan</b>		<b>1 joint plan</b>	
Number of case studies submitted	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>2</b>	
Health and Well Being surveys undertaken(New target)  (Measuring % of survey respondents feeling less anxious after seeing the adviser, % of survey respondents feeling more able to manage their own affairs after seeing the	<b>20% random sample</b>	<b>19%</b>  91% of respondents felt less anxious  67% felt more able to manage	<b>20% random sample</b>	<b>44%</b>  95% of respondents felt less anxious  83% felt more able to manage	<b>20% random sample</b>		<b>20% random sample</b>	

adviser, % of survey respondents saying they experienced improved health and wellbeing as a result of seeing the adviser- written report to present findings		73% felt their health and wellbeing had improved		88% felt their health and wellbeing had improved				
Percentage of local spend achieved by contract (Highest proportion of spend will be on staffing)	<b>90%</b>		<b>90%</b>		<b>90%</b>		<b>90%</b>	