

# Advice Service Delivery Report

## 2022-2023



<b>Advice Project [Geographic Area covered].</b> Services are delivered flexibly through telephone, digital platforms, local offices and home / out-reach visits	<b>Funders</b>	<b>Advice hours funded each week</b>	<b>Activities/targets for the year</b> (Targets are based on assisting people with ongoing casework- type II and Type III)	<b>Outcome</b>	<b>Notes</b>
<b>Everyone Benefits</b> <b>[East Lothian, Edinburgh, Falkirk, Midlothian, West Lothian]</b> To provide Welfare Benefits advice, support and representation to people supported through HAACS and CAATS  Advisers also have a remit to advise on process and rights connected to charges people receive for their support.	The Action Group	85 hours	<ul style="list-style-type: none"> <li>• Provide Advice and support to 120 people supported by The Action Group and carers</li> <li>• Generate £200,000</li> </ul>	143 people £261,247	
<b>FUSE</b> <b>[People looking to work in St James's Quarter, Edinburgh]</b> To assist people using the FUSE project and looking to progress within work	City of Edinburgh Council	24	<ul style="list-style-type: none"> <li>• Assist 72 people each year</li> </ul>	38 people Generated £28,436	First year of project and consequent delay to project start-up/referrals being made to the service.

# Advice Service Delivery Report

## 2022-2023



<p><b>All in Edinburgh -Welfare Rights [Edinburgh]</b> To assist people who have employment support from the AIE consortium- Edinburgh</p> <p>AiE project takes referrals for clients of the All in Edinburgh employability consortium which comprises: Real Jobs (The Action Group), Forth Sector, ENABLE Works, and Into Work.</p>	ESF and City of Edinburgh Council	142 hours	<ul style="list-style-type: none"> <li>Expect to Assist 170 people each year</li> <li>Anticipate gains of £500,000 per annum</li> </ul>	178 people £514,000	
<p><b>BEMAS [Edinburgh]</b> To assist Black Asian Minority Ethnic carers of disabled children in Edinburgh</p>	City of Edinburgh Council	53 hours	<ul style="list-style-type: none"> <li>Assist 40 households with Carers of Disabled children living within Edinburgh</li> <li>Generate £75,000 per annum</li> </ul>	69 households £350,075	
<p><b>Parents Carewell [Edinburgh]</b> A Partnership with EDG, VOCAL and FAIR to assist parent carers who live in Edinburgh</p>	City of Edinburgh Council	85 advice hours  20 Asst Manager Hours	<ul style="list-style-type: none"> <li>Action Group Targets: Assist a Total of 160 Edinburgh Parent Carers</li> <li>Generate £250,000</li> <li>100 carers receive 1-1 Wellbeing Support</li> </ul>	179 parent carers assisted £480,448 179 wellbeing support	
<p><b>Almond Housing Association Advice [West Lothian]</b> To assist tenants of Almond Housing Association with welfare benefits and Type 1 money advice enquiries.</p>	Almond Housing Association	30 hours	<ul style="list-style-type: none"> <li>£125,000 generated</li> <li>125-140 households assisted</li> </ul>	£306,960 158 households	

## Advice Service - objectives and outcomes for 2022-2023

1. To fulfil service agreements with individual funders of the service (see above and individual funding applications for details of this.)  
**Target: To assist 712 households. Outcome Met: We assisted 765 households\***
2. To ensure that the service meets the standards outlined in the Advice Service Promise.  
**Target: To achieve 90% Happy or Very Happy across each service standard. Outcome Met:** Achieved at least 94% across each service standard.  
**Target: To achieve at least 95% Overall Happy or Very Happy response to our evaluations. Outcome Met:** 100% Overall Happy or Very Happy
3. To secure positive outcomes for service users.  
**Target: Financial gains of £1.3 million. Outcome Met:** We achieved **financial gains of £1,941,166\***

\*Please note, the numbers worked with and the gain figures noted here, differ from the figures reported in our annual review for 2022-23. This is because in 2022-3 the project year for Parents Carewell was Jan-Dec 22, rather than Financial year Apr-end of March. In our annual review we take gains from across services for the financial year Apr 22- end March 23

### Topics Assisted with 22-23

Topic	No. Cases 22-23
Carers training and learning	1
Debt	7
Digital Inclusion	-
Employment	1
General (Legacy cases)	0

# Advice Service Delivery Report

2022-2023



<b>Group Activities / Peer Support</b>	<b>6</b>
<b>Health</b>	<b>1</b>
<b>Housing</b>	<b>12</b>
<b>Money Guidance</b>	<b>157</b>
<b>Practical support</b>	<b>83</b>
<b>Short breaks or respite</b>	<b>8</b>
<b>Social Work/Support Services</b>	<b>5</b>
<b>Special educational needs</b>	<b>5</b>
<b>Welfare Rights</b>	<b>1162</b>
<b>Wider support</b>	<b>181</b>
<b>TOTAL</b>	<b>1629</b>