

South Area Council

Outreach Project

Project Delivery from 1st July 2017 to 31st December 2021 (CAB Started Sole Delivery

Project Overview (1)

- The service is now solely delivered by Citizens Advice Barnsley, before July 2017 it was jointly delivered with BMBC Welfare Rights Unit
- The service delivers Generalist and Specialist Benefit outreach advice to residents and workers in Darfield, Hoyland Milton, Rockingham and Wombwell via outreach services
- Prior to 23rd March 2020 this project was delivered at various outreaches throughout the South Area. From that date until 28th March 2022 when outreach restarted all client contact has been either via the telephone or digital.

Current Delivery Model

- Outreach face to face delivery has recommenced in Hoyland and Wombwell. (See the leaflet at the end of this presentation)
- All clients who reside in Darfield can access support via the telephone service and digital means while we are undertaking preparation work to restart face to face delivery in Darfield.
- Besides face to face clients can access assistance through our telephone service, video service and by email.

Current Delivery Model

- Services are currently delivered at various times during the day at various outreach locations but weekly are delivered from 9am through to 7pm.
- Two appointment blocks per month have been set aside over and above the normal outreaches to assist clients with form filling.

Total Project: Summary of Results

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

- **5475** client contacts
- In excess of **£6.93m** of additional welfare benefits gain
- In excess of **£1.86m** of debt managed
- A return on investment of **£20** per **£** spent

Client Numbers

Clients assisted with 10177 Issues

An average of 24.5 clients assisted each week

Clients assisted with various forms, from benefit applications, Blue Badge applications to replies to court forms

Project Benefits Outcomes

1176 clients assisted to claim benefits
an average of over £5860 per client

One client assisted to claim £77,400 of benefit
another £67,088 another £62,348 and a number a
few hundred pounds, but even these small amounts
can make a major difference to someone whose sole
income is benefits

Project Debt Outcomes

£1.86m of debt managed

195 clients assisted with debts,
an average of over £9520 per client.

Two clients assisted with debts over £28,000, a number in the £ teens thousands, but also some clients with debts only of a few hundred £, but it's the impact of those debts on clients lives.

Top 5 Project Enquiry Issues

The top five enquiry areas as dealt with by CAB over the total project are:

- Benefits & Tax Credits
- Benefits Universal Credit
- Debt
- Employment
- Housing

Research & Campaigns work

Using South Area client evidence, we have escalated 36 social policy issues with our national policy team in support of national campaign work. The highest number related to: Universal Credit, Benefits and Tax Credits and Employment

Currently Profile Data shows

- **57%** are female, **43%** male
- **46%** of clients report as being vulnerable
- **20%** of clients are employed
- **6%** are unemployed
- **26%** on Benefits

Case Study 1 Generalist Adviser

Overview: Client and partner share care for disabled child, both work part time, but unable to access carer allowance due to working too many hours, and employer will not reduce one of their hours by 2 to allow them to claim carer allowance

Help given: Discussed options with client, suggested they identify a co-worker who wants to increase their hours by two, then make a joint representation to employer to request the change

Outcome: Client felt happy and confident in following this option which will allow them to claim carers allowance and increase their income by £48 per week

Case Study 2 Welfare Rights Adviser

Overview: Client single and has worked 40 years at 40 hours per week, earning below minimum wage. Client has never paid tax or National Insurance, now unable to work for various health reasons. Client wants to claim benefits.

Help given: Completed full benefit check, assisted client to claim Income Based Universal Credit and PIP. (Personal Independence Payment)

Outcome: Client awarded Universal Credit also enhanced rate of both components of PIP, for a period of 10 years. A benefit award of £77,400.

Client Comments

Advisor was very helpful, I have now started my own business

Mohamed thought the service was extremely excellent.

Advisor had a lovely manner - gave concise and relevant advice.

I was very happy... he explained well. I didn't feel judged. It was wonderful. In one day, my life was changed.

Client Comments

Absolutely brilliant! I was never made to feel small. I was talked to as a person.

I hate emails so found telephone contact handy. The adviser was great at keeping in touch and that all the information I was given was marvellous.

ANY QUESTIONS

Do you live or work in the South Area?

Do you need advice?

Citizens Advice will be providing free, impartial and confidential advice at the following times:

Monday - The Hoyland Centre

3pm - 7pm (Welfare Rights and Generalist Advisers)

Tuesday - The Hoyland Centre

9am - 12.30pm (Generalist Adviser)

1pm - 4.30pm (Welfare Rights Adviser)

Thursday - Wombwell Library

9am - 12.30pm (Generalist Adviser)

1pm - 4.30pm (Welfare Rights Adviser)

The Welfare Rights Adviser can help with all aspects of claiming benefits including Universal Credit, Council Tax, Housing Benefit, Tax Credits and Pensions

The Generalist Adviser can help with Debt and Money Worries, Employment, Housing, Relationship, Energy and Consumer issues

No appointment needed - just drop-in!



South Area Council

Darfield, Hoyland Milton, Rockingham, Wombwell



Funded by the South Area Council for residents of Darfield, Hoyland Milton, Rockingham and Wombwell
If you do not live or work in these wards we will not be able to assist you on this project

Do you need advice?

Telephone - 0800 144 88 48

Freephone helpline open Monday to Friday, 9am - 4pm

Online Contact Form - barnsleycab.org.uk/contact-us/

Available 24 hours a day. We aim to respond via email within 2 working days, however at busy times this may take slightly longer.

Advice via Video Call - 01226 666017

Please call this number and leave a message. An adviser will call you back within 2 working days to arrange an appointment.

Online Advice - barnsleycab.org.uk

Self-help information on a range of different issues can be found on our website.

Face-To-Face Advice

Face-To-Face advice is now available in a small selection of community outreach locations across Barnsley. Please check social media for details.



twitter.com/BarnsleyCAB



facebook.com/barnsleycab/



Wherever you live in Barnsley, Citizens Advice can help
Our advice is FREE, CONFIDENTIAL and IMPARTIAL

We can help with: debt and benefits issues, employment, housing, relationship, energy and consumer problems.

Updated April 2022

Thank you