



Welfare Services Statistical Report

October 2015 – September 2016



Laura Darling - Welfare Services Coordinator

Contents Page

| Item | Page |
|--|-------------|
| Summary | 2 |
| Services | |
| 1. Tailored Support and Funding | 4 |
| 1.1 Funding to Individuals | |
| 1.2 Annual Grants | |
| 1.3 Poppybreaks | |
| 2. Advice, Information and Support | 9 |
| 2.1 Inverness Welfare Centre | |
| 2.2 Armed Services Advice Project (ASAP) | |
| 3. Support to Other Organisations | 11 |
| 4. Employment Services | 11 |
| 4.1 Lifeworks | |
| 4.2 Employ-Able | |
| 4.3 Disclosure Service | |
| 4.4 Employment Support Grants | |
| Communications | 16 |
| 1. Social Media | |
| 2. Publications & Marketing | |

Appendices

ASAP Annual Report
Employ-Able Annual Report



Welfare Services 2015-2016

From October 2015 to September 2016 Poppyscotland provided assistance to 1,469 cases across a wide-range of our Welfare Services. We also reached many more people through the Armed Services Advice Project, our Inverness Welfare Centre and funding to other organisations.

Key Facts summary

Tailored Support and Funding

- 1,469 cases were funded across a wide-range of our Welfare Services.
- Funding support to individuals was £683,950.
- 969 Immediate Needs Grants were awarded to individuals to help with a wide range of needs from home adaptations and household expenses to clothing.
- The total Immediate Needs Grant expenditure this year was £501,932.
- 225 individuals and families benefited from a much needed Poppy Break.

Advice, Information and Support

- There were 709 users of the Inverness Welfare Centre.
- 528 individuals accessed the general information and guidance service, while 181 accessed welfare advice.
- 87 individuals, all with multiple needs, benefitted from the 1:1 specialist advice and support service.
- ASAP Advisers helped 2,408 individual members of the Armed Forces community over the year, supporting them with 11,537 issues.
- ASAP client financial gain recorded for the year was over £1.5m.

Support to Organisations

- Poppyscotland provided 18 grants totalling in excess of £1,001,000 to organisations offering specialist services to the Armed Forces community.

Employment Services

- There has been a total of 177 beneficiaries of Poppyscotland's Employment Services.
- Over £150,000 was spent on assisting veterans with their employment needs.
- 106 veterans received ongoing one to one support through the Employ-Able service.
- 24 individuals received Employment Support Grants.

- **Employment Support Grants awarded totalled almost £42,000. Poppyscotland contributed £22,016 to this total and the remainder was met by other Service charities.**
- **24 veterans attended a LifeWorks course.**
- **23 veterans with criminal convictions have been assisted to take positive steps towards employment through the Apex disclosure service.**

Services

1. Tailored support and funding

We supported 1,295 individuals through tailored support and funding. Our financial support to individuals totalled £683,950.

1.1 Funding to individuals

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

We received 1,356 applications between October 2014 and September 2015 and awarded 969 grants.

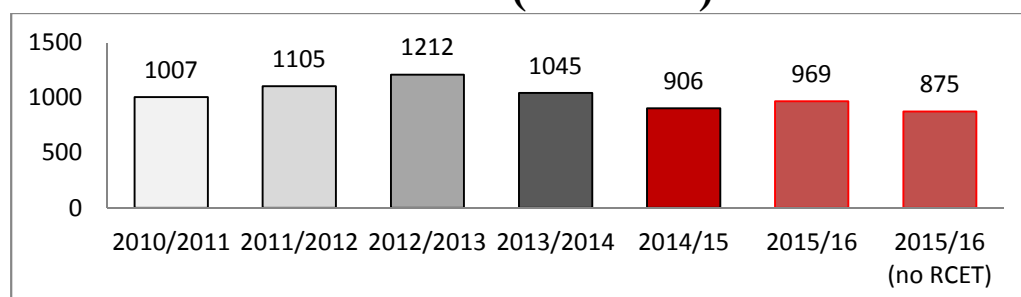
163 applications for funding were refused for a variety of reasons such as falling outwith our criteria or because the applicant was considered not to be in financial need.

Grants at a glance

| Year | Total number of grants awarded | Total Grants expenditure | Average cost per case |
|-----------|--------------------------------|--------------------------|-----------------------|
| 2012-2013 | 1212 | £548,668 | £453 |
| 2013-2014 | 1045 | £527,593 | £504 |
| 2014-2015 | 906 | £543,920 | £600 |
| 2015-2016 | 969 | £501,932 | £518 |

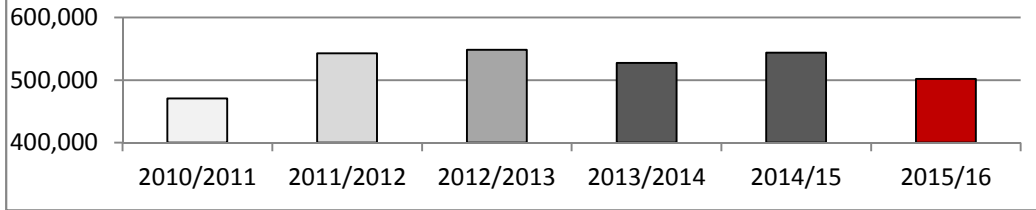
The total Immediate Needs Grants expenditure this year was £501,932.

Immediate Needs Grants by award (2010-2016)



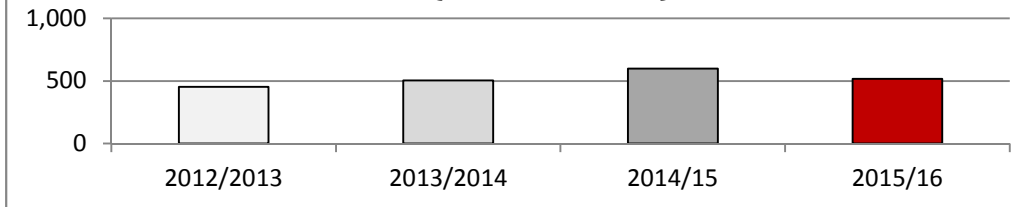
There has been a 7% increase in the number of grants awarded this year. However, this includes 94 RCET cases (there were no requests from them last year). If this is taken into account, the level of grant awards made would be very similar, showing just a 3% fall.

Immediate Needs Grants by total expenditure (2010-2016)



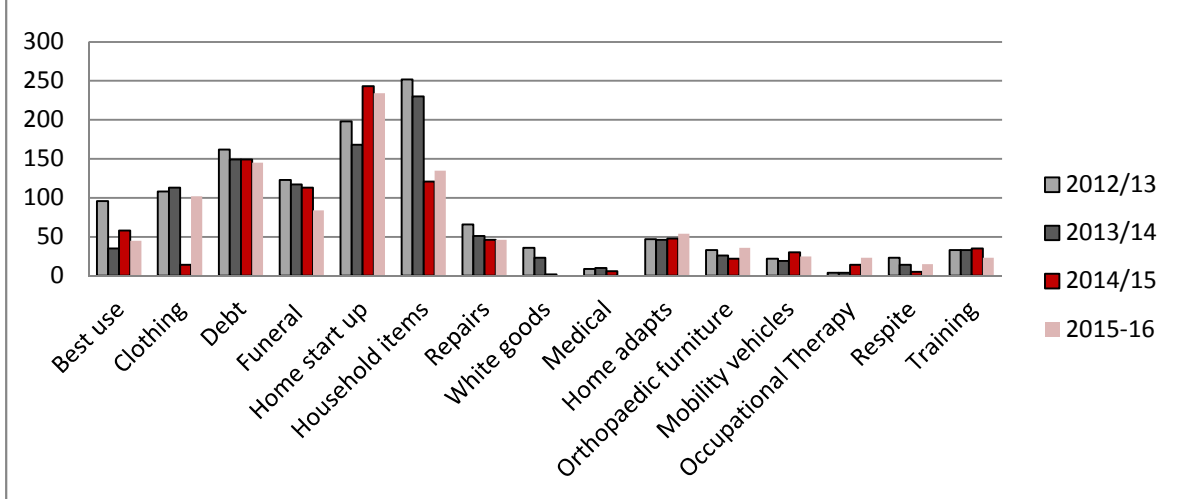
There has been a 7.7% decrease in total expenditure this year, despite an increase in the number of grants awarded. This is due to the average amount awarded being lower (see chart below).

Immediate Needs Grants by average award (2010-2016)



There has been a slight decrease in the average amount awarded, but this has stayed fairly stable over the last four years with annual averages ranging from £453 - £600.

Number of Grants awarded



Grant purpose by number of awards – Top 5

| 2013/14 | | 2014/15 | | 2015/16 | |
|-----------------|------------------|-----------------|------------------|-----------------|------------------|
| Grant Purpose | Number of awards | Grant Purpose | Number of awards | Grant Purpose | Number of awards |
| Household items | 253 | Home start-up | 243 | Home start-up | 234 |
| Home Start-up | 202 | Debt | 149 | Debt | 145 |
| Debt | 193 | Household items | 121 | Household items | 135 |
| Best use | 120 | Funeral | 113 | Clothing | 102 |
| Funeral | 111 | Best use | 58 | Funeral | 84 |

Grant purpose by total expenditure – Top 5

2013-2014

| Grant purpose | Approximate overall funds awarded | Average awarded per beneficiary |
|------------------|-----------------------------------|---------------------------------|
| Household items | £101,973 | £437 |
| Home start-up | £90,444 | £538 |
| Debt | £81,655 | £544 |
| Funeral | £71,990 | £615 |
| Home adaptations | £49,048 | £1,066 |

2014-2015

| Grant purpose | Approximate overall funds awarded | Average awarded per beneficiary |
|------------------|-----------------------------------|---------------------------------|
| Home start-up | £147,914 | £608 |
| Debt | £94,633 | £653 |
| Funeral | £86,934 | £769 |
| Home adaptations | £48,973 | £1,020 |
| Household items | £39,807 | £329 |

2015-16

| Grant purpose | Approximate overall funds awarded | Average awarded per beneficiary |
|---------------------------|-----------------------------------|---------------------------------|
| Home Start-Up | £132,560 | £567 |
| Debt | £88,211 | £608 |
| Funeral | £58,511 | £697 |
| Household Items | £52,193 | £387 |
| Mobility Home Adaptations | £41,466 | £768 |

When grant awards are looked at by number approved or by overall funds spent, four categories appear in the top five for both. These are Home Start-Up, Debts, Household Items and Funerals.

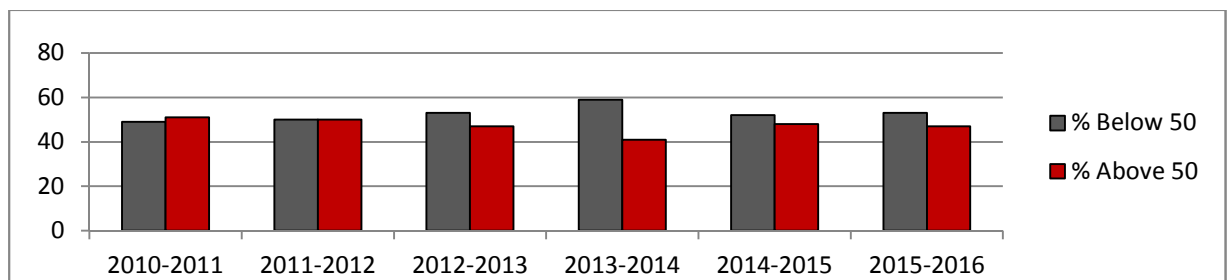
However, while clothing awards are made to a high number of clients and feature in the top five of number of awards made, the amounts are relatively low and they do not feature in the top five for total expenditure. The high number of clothing awards is as a result of a high number of awards to RCET, where school clothing features prominently.

Conversely, mobility home adaptations do not feature in the top five of number of awards made, but due to the relatively high cost of these awards they feature when expenditure is considered.

Profile of Beneficiaries

The age profile of our beneficiaries needing financial assistance has changed over the last 5 years and there continues to be a larger percentage of beneficiaries under 50 years of age.

Age profile of beneficiaries receiving grants (%)



The majority of grants were awarded to males (77%). Most awards were again to those having served in the Army (83%) with 8% being awarded to those from the RAF and 9% to those from the Navy.

At the time of application 64% of beneficiaries had received no previous assistance from Poppyscotland, a drop of 9% from the previous year.

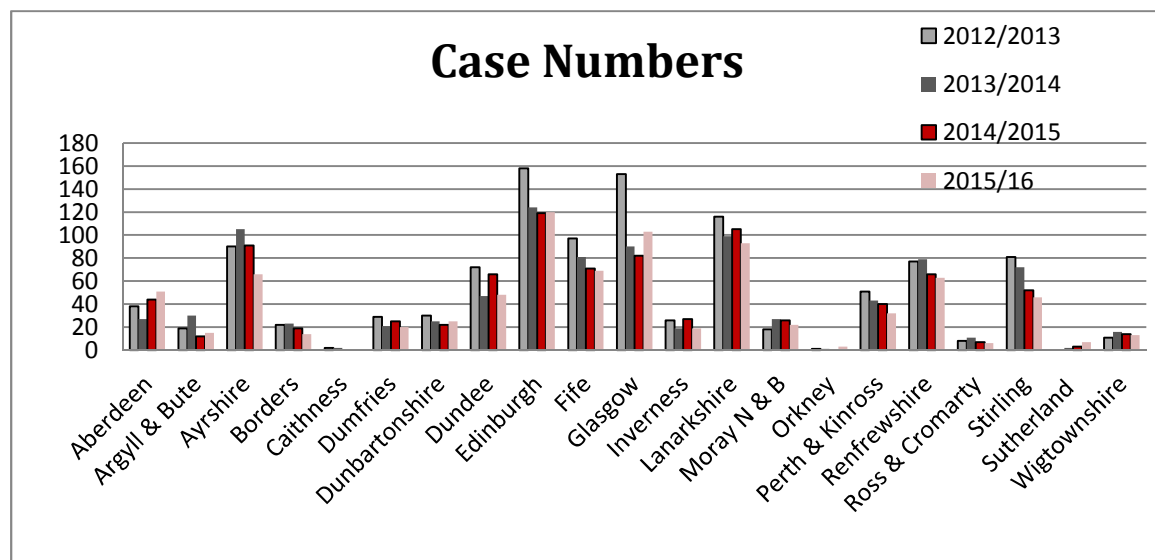
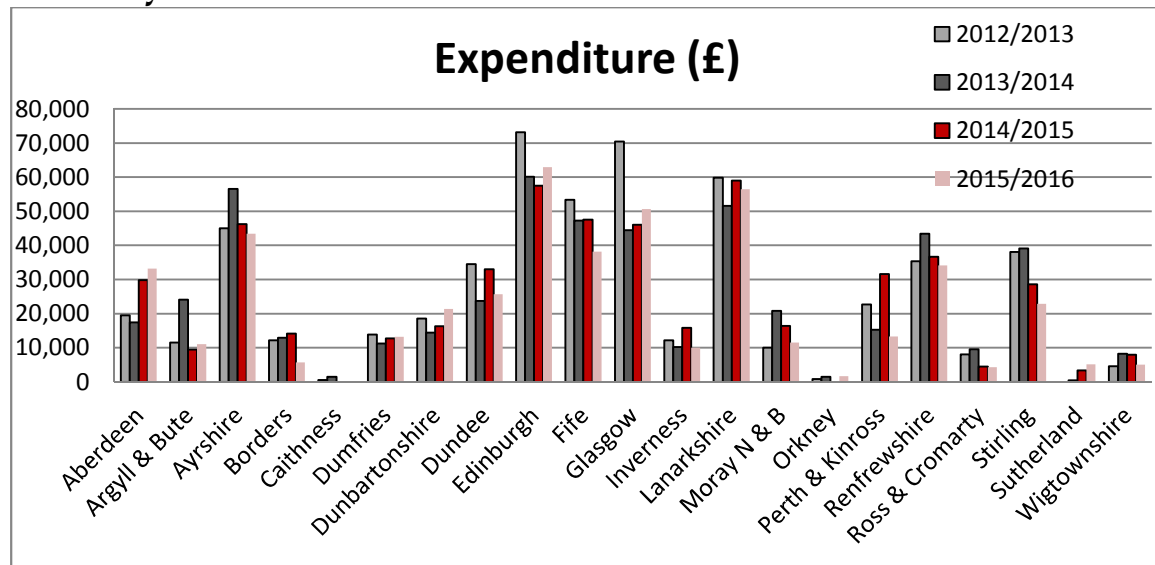
Evidence from grant application forms suggests that, while the incomes of the majority of applicants exceeds their expenditure (59%), for a significant minority (41%) there is a weekly deficit.

476 beneficiaries (49%) were recorded as being in debt, with a combined debt total of almost of £2.8 million. This is an average of £5,857 per client.

SSAFA

This year 96% of grant awards were completed with the assistance of SSAFA who provide casework for members of the Armed Forces community requesting assistance from Military and other charities throughout Scotland. The remaining 4% of cases were completed through RAFA.

Grants by SSAFA branch



1.2 Annual Grants



Although new annuity awards (annual grants) are no longer awarded by Poppyscotland, 87 individuals are still in receipt of this form of financial assistance. The grants are paid quarterly and amounts vary from £125 - £650 per quarter. Clients are still of course, able to apply for repeat support year-on-year if their circumstances necessitate their doing so.

The average annual grant recipient is 73 years of age, but ages range from 34 – 96.

1.3 Poppy Breaks

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

This year 225 members of the Armed Forces community benefitted from the Poppy Breaks service, a 5% increase from the 2014/15 figure.



79% of these breaks were taken at a caravan park, 16% at a break centre, and 4% at Centerparcs.

Breaks were taken across the UK with approx 72% in England, 26% in Scotland and 1% in Northern Ireland.

2. Advice, Information and Support Services

Poppyscotland's Advice, Information and Support Services help connect individuals in need with the services right for them, whether it is for financial solutions, employment help, housing, relationships, health and wellbeing or more.

2.1 Inverness Centre

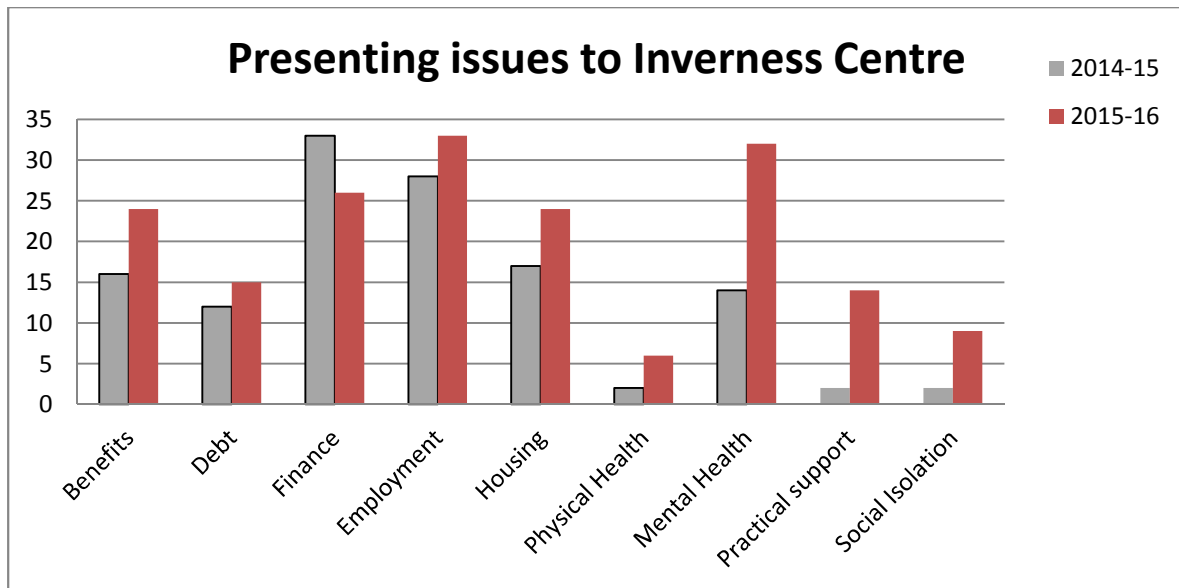
Our Inverness Centre offers advice, information and support on a range of topics for current and former members of the Armed Forces and their families living in the North of Scotland.

This year 615 individuals accessed the service, a slight (1.7%) increase from last year.

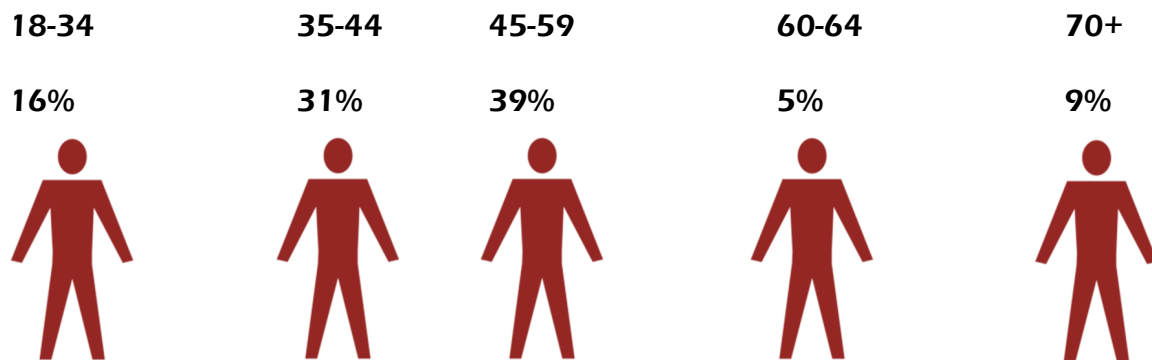
528 Individuals accessed the general information and guidance service, a slight decrease from last year (2%).

However, there was a 34% increase in those benefitting from the 1:1 specialist advice and support services, with 87 people accessing this service.

Finance, benefits and debt accounted for 36% of issues presented in 2015-16, 12% lower than last year. The percentages of cases relating to employment (18%), housing (13%) and physical health (3%) remained similar to those of last year. There were increases in percentages of cases relating to mental health (17%), practical support (8%) and social isolation (5%).



Age profile of Inverness beneficiaries:



2.2 Armed Services Advice Project (ASAP)

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 in ten regions.

Advisers helped 2,408 individual clients over the year, supporting them with 11,537 new and repeat issues. This resulted in an average of

- 5 issues per client for face to face advice in the regions,
- 2.7 issues per client for the helpline.

42% of issues raised were about benefits, 13% concerned debts. Financial issues, including grant applications, accounted for 12% of issues raised.

Client financial gain recorded over the year was £1,592,501. A total of 530 clients benefited from a financial gain; the average financial gain per client was £3005.

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

3. Support to other Organisations

Poppyscotland continues to work collaboratively with other organisations, providing funding so that members of the Armed Forces community can access the specialist services they need.

This year Poppyscotland awarded 18 grants to other organisations providing specialist advice, employment, respite, mental health support, and assistance for children and young people. Our financial support to these organisations totalled in excess of £1M.

| Area of support | Funding amount 2013-14 | Funding amount 2014-15 | Funding amount 2015-16 | Percentage 2013-14 | Percentage 2014-15 | Percentage 2015-16 |
|-------------------------|------------------------|------------------------|------------------------|--------------------|--------------------|--------------------|
| Advice | £480K | £561K | £572K | 65% | 55% | 57% |
| Employment services | £103K | £265K | £385K | 14% | 26% | 38% |
| Mental health support | £97K | £122K | £29K | 13% | 12% | 3% |
| Housing | £35K | £71.5K | 0 | 5% | 7% | 0 |
| Mobility services | £2.5K | £4K | 0 | 3% | < 1% | 0 |
| Respite | £1.5K | £4K | <£1K | < 1% | < 1% | < 1% |
| Children & Young People | 0 | 0 | £11,800 | 0 | 0 | 1% |

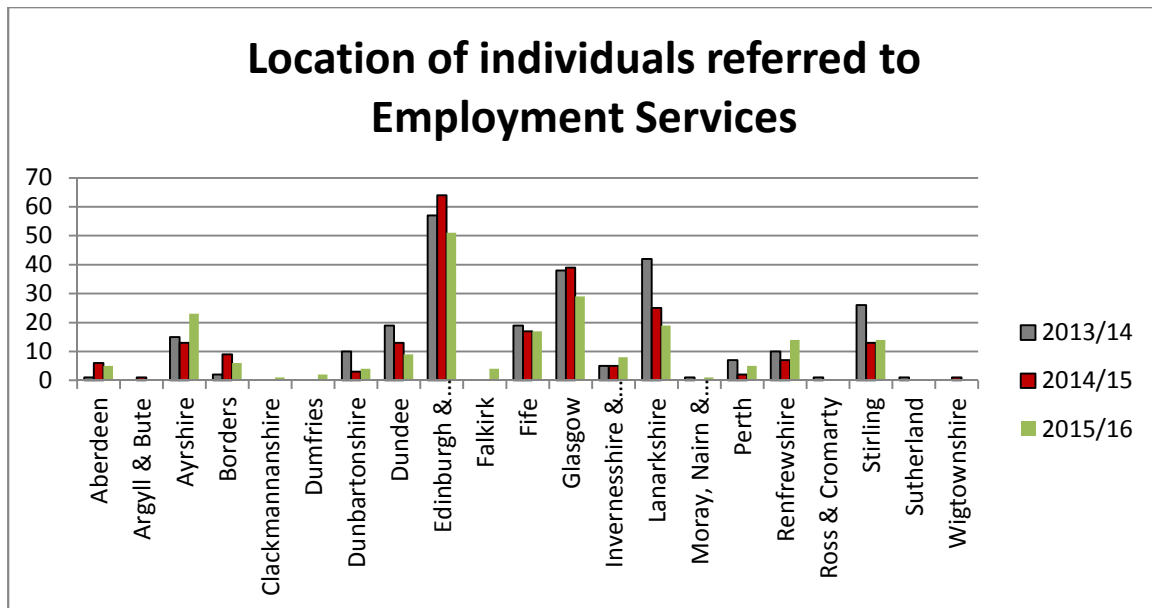
Organisations supported include: Housing Options Scotland, Seafarers Children, RCET, SACRO, SSAFA, RFEA and Horseback UK.

4. Employment Services

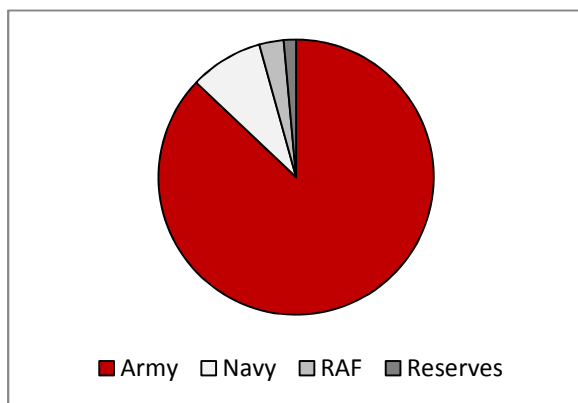
We supported 177 individuals through our employment services at a cost of over £150,000.

The average age of those referred to Poppyscotland's Employment Services was 38, with 81% being under the age of 50 and with the majority of individuals being in their 30s. This is consistent with last year's figures.





The majority of individuals referred to our employment services reside in Edinburgh, Glasgow and Lanarkshire.



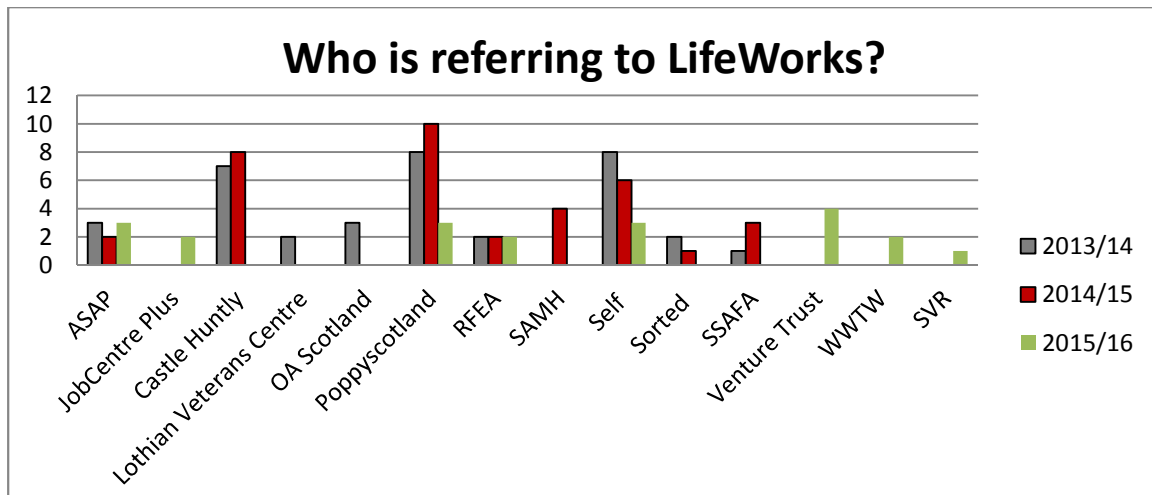
87% of clients had served in the Army, 18% in the Navy, 3% in the RAF and 1% in the Reserves.

32% had previously accessed one of Poppyscotland's Welfare Services, a similar percentage to last year.

4.1 Lifeworks

LifeWorks, run in partnership with **Royal British Legion Industries**, is a vocational assessment and employability course that gives veterans, significantly struggling to get work, the support and confidence they need to help get the job they want.

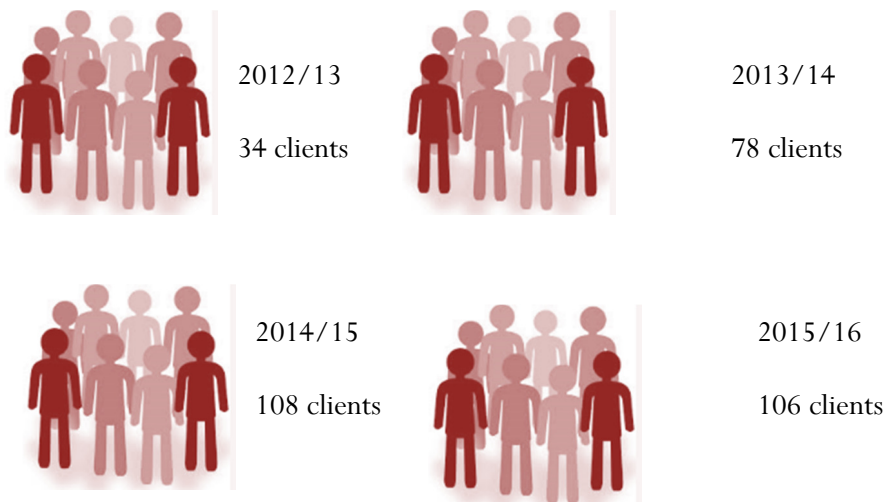
24 individuals attended a LifeWorks course this year, with two courses being held in Scotland.



4.2 Employ-Able

Employ-Able run in partnership with the Scottish Association for Mental Health, provides advice and support to assist veterans towards achieving vocational goals in paid work, education, training or volunteering.

The Employ-Able service supported 106 veterans in 2015/16.



Individuals accessing the service indicated they would like/require support in several areas with gaining employment, support with finances and mental health issues featuring highly.

Employ-able has seen a significant increase in job outcomes for clients, with 39% moving into work, 37% securing interviews, and 21% starting training or education.



However, there has also been a sharp rise in clients failing to attend appointments, with an increase from 247 missed appointments in 2014/15 to 413 in 2015/16.

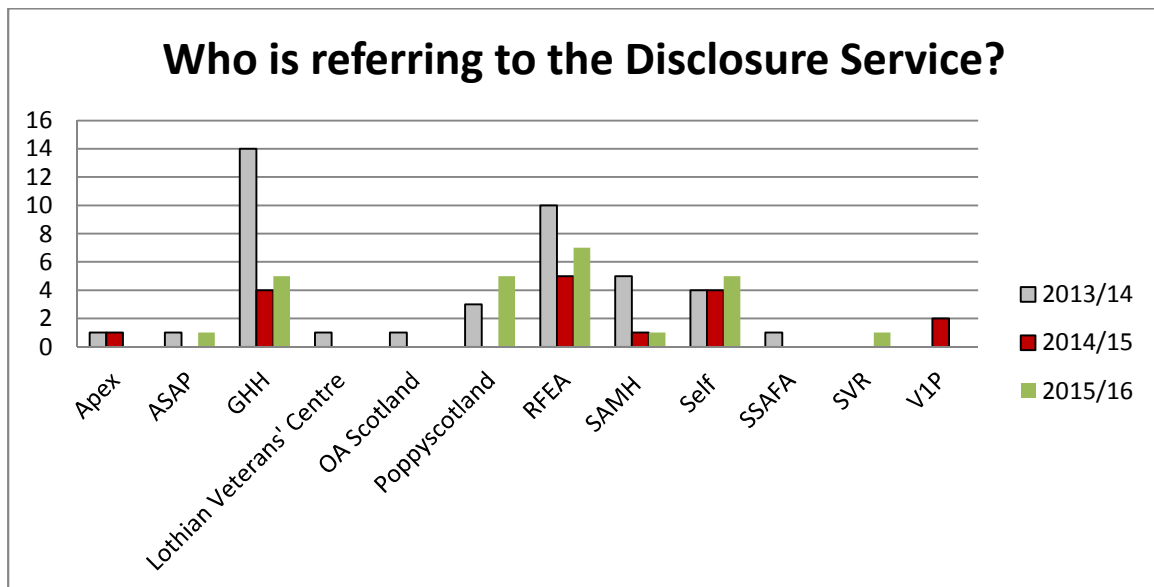
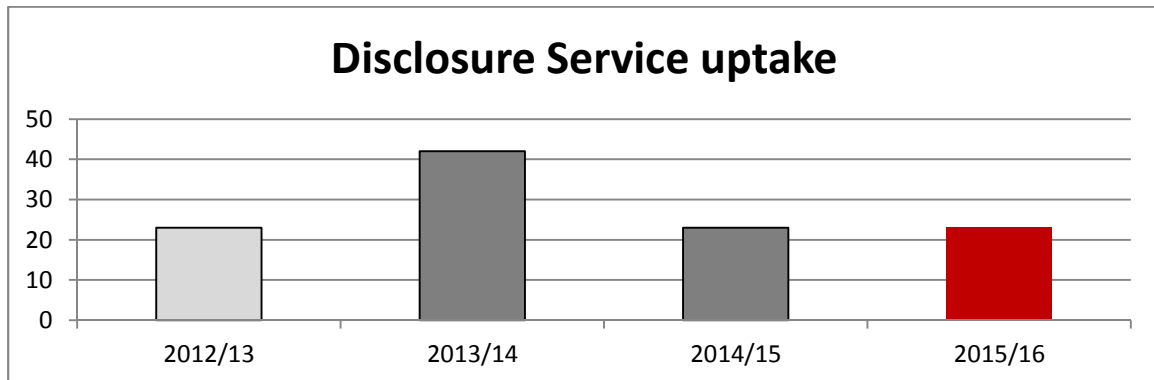
57% of clients are in the 30-49 age group at the point of referral, and the majority of clients are male.

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

4.3 Criminal Conviction Disclosure Service

The Criminal Conviction Disclosure Service, run in partnership with offender rehabilitation charity Apex, aims to improve the employment prospects of veterans by offering advice and guidance on how and when to disclose information on past or current convictions to prospective employers.

23 individuals engaged with the Criminal Convictions Disclosure Service this year. This is the same as last year's figure.



80% of those referred to the Criminal Conviction Disclosure Service were under 50 years of age, with ages ranging from 19-58. 91% had served in the Army, with the others serving in the Navy and in the Reserves.

4.4 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.

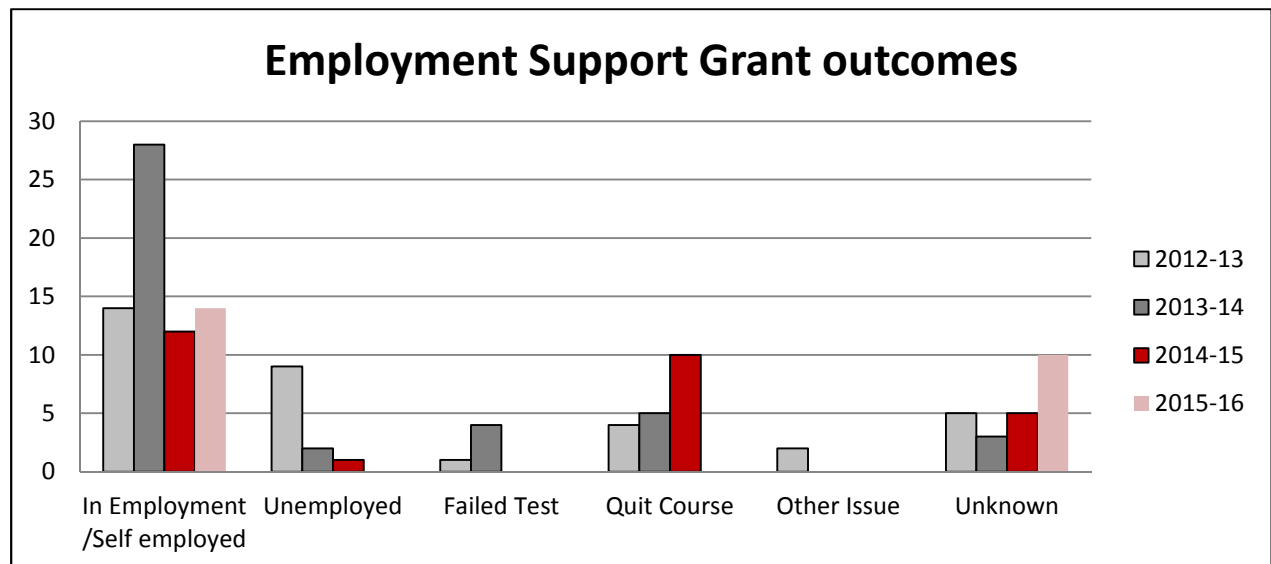
This year the number of applications for employment support grants increased from 56 to 63. 24 awards were made, down from 32 the previous year.

The 63 individuals that applied for an employment support grant through the Royal British Legion's employment portal website 'Civvy Street' were veterans of varying status. Their reasons for leaving the Armed Forces were:

| | 2012-13 | 2013-14 | 2014-15 | 2015-16 |
|-----------------------------|---------|---------|---------|---------|
| End of Contract | 28 | 28 | 11 | 24 |
| Medical Discharge | 15 | 18 | 10 | 6 |
| Premature Voluntary Release | 15 | 13 | 12 | 9 |
| Redundancy | - | 2 | - | - |
| Other | 30 | 37 | 23 | 24 |

Driving-related qualifications continue to be the most sought-after by our client group.

A total of almost £42,000 was awarded in Employment Support Grants in 2015-16, with Poppyscotland contributing £22,016 and sourcing the balance from other funders.



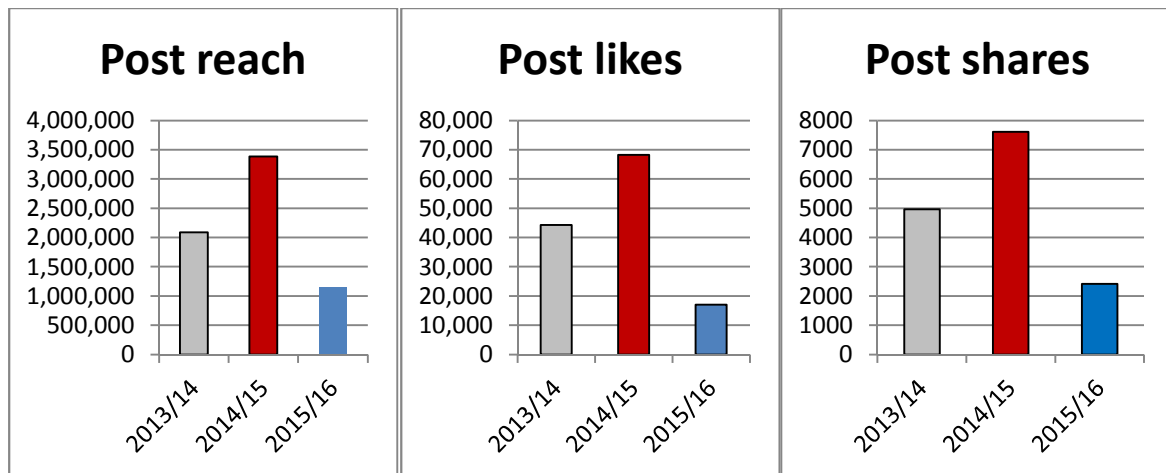
58% of those awarded an Employment Support Grant are now in employment.

Communication

1. Social Media

Facebook

We have continued to have a strong presence on Facebook. Welfare-related content accounted for 108 posts on the Poppyscotland page this year, down slightly from 120 last year. Posts have had a combined reach of 1,144,815. This is a significant drop from last year when the figure was 3,387,521. Factors influencing this are the changes Facebook has made to their algorithms and the smaller number of posts. This has also had an impact on the number of 'likes' and 'shares'.



Posts with the largest reach included Poppybreak and mobility posts and case studies.

Twitter

This year we have continued to look for opportunities to tweet interesting facts and figures relating to our services and to link with relevant partners. We have increased the number of jointly-prepared posts promoting other organisations.

2. Publications & Marketing



Our welfare services continue to feature in each edition of the Poppyscotland Newsletter and Legion Scotland magazine, and we continue to have a presence on several partner websites.

A marketing campaign took place for our Inverness welfare centre, including radio advertising and bus stop posters.

We also undertook our first Facebook advertising campaign featuring the Lifeworks employment course.

The Armed Services Advice Project (ASAP) has a regular slot on BFBS radio.



Armed Services Advice Project



Annual Report
1 October 2015 – 30 September 2016



Key Achievements

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 in ten 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.

This report covers the last year of a three year funding cycle. Funding is now in place for a further three years.

Key statistics for the period 1 October 2015 - 30 September 2016

- Advisers helped 2408 individual clients over the year, supporting them with 11,537 new and repeat issues. This resulted in an average of
 - 5 issues per client for face to face advice in the regions,
 - 2.7 issues per client for the helpline.
- The split of clients across the Services showed:



- The majority of ASAP clients are ex-serving (75%), and a further 15% are dependents or carers of ex-serving personnel. Serving personnel make up 7% of the client group, and dependents or carers of serving the remaining 3%.
- 42% of issues raised were about benefits, 13% concerned debts. Financial issues, including charitable grant applications, accounted for 12% of issues raised, housing 9% 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 recorded over the year was £1,592,501. A total of 530 clients benefited from a financial gain; the average financial gain per client was £3005.

From the start of the service on 1 July 2010 to 30 September 2015, ASAP advisers have supported a total of 9,636 individual clients with 45,647 new and repeat issues. The client financial gain since the start of ASAP is £7.5 million.



Client numbers

Table 1: Number of clients in each region

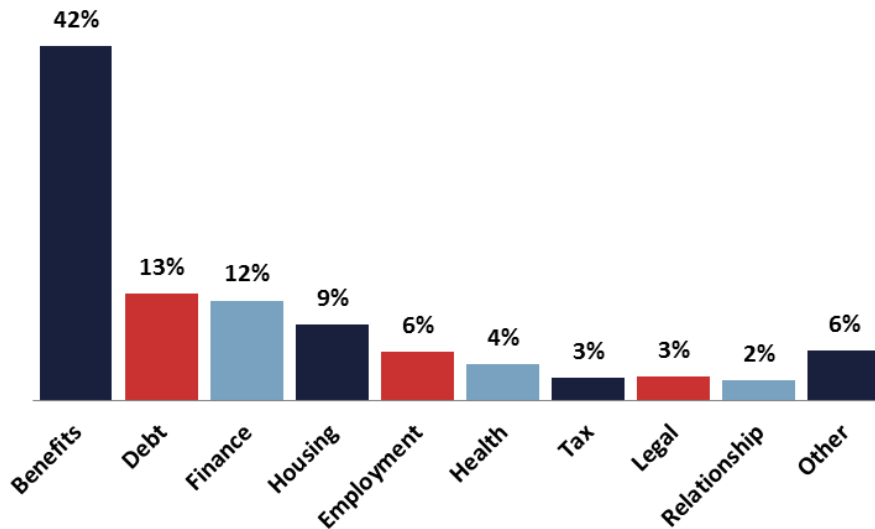
| Region | October – December 2015 | January – March 2016 | April – June 2016 | July – September 2016 | Total |
|--|-------------------------------|----------------------------|-------------------------|-----------------------------|-------------|
| Citizens Advice Direct National Helpline | 120 | 86 | 88 | 79 | 373 |
| Aberdeen and Aberdeenshire | 48 | 44 | 53 | 49 | 194 |
| Argyll and Bute | 28 | 32 | 42 | 18 | 120 |
| Edinburgh and Lothians | 113 | 109 | 92 | 92 | 406 |
| Falkirk | 57 | 56 | 50 | 54 | 217 |
| Fife | 77 | 73 | 76 | 70 | 296 |
| Inverness, Moray and Nairn | 65 | 91 | 90 | 75 | 321 |
| Lanarkshire | 102 | 102 | 115 | 128 | 447 |
| Renfrewshire | 67 | 65 | 66 | 61 | 259 |
| Scottish Borders | - | 12 | 6 | 8 | 26 |
| Stirlingshire and Clackmannanshire | 51 | 46 | 52 | 50 | 199 |
| Tayside | 90 | 90 | 95 | 84 | 359 |
| Total | 818 | 806 | 825 | 768 | 3217 |

Notes:

- The helpline also dealt with 139 enquiries from other organisations.
- The ASAP service in the Falkirk area is jointly funded by Falkirk Council and the ASAP funding partnership.
- The service in the Scottish Borders was provided by a part time volunteer, from January to August 2016. The volunteer has left the bureau, thus ending the bespoke service; the manager is happy to continue to take ASAP related enquiries in the bureau.
- The figures are for the number of people seen in each quarter, counting each person once no matter how many times they are seen in the quarter.
- As our clients have complex support needs advisers tend to see them for multiple appointments which can be spread out over many months. This means that a client may be seen in more than one quarter. If this is the case, they will be counted in each quarter.

Advice needs of ASAP clients

Figure 1: 11,537 new and repeat issues raised by clients

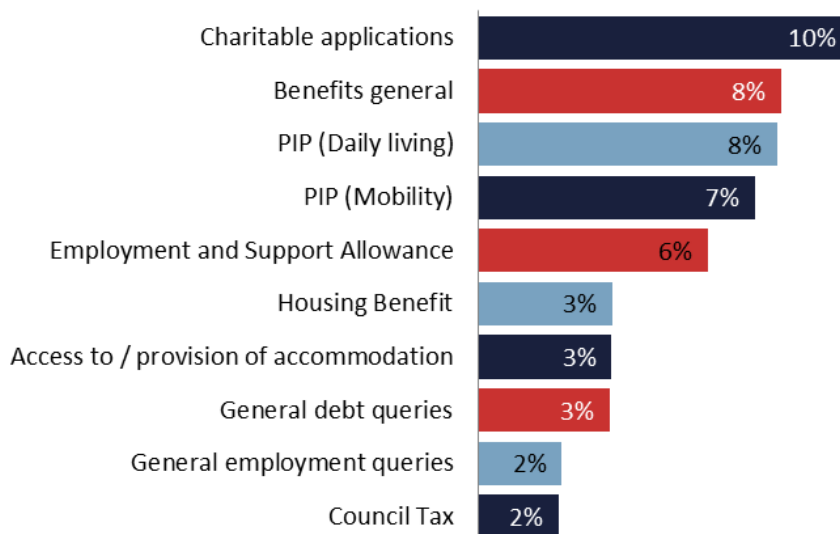


The total number of individual clients seen over the year is slightly lower than the previous year. However, there was an 8% increase in the number of issues advisers supported clients with, indicating that the support needs of clients have become more complex.

The proportion of issues raised in each category is broadly similar to the previous year. Compared with advice sought from the bureau service as a whole, ASAP clients raise a greater proportion of benefits related issues (39% of all issues raised with bureaux, compared to 42% of ASAP issues), and fewer debt related issues (23% of all issues, compared with 13% of ASAP issues). The finance category includes charitable applications, and given our close relationship with SSAFA supporting mutual clients, it is unsurprising that for ASAP this category accounts for 12% of queries, compared to 4% of all issues raised in bureaux.

Figure 2: Top 10 advice issues

The table below shows the top ten advice issues as a percentage of all new and repeat issues raised over the year, largely unchanged from the previous year.



Who we've worked with

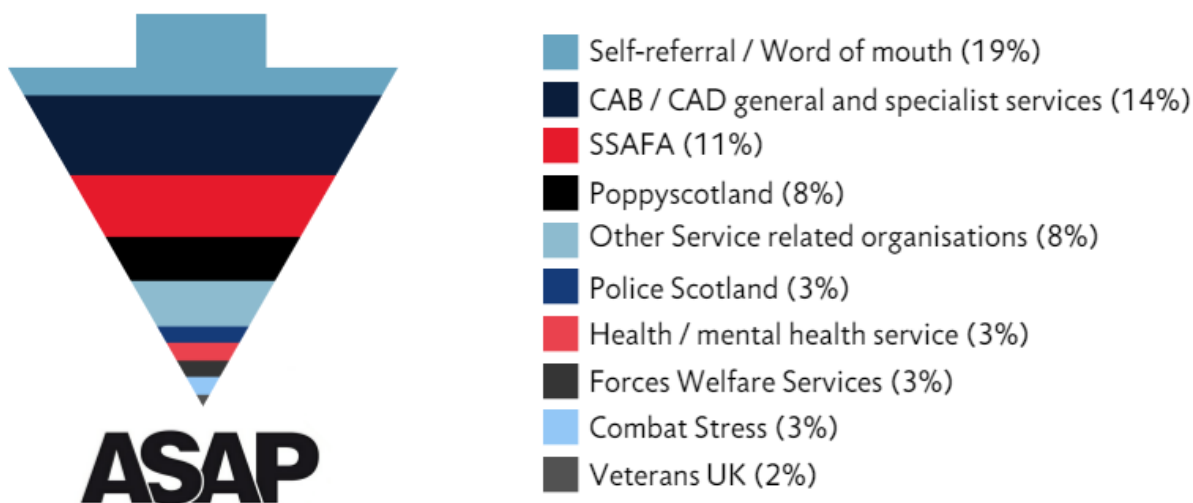
ASAP is an integral part of the support network for the Armed Forces community in Scotland. Our strength lies in our ability to work with a wide range of organisations to support our clients, whether Service related, statutory or voluntary, bridging the gap between the Service experience of our clients and the civilian world.

In the last year we have continued to work with a number of partner organisations at a national level, including Police Scotland to support the Veterans Referral Scheme, and the Royal Voluntary Service to continue to raise awareness of the support available to veterans with their staff and volunteers. We have signed a Partnership Agreement with the Veterans Welfare Service, formalising our working relationship to support mutual clients. ASAP was represented at national and local events across Scotland, promoting the service to veterans groups and organisations working with specific client groups such as older people.

At a local level our advisers work with a wide range of organisations, doing training and presentations, attending events and providing joint support for clients. These include partnership meetings with prisons and advising prisoners, Defence Medical Welfare Service, veterans residences, Scottish War Blinded. They also raise awareness of the support available with Serving personnel, for example delivering a debt presentation to over 200 members of 3/Rifles, and an ASAP presentation to the Scottish Band at Dregghorn Barracks.

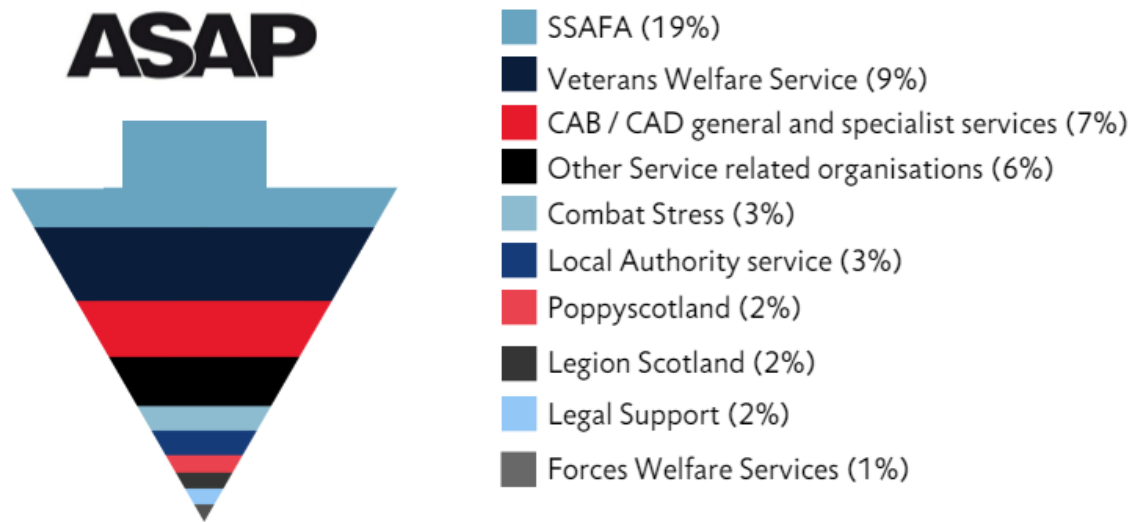
The links with other organisations that advisers utilise to support their clients are recorded as referrals into and out of ASAP. These are not routinely recorded for every client, so the data below indicates the range of organisations we work with rather than representing the complete picture.

Figure 3: Most common referrals into ASAP



Bureaux offer a wide range of specialist services which can link into ASAP, including specialist benefits and housing advice, tribunal representation and the Pension Wise service. We work particularly closely with the bureaux debt services.

Figure 4: Most frequent referrals out of ASAP



As part of the support they provide for clients, ASAP advisers help them access support from other organisations. We work closely with SSAFA and the Veterans Welfare Service, supporting mutual clients and carrying out joint home visits as required. As well as the organisations listed above, ASAP clients have been supported in accessing local authority services such as housing or council tax support, health services via the GP or specialist mental health organisations, and specific services offered by organisations such as Age Scotland, Glasgow's Helping Heroes and Veterans First Point.

Training our advisers

ASAP advisers are dealing with a particularly vulnerable client group, which means that they need a specialist skill set in addition to detailed knowledge of matters relating to the Armed Forces. All advisers have access to the specialist bureau courses, for example in employment and welfare rights. Regular training days are arranged for advisers with speakers from a range of organisations to foster new partnerships and ensure they are aware of the services available.

What we've done for clients

The support we offer clients frequently involves benefits applications:

The client was an ex-Army veteran medically discharged due to injuries sustained on active duty; he also suffers from chronic PTSD, resulting in agoraphobia which makes it extremely difficult to leave the house.

ASAP helped him submit a Personal Independent Payment application, and, supported by his GP, requested that a decision be made based on the evidence submitted, or, if a medical assessment was necessary, that it be carried out at the client's home as he would find it extremely difficult to travel 25 miles to the assessment centre. The client was therefore very distressed to be required to attend an ATOS assessment.

ASAP contacted ATOS and asked them to re-consider our request for a home visit. ATOS said the decision had to be made by DWP, who in turn said that ATOS should make the decision. After two weeks of being passed between ATOS and DWP, a home visit was arranged with ASAP in attendance for support and guidance.

At the assessment both the client and his wife were extremely distressed. It was apparent that it would not be possible to conduct the interview without risk to the client's mental health. Although only there in a supportive role, in light of the client's obvious distress and deterioration, ASAP asked the ATOS representative to re-consider continuing the interview. This resulted in the ATOS representative agreeing that client was not fit to undergo the process, and arranging for the assessment be completed based on the paper evidence already submitted, as initially requested by ASAP. The award was granted, but after weeks of unnecessary distress for the client.

ASAP advisers provide client centred support, looking beyond the immediate issue the client brings to their whole situation:

While assisting an Army veteran to complete Personal Independence Payment paperwork, the ASAP adviser noticed that his Army pension notice had an incorrect tax code. The ASAP adviser contacted HMRC on behalf of the client, securing a rebate of over £3000.

They are able to provide practical support when needed, for example when the wife of an Army veteran suffered an injury on holiday and had difficulty with her insurance claim, they were able to negotiate with the insurer, resulting in compensation being paid.

We support all members of the Armed Forces Community:

ASAP assisted a veteran in prison to deal with his debts. We were also able to provide much needed support to his family with referrals to the Legion Scotland Befrienders and for a Poppy Break. As the family's accounts were frozen during the police investigation, ASAP liaised with various Criminal Justice agencies to keep family informed and explain the procedures.

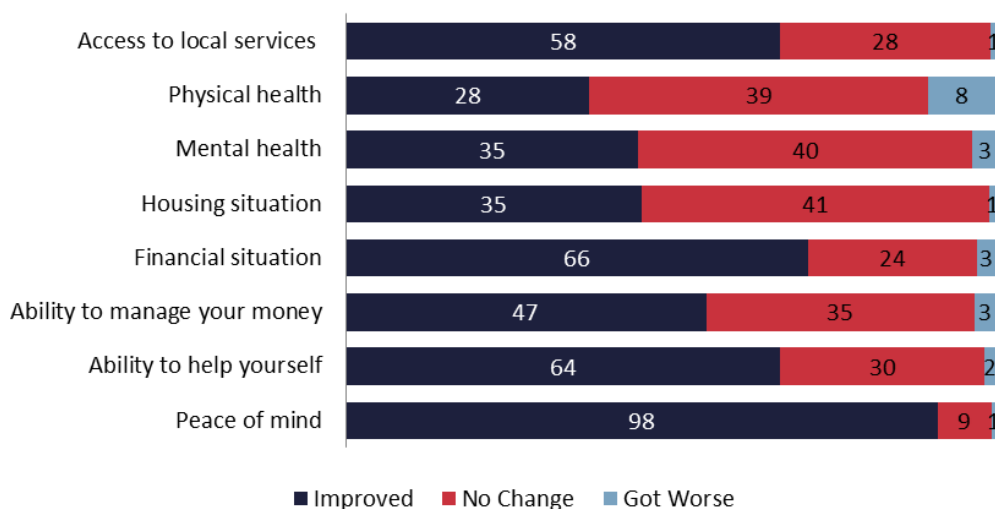
The ASAP helpline provides support to individuals who prefer to access support over the phone, as well as provide referrals to local organisations:

In a case spanning several weeks, the ASAP helpline supported an Army veteran with rent arrears due to problems with benefits, which were subject to a court case. The helpline adviser liaised with the local authority estates manager, housing benefits officer, and submitted an application for financial support to clear the debt, resulting in a total of 14 contacts with all the agencies involved, to support the client in clearing the debt and maintaining their home. They also referred the client to their local non – ASAP bureau for budgeting support to help him better manage his finances in future.

ASAP advisers have the facility to record the type of work they undertake for clients. This is done by the ASAP helpline and some of the bureau, however not every activity undertaken is recorded. The sample of activities we have shows that advisers carry out a range of activities on behalf of clients, including requesting and giving them information, and dealing with third parties on their behalf. They will draft letters for clients, prepare case papers and represent clients at tribunals and other hearings, complete forms and housing applications and have also supported clients with social work complaints.

We ask our clients what they thought about the service we provided, and the impact it had on their lives. In the last year 120 clients responded with very positive feedback: 84% rated the service as very good, 10% as good and 5% as OK.

Figure 5: Outcomes achieved for clients



The comments our clients make demonstrate the value of the service we provide to them:

“Having been a part of the Armed Forces community for over 24 years it was reassuring to know that there was a specific department within the ‘normal’ citizens advice service that would understand the nature of service family life and be able to advise accordingly. Just having someone to offer support and guidance is a positive thing and appreciated. The life of service families is unique and as such should have this specialised branch to assist in times of need. Thank you.”

“I felt the service provided the essential step I needed to get me back to work, after leaving the Army with no qualifications. This has resulted in an improvement in my mental health and my family life.

“The support I received from the ASAP adviser has been outstanding and exceeded any expectations I had regarding this service. I have received support on many areas including money, health and housing. The advice, support and care that I received has improved my situation immensely. Without this service my life would probably have worsened. I can't thank the ASAP project enough.”

Contact

Claire Williams
Armed Services Advice Project Co-ordinator
Citizens Advice Scotland
claire.williams@cas.org.uk
0131 550 7186

November 2016

Produced by Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland (Scottish charity SCO16637) 1st Floor, Spectrum House, 2 Powderhall Road, Edinburgh EH7 4GB.



poppy
scotland



Annual Report

October 15/16

Index

| | |
|---------------|--------------------------------|
| <i>Pg. 2</i> | <i>Introduction</i> |
| <i>Pg. 3</i> | <i>New Referrals</i> |
| <i>Pg. 4</i> | <i>Referral Sources</i> |
| <i>Pg. 5</i> | <i>Client Support Needs</i> |
| <i>Pg. 6</i> | <i>Client Outcomes</i> |
| <i>Pg. 7</i> | <i>Closed Cases</i> |
| <i>Pg. 8</i> | <i>1:1 Support</i> |
| <i>Pg. 9</i> | <i>Age and Gender Profiles</i> |
| <i>Pg. 10</i> | <i>Tools for Living</i> |
| <i>Pg. 11</i> | <i>Life after Employ-Able</i> |
| <i>Pg. 12</i> | <i>Client Feedback</i> |
| <i>Pg. 13</i> | <i>Focus Next Year...</i> |

Introduction

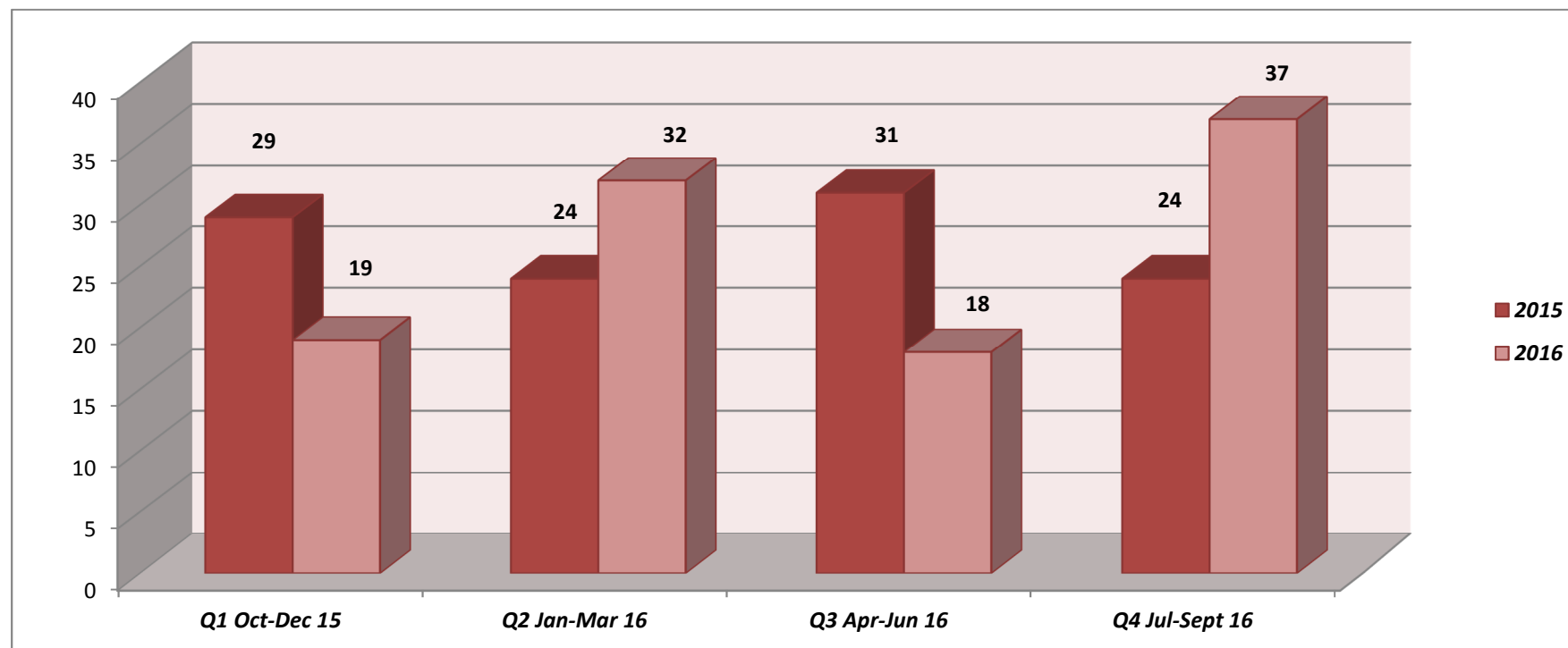
We have completed year four of Employ Able. This was another successful year where we can see continuous improvements for Employ Able and everyone we support. This year we have further formed and developed relationships with referral sources and signposting agencies for our clients. We know at Employ Able that we are not experts in all fields; we will support the client towards a vocational goal and ensure that they are signposted and supported to get the correct support for housing, debt and access to therapists through Veterans 1st Point (V1P).

We can see this year that the average age of client is younger than previous years. We have had a fantastic increase in job outcomes for clients in a variety of roles such as CAD, HGV driving, Security, Sales, Health and Safety Manager and many more.

This report will demonstrate the successful work of Employ Able over the past year. We will continue to support the ex-service personnel find employment in Civvy Street whilst addressing barriers which prevent them reaching their end goal.

The information collated for this report is based on the last financial year 1st October 2015 until 30th September 2016. There will be comparisons to year 3 (1st Oct 2014 until 30th September 2015).

Number of referrals from Oct 2014 - Sept 2015 and Oct 2015 - Sept 2016



*The total number of referrals received this year was **106**. In year 3 we received **108**, we have managed to sustain relationships with our biggest referrers as well as accept referrals from new services. We can see that we have had an increase in referrals in the last quarter and this is mainly down to the new Veterans 1st Points (V1P) opening and referrals made via them for employability support.*

Referral source

| Referral source | 2014- 2015 | 2015 - 2016 |
|--|------------|-------------|
| Self | 21 | 9 |
| Combat Stress | 3 | 13 |
| Armed Services Advice Project | 2 | 0 |
| Job Centre Plus | 2 | 5 |
| Regular Forces Employment Association | 1 | 2 |
| Veteran's 1st Point | 36 | 32 |
| SSAFA | 6 | 0 |
| Lifeworks Team | 2 | 0 |
| Routes to Work | 8 | 0 |
| Social Work | 1 | 1 |
| SVR/SVHA | 3 | 1 |
| Triage | 1 | 0 |
| Thistle | 4 | 1 |
| SAMH | 0 | 0 |
| Poppy Scotland | 12 | 28 |
| SACRO | 0 | 2 |
| Working Links | 1 | 0 |
| Community Renewal | 1 | 0 |
| Careers Transition Partnership | 1 | 1 |
| Walking with the Wounded | 0 | 3 |
| Case Management Services | 1 | 0 |
| Veterans Scotland | 1 | 0 |
| ASAP | 0 | 2 |
| Shoulder to Shoulder | 0 | 1 |
| Home Straight | 0 | 3 |
| Forces Line | 0 | 1 |
| RRSA | 0 | 1 |
| Total | 108 | 106 |

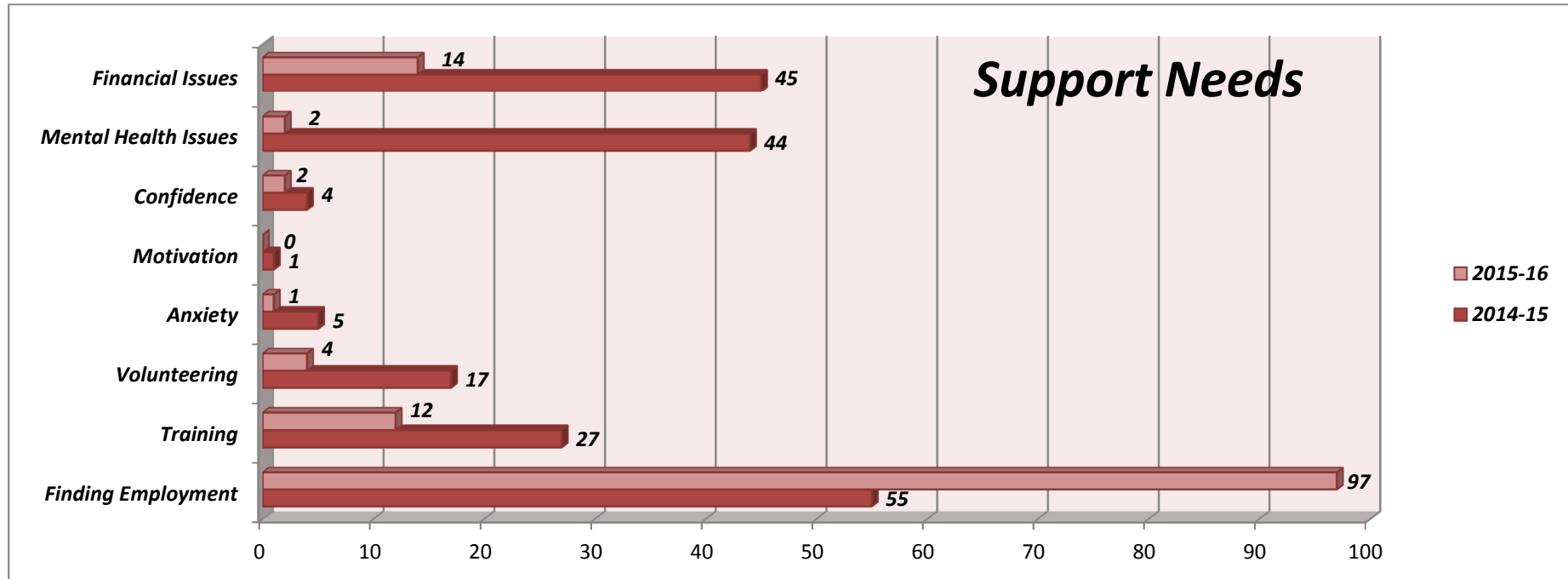
Combat Stress was one of our biggest referrers this year in comparison to last year, accounting for 13% of our referrals.

69% of referral sources came from; Veterans 1st Point, Combat Stress and Poppy Scotland.

Trends indicate the highest number of referrals came from Edinburgh, Lanarkshire and Fife, accounting for 50% of referrals to the service.

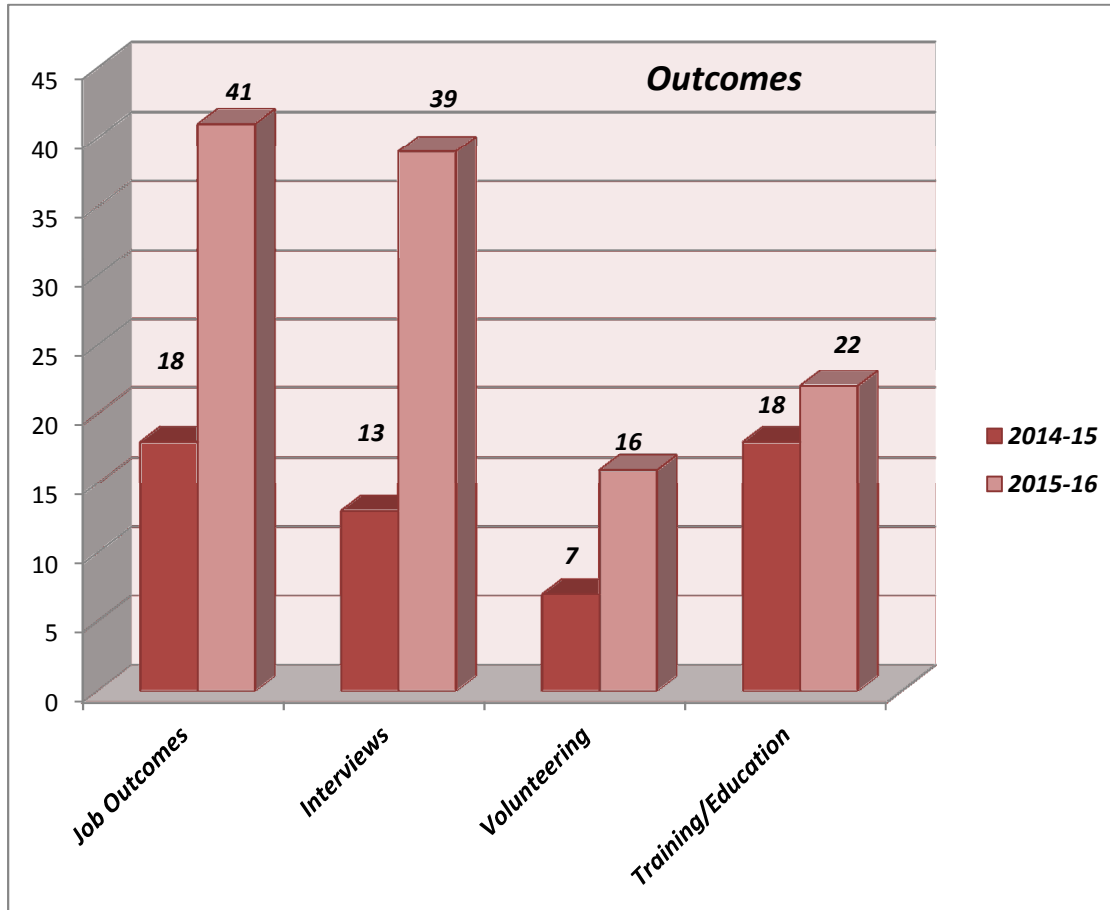
From the previous year, there has been an increase of 7 new referral sources accounting for 12% of overall referrals.

Client Support Needs



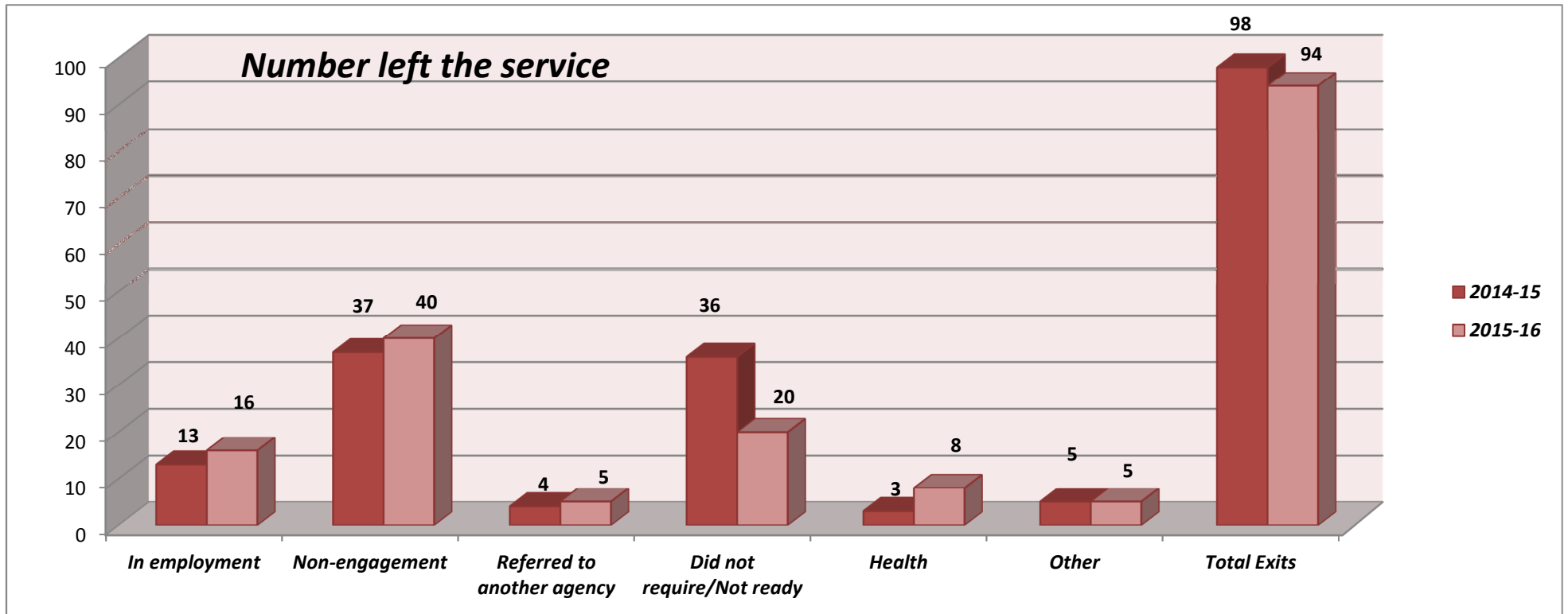
These figures are based on referral forms received for Employ Able support; support needs change when clients get to know advisors and start to open up and disclose a lot of information not noted initially in the referral. We can see an increase in referrals we have received with the main aim as finding employment. However this is not the case, there are numerous barriers preventing employment been a priority for them initially. Clients attitudes can be very focused on employment as they aim to use this goal to eliminate barriers which need addressed. This can be down to the client finding focus on barriers such as debt, housing issues, and benefits as a complicated task and avoid addressing these which then leads to further complications. We know that in order to sustain employment we need to remove all barriers that will prevent clients being successful whilst in work.

Client Outcomes



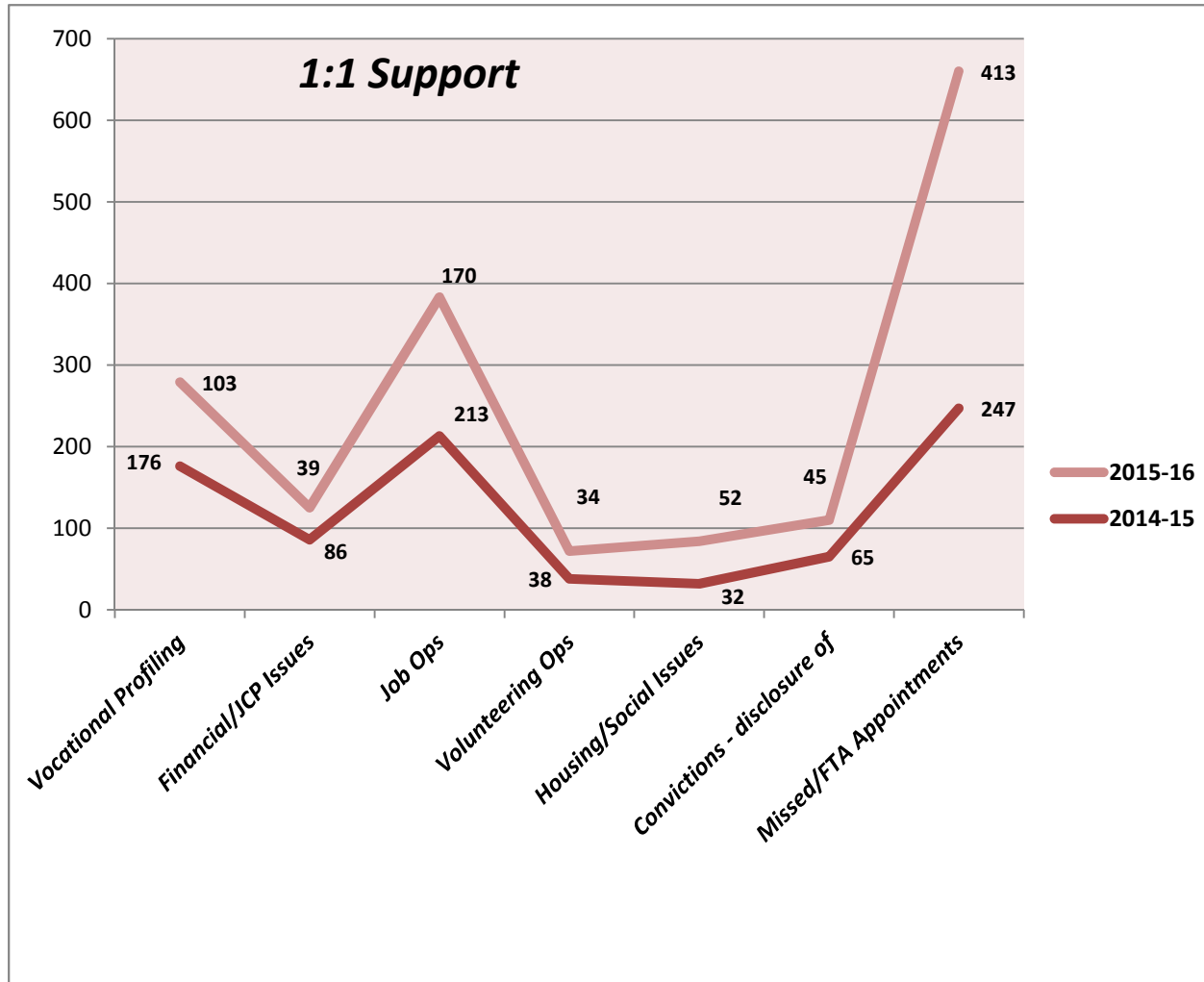
We can see from the table that outcomes for clients have increased. 39% of clients have moved into work, 21% into training and education, 15% into volunteering and 37% have secured interviews in year four.

Closed Cases



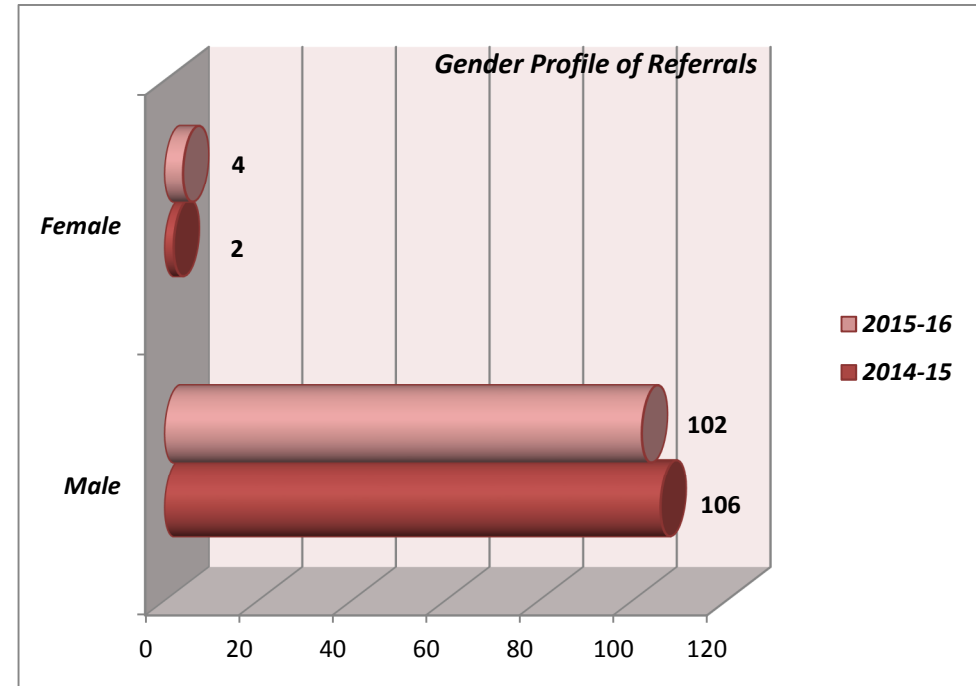
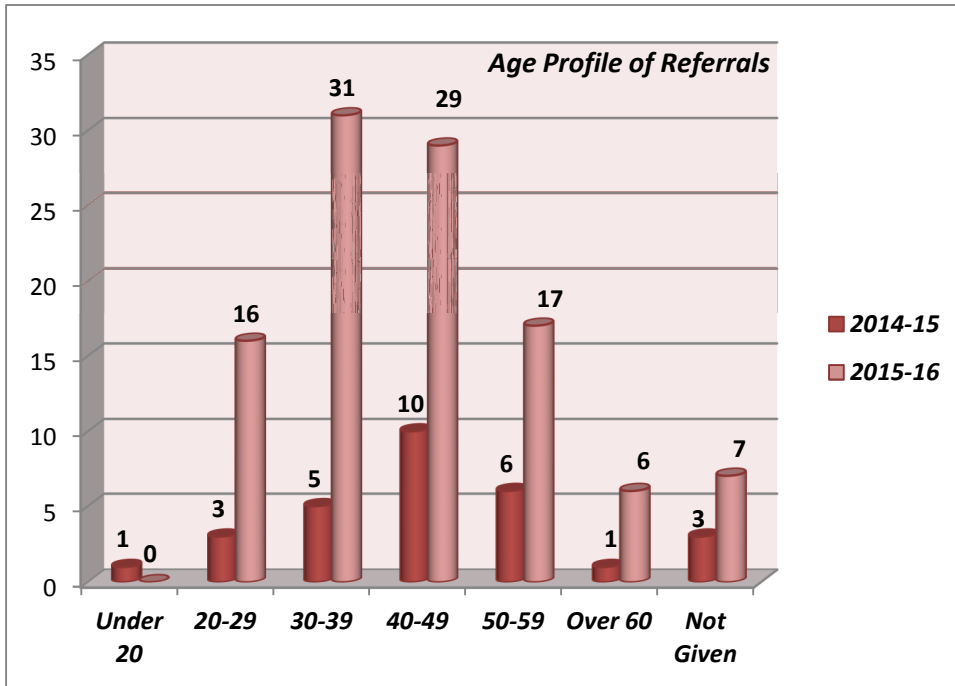
We can see from the above graph that non engagement continues to be the highest number of exits for Employ Able clients. Although we exit them after following a process of trying to engage with the client there will come a time where we will send a letter leaving all our details to be contacted when they are ready to focus on a vocational goal as soon as the client makes contact we will ensure that they are ready to focus on a goal and start to engage with them again; this can happen with clients that disengage, they will come back and re engage with Employ Able when they are more focused.

1:1 Support



We can see that fail to attend (FTA) appointments have increased dramatically this year and this is something that we will focus on for next year to reduce this number. We do have a strict process in place to work with individuals that FTA and this will continue to be a part of the team meeting agenda so this is reviewed monthly. We have a strong relationship with ASAP and have set up a drop in monthly in the SAMH Edinburgh office where support will be offered for addressing issues around finance and housing, allowing us to focus on the client's vocational goal.

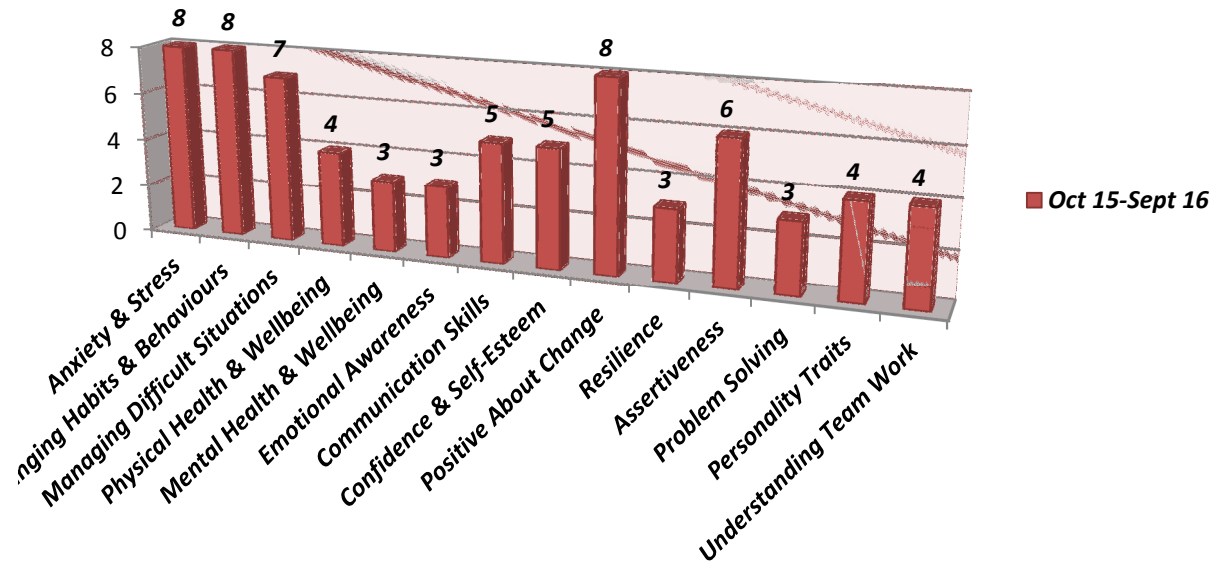
Age and Gender Profiles



The average client age group is 30-49, making up 57% of our referrals. There were more referrals this year within the 20-29 age groups accounting for 15% of referrals therefore we have been accessing the Community Jobs Scotland positions for these individuals. This age profile is made up from initial referral forms therefore where age is not given this is then collected by the advisor at the initial assessment.

The majority of referrals are male. We have 4 females engaging in the service which is an increase from last years figure. We encourage referrals from both genders.

Groupwork - Tools for Living



This graph refers to the total amount of individuals that have taken part in each Tools for Living module (TFL). We have delivered this to a consistent group of veterans in the Edinburgh office where we received very positive feedback.



Life after Employ Able...

Veteran, 49, Lanarkshire

How did you discover Employ-Able?

"I was referred by SSAFA to try and help me get funding to re-train. I wanted to do Wilderness First Responder to help me pursue work in the outdoors."

What difference did the service make to your life?

"Regular meetings with my advisor helped my confidence as I initially set up as a Freelance outdoor instructor. This led directly to full time work with a leading outdoor charity."

What was your dream goal?

"My dream was to make my living doing something I enjoyed and to feel that what I did made a difference."

Did we help you achieve your goal?

"I have fully succeeded in this!"

Where is your life at now?

"I am into my second year in this job and loving it. My life away from work is much more settled now that I am doing something I love. My health has greatly improved, my condition has abated. Life is good!"



Client Feedback...

Sakiusa Rokovusolo, 34, Edinburgh

"I am really grateful for the help I received from SAMH as they supported me through a hard time. The service has been very helpful to me in helping me achieve my new job. All of the staff have been amazing and I have recommended the service to all of my friends. Thank you for your support and help."

Steven Brennan, 48, Edinburgh

"Employ Able gave me positivity in my life. I came here and got an extra boost. I gained confidence and having extra support to apply for jobs meant I got into a position I was looking for."

An advisors perspective... John Holyer

When I first met John he was living in supported homeless accommodation and suffered from chronic depression and anxiety he would struggle to attend appointments. Due to ill health he had not been in employment for around 3 years he had very low confidence and self-esteem. I worked with John to support him moving from supported accommodation into his own property and to improve his confidence and self-esteem to prepare him for work.

John is now living in his own flat which he loves, and being independent again seems to have had a significant impact on his self-esteem. John completed a three month work placement with Heroes Drinks Company. He undertook a refresher training course, did some door to door selling and attended a week-long conference to market the brand to ASDA. This experience improved John's confidence and self-esteem hugely. John had not been ready to consider going back to work until this point and at one stage didn't think he would ever get back into employment. We have written his CV and he is now actively job searching and ready for paid employment.

Focus next year...

- 1. Continue to manage our relationships with Veterans 1st point and develop relationships with all new VIP's opening.*
- 2. Develop relationships with signposting agencies for ex-service personnel to access.*
- 3. Continue to run the drop in at the SAMH Edinburgh office with Armed Service Advice Project (ASAP) for clients to access.*
- 4. Work on our fail to attend rates (FTA) to ensure that we are making best use of the charitable money and advisors are following a process with clients that FTA continuously.*
- 5. Continue to promote Employ Able by producing a quarterly newsletter and making sure that this is accessed as widely as possible.*
- 6. Focus on vocational goals of the clients that access the service and ensure that we are making best use of the expertise of other services available to the ex-service personnel.*
- 7. Continue to provide Tools for Living to clients that can access this and gather feedback in order to develop this for clients.*
- 8. Gather good news stories with clients that enter employment to prove the benefits of accessing Employ Able.*