

Advice Service Delivery Report

2023-2024



Advice Project & Geographic Area covered	Funders	Advice hours funded each week*	Activities/targets for the year	Outcome	Notes
<p>Action Group Funded</p> <p>To provide Welfare Benefits advice, support and representation to people supported through HAACS and CAATS</p> <p>Advisers also have a remit to advise on process and rights connected to charges people receive for their support.</p>	The Action Group	85 hours	<ul style="list-style-type: none"> Provide Advice and support to 120 people supported by The Action Group and carers Generate £200,000 	<ul style="list-style-type: none"> 124 people £257,177 	
<p>FUSE To assist people using the FUSE project and looking to progress within work</p>	City of Edinburgh Council	24	<ul style="list-style-type: none"> Assist 72 people each year 	<ul style="list-style-type: none"> 69 people Assisted £53,310 	Very slightly under the number of target referrals to the project.

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<p>All in Edinburgh (Welfare Rights) To assist People who have employment support from the AIE consortium-Edinburgh</p>	<p>City of Edinburgh Council</p>	<p>142 hours</p>	<ul style="list-style-type: none"> Assist 170 people each year Gains of £500k per annum 	<ul style="list-style-type: none"> 205 people assisted £541,409 gains 	<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>
<p>BEMAS Assist BME carers of disabled children in Edinburgh</p>	<p>City of Edinburgh Council</p>	<p>53 advice hours</p>	<ul style="list-style-type: none"> Assist 40 households with Carers of Disabled children living within Edinburgh Generate £75k per annum Run 10 groups 	<ul style="list-style-type: none"> Assisted 66 households £106,622 Ran 10 Groups 	
<p>Parents Carewell A Partnership with EDG, VOCAL and FAIR to assist parent carers who live in Edinburgh</p>	<p>Health and Social Care Partnership</p>	<p>85 advice hours 20 Asst Manager Hours</p>	<ul style="list-style-type: none"> Assist a Total of 160 Edinburgh Parent Carers Generate £250k Run 12 groups 	<ul style="list-style-type: none"> 173 carers assisted £267,703 generated Ran 11 groups 	<p>Slightly under in group delivery but over target in carers accessing 1-1 support.</p>



Almond West Lothian. Tenants of Almond HA	<ul style="list-style-type: none"> Almond Housing Association 	30 hours	<ul style="list-style-type: none"> Assist tenants of Almond Housing Association (this will include people with and without support needs) with welfare benefits and Type 1 money advice enquiries. Targets <ul style="list-style-type: none"> £125k generated 125-140 households assisted 	<ul style="list-style-type: none"> £258,188 158 households 	
			Total Income generated	<ul style="list-style-type: none"> 1484,409 1,481,198.00 	

In addition to the above staffing hours, the Development Manager for Advice and Inclusion provides 24 hours per week of management support, across the projects. An administrator provides 14 hours of support to projects each week.

Objectives and outcomes for 2023-2024

1. To fulfil service agreements with individual funders of the service (see above and individual funding applications for details of this.)
Target: To assist 650 households. **Outcome exceeded:** We assisted 741 households.

2. To ensure that the service meets the standards outlined in the Advice Service Promise
Target: To achieve at least 95% Overall Happy or Very Happy response to our evaluations. **Outcome under target:** Achieved 87% Overall Happy or Very Happy. (See evaluation report for analysis and response)

3. To secure positive outcomes for service users

Target: Financial gains of £1.2 million. **Outcome exceeded: We achieved financial gains of £1,481,198.00.**

Topics Assisted with 23-24

Topic	No. Cases 23-24
Adult Carer Support Plan	12
Counselling or Emotional support	1
Debt	8
Digital Inclusion	10
Employment	4
Future Planning	1
General	2
Group Activities/ Peer Support	6
Health	10
Housing	19
Housing Service	1
Money Guidance	164
Outreach (Welfare Rights)	1
Practical Support ((e.g. transport, equipment, ada	95
Short breaks or respite	13
Social work/ support services	8

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Special Educational Needs	8
Welfare Rights	1066
Wider Support	163
TOTAL	1592