
The Advice Service's Evaluation Report Summary

2017 - 2018



Evaluation responses 2017-18

46 People completed an evaluation. All 246 people whose cases were closed, were asked to take part in an evaluation. 70 people agreed, 46 of those responded. This represents 19 % of relevant cases (12% last year).

Standard 1: The Advice Service is Open and Accessible

How happy are you that we meet this standard?

97% Happy or Very Happy

Comments

- *"Adviser was very helpful, and did not rush filling in the form. Gave plenty of time to allow me to make sure I was able to say everything I wanted to."*

- *"Adviser has been extremely helpful and supportive she is without a doubt a very competent advisor who has helped me towards overcoming my bipolar Disorder."*
- *"Adviser really helped - Always there on time. Visiting home made a great difference to me...very friendly, and caring."*
- *"I can't think of anything that could be done that would improve the service as I found it higher than my expectations but suited my needs with skill and knowledge."*
- *"Adviser met with my son and she made him feel listened to, giving him room say what he could and allowed him to feel important, and as relaxed as he could be. (so important)."*
- *"As a nervous person (I) suffer from anxiety and panic attacks, meeting the Adviser the 1st time and other appointments he made me feel at ease, as I find it so difficult at the best of times."*
- *"My adviser was very polite and respectful. They asked me how I would most like to be contacted and always stuck to that."*

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

How happy are you that we meet this standard?

100% Happy or Very Happy

Comments

- *You people there are very professional and should be a credit to yourselves helping people like me. I for one am very, very grateful. "Thank you so much."*
- *My advice worker was very punctual. When they were not able to meet DWP deadlines due to unexpected circumstances another member of the Advice Service helped me to get an extension."*

Standard 3: The Advice Service is Always Trying To Do Things Better

How happy are you that we meet this standard?

97% Happy or Very Happy

Comments

- *"The service given would be very difficult to improve upon."*
- *"I have no complaints about the service, everyone in the Advice Team went out of their way to help me."*

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

How happy are you that we meet this standard?

98% Happy or Very Happy

Comments

- *"Customer service is something I feel I know about working in sales/management myself. Seldom have I met someone as efficient and helpful as your adviser."*
- *"My advisor went beyond my needs and more."*
- *"Everything was explained and any questions answered. Nothing too much trouble."*
- *"My Adviser had all the expertise needed to assist me with my benefit claims. They reacted quickly to my situation as it changed - helping me to claim ESA when I was no longer able to work due to ill-health."*

Standard 5: The Advice Team Treats You With Respect

How happy are you that we meet this standard?

98% Happy or Very Happy

Comments

- *"My son and myself were treated with the greatest respect. Privacy and confidentiality 100%."*
- *"My Adviser always treated me with respect. They explained the intricacies of the benefits system in a way that me and my husband could understand without ever being patronising."*

Standard 6: The Advice Team Communicates Well with you

How happy are you that we meet this standard?

96% Happy or Very Happy

Comments

"My Adviser involved my Dad in any meetings he attended and that helped with understanding any difficulties I had as my Dad felt he could tell my Adviser and she listened."

"Communication and information given to us was very clear, and everything explained was kept up to date as to what was happening from start to finish."

"Our Adviser always sends us copies of letters and follow-up papers. She takes the time to talk going over things where possible."

My Adviser was an excellent listener. They understood me perfectly - I never had to explain myself twice."

Standard 7: The Advice Service Makes a Positive Difference To You

How happy are you that we meet this standard?

96% Happy or Very Happy

Comments

- *"I am really very happy with the service I got from my adviser. I can't fault him in anyway. The whole change over to PIP is very stressful but with his help he made it a lot easier. I really don't think I would have managed to do this for (my daughter) without his help. Thankyou :)"*
- *"Left with the knowledge that everything was covered and that I understood the next stage at every time. I feel fully understood by this point within myself."*
- *"We would not be in the position we are now without the help given. Good outcome but it was having the support and the feeling of someone being there to lean on, so to speak, as it is a very difficult process to go through, which my son and myself would not have continued with without the help from Adviser. "Words cannot express our thanks."*
- *"I found the adviser to be very supportive."* *"Sorted out our worries."*
- *"Haven't answered all the questions as I find this as I find this quite confusing."*
- *"..my adviser has helped me so much, I can still work my 14 hours and get my support."*

- *"My adviser was so helpful and explained everything and helped with forms. My son now gets PIP care which was taken away and now gets ESA which makes such a difference. I cannot thank the Adviser enough for the help. She gave me and my son. I wish I had heard about the Action Group years ago. The Adviser is a credit to the Action Group and can't thank her enough."*
- *"My Adviser has ensured that dealing with ESA and PIP appeals have been as unstressful for me as possible, completing all forms and assisting me at the appointments. Once appeals were won and I thought everything was finished, The Adviser kept on working ensuring that I received any extra benefits that I was entitled to. She has been very helpful and I no longer have to worry that I've not got enough money to live on."*
- *"Having an Advice Worker to help me navigate the benefits system was invaluable. The process of claiming benefits for the first time is incredibly stressful and bewildering. My Advice Worker was there for me every step of the way. The benefit money means my husband and I can still afford our mortgage while I am unable to work due to my disability. The bus pass has helped me get out and about and stopped me from becoming isolated. Having the DWP confirm that I am not able to work due to ill health has made me feel less guilty about having to leave my job."*

8: Overall How Happy Are You With The Advice Service You Received?

100% Happy or Very Happy

Comments

- *"Excellent Service and I felt very supported throughout". "Made a huge difference to me."*
- *"The Action Group provide a first class service." "I have NO Complaints."*
- *"I believe all was given professionally and with great concern - everything was explained and I felt it was a very worthwhile journey and enjoyed the process."*
- *"I would like to thank you for an amazing service. We were going through quite a difficult time with my son who was at home 24/7 after leaving school. My adviser helped me fill in ESA form, and then with tax credit overpayment helping to reduce some of the stress we were experiencing." "Thank you."*
- *"My adviser bent over backwards to help get me all the information I needed, I can't thank her enough. Her input has been so valuable to the issues I have recently been going through. "Thank you so much"*

- *"Could not have been given any better help support from start to finish, and knowing that there is help makes so much difference whatever the outcome." "Second to non. "Thankyou."*
- *"It has been a pleasure to deal with The Action Group and to be looked after so well. It is also been a pleasure to have someone with such high standards working on the young man in my carers behalf."*
- *"We as a family were most honoured and grateful to have our advisor. She is a friendly, approachable, understanding and caring person. Our Son enjoyed having our Adviser as he does not adapt to change and she understood him as a person. So sad to have to lose our Adviser. Thankyou."*
- *"Just to say Thanks for everything." "I was able to get the help- I needed at the right time. Sorted out council benefits so life was much less stressful."*
- *"I am very happy with all the help I received from everybody concerned but because of my disabiliity sometimes had difficulty in processing the information and help they gave me. I found this evaluation hard some of the questions very similar and confusing."*
- *"Getting forms/booklets to fill in from the DWP such as PIP/ESA and others cause's a great deal of stress, anxiety and vulnerability, as the questions are sometimes confusing in what they are asking. Getting it wrong not only affects the person but the family as well, If you have a low income, So its a big Thank you to the Action Group and My Adviser"*
- *"Just thank you so much for being there for me and helping me."*
- *"I'm very happy with the advice that I had been given and glad that someone told me about this place. Im not very good at speaking up for myself, and would have ended up giving in and im happy to have known that place was here and glad that you were here to help. I know that I can come here from now on for help. "Thank you."*
- *"My support worker and adviser worked well together. I could not have done it without you." "Thank you."*
- *"Claiming benefits for the first time was one of the most stressful experiences of my life - having an adviser there every step of the way eased the stress. Without the advice service I don't know if I would have gone through with the claims. Their expertise and experience was invaluable. Thank you so much for all your help and support."*
- *"Very Happy" "Thumbs Up."*
- *"I would like to say a big thank you to my Adviser for all the help to get my ESA (support group back for 2 years). "You guys are amazing." Thank you :)"*

Progress in the last year:

- Worked with 520 households
- Generated £1,380,445
- Passed casework quality audit, conducted by an external auditor (This is the first step towards being re-accredited to Scottish National Standards for Information and Advice providers).
- Increased the number and frequency of internal casefile checks for quality of advice our advisers give
- Introduced new quality checks for advisers during probation
- Introduced sharing of errors and near misses made by advisers, to improve learning across the team
- Started a 'Did You Know?' communication on Facebook page to improve support staff's knowledge around benefit and other entitlements

Action Plan

Over the next year we will:

- Launch a simplified evaluation questionnaire- so that there are less questions for people to answer. We will also have an on-line version of this.
- Update and improve our service manual- so all staff have clear guidance on standards and procedures relating to the service
- We hope to retain accreditation to the Scottish National Standards for information and Advice providers- having this helps people know that we are well placed to give good quality advice.
- Be internally audited by The Action Group's quality team- this will give us an independent view on any ways the service could improve.