

The Advice Service's Evaluation Report

2022 - 2023



“I had a great experience with my Adviser. She helped me sort all my benefits and has left me in a really good position.”

“I was very worried, but my Adviser made me feel more relieved and took away the pressure.”

“Thank you so much for your time, advice and compassion”

“I just want to thank once again my Adviser, and the Action Group for the advice and services provided for the help given at critical times.”

Progress in the last year:

- Worked with 687 households (786 in previous year)
- Generated £1,525,978.95 (£1,710,089.99 in previous year)

Progress on Plan for 2022-2023:

- **Complete actions resulting from the Advice Accreditation process**

UPDATE: All actions complete. Evidence of progress will be emailed to Scottish Legal Aid Board by the end of June 2023.

- **Basic money advice training to whole team**

UPDATE: Of the 13 advisers in the team, 7 have completed or started this training with Money Advice Scotland.

Evaluation responses 2022-2023

The Advice Service asks people to complete an evaluation at the close of their case. 617 cases were closed in 2022-2023. 49 people completed an evaluation. This represents 8% of relevant cases (25% last year).

Standard 1: The Advice Service Is Open and Accessible

How happy are you that we meet this standard?

Very Happy 96%, Happy 4%

Comments: Standard 1.

- "I have always received a quick answer whenever I needed help."
- "An email or message and my Adviser got back to me as soon as she could. Always helpful, friendly and knowledgeable."
- "It was very easy to access the service, I contacted my keyworker at Forth Sector, and she directed me to your service straight away."
- "Got in touch with my Adviser and we easily managed meeting via email and phone around both of our working patterns."
- "My Adviser was very friendly and happy to help out and support"
- "It was during Covid so no home visits."
- "Very flexible with contact and phone meetings."

- “My Adviser is always open and contact me as soon as possible.”
- “From my initial point of contact I received reassurance that The Action Group could help, then fast, efficient, and quick response to my enquiry (which was time sensitive).”
- “Was easy to self-refer myself and get the help I needed almost straight away.”
- “Excellent.”
- “My Adviser has been a great help and easy to talk to.”
- “Easy contact, very welcoming.”
- “I found a bigger help and support in a bad time.”
- “My Adviser was very thorough in what was achieved for me.”
- “I contacted my Adviser through my Housing Association, and the process was simple and reliable.”
- “Very Helpful.”
- “Only a phone call away.”
- “Just one phone call then backed up with an email. Very easy access.”
- “So supportive and a haven in troubled times.”
- “Once I was accepted with the action group, everything was good. My Adviser contacted me regularly, so I did not have to contact my Adviser, it was Brilliant.”

Standard 2: The Advice Service Meets Your Needs at The Right Time

How happy are you that we meet this standard?

Very Happy 92%, Happy 8%

Comments – Standard 2.

- “I found my advisers very pleasant and very efficient, and they gave me a lot of support.”
- “Always was very accommodating and helpful.”
- “My Adviser was 100% excellent and was quick and very good at all aspects.”
- “My Adviser kept checking in with us while waiting for the claim to process which was really helpful”.
- “My Adviser is always contacting me as soon as possible.”
- “My Adviser kept checking in with us while waiting for the claim to process which was really helpful.”
- “I am so pleased that I was referred to Action Group by All in.”
- “Our family is on rollercoaster since 2020. So much had happened. My Adviser was brilliant. The advice and help given to us was helpful, useful, right-on time. My Adviser

was always professional, polite, supportive. We are very thankful and happy. All appointments were scheduled in advance, and always on time and well prepared for every appointment.”

- “All my needs were met in good time.”
- “Was very happy with the service and it met all needs.”
- “My Adviser was a godsend; was such a support and a source of comfort- the level of knowledge and attention to detail re my PIP Claim.”
- “Met my needs and was very helpful and supportive.”
- “It came at the right time when we needed a top up in booking our summer holiday. It was a kind of relief for us all. We do appreciate it thanks.”
- “My adviser met my needs at the right time, if it were not for my adviser, I would of struggled to fill in the form correctly, and that fact, my adviser also got me a grant for food money towards a fridge freeze and money on my electricity meter. This was amazing as I would never have been able to afford a new fridge freezer without this grant. My adviser was a very caring understanding and thoughtful. Words cannot express my appreciation for her listening ear, support, and the help my Adviser has given.”

Standard 3: The Advice Service Is Always Trying to Do Things Better

How happy are you that we meet this standard?

Very Happy 86%, Happy 8% Okay 6%

Comments – Standard 3.

- “My Adviser is very polite, knowledgeable and on top of everything.”
- “I’m not sure how your process could be improved, it did what it said on the tin for me personally.”
- “I have no complaints, my adviser helped with everything, again no words can express my gratitude, I cannot thank my adviser enough.”
- “Happy the service is working well.”
- “I have no doubts that my adviser would be someone who would aim to develop going forwards and would be an asset the company.”
- “They are always at our Service which I think is the best thing ever.”
- “Action group was very helpful when I need it the most. I will be using the services again in the future when my kids need a form and are up for renewal

Standard 4: The Advice Team Is Able to Meet Your Needs

How happy are you that we meet this standard?

Very Happy 96%, Happy 4%

Comments - Standard 4.

- “The service was very helpful and exceeded all my expectations.”
- “Very understanding and very supportive through the whole process. I used different services before and other charities and this one was the best experience I ever had, thank you so much.”
- “My Adviser always listens and giving me lot of information and solutions.”
- “My Adviser went above and beyond. She regularly checked in with me, always checked when it would be convenient to catch up. She has taken us from struggling to get through each month to having a little left over. She also read between the lines and sensitively suggested help via organisations such as cash for kids - the outcome being a trampoline for my additional needs little boy which has been simply life changing.”
- “My Adviser had full understanding of our circumstances, needs. All information and advice given was very useful and helpful. The work was done to the high standards.”
- “My Adviser did everything possible to ensure I had the correct help and advice., called me to ensure I was ok and if I had heard back from DWP, chased up any issues, even arranged a 3 way call for me with DWP... I can't praise my Adviser enough for everything that was done for me.”
- “My Adviser was my Rock, gave me the strength to go on, and not give up. An amazing person, let me talk on, and listened with empathy, and care, to what was going on in our life.”
- “Happy with the result. Nothing else required.”
- “My Adviser was introduced to me, and together they were my dream team. Focusing on my Adviser he was instrumental in changing my life for the better and I am so grateful.”

Standard 5: The Advice Team Treats You with Respect

How happy are you that we meet this standard?

Very Happy 98%, Happy 2%

Comments – Standard 5.

- “No Complaints”.
- “My Adviser exceeded every need and was just excellent at the job.”
- “My Adviser spoke to my son first to make sure he was happy with my adviser speaking with me.”
- “At a bad time, personally, my Adviser’s caring nature was obvious and welcomed and I felt calmer around my Adviser.”
- “My Adviser has really helped me to gain confidence and feel valued as a non-paid carer”.
- “Always polite and respectful.”
- “My Adviser always treated me with respect, care, and empathy. For someone I have never met face to face my adviser built a strong and trustworthy relationship with me.”
- “My Adviser was always, polite, and respectful. Yes, I was able to make my own decisions. Yes, my privacy and confidentiality were respected.”
- “Very respectful.”
- “Amazing professional and communication skills my Adviser had.”
- “100% respectful and empathetic at all times.”
- “My Adviser made me feel comfortable, treated me with the greatest respect, made me smile, helped me when I was confused, it was a long process, and without this help I couldn’t have done it on my own.”
- “My Adviser was very respectful and helpful at all times.”
- “They always treat me with respect and kindness.”
- “My adviser at every stage of the process treated me with complete respect. It was evident that my adviser worked from a person-centred perspective – I always believed my adviser, was working on my behalf.

Standard 6: The Advice Service communicates well with you

How Happy are you that we met this Standard?

Very Happy 96%, Happy 4%

Comments Standard 6.

- “My adviser done most of the work with this case, and without this help I would not have been able to do this.”
- “Very Patient with me.
- “My Adviser went above and beyond on many occasions, often reading what was not being said and making sensitive suggestions of “things or places” that may be of interest. It was always offered in a way that was positive and didn’t make me feel like a failure or obligated to answer. My also related on a personal level about being a Carer.”
- “5 Star.”
- “Things were explained clearly in the way that I can understand. My Adviser was always attentive, has a great ability to listen, has great empathy. Our family is very grateful. We are very thankful for the help and advice given. Thank you. Huge thank you to Action Group you are doing great job, helping people in need in such hard times.”
- “Very responsive, always in touch offering other forms of contact.”
- “I had support to understand, and good explanations.”
- “My Adviser checked in on the progress of my claim with me and chased it up also.”
- “My Adviser helped me so much, is a great listener, and an absolute Star.”
- “Everything was Clear.”
- “My Adviser explained the service and process thoroughly and communicated promptly and clearly.”

Standard 7: The Advice Service makes a positive difference to you

How happy are you that we meet this standard?

Very Happy 96%, Happy 4%

Comments – Standard 7.

- “I’ve never felt so supported by someone like my Adviser, from helping me with benefits and anything that could help me financially to even psychologically listened to my problems and always advising me with everything.”
- “My Adviser was always very good with suggestions of services, grants, and information I needed, and always helped me to apply for it if I didn’t know how.”
- “Not much came from the things I was helped with - but that is not in any way down to the Advice service itself.”
- “Yes 100%.
- “My son was successful with his PIP Claim.”
- “My Adviser was always there on time, on the phone times, as agreed, and always came back with the information required.”

- “My Adviser is a Credit to the Team.”
- “My Adviser made a very intrusive process bearable/easier.”
- “Donna has made a big difference in how I will move forward helping my son.”
- “Can't thank my Adviser enough for the advice and help with my problem and got a good outcome.”
- “Thanks to my Adviser I had some payment back dated what probably I would never get myself.”
- “Thanks so very much, God Bless you.”
- “I would love to say a big thank you for my Adviser and the whole Team as you all are doing amazing job and it's a lot easier to fight for what we can get with you rather than alone. I have a peaceful mind now when it comes to challenge some administrative things, as I know I can contact my Adviser, and she will help me. Thank you all very much.”
- “Life changing from not making it through each month and feeling very isolated, I have been signposted to various organisations who are offering support, have gained financially from being advised of what benefits I can get, supported in making applications and then navigating the benefit system to ensure correct notifications were given.”
- “Our family was able to pay for huge electricity and gas bill. We were able to buy food. We will always remember this help and support. We are very thankful that there is a such Company like Action Group helping families during crisis.”
- “My adviser made everything I needed help with so much easier to talk about due to my Adviser's open and friendly approach.”
- “Lots of knowledge to use, I felt welcome immediate Response.”
- “My Adviser supported me with obtaining the right decision for my daughter regarding her DLA and disability care allowance. My adviser was a fantastic support and I am very grateful for all the help and guidance.”
- “They are great and nice and patient enough.”
- “Yes, I no longer need to worry about parking or being able to pay my bills and I can now have part of my life back because of the help my Adviser gave me.”
- “Not at the moment but I know where to come to if I do... Thank you so much for your time advice and compassion though what I felt would have been awful without you help.”
- “My Adviser is saving people's life. Without the help and support I feel that my daughter may not be here, her mental health was at such a low level, our life's wee in shatters, and my Adviser has eased it, knowing that I could rely on help, and genuine care, also allowing me to offload, helped greatly.”
- “Yes, I got extra benefit payments as a result.”
- “My Adviser's support changed my life for the better, supported and advocated for me throughout a tough journey - accessed a crisis fund grant as my toilet broke, this money came through quickly, guided me through additional benefits I could claim and as well as practical support, my Adviser was a rock in helping me remain stable mentally.”
- “If I were to score my Adviser it would be 18/10.”

- “All the support and, help was Very Good.”
- “It has made a positive difference in our lives of myself my family especially my boy. Their help always relief me from Stress and Anxiety. It has been giving me hope and confidence that has been of a great impact to my Mental Health.”

Overall, How Happy Are You with The Advice Service You Received?

Very Happy 96%, Happy 4%

Comments Overall

- “The overall service I received was great, and my Adviser was great, very supportive, and understanding
- “Based on my own personal involvement with them, I think the Action Group are doing a grand job
- “I was very worried, but my Adviser made me feel more relieved and took away the pressure.”
- “Passed on my thanks to my advisor who helped me. Was lovely and made my move much easier, such a good service.”
- “I just want to thank once again my Adviser, and the Action Group for the advice and services provided for the help given at critical times.”
- “I cannot speak highly enough about the Action Group and the support I personally received from my adviser. She has literally changed my life. My adviser was someone who made me feel like her only client, she remembered a lot of my case details, even when I randomly called her, she went above and beyond to ensure that she made a difference and eased the load to the best of her abilities. I finally felt heard and was made to feel like a person who mattered. Thank you!!”
- “I had a great experience with my Adviser. She helped me sort all my benefits and has left me in a really good position.”
- “Excellent Service”
- “My Adviser provided us with an amazing service. Can not praise him enough.”
- “I can’t thank my Adviser enough. No words can quite convey, my appreciation, for all you have done, for me and my family.”
- “We were particularly thankful for all Advisers input on this case.”

Quality Plan for 2023-2024

- There were no specific areas of improvement to address from evaluation feedback.
- To maximise the numbers of people who provide feedback, we will review our evaluation process and consider sending evaluations to everyone who has had a case open for 12 months plus (as well as those whose cases are closed). We will also develop an easy- read evaluation
- We will continue to equip advisers to assist people through the Cost Of Living Crisis by training them in type 1 debt advice.
- We have noticed an increase in housing – related enquiries so will enable advisers to access training on housing rights
- We will continue to raise profile of service within the organisation through regular communications.