



## Leicester Advice Service

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## Performance, Q1-Q3

- Tier 1 – assisted information  
– 8,906 (9,000 expected)
- Tier 2 – generalist advice  
– 3, 284 (4,950 target)
- Tier 3 – specialist casework & representation  
– 497 (450 target)



## Performance Analysis

- Tier 1 – delivery through face to face advice, telephone and email. Anticipate expected numbers will be met at year end.
- Tier 2 – improvement throughout the year. Late award hampered implementation. Development plan in place.
- Tier 3 – exceeding targets and expect to exceed annual target too.



## Outcomes

- Quarter 3:
  - £68,158 (annualised amount) realised in bureau
  - £14,569 (total) realised by employment specialist
  - Evictions prevented, court & bailiff action averted, increase in rent/council tax arrears put into repayment



## Needs Analysis

### Enquiries

- 33% welfare benefits
- 15% debt
- 11% employment
- 10% housing
- **8% relationships & family**
  - Emerging trend, likely link to cuts to family legal aid

### Demographics

- 26% identify as having a disability of LTC
- 70% clients of working age, only 10% under 24
- Ethnic diversity – more done to promote the service to hard to reach groups



## Outreach

### Performance

- Began in September 2013
- 258 seen between September and end December

### Locations

- Locations selected by LCC on a methodology based on family cluster, homelessness, health and welfare and economic activity



## Development Plan

- Premises – moved to 60 Charles Street in January 2014
  - Additional interview and back office space
- Contact Centre expansion
  - from April will have 20 seats
  - introduced phone queue in November
- Increased access by referral and email
- Volunteer recruitment and training
  - Now have on-site training facilities
  - 3 cohorts of advisers have been trained
- Smoother referral to outreach



## Partnership & Communications

- Partnership is key to delivery of best service to the client.
- Pilot organisation providing Crisis Support Vouchers
- Working with other welfare advice providers in SWAP and ALP
- Recruited a communications officer to raise profile with potential clients
- Offer of problem noticer training to Councillors and front line staff, delivery of training to carers about welfare benefits
- Campaigns – contribute to sanctions report via SWAP, highlighting rise in rent arrears in social housing, met with Ethical Trading Initiative regarding employment conditions in Leicester

We want to share our knowledge with as many Leicester residents as possible, and to contribute to the national and local debate to make life better for everyone



## Added Value

- Macmillan – won extended funding to continue to help people with cancer and their families
- Additional Money Advice & access to grant funds
- Ingeus – advice through the Work Programme
- Discretionary Fund - £800
- Volunteering & training – 25<sup>th</sup> person this financial year has just moved in to paid work



## How to Refer

- Councillors and partner agencies can refer clients to us directly
- This gives a more streamlined service for the client who will be contacted by us directly, and will not have to give their details multiple times.
- The referral process is currently by completion of a form which can be emailed or posted to us.



## Accessing our service

For clients accessing the service without a referral, we can be reached in the following ways:

### Face to Face

- LeicesterShire Citizens Advice Bureau, 3<sup>rd</sup> floor, 60 Charles Street, Leicester LE1 1FB
- Monday- Friday 9.00-4.30

### Outreach venues

### Telephone

- 0844 417 1025 from a landline, Monday – Friday 9.30-4
- 0300 330 1025 from a mobile, Monday – Friday 9.30-4



## Offering online advice 24 hours a day

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)



- Covers the law in all four UK countries.
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- Handy fact sheets and sample letters to print.
- Signposting to trusted sources of further advice.



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