



# **Welfare Services Statistical Report**

**October 2012 - September 2013**

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# Contents Page

<b>Item</b>	<b>Page</b>
Summary	3
Background	4
Services	
- Grants to Individuals	4
- Advice Services	8
- Support to Organisations	10
- Employment Services	10
Communication	14
Appendices	16

# Welfare Services 2012-2013

## Key Facts summary

- 1682 veterans and families were supported; this is up 10% from last year.
- We reached an additional 97 individuals through new services.
- 1212 individuals received an Immediate Needs grant. This is an increase of 9% from last year.
- The total grants expenditure this year was £548,668; this is a 1% increase on last year and is also higher than the previous 4 years.
- There have been 128 beneficiaries of Poppyscotland's employment services.
- 38 individuals received employment support grants totalling more than £53,000 this year. 50% of this total was met by other ex-Service charities the average cost per grant to Poppyscotland was £700.
- Approximately 55% of beneficiaries helped across all services were under 50 years of age.
- Poppyscotland led the funding for Citizens Advice Scotland to continue the Armed Services Advice project (ASAP). ASAP assisted 1840 clients this year as well as reaching a £2m financial gain for hundreds of members of the armed forces community since the project started in 2010.
- Welfare Services met and exceeded targets for Employment Support Grants, Be the Boss, Employ-Able and Poppy Breaks.
- For the first time services have been marketed through social media with some promising successes in terms of responses and referrals.
- Two new employment services, Employ-Able and Lifeworks, were started during the year.
- In June 2013 Poppyscotland opened a new Welfare Centre in Inverness providing advice, information and support to the local Armed Forces Community.
- This year Poppyscotland awarded 18 grants to Organisations totalling £611,220.

# Background

Poppyscotland has a proud history of assisting the Armed Forces community. We provide and fund a variety of welfare services both directly and in partnership with other agencies. Our aim is to help as many people in the Armed Forces community as possible. We support people of all ages, whether difficulties have arisen from time in the Armed Forces or many years later. We also help the families of ex-Service men and women, including partners, widows, widowers and dependent children.

The aim of this document is to provide a statistical analysis of the welfare services Poppyscotland delivered during the period October 2012 - September 2013.

## Services

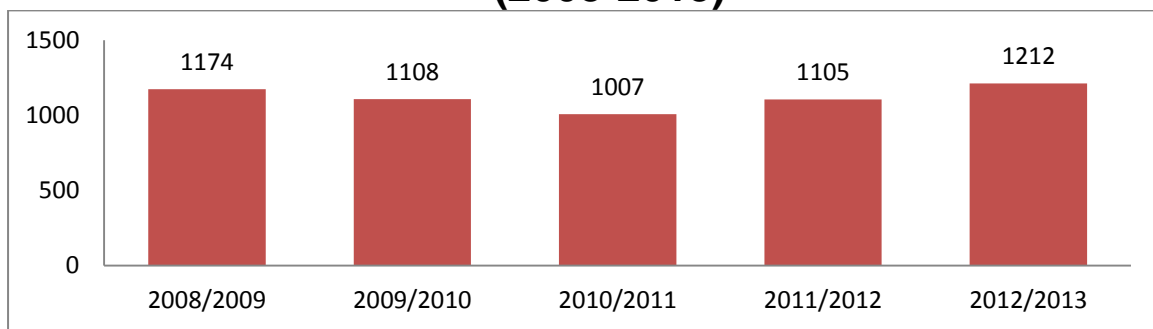
### Grants to individuals

#### 1. Immediate Needs Grants

**Poppyscotland provide direct financial assistance to veterans and their families through our Immediate Needs Grants Scheme.**

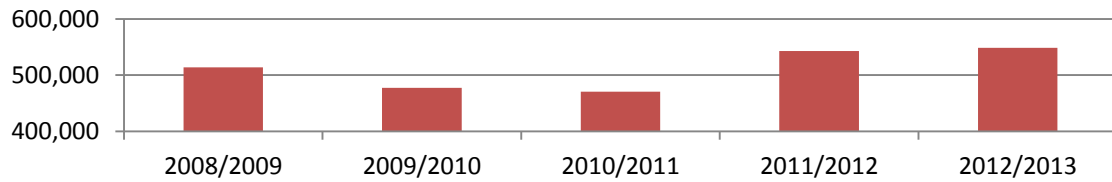
The total number of grants awarded this year was 1212. The table below compares this year's figures with that of previous years.

**Immediate Needs Grants by expenditure  
(2008-2013)**



The total grants expenditure this year was £548,668; this is a 1% increase on last year and is also higher than the previous 4 years.

## Immediate Needs Grants by expenditure (2008-2013)

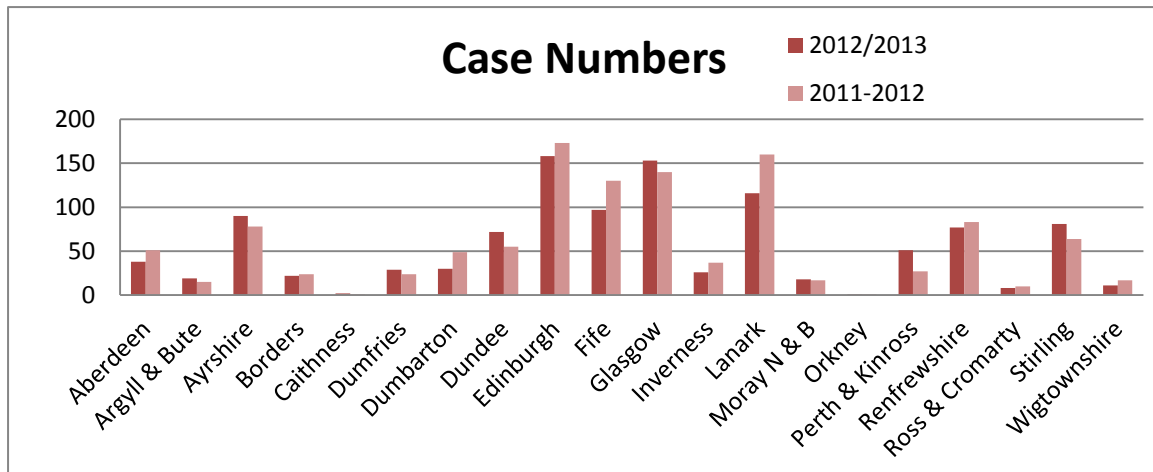
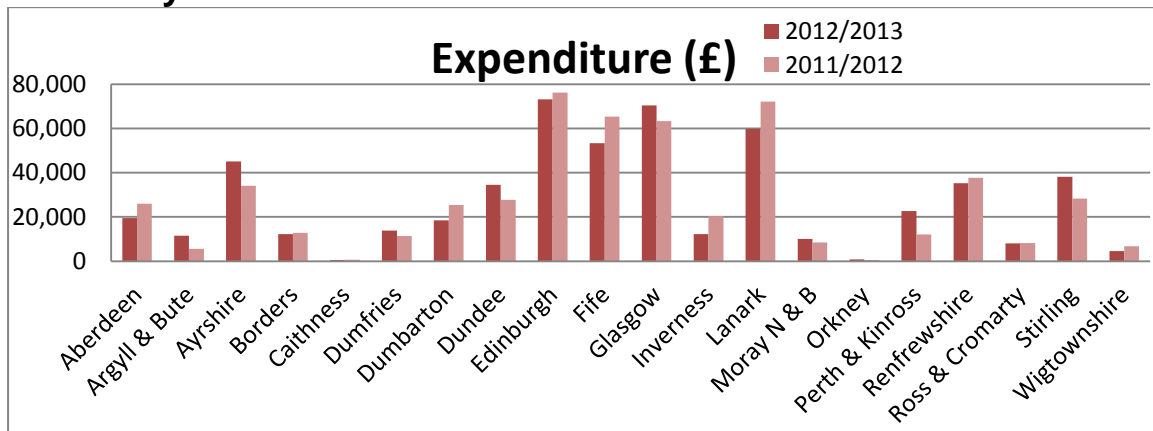


## Grants at a glance

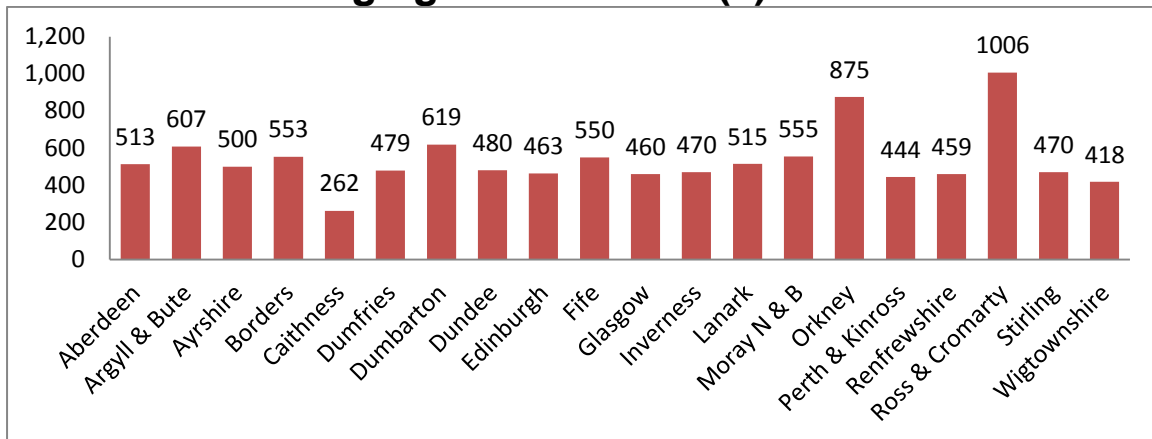
Year	Total number of grants awarded	Total Grants expenditure	Average cost per case
2012-2013	<b>1212</b>	<b>£548,668</b>	<b>£453</b>
2011-2012	<b>1105</b>	<b>£542,902</b>	<b>£491</b>
2010-2011	<b>1007</b>	<b>£470,631</b>	<b>£476</b>

Poppyscotland works very closely with SSAFA who provide the casework for the grants to be awarded. The following charts indicate SSAFA activity this year is very much in line with the previous year.

## Grants by SSAFA branch



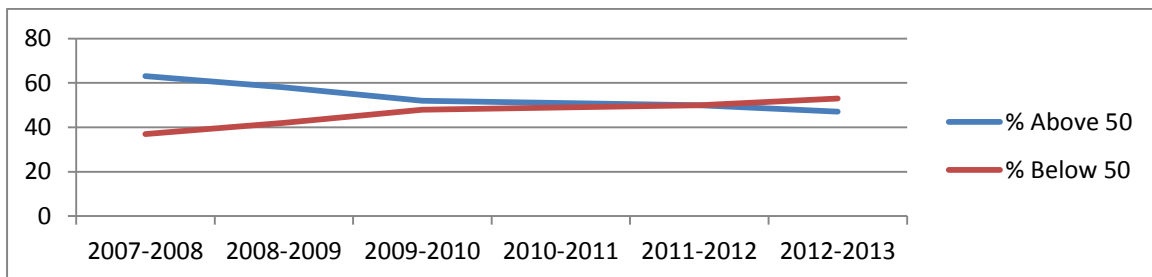
## Average grant awarded (£) 2012-2013



## Profile of Beneficiaries

The age profile of our beneficiaries needing financial assistance has changed over the last 5 years with the majority of enquiries now coming from those under 50yrs of age (see chart below). Five years ago, 37% of beneficiaries were under 50, this year 53% of beneficiaries receiving a grant were under 50 years of age.

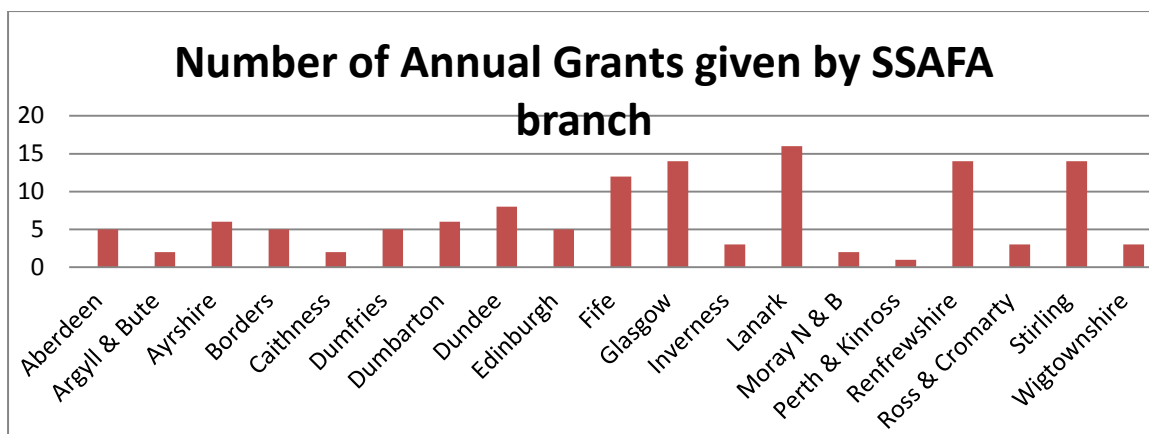
## The profile of beneficiaries receiving grants (%)



## 2. Annual Grants

Annuities i.e. grants which are automatically renewed annually are no longer awarded by Poppyscotland, though 128 existing annuity holders continue to receive them. Poppyscotland does however extend year on year support in appropriate circumstances, but all such grants are subject to annual review. The grants are paid quarterly and amounts vary from £125 - £650 per quarter.

Until 2006 only those of pensionable age were eligible for an annual grant. 90% of annual grant recipients are over 50 with 37% over 80 years of age.



### 3. Poppy Breaks

**Poppy Breaks are available to all members of the Armed Forces community, whether they are serving personnel, veterans or their families.**

63 Poppy Breaks took place this year; this is significantly higher than last year's number of 13. 83% of Poppy Breaks were taken at a Haven Holiday Park.

There were no requests for a Poppy Break between November and March.

There were no requests for Adventure Breaks this year; there have been no requests for this type of break since the service was made available.

The majority of individuals going to Break Centres have been between 30 and 50 years of age.

All Poppy Breaks have been taken by people living in, or close to, Scotland's central belt.

A short survey was circulated to beneficiaries to identify the level of awareness people had about Poppy Breaks. 200 surveys were sent out in September to individuals who had previously benefitted from one of Poppyscotland's services. From the surveys returned, there was a 100% response that they did not know about the Poppy Break service, this has identified a potential gap in the communication of the service.

# **Advice Services**

Poppyscotland believes that knowing where to turn for advice when times are tough is key to a better future. Poppyscotland’s Advice Services help connect individuals in need with the services right for them, whether it is for financial advice, employment help, housing assistance or more.

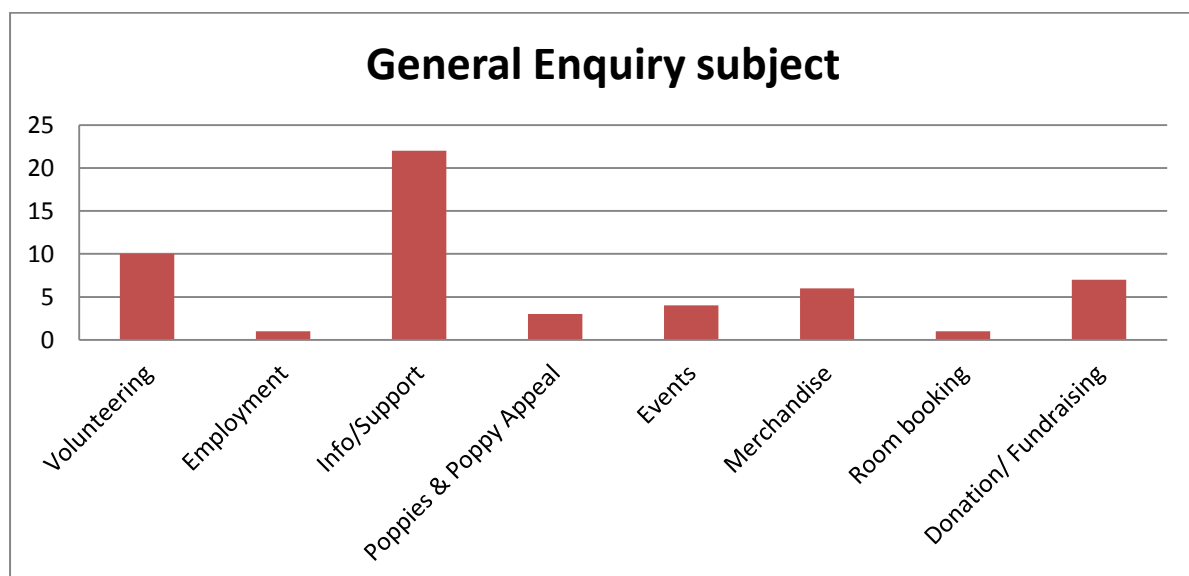
## **1. Inverness Centre (new service)**

**Poppyscotland opened a welfare centre in Inverness in June 2013, offering advice, information and support on a range of topics for current and former members of the Armed Forces and their families.**

During the period June – September 2013, the centre directly supported 29 beneficiaries, 21 of whom self-referred to the service. Of the 29 supported, 86% served in the Army, 10 % the RAF and 4% the Navy.

In line with other advice services and providers such as ASAP, individuals coming into the Inverness centre have presented with mutiple issues, on average, the most common issues being help with housing, employment advice and support, and financial assistance.

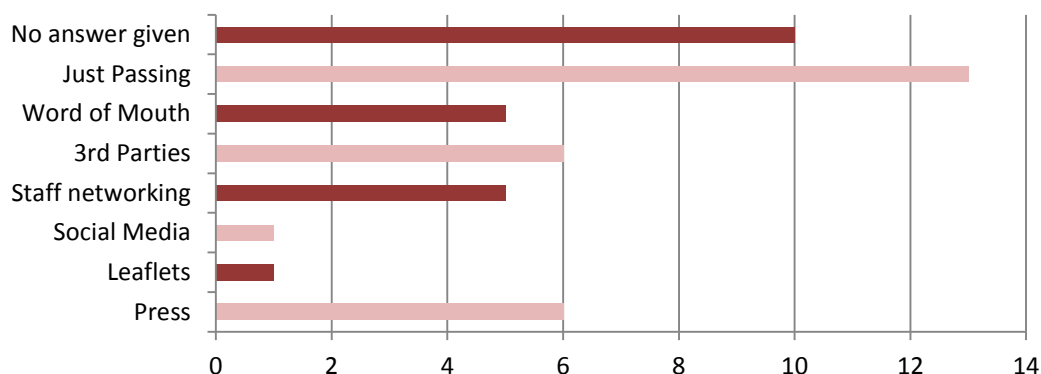
During this same period, the centre had 47 general enquiries, the majority being individuals coming through the door with a few also by telephone and email. The types of enquiries are illustrated in the chart below:



Early indicators suggest that having a public presence in the area is valuable with more than 25% of all general enquiries recorded as being due to individuals ‘just passing’.



## How do people know about the centre?



## 2. Armed Services Advice Project (ASAP)

The Armed Services Advice Project (ASAP) is a partnership between Poppyscotland and the Scottish Citizens Advice Bureau Service. It started in July 2010, and offers specialist information, advice and support to members of the Armed Forces Community via a Scotland wide telephone helpline and strategically selected bureaux across Scotland. Specialist advisers provide help with a wide range of issues including debt, benefits, housing and employment through face to face casework.

### Key statistics for the period 1 October 2013 - 30 September 2013

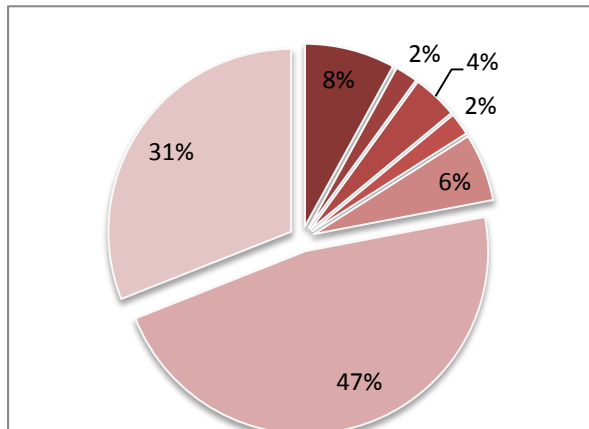
- There were 1840 individual clients over the period.
- The split of clients across the Services showed 74% of clients connected to the Army, 16% to the RAF and 10% to the Royal Navy / Merchant Navy.
- There were 6543 new and repeat issues recorded, which resulted in an average of:
  - ◆ 4.1 issues per client for face to face advice in the regions,
  - ◆ 1.5 issues per client for the helpline.
- 45% of issues raised were about benefits, 17% concerned debts. Housing accounted for 8% of issues raised, financial issues including grant applications 8% and employment 6%.
- Clients may gain financially as a result of the advice and support they have received, for example through receiving benefits to which they are entitled, debt written off or rescheduled, or charitable grants received. Client financial gain in the period was £947,283.47, which is a return of £3.84 for every £1 of funding received over the period. A total of 301 clients benefited from a financial gain; the average financial gain per client was £3147.12

For more data on ASAP activity during this period please see Appendix 1.

## Support to other Organisations

**Poppyscotland also funds organisations which offer specialist help to veterans and their families. This enables Poppyscotland to reach more veterans and their families through the work of others that it funds.**

This year Poppyscotland awarded 18 grants in the following areas to a total of £611,220.



Advice	47%
General welfare	31%
Mental Health	8%
Housing	2%
Disabled Veterans	4%
Children and Families	2%
Education and Training	6%

Poppyscotland funds the Royal British Legion Scotland Pensions and Advice service. The service offers free and confidential advice and representation to any veteran or currently serving member of the Armed Forces.

Over the past 5 years Poppyscotland has awarded 59 grants totalling £3,352,451 which makes the amount awarded this year close to the average per annum for this period.

Work also commenced to ensure that we are supporting these organisations through promotion on our website and to identify our visibility on their websites.

## Employment Services

**Our employment services are designed to help veterans at any point in their working life, from their exit from the Armed Forces through to a change of career or during a period of unemployment.**

### **Annual Uptake of Employment services**

During this last year there have been 128 beneficiaries of Poppyscotland's employment services.

We have found a variance in the uptake of individuals engaging with the employment services; the second and fourth quarters of Poppyscotland's working year (January - March and July – September) average 13.5 beneficiaries per month which is considerably more than the 7.2 average between April and June and 8.3, between October to December.

100% of employment services beneficiaries have been veterans and not dependents.

91% of individuals accessing our employment services are under 50 years of age.

Two of the employment services are new this year and played key roles in an 83% increase in employment services activity.

Some clients are only aware of all the services available to them on accessing another and so it is not uncommon for one individual to be involved with more than one service at a time.

22 Individuals have accessed more than one of Poppyscotlands employment, advice or grant giving services.

64% of employment services clients who accessed more than one service were between 20 and 40 years of age.

## **1. Lifeworks (new service)**

**LifeWorks is a vocational assessment and employability course that equips veterans who are significantly struggling to get work to get the job they need. This motivating residential course is delivered by professionally qualified coaches from the Royal British Legion Industries.**

The majority of individuals we supported to attend LifeWorks this year were from Glasgow and Edinburgh.

All of those attending had served in the Army and claimed they were made aware of the courses from 5 different sources: RFEA, Officers Association Scotland, Poppyscotland's Employment Services Coordinator, Facebook and word of mouth. 55% of attendees said that they enquired about LifeWorks following a post on Poppyscotlands Facebook page.

A LifeWorks course was run for the first time in Scotland this year.

## 2. Employ-Able (new service)

**Poppyscotland's 'Employ-Able' mental health employability programme offers one-to-one and group support to people who are living with any mental health condition and need assistance to find or sustain employment.**

The Employ-Able programme is delivered on a sessional basis over a number of weeks by SAMH (Scottish Association for Mental Health) Employment Advisors using their successful 'Tools for Living' programme which supports people to develop a tailored pathway towards employment.

43 veterans were referred to the Employ-Able programme between October 2012 and September 2013, 34 engaged with the programme. .

20% of Employ-Able clients accessed more than one service.

71% of the clients accessing more than one service accessed the Criminal Conviction Disclosure Service.

For more data on Employ-Able activity during this period please see Appendix 2.

## 3. Criminal Conviction Disclosure Service

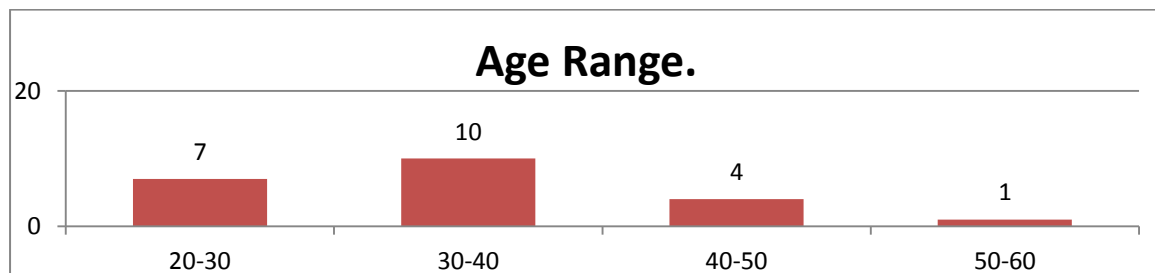
**Our Criminal Conviction Disclosure Service, delivered by Apex Scotland offers advice and guidance on how and when to disclose information on past or current convictions to prospective employers. The service aims to improve the employment prospects of veterans through building confidence and developing interview skills.**

22 veterans accessed the service this year.

54% of individuals were living in Glasgow at the point of referral to the service.

94% of referrals were made by ex-Service charities.

77% of the individuals who were referred to the Criminal Disclosure Service were between 20 and 40 years of age.



## 4. Employment Support Grant

**Poppyscotland offers employment support grants; these are available to service leavers and veterans who are unemployed or in receipt of means tested employment benefits.**

This year there were 88 enquiries about employment support grants, 38 of these were awarded.

The 88 individuals that applied for an employment support grant through Civvystreet were veterans of varying status. Their reasons for leaving the Armed Forces were:

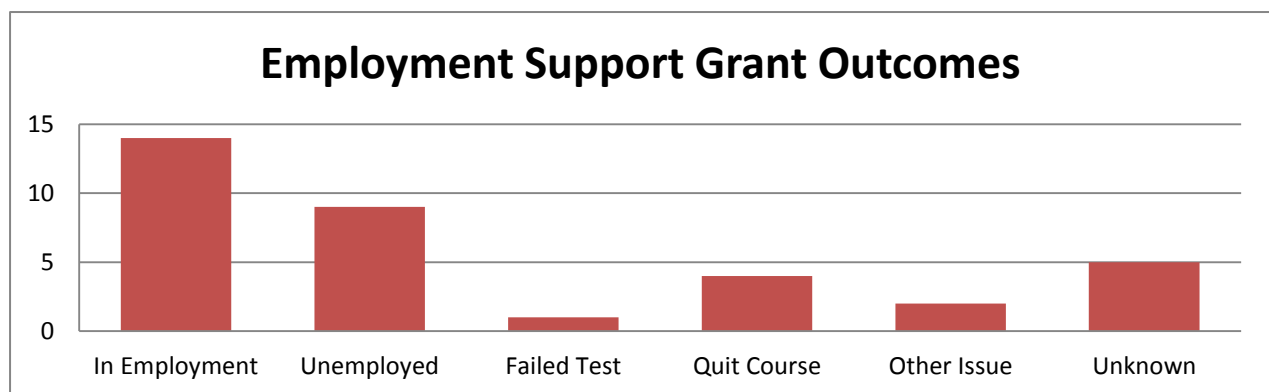
End of Contract	28
Medical Discharge	15
Premature Voluntary Release	14
Premature Voluntary Discharge	1
Other	30

\*Categories displayed above taken from [www.civvystreet.org](http://www.civvystreet.org)\*

38% of the 88 employment support grant enquiries were for training towards driving related employment with 19% of the enquiries seeking funding to gain their basic offshore entry qualifications.

When employment support grants were first introduced as a new service in 2008 there were 14 Grants awarded, driving related vocational courses was one of the two most popular requests.

In 2012-2013 Poppyscotland contributed £26,582 to employment support grants as well as £17,332 on individual training grants.



Not including the 5 individuals still in training, the above chart allows us to see the outcomes of the 33 individuals who received an employment support grant. Currently 14 individuals have moved onto employment, 9 are unemployed and actively looking for employment.

## 5. Be the Boss

'Be the Boss' is primarily a business start-up service. Whilst availability and access to funding from 'Be the Boss' is a necessary element for some clients, the majority access the scheme for business start-up training and mentoring.

'Be the Boss' closed to new applications in January 2013.

There are 48 'Be the Boss' businesses currently running in Scotland, 22 of these received their loan in the last year.

The businesses are spread widely over the country. The nature of the 'Be the Boss' business has varied greatly over the past 12 months from Sign Making to Paddle Sports. 13% of the businesses have been locksmiths, 2 in the Glasgow area and 1 in Falkirk.

2 of the individuals who received 'Be the Boss' funding, received national recognition this year; one as a Young British Foodie winner, the other winning the Prince's Trust Young enterprise award.

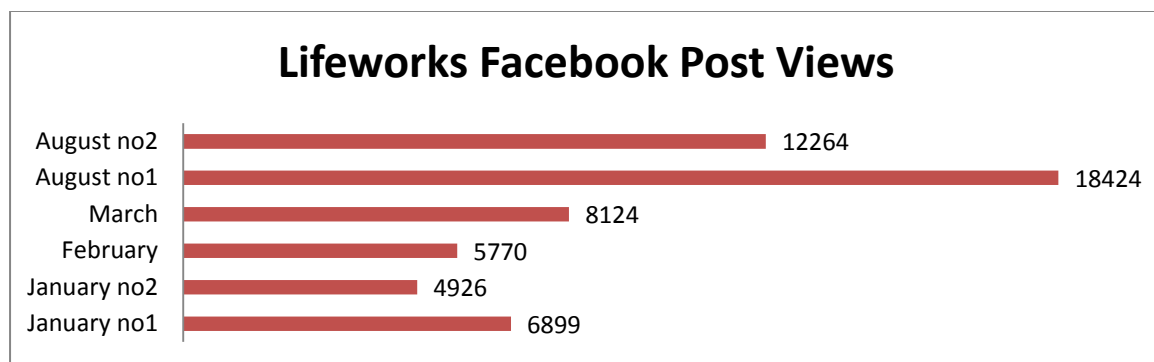
## Communication

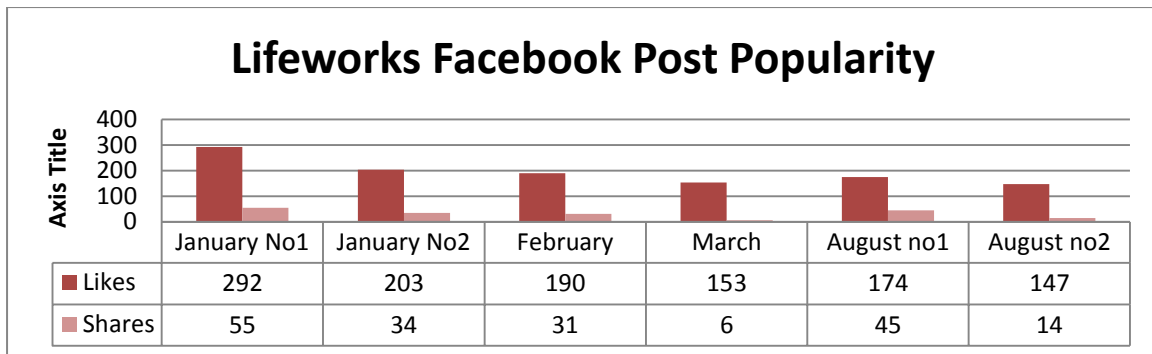
### 1. Social Media

This was the first year that time was invested in communicating Poppyscotland's Welfare services through social media.

Carrying out this work has initiated closer partnership working with the marketing team and also with partners.

The use and monitoring of social media has ensured frequent communication of our services to thousands of people.





The charts above show the first post in January as being the most popular. 'January no1' was viewed by 6,899 individuals, some 11,525 fewer than those who viewed 'August no1', which received 118 more likes.

The varying factor of these posts was imaging. Our surmise has been that January's image was more attractive to our supporters than the image used in August. Welfare services have been able to use this knowledge to develop imaging for future communications.

## 2. Newsletters, Magazines and Publications

Welfare services have featured in the 6 editions of the Scottish Legion News since last year, with various articles and advertisements, as well as in the bi-annual Poppyscotland newsletter.

ASAP as well as the new initiatives, the Inverness Welfare Centre and Employ-Able service, also received significant additional coverage in local and national media.

## 3. Leaflets

New leaflets on Employ-Able, ASAP, the Inverness Welfare Centre, Support and Funding and Advice and Guidance were produced this year, and distributed at conferences, in Job centres and to partnership organisations as well as many other places.

# Appendix 1

## ASAP Activity Report Oct 12 – Sept 13



### **ARMED SERVICES ADVICE PROJECT REPORT FOR THE PERIOD 1 October 2012 – 30 September 2013**

The Armed Services Advice Project (ASAP) delivers information, advice and support to members of the Armed Forces Community through a Scotland wide helpline and face to face casework. During this period there were 7 regions. The service is made possible by the funding partnership, led by Poppyscotland, with whom we work closely to develop the service and ensure that it continues to meet the needs of the clients we support.

#### **Key statistics for the period 1 October 2013 - 30 September 2013**

- There were 1840 individual clients over the period.
- The split of clients across the Services showed 74% of clients connected to the Army, 16% to the RAF and 10% to the Royal Navy / Merchant Navy.
- There were 6543 new and repeat issues recorded, which resulted in an average of
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- Clients may gain financially as a result of the advice and support they have received, for example through receiving benefits to which they are entitled, debt written off or rescheduled, or charitable grants received. Client financial gain in the period was £947,283.47, which is a return of £3.84 for every £1 of funding received over the period. A total of 301 clients benefited from a financial gain; the average financial gain per client was £3147.12



## 1. Client Numbers

**Table 1: Number of clients in each region**

<b>Region</b>	<b>October – December 2012</b>	<b>January – March 2013</b>	<b>April – June 2013</b>	<b>July – September 2013</b>	<b>Total adding 4 quarters</b>
Citizens Advice Direct National Helpline	83	118	98	101	<b>400</b>
Edinburgh and Lothians	16	59	72	70	<b>217</b>
Falkirk	-	30	44	45	<b>119</b>
Fife and Dundee	61	84	87	95	<b>327</b>
Inverness, Moray and Nairn	107	102	102	97	<b>408</b>
Lanarkshire	76	87	106	104	<b>373</b>
Renfrewshire	52	45	40	49	<b>186</b>
Stirlingshire and Clackmannanshire	31	36	28	35	<b>130</b>
<b>Total</b>	<b>426</b>	<b>561</b>	<b>577</b>	<b>596</b>	<b>2160</b>

### Notes:

- Client count: the total client count for the period is obtained by adding together the total clients seen in each quarter. This includes repeat clients who have been seen in more than one quarter.
- The service in Edinburgh and Lothians started in November 2012. The service in Falkirk started in January 2013.
- The ASAP service in the Falkirk area is funded by Falkirk Council.

A defining feature of the service is that many clients make multiple visits over a long period of time. The statistics gathered in each quarter of the project count each client once in each quarter, regardless of how many times they are seen. If clients are seen in different reporting periods they will be shown in each period, leading to an element of double counting when looking at client numbers across the whole service provision period.

If all repeat visits are discounted, the total number of unique clients seen in the 1 year period is 1840.

### **Outside ASAP regions**

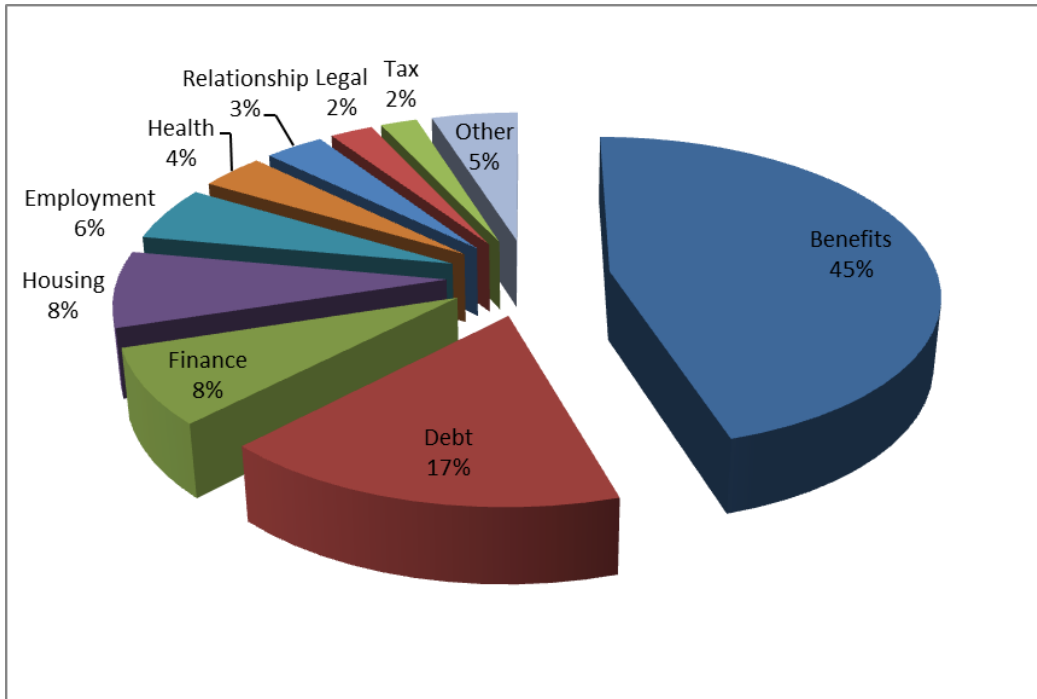
There were 156 clients with a Service connection recorded in bureaux outside the ASAP regions over the period. This is likely to be an understatement of the number of clients with a Service connection seen as not all bureaux routinely record this data.

## 2. Advice needs of ASAP clients

**Figure 1: Types of issues raised**

New and repeat issues 1/10/2012 to 30/09/2013.

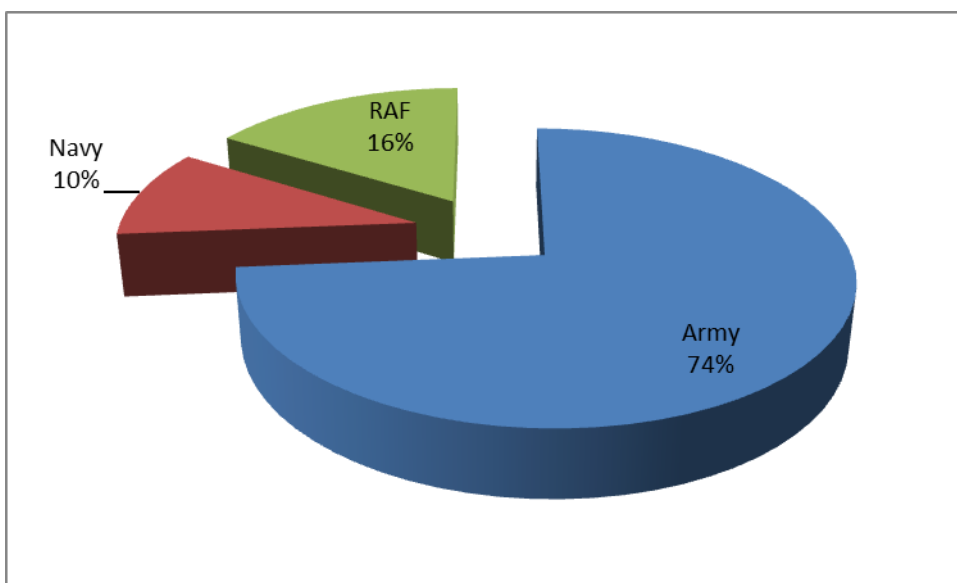
There were a total of 6543 new and repeat issues raised during the year, split as follows:



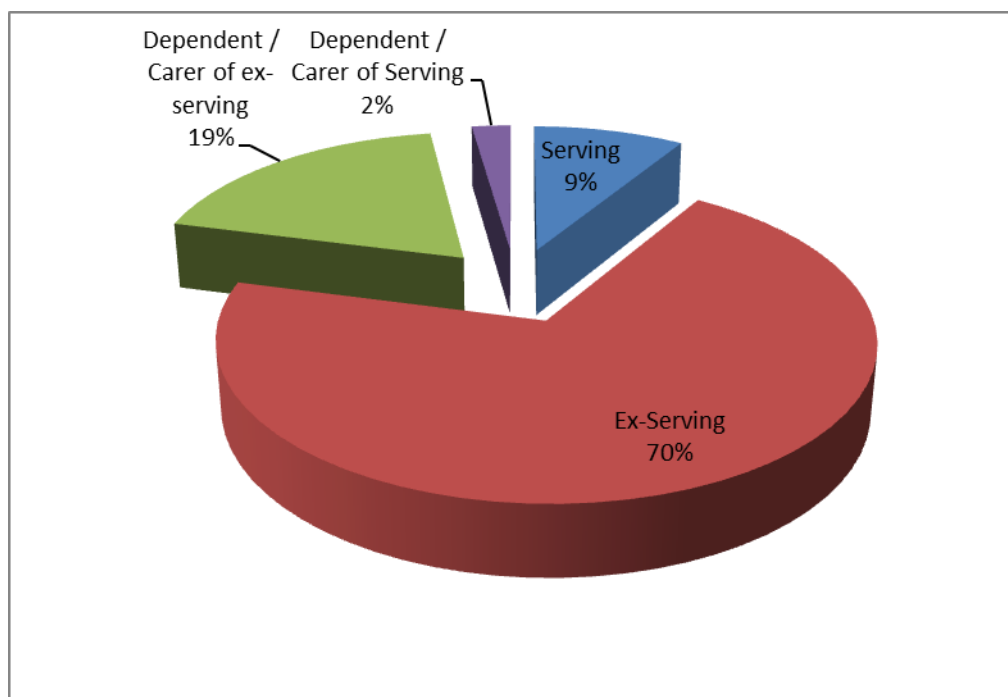
## 3. Client Status Breakdown

**Figure 2: Client breakdown by Service**

Period covered 1/10/2012 – 30/09/2013



**Figure 3: Client Personal Status**  
 Period covered 1/10/2012 – 30/09/2013



#### 4. Referrals

CAD records referral information for each client, while bureaux record this information for some, but not all, clients. There were referrals in recorded for 71% of clients, and referrals out recorded for 49% of clients. The statistics are therefore indicative of the organisations ASAP works with, but do not record every contact with an external organisation.

**Table 2: Main organisations referring clients to ASAP**

Period covered 1/7/2010 – 30/06/2013

Organisation	Percentage of referrals in
SSAFA	6%
SPVA -VWS	4%
Forces Welfare Services	3%
Poppyscotland / Poppy Factory	2%
Other Service related organisation	3%
Combat Stress	2%
Job Centre Plus / DWP	2%
Royal British Legion Scotland	2%
Self-referral (including seeing leaflets)	32%

Referrals in were received from a wide range of organisations, including non-ASAP bureau, the NHS, a range of veterans organisations, charities and local authority services. Clients accessed ASAP via websites (CAS, ASAP, CAD and internet searches), the helpline and bureaux in the regions. There is a remarkable spread in the sources of referrals, indicating that ASAP is becoming increasingly well known.

**Table 3: Main referrals out from ASAP**

Period covered 1/7/2010 – 30/06/2013

Organisation	Percentage of referrals out
SSAFA	19%
SPVA -VWS	6%
Other Service related organisation	5%
Combat Stress	3%
Poppyscotland / Poppy Factory	2%
Glasgow's Helping Heroes	2%

5% of recorded referrals out were to specialist bureau services such as debt advice, the Money Advice Service, specialist benefits advisers and tribunal representation. Referrals out also include the helpline referring clients to ASAP advisers or non-ASAP bureau as appropriate.

Referrals out to external organisations are indicative of the range of relationships built up by ASAP Advisers with relevant local organisations to support clients. These include local authority services such as housing and money advice departments, and, mental health services and agencies providing legal advice.

## 5. Case Example

The following case example illustrates the ongoing nature of the support provided by ASAP:

*The client first approached the bureau when her husband was alive. He served in the army for a number of years and was in receipt of his army pension. The bureau helped him to appeal to get disability benefits. When he died from a long standing medical condition the client was left with a lot of debt and needed substantial help to sort out her own benefits situation and maximise her income. The ASAP adviser was able to help the client to sequestrate and ensured that she accessed all relevant benefits.*

*But this wasn't the end of the help ASAP was able to provide for the client. Over the last year the client's own health has deteriorated. She now suffers with severe arthritis and is unable to work. The ASAP adviser helped the client to claim ESA and DLA. The client was turned down for both in the first instance, but on appeal she won first her ESA tribunal and was recently awarded high rate mobility and low rate care at DLA tribunal. The ASAP adviser has also helped the client with tax issues related to her husband's army pension and is currently trying to make the case for a discretionary housing benefit payment. The client has a spare room for her son, who is currently serving in Germany, so that he has somewhere to stay when he is home. He requires a fixed and stable address so that he can have access to his children when he is home on leave.*

*The client has stated that through all the bad times the bureau and ASAP have been there for her and she does not know what she would have done without all the help provided. She has said that it is such a relief to know that whatever problem she is faced with she can turn to the bureau and ASAP for an understanding and effective service.*

The helpline is often able to coordinate support from a number of agencies for clients who have complex problems.

*An ex-army client called in quite anxious and distressed. He had received a letter from DWP stating that he was required to attend an interview at the jobcentre as part of his claim for*

*ESA. He had been on incapacity benefit and the forms had been completed for him by his local bureau. The client had returned from a week's treatment by Combat Stress at Hollybush. He indicated that he was feeling suicidal and was concerned about his suicidal thoughts.*

*The helpline adviser liaised with the local CAB and closest ASAP adviser to co-ordinate help and assistance for client. An appointment was arranged for client at short notice at local CAB. The helpline adviser offered to make contact with Combat Stress, but the client felt able to cope if benefits issue resolved. The client made contact again the day before his appointment at the local Job centre re Working Links and the Works Programme, advising that he felt worse and that he did not feel he could attend. The helpline adviser contacted local office for Working Links and through several calls the client was able to speak to someone who was able to make the decision that the client's appointment could be postponed. This support involved multiple calls to the client and other agencies, and the client knows that he can get back in touch again should be need to.*

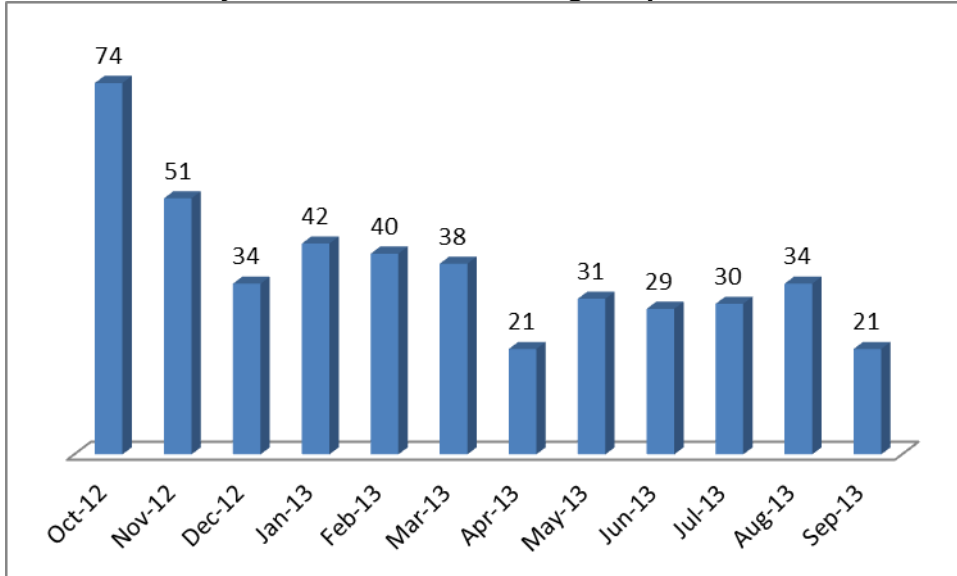
## **6. E-learning**

Two e-learning modules have been developed. The first provides information about ASAP to bureau advisers; the second provides information about the uniqueness of military life, the issues faced by some people following transition and sources of support available. It is freely accessible to all front line advisers, and has been endorsed by a number of organisations, including the NHS and DWP, for use by their staff. The unit has been promoted to a range of organisations, some of whom have provided links to it on their websites thus increasing access.

The e-learning module can be found at [www.asaplearning.co.uk](http://www.asaplearning.co.uk)

There were 445 unique users in the period 1 October 2012 to 30 September 2013.

**Table 4: Monthly breakdown of e-learning unique users**



## 7. Conclusion

During this year ASAP built on the experience of previous years. The service was extended into the Edinburgh and Falkirk Council areas. The recognition of the service offered continues to increase within the armed forces community, and ASAP works with an increasing number of organisations to support clients. Many of the advisers have been with the service since it started, and our advisers bring a wide range of experience including service backgrounds and those who have trained and worked in other areas. All advisers share their experience to the benefit of the ASAP team and the clients they support.

### Contact

Claire Williams  
Armed Services Advice Project Co-ordinator  
Citizens Advice Scotland  
[claire.williams@cas.org.uk](mailto:claire.williams@cas.org.uk)  
0131 550 7186

## Appendix 2



### Employ-Able Annual Report

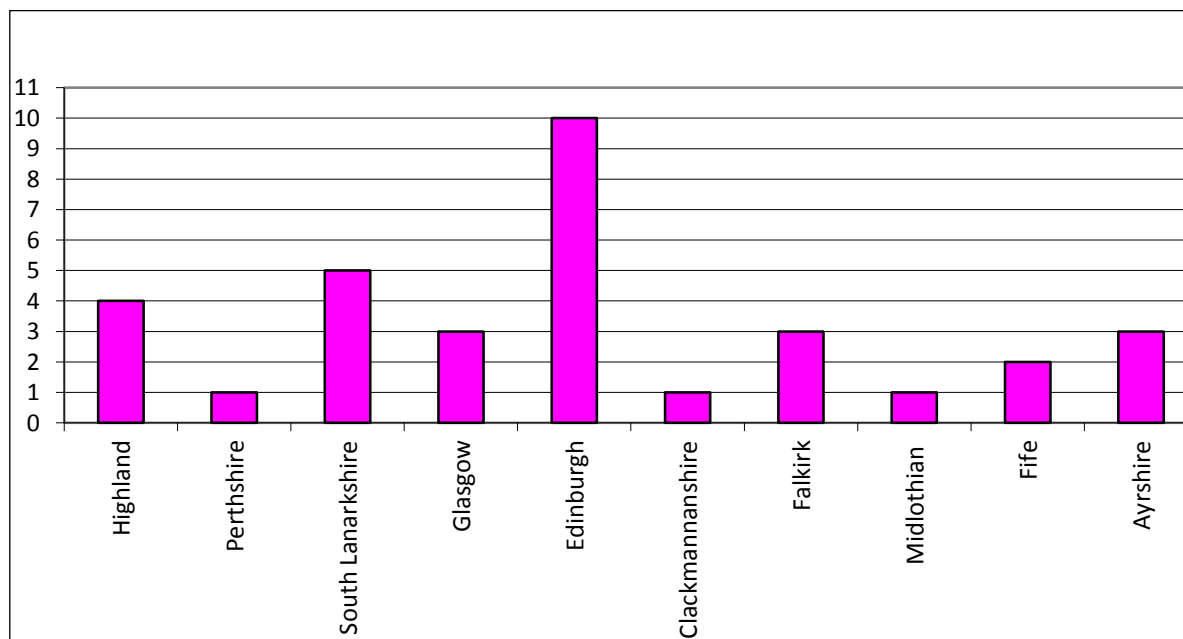
November 12- September 13

#### 1) Total number of current active customers as of 30/9/13: 22

Referral source	Nov - Mar	Apr - Jun	Jul - Sep	Total
Self	2	0	1	3
Combat Stress	5	0	0	5
Poppy Scotland	1	2	1	4
Social Work	1	0	0	1
Veterans Welfare Service	1	2	0	3
Armed Services Advice Project	1	0	1	2
Job Centre Plus	2	0	2	4
Regular Forces Employment Association	1	0	1	2
Veteran's 1 <sup>st</sup> Point	0	0	7	7
SSAFA	0	0	1	1
Lifeworks Team	0	1	0	1
NHS	0	1	0	1
<b>Total</b>	<b>14</b>	<b>6</b>	<b>14</b>	<b>34</b>

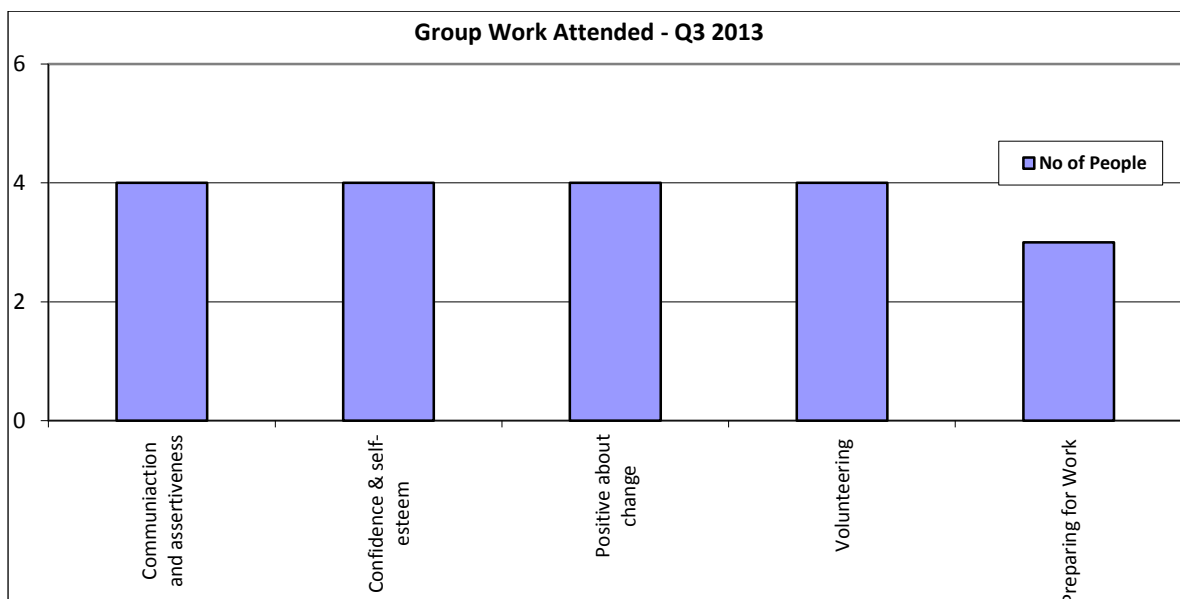
#### 2)

#### Location of Referrals



### 3) Support delivered

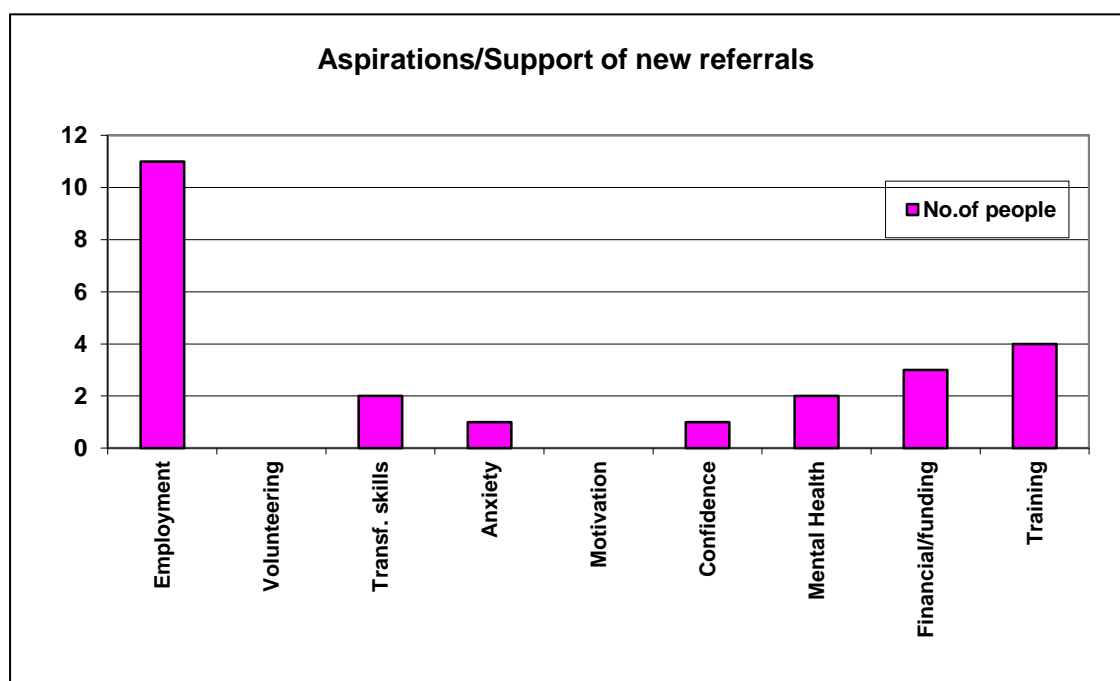
	Nov - Mar	Apr - Jun	Jul - Sep	Total
<b>No of people supported in this quarter</b>	13	15	25	N/A
<b>Contract delivery (hours):</b>				
1:1 Support (hours)	71.5	83.0	151	305.5
Group Work (sessions)	0	0	5	5
<b>1:1 support delivered (no of people):</b>				
Vocational Profiling	12	6	13	31
Permitted Work Info	2	1	0	3
Financial/ JCP Issues	3	2	9	14
Job Ops inc. CV Prep/job searching/ employer engagement/ interview prep	10	8	11	29
Volunteering Ops	4	2	3	9
Training Ops	3	2	11	16
Mental health support	0	0	5	5
Meaningful Activity	1	2	1	4
Housing/social issues	0	0	3	3
Convictions (disclosure of)	0	0	4	4
Appointments	37	58	68	163
Missed Appointments (without 24 hours notice)	8	15	25	48
<b>Tools for Living group work modules attended (no of people):</b>				
Communication and assertiveness	0	0	4	4
Confidence & self-esteem	0	0	4	4
Positive about change	0	0	4	4
Volunteering	0	0	4	4
Preparing for Work	0	0	3	3





#### 4) Aspirations and Support needs

No. of new referrals who have indicated they would like/require support in the following areas	Nov - Mar	Apr - Jun	Jul - Sep	Total
Finding employment	9	4	11	24
Training opportunities	0	0	4	4
Volunteering opportunities	3	0	1	4
Identifying transferable skills	1	1	2	4
Anxiety	1	0	1	2
Motivation	1	1	0	2
Confidence	2	1	1	4
Coming to terms with mental health issues	3	2	2	7
Support with financial issues/funding	-	2	3	5



#### 5) New Outcomes achieved

Outcome:	Nov - Mar	Apr - Jun	Jul - Sep	Total
Employment	1	3	2	6
Volunteering	2	0	3	5
Training	2	1	1	4
Referred to Specialist Services	2	1	1	4

### 6) Service User profile (new referrals)

	Nov - Mar	Apr - Jun	Jul - Sep	Totals
<b>Age Profile:</b>				
Under 20	0		0	0
20-30	5	1	5	11
30-40	0	1	1	2
40-50	2		4	6
50-60	7	3	1	11
Over 60	0		0	0
Not given	1		2	3
<b>Gender Profile:</b>				
Male	15	5	13	33
Female	0	0	0	0
<b>Ethnicity Profile:</b>				
White Scottish	8	2	10	20
White Irish				
White British	7	3	2	12
Any Other White Background				
Any Mixed Background			1	1
Indian				
Pakistani				
Bangladeshi				
Chinese				
Other Asian				
Black Caribbean				
Black African				
Any Other Black Background				
Any Other Ethnic Background				