



Welfare Services Statistical Report

October 2016 – September 2017



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Welfare Services 2016-2017

From October 2016 to September 2017 Poppyscotland provided assistance to 1,572 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

- 1,572 cases were funded across a wide-range of our Welfare Services.

Tailored Support and Funding

- The total funding support to individuals was £726,796, supporting 1,293 cases.
- 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 £550,496.
- £71,100 was spent on Poppy Breaks, allowing 237 individuals and families to benefit from a much needed break.
- A further £105,200 was spent on providing annual grants to 87 recipients.

Employment Services

- A total of 279 beneficiaries accessed Poppyscotland's Employment Services, an increase of 58% from last year.
- In total, over £160,000 was spent on assisting veterans with their employment needs.
- 209 veterans received ongoing one to one support through the Employ-Able service, almost double last year's figure.
- 22 individuals received Employment Support Grants.
- Employment Support Grants awarded totalled over £32,000. Poppyscotland contributed £23,860 to this total and the remainder was met by other Service charities.
- 28 veterans attended a LifeWorks course.
- 20 veterans with criminal convictions have been assisted to take positive steps towards employment through the Sacro disclosure service.

Advice, Information and Support

- There were 772 users of the Inverness Welfare Centre.

- 452 individuals accessed the general information and guidance service, while another 320 enquiries related to welfare advice.
- A further 65 individuals, all with multiple needs, benefitted from the 1:1 specialist advice and support service.
- ASAP Advisers helped 2,656 individual members of the Armed Forces community over the year, supporting them with almost 10,000 issues.
- ASAP client financial gain recorded for the year was over £1.5m.

Support to Organisations

- Poppyscotland provided 12 grants totalling in excess of £1,000,000 to organisations offering specialist services to the Armed Forces community.

Services

1. Tailored support and funding

We supported 1,293 individuals through tailored support and funding, including Immediate Needs Grants, Poppy Breaks and Annual Grants . Our financial support to individuals totalled £726,796.

1.1 Funding to individuals

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

We received 1,320 applications between October 2016 and September 2017 and awarded 969 grants.

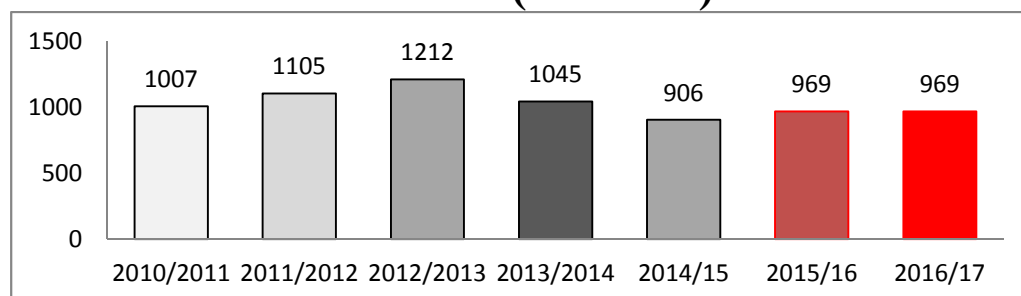
149 applications for funding were refused for a variety of reasons such as falling outwith our criteria or because the applicant was considered not to be in financial need. This figure is slightly lower than that of last year (163). The remaining 202 were not awarded as the need was met by others, assistance was no longer required or the case was withdrawn.

Grants at a glance

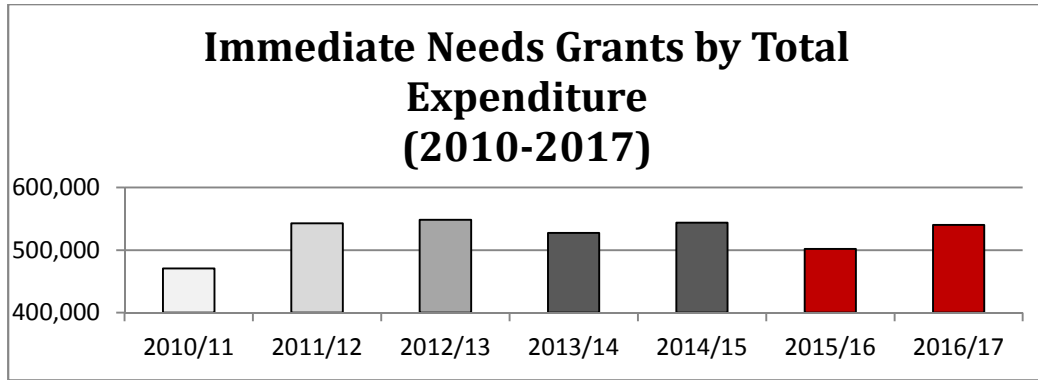
Year	Total number of grants awarded	Total Grants expenditure	Average cost per case
2012-2013	1212	£548,668	£453
2013-2014	1045	£527,593	£504
2014-2015	906	£543,920	£600
2015-2016	969	£501,932	£518
2016-2017	969	£550,496	£568

The total Immediate Needs Grants expenditure this year was £550,496.

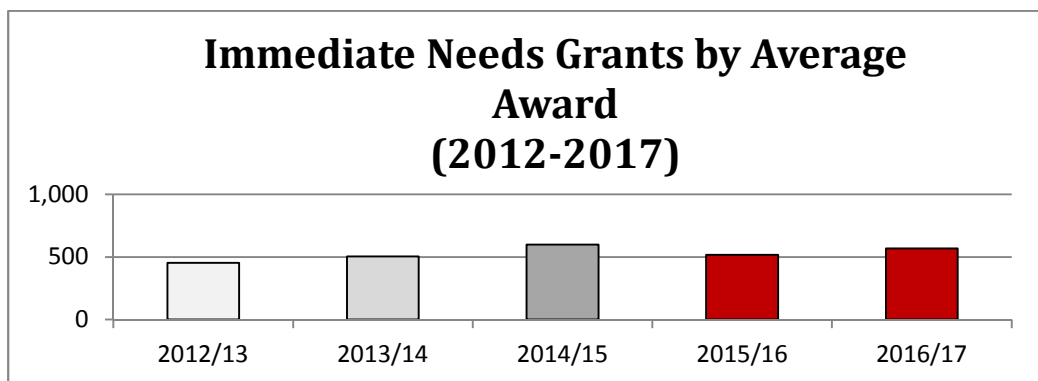
Immediate Needs Grants by No. of Awards (2010-2017)



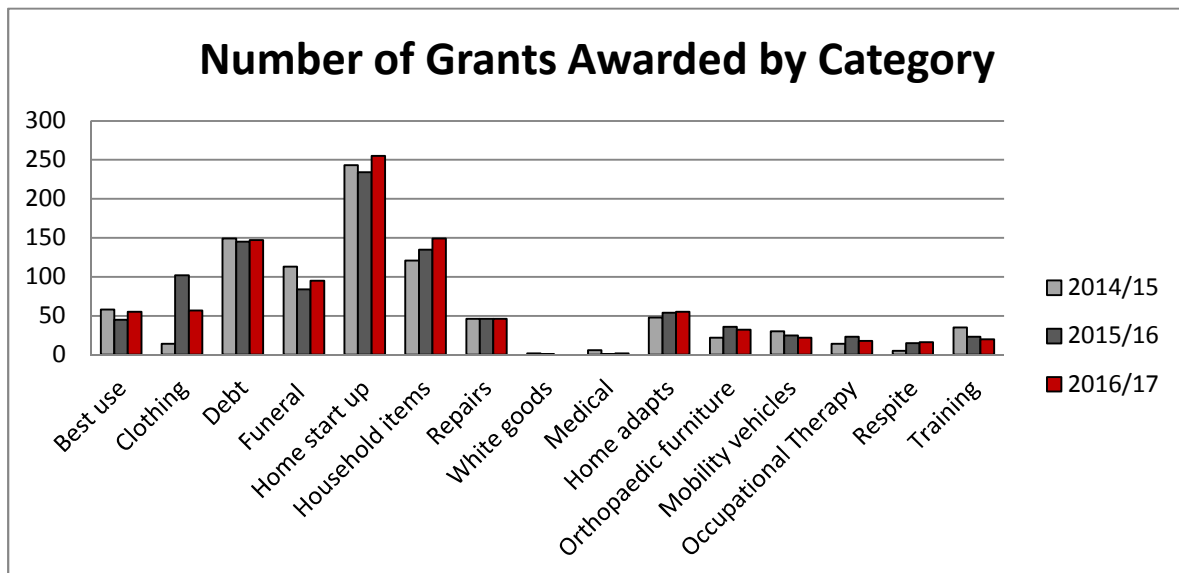
The number of awards this year is the same as the number last year, 969.



There has been a 7.7% increase in total expenditure this year, despite the number of awards made remaining the same.



There has been an increase in the average amount awarded, but this has stayed fairly stable over the last five years with annual averages ranging from £453 - £600.



Grant purpose by Number of Awards – Top 5

2014/15		2015/16		2016/17	
Grant Purpose	Number of awards	Grant Purpose	Number of awards	Grant Purpose	Number of awards
Home start-up	243	Home start-up	234	Home start up	255
Debt	149	Debt	145	Household items	149
Household items	121	Household items	135	Debt	147
Funeral	113	Clothing	102	Funeral	95
Best use	58	Funeral	84	Clothing	57

Grant Purpose by Number of Awards 2016-17

Home start up	255
Household items	149
Debt	147
Funeral	95
Clothing	57
Best use	55
Mobility home adaptations	55
Household repairs	46
Mobility ortho furniture	32
Mobility vehicle	22
Training BEN	20
OT Report	18
Respite BEN	16
Medical	2
Total	969

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

2016-17

Grant purpose	Approximate overall funds awarded	Average awarded per beneficiary
Home start up	£147,569	£579
Debt	£100,828	£686
Funeral	£60,528	£637
Household items	£56,100	£377
Mobility home adaptations	£53,005	£964

Grant Purpose by Total Expenditure 2016-17

Grant Purpose	Number	Total Amount Awarded	Average
Home start up	255	£147,569	£579
Debt	147	£100,828	£686
Funeral	95	£60,528	£637
Household items	149	£56,100	£377
Mobility home adaptations	55	£53,005	£964
Household repairs	46	£39,382	£856
Best use	55	£28,354	£516
Mobility ortho furniture	32	£26,689	£834
Mobility vehicle	22	£14,188	£645
Clothing	57	£7,170	£126
Training BEN	20	£6,973	£349
Respite BEN	16	£6,750	£422
Medical	2	£2,960	£1,480
OT Report	18	£2,270	£126
Grand Total	969	£552,766	£570

When grant awards are looked at by number approved or by overall funds spent, the top four categories are the same: Home Start-Up, Debts, Household Items and Funerals.

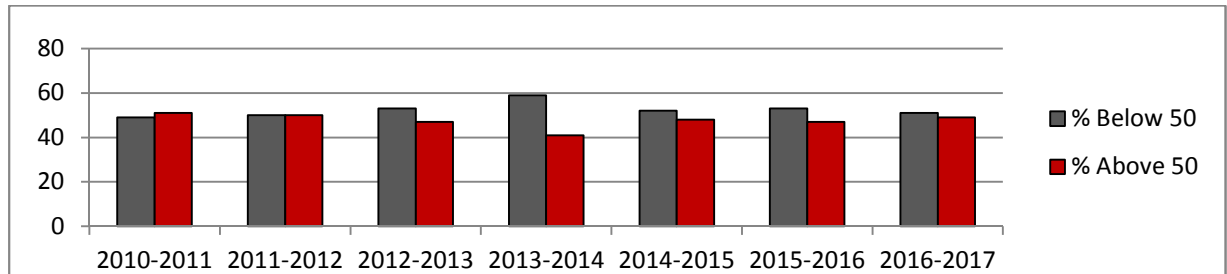
However, while clothing awards are made to a high number of clients and feature in the top five of number of awards made, the amounts are relatively low and they do not feature in the top five for total expenditure. The high number of clothing awards is as a result of a high number of awards to RCET, 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. This is very similar to the previous year.

Profile of Beneficiaries

There continues to be a fairly even split between beneficiaries over 50 and those under 50.

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 (82%) with 8% being awarded to those from the RAF and 10% to those from the Navy.

At the time of application 65% of beneficiaries had received no previous assistance from Poppyscotland, similar to last year's level.

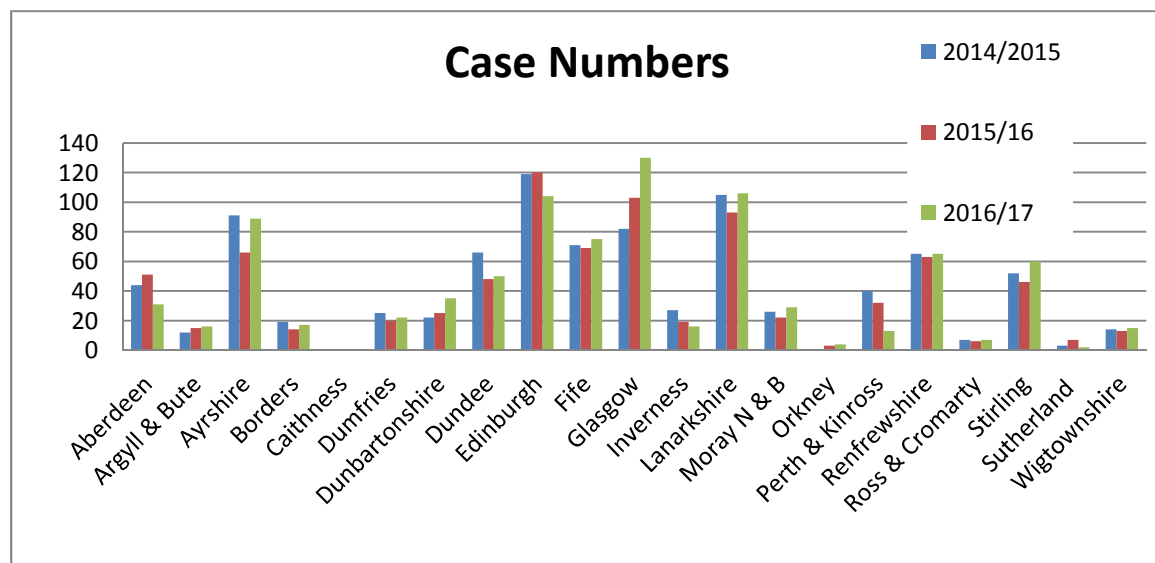
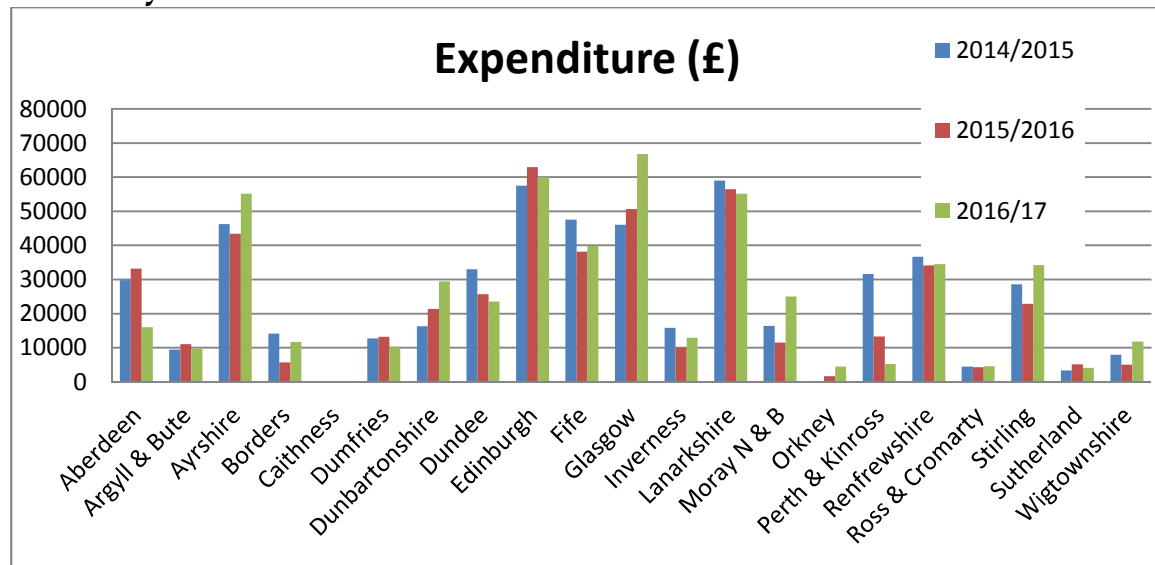
Evidence from grant application forms suggests that, while the incomes of the majority of applicants exceeds their expenditure (58%), more often than not by a very small amount, for a significant minority (42%) there is a weekly deficit.

474 beneficiaries (49%) were recorded as being in debt, with a combined debt total of almost of £2.4 million. This is an average of £5,055 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, 82 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 75 years of age, but ages range from 35 – 97.

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 237 members of the Armed Forces community benefitted from the Poppy Breaks service, a 5% increase from the 2015/16 figure (which itself was a 5% increase on the previous year).

61% of these breaks were taken at a caravan park, 22% at a break centre, 16% at Centerparcs, and 1% Adventure Breaks.

Breaks were taken across the UK with approx 77% in England and 23% in Scotland.

2. Advice, Information and Support Services

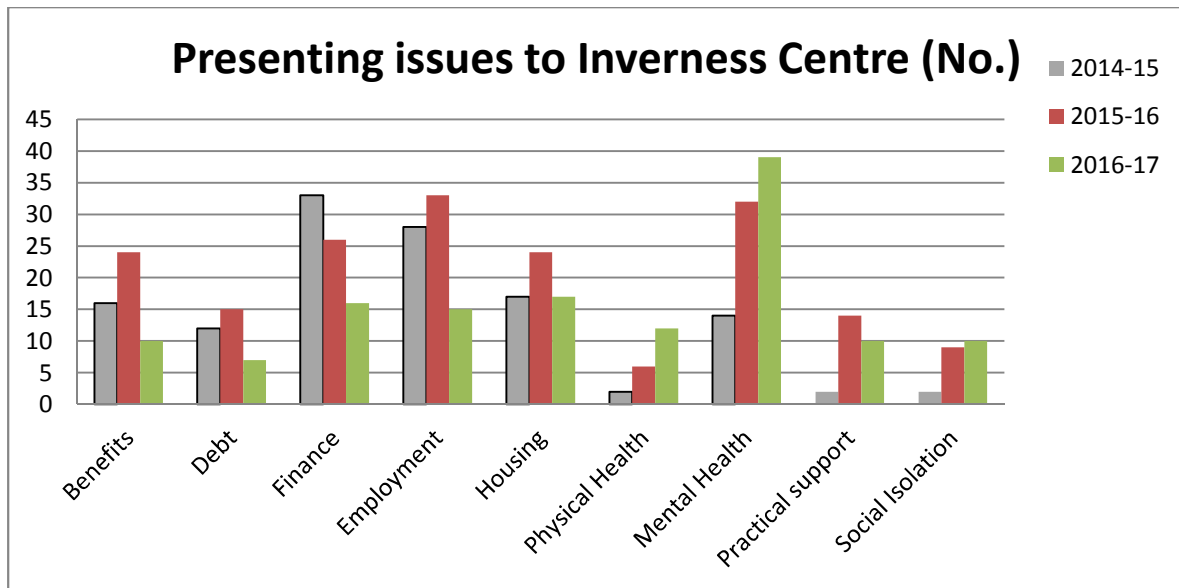
Poppyscotland's Advice, Information and Support Services help connect individuals in need with the services right for them, whether it is for financial solutions, employment help, housing, relationships, health and wellbeing or more.

2.1 Inverness Centre

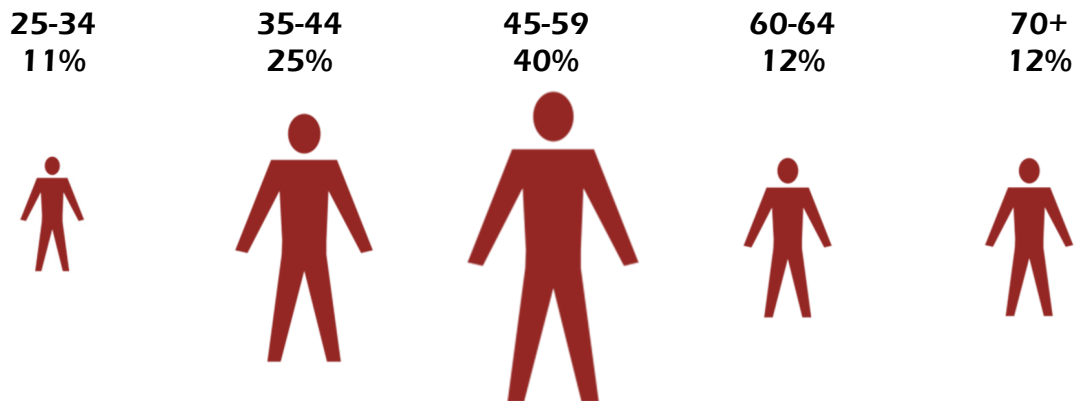
Our Inverness Centre offers advice, information and support on a range of topics for current and former members of the Armed Forces and their families living in the North of Scotland.

This year 772 individuals made enquiries to the service. 452 Individuals accessed the general information and guidance service, and 320 accessed the service with welfare enquiries. 65 individuals benefitted from 1:1 specialist advice and support services.

Finance, benefits and debt accounted for almost a quarter of issues presented in 2016-17, down from over a third in 2015-16. The percentage of cases relating to employment was down slightly from 18% to 11%. Housing (13%), practical support (7%) and social isolation (7%) were similar to last year. Physical health increased from 3% to 9% and mental health issues increased from 17% to 29%.



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 2,656 individual clients over the year, supporting them with over 10,000 new and repeat issues. This resulted in an average of

- 4.2 issues per client for face to face advice in the regions,
- 2.3 issues per client for the helpline.

47% of issues raised were about benefits, 11% concerned debts. Other financial issues, including grant applications, accounted for 11% of issues raised.

Client financial gain recorded over the year was £1,573,542. A total of 516 clients benefited from a financial gain; the average financial gain per client was £3,049.

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 12 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.

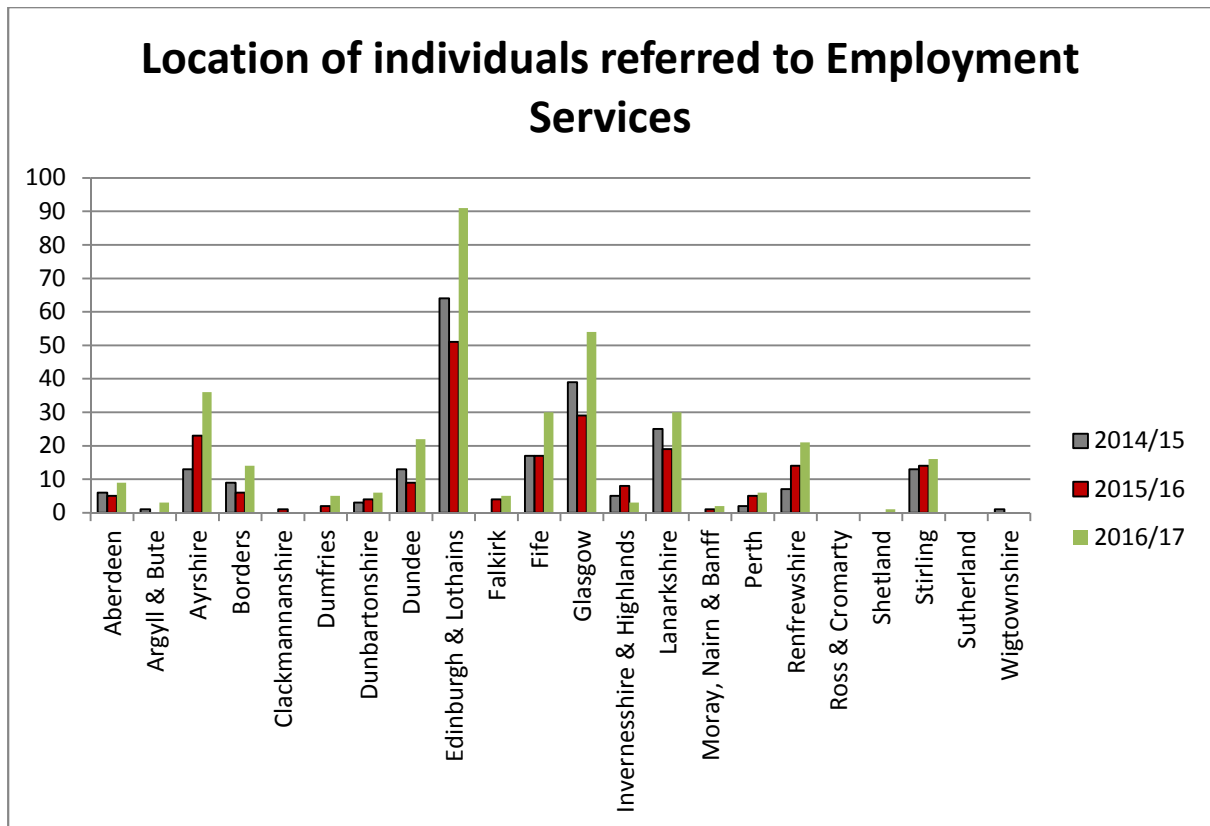
Area of support	Percentage 2014-15	Percentage 2015-16	Percentage 2016-17
Advice	55%	57%	59%
Employment services	26%	38%	37%
Mental health support	12%	3%	3%
Housing	7%	0	0
Mobility services	< 1%	0	0
Respite	< 1%	< 1%	0
Children & Young People	0	1%	2%

Organisations supported include: Combat Stress, SAMH, Step Together, SSAFA, RCET, Stand Easy and Sailors' Children Society.

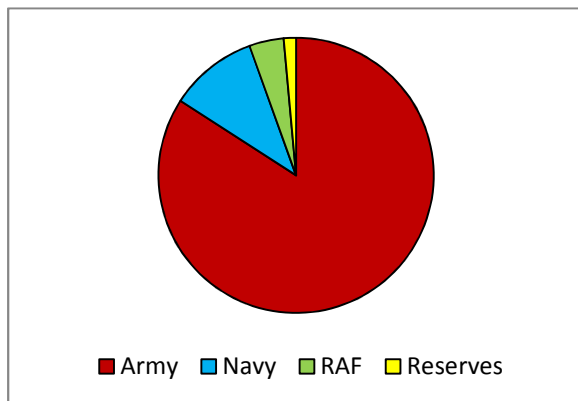
4. Employment Services

We supported 279 individuals through our employment services at a cost of over £160,000.

The average age of those referred to Poppyscotland's Employment Services was 39, with the youngest being 22 and the oldest 63. 72% were under the age of 50 with the majority of individuals (34%) 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, Ayrshire, Lanarkshire and Fife.



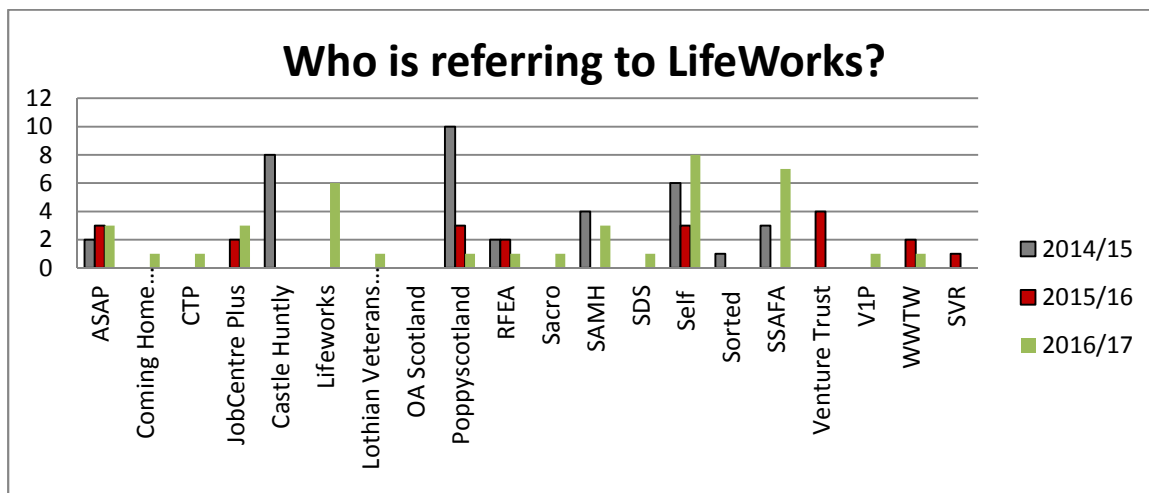
84% of clients had served in the Army, 10% in the Navy, 4% in the RAF and 1% in the Reserves.

27% had previously accessed one of Poppyscotland’s Welfare Services, a fall of 5% from 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.

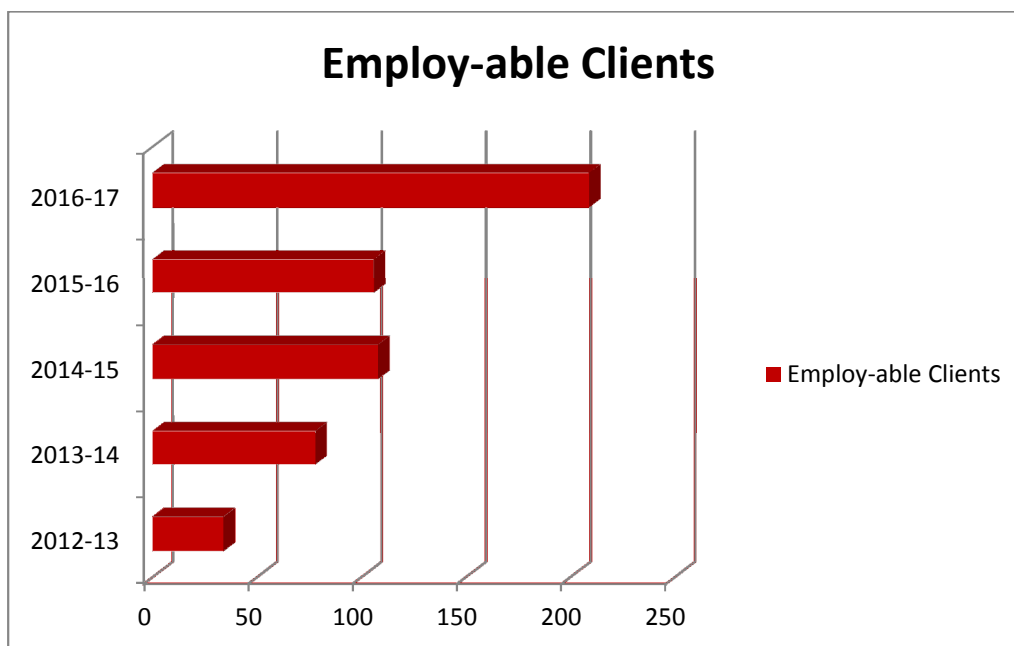
28 individuals attended a LifeWorks course this year, with two courses being held in Scotland.



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 209 veterans in 2016/17, almost double last year's figure. This appears to be largely as a result of referrals from the new Veterans' First Point services.



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

Employ-able has continued to see positive outcomes this year, with 33% of clients moving into work, 28% into training and education, 8% into volunteering, and 50% have secured interviews. Clients failing to attend appointments continues to be the biggest challenge for the project.

33% of clients are in the 30-49 age group at the point of referral. There was an increase in referrals of the 50-59 age group with this accounting for 25% of the referrals, and a next largest group being 20-29 years.

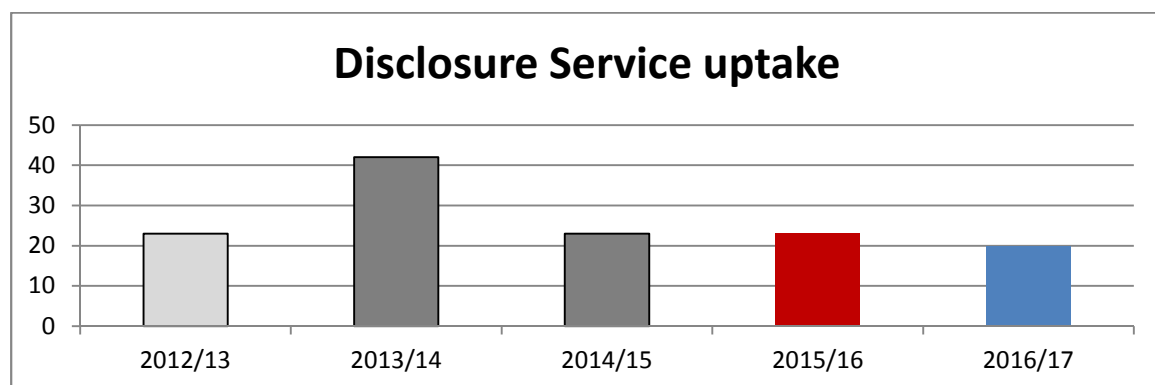
While the majority of clients are male, the female referrals has increased from 4 to 12 this year.

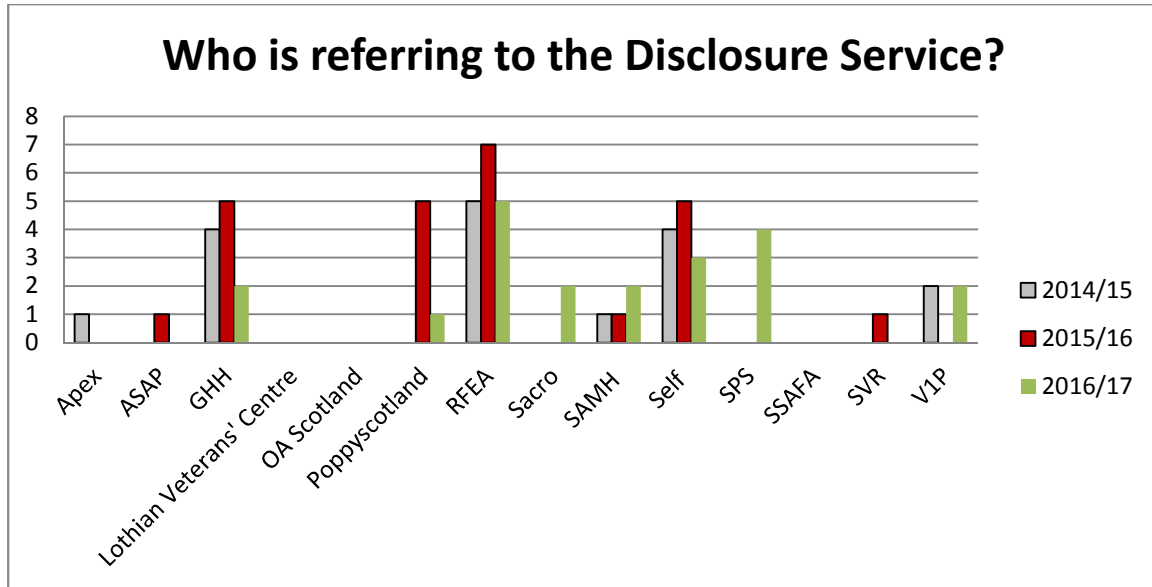
For more data on Employ-Able activity from this period please see Appendix 2.

4.3 Criminal Conviction Disclosure Service

The Criminal Conviction Disclosure Service, run in partnership with offender rehabilitation charity Sacro, 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.

20 individuals engaged with the Criminal Convictions Disclosure Service this year. This is similar to last year's figure.





74% of those referred to the Criminal Conviction Disclosure Service were under 50 years of age, with ages ranging from 30-63. 79% had served in the Army, with the others serving in the Navy, RAF and in the Reserves.

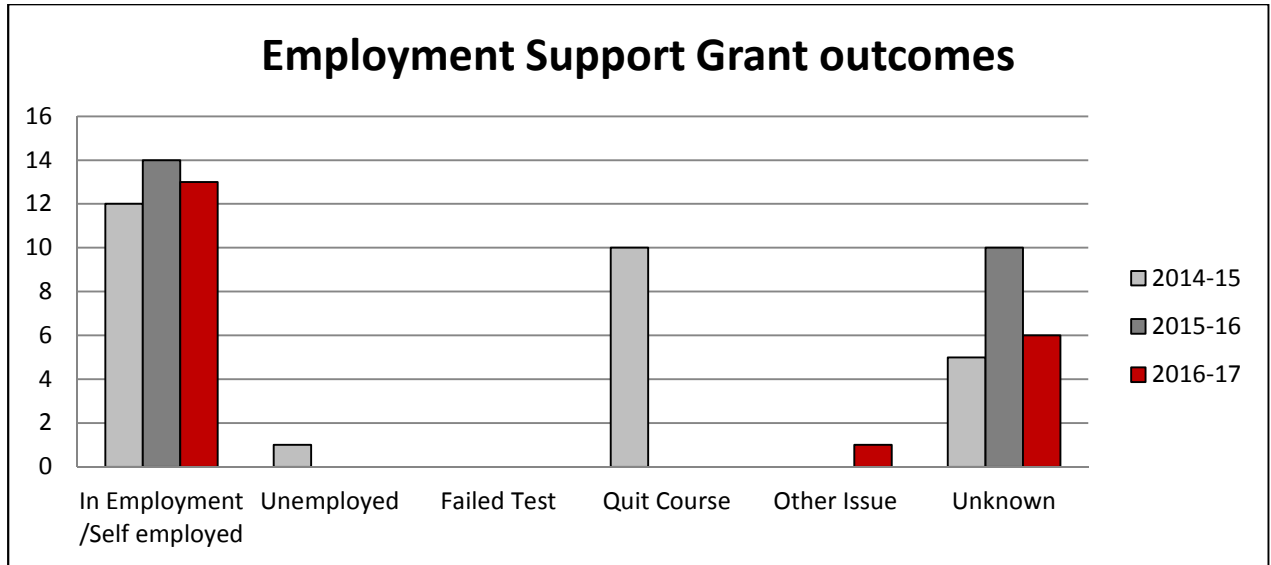
4.4 Employment Support Grant

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 22 employment support grant awards were made, similar to last year.

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

A total of over £32,000 was awarded in Employment Support Grants in 2016-17, with Poppyscotland contributing £23,860 and sourcing the balance from other funders.



59% of those awarded an Employment Support Grant are now in employment.



Armed Services Advice Project



Annual Report
1 October 2016 – 30 September 2017



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.

Key statistics for the period 1 October 2016 - 30 September 2017

- Advisers helped 2,656 individual clients over the year, supporting them with nearly 10,000 new and repeat issues. This resulted in an average of
 - 4.2 issues per client for face to face advice in the regions,
 - 2.3 issues per client for the helpline.
- Our clients:



- The majority, 78%, are ex-serving, and a further 13% are dependents or carers of ex-serving personnel. Serving personnel account for 6%, and dependents or carers of serving the remaining 3%.
- 47% of issues raised were about benefits, 11% concerned debts. Financial issues, including charitable grant applications, accounted for 11% of issues raised, housing 9% and health 5%.
- 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 £ 1,573,542. A total of 516 clients benefited from a financial gain; the average financial gain per client was £3049.

From the start of the service on 1 July 2010 to 30 September 2017, ASAP has supported a total of 11,672 individual clients with more than 57,000 new and repeat issues. The client financial gain since the start of ASAP is £9.3 million.



Table 1: Number of clients in each region

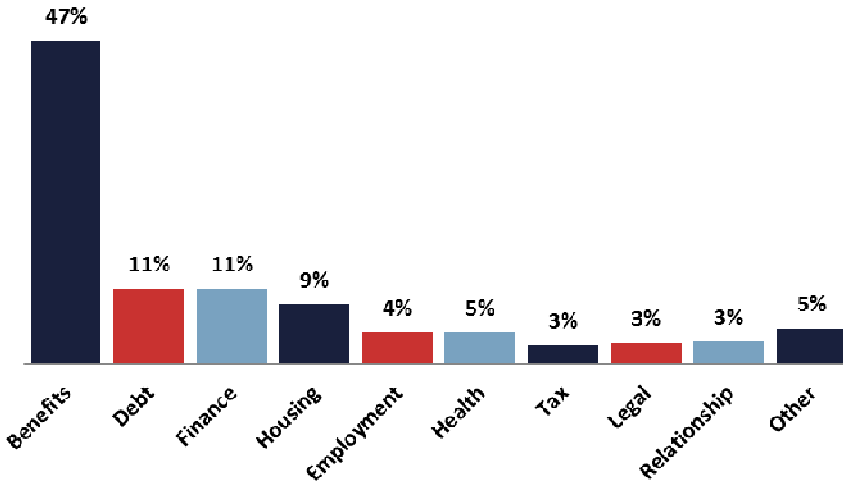
Region	October – December 2016	January – March 2017	April – June 2017	July – September 2017
Citizens Advice Direct National Helpline	129	179	141	172
Aberdeen and Aberdeenshire	54	70	58	50
Argyll and Bute	37	35	40	21
Edinburgh and Lothians	84	98	94	109
Falkirk	48	56	48	44
Fife	53	61	50	95
Inverness, Moray and Nairn	93	83	93	68
Lanarkshire	118	138	144	135
North Ayrshire	2	5	7	0
Renfrewshire	73	70	84	55
Stirlingshire and Clackmannanshire	43	54	41	50
Tayside	74	94	60	61
Total	808	943	860	860

Notes:

- The helpline also dealt with 38 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 North Ayrshire 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: 9,996 new and repeat issues raised by clients

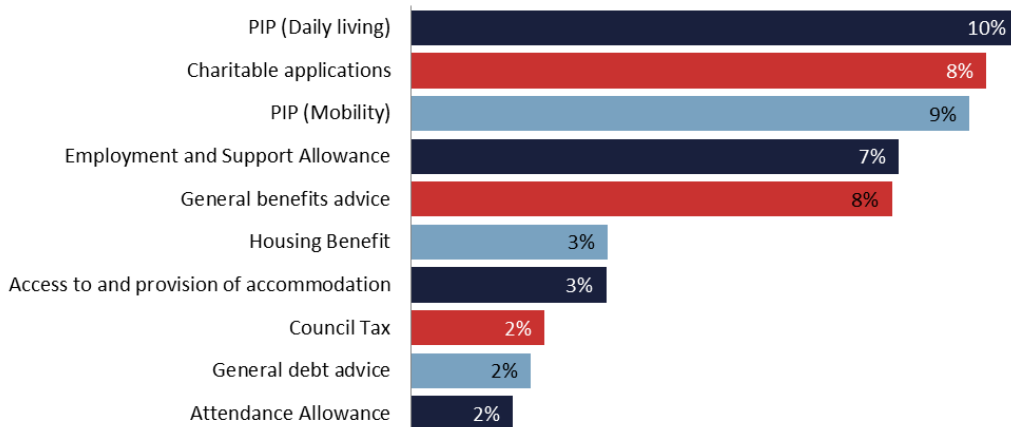


We saw more individual clients in this reporting period compared to the previous year, indicating ongoing demand for the services we offer, however the number of issues clients have been supported with has fallen. The Citizens Advice service in Scotland has undertaken an extensive exercise to review the different types of statistical data recorded in order to provide a data set which shows the value of the work done by the service. This has resulted in substantial changes being made to the categories used to record issues from April 2017, and a reduction in the number of issues recorded by bureaux. This does not mean that the work undertaken is less complex or time consuming; the change simply reflects a more refined and detailed reporting approach across the service.

These changes also limit our ability to compare data with previous years, although the ASAP figures show little change in the proportion of issues dealt with in each category. It is worth noting that Finance includes charitable applications, and given our close relationship with SSAFA, it is unsurprising that for ASAP Finance accounts for 11% of queries, significantly above the bureau norm.

Figure 2: Top 10 advice issues

Top ten advice issues as a percentage of all new and repeat issues raised with face to face advisers:



The top 10 advice issues for the helpline include general benefits, advice on mental health related issues, and a greater proportion of housing and homelessness related advice.

Who we've worked with

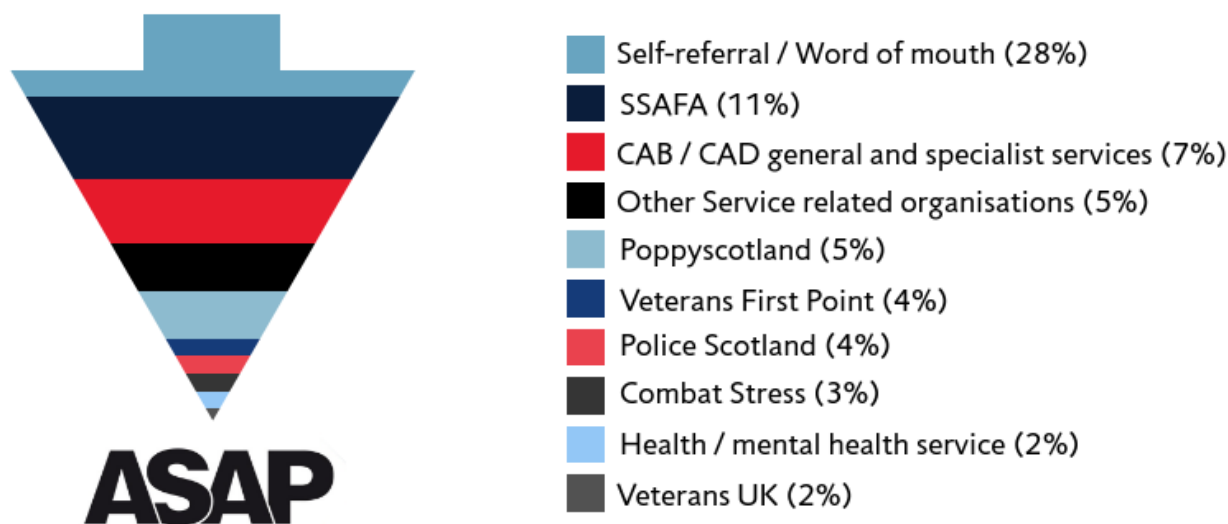
ASAP is an integral part of the support network for the Armed Forces community in Scotland. Our strength lies in our ability to work with a wide range of organisations to support our clients, whether Service related, statutory or voluntary, bridging the gap between the Service experience of our clients 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. We are pleased to be part of the Unforgotten Forces consortium, a group of 15 organisations in receipt of MOD funding to support older veterans, and look forward to forging closer links with the organisations involved as services are rolled out. We have been involved in a DWP telekit promoting support services for veterans to Jobcentre advisers, and meetings with organisations such as SACRO and Age Scotland to ensure that we make appropriate client referrals.

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, veteran's residences and Scottish War Blinded. They also raise awareness of the support available with Serving personnel, for example delivering presentations at the Personnel Recovery Centre and at local barracks.

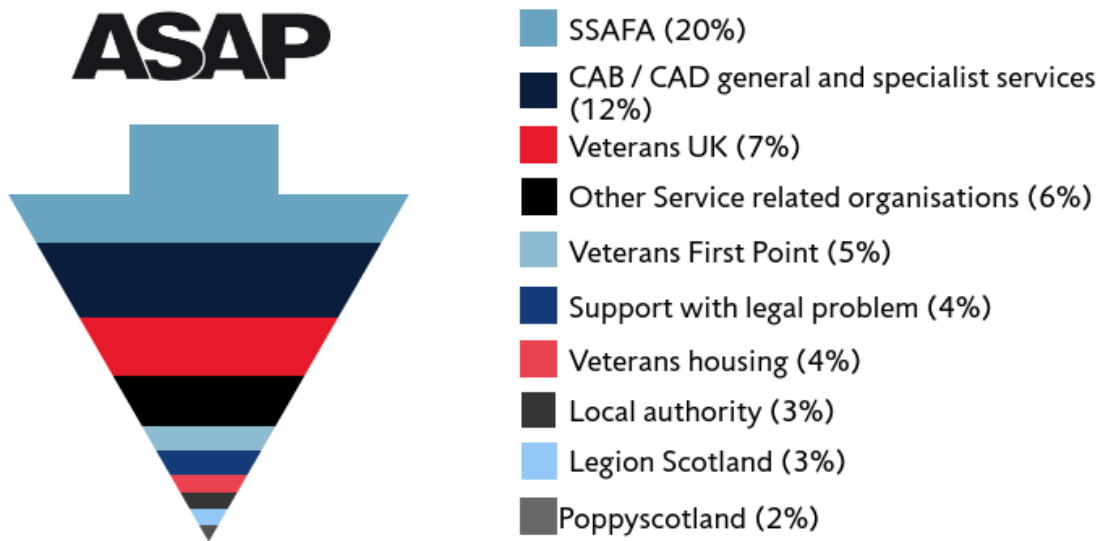
Advisers can record referrals into and out of ASAP when working with other organisations to support clients. These are not routinely recorded for every client, so the data below indicates the range of organisations we work with rather than representing the complete picture.

Figure 3: Most common referrals into ASAP



Bureaux offer a wide range of specialist services which we assist ASAP clients to access, including specialist benefits, debt and housing advice, and tribunal representation. Generalist and specialist advisers will also refer clients with a service connection to ASAP for support. We work with the Welfare Team at local bases, and a range of Service related organisations including SAMH Employ-Able, Fares4Free, Erskine, the Coming Home Centre and Glasgow's Helping Hero's, providing support for clients through regular outreach at some venues.

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 Veterans UK, 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 regional services.

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. Advisers have also completed the Mental Health First Aid for the Armed Forces course.

What we've done for clients

While the support we offer clients frequently involves benefits applications, there are many other ways in which we help clients improve their living situation:

An Army veteran with both physical and mental health issues was referred from SSAFA, who he had contacted for help with fuel arrears. The ASAP adviser assessed his energy situation and helped in a number of ways:

- Noted interest in the energy supplier's Priority Assistance Fund for a grant to clear the arrears once the scheme re-opened;
- Set up a direct debit payment plan for ongoing energy use, as the client's mental health issues made it difficult for him to manage the meter system he had;
- Applied for the Warm Home Discount;
- Signed the client up for the Priority Service Register of his energy supplier, to access a higher level of support from them;
- Switched the client to a cheaper tariff.

In the meantime, SSAFA sourced funding to pay off a significant part of the arrears. Once the Priority Assistance Fund re-opened an application was made to clear the remaining amount.

The client has weekly support from a community psychiatric nurse (CPN) and has limited mobility, and so is looking to move into more appropriate accommodation. The ASAP adviser assisted him to complete an application form for veterans housing, and liaised with the CPN to support the application.

The client is delighted that his energy arrears have been cleared and feels relieved that a big weight has been lifted.

ASAP advisers work with a number of organisations to support clients in need, whatever the situation:

The ASAP adviser assisted an RAF veteran's widow to arrange his funeral and wake. The funeral was notified to Legion Scotland and the RAF Association. Legion Scotland arranged a colour party, piper and bugler, while the RAF Association provided the flag and accoutrements. SSAFA sourced financial support to assist with the funeral costs. The ASAP adviser is providing ongoing support to the widow for help with her benefits claim.

Clients often come to us with one problem, but as we offer holistic advice we are able to support them with other issues which are identified as the relationship with them progresses:

A Royal Navy veteran saw a generalist bureau adviser for advice on pursuing a claim for Criminal Injuries Compensation relating to abuse he had suffered as a child. He was advised to report the matter to Police Scotland, and also directed him to Victim Support, who assisted him in submitting a claim. As he had a Service connection, he was also referred to ASAP.

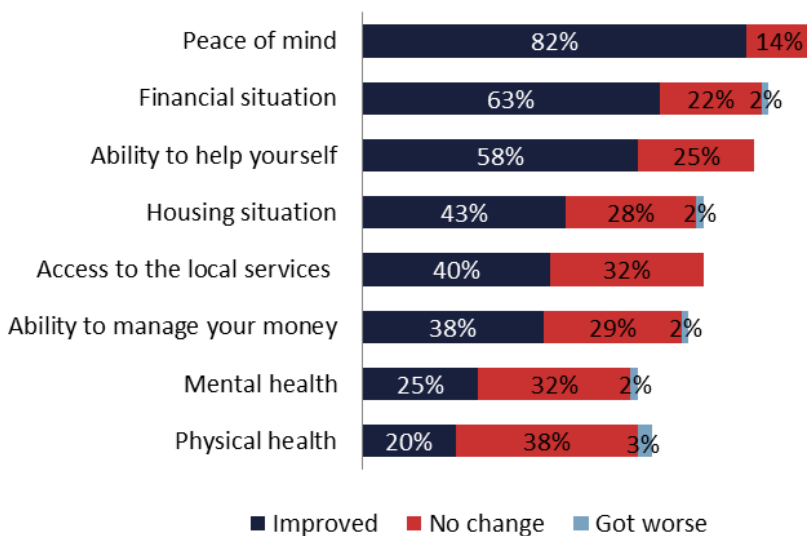
When the claim for Criminal Injuries Compensation was declined on the basis that there was insufficient evidence, the ASAP adviser assisted the client to request a reconsideration, which was successful. However, the Criminal Injuries Compensation Authority declined to make an award, so the ASAP adviser is assisting the client to appeal against this, via HM Courts & Tribunal Service.

Meanwhile, the ASAP adviser assisted the client to claim PIP, lodging a Mandatory Reconsideration, and referred to SSAFA who were able to source white goods and furniture for the client, and successfully applied for a small annuity from the Royal Naval Benevolent Fund.

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 bureaux, 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 work with partner organisations.

We ask our clients what they thought about the service we provided, and the impact it had on their lives. In the last year 65 clients responded with very positive feedback: 86% rated the service as very good and 9% as good.

Figure 5: Outcomes achieved for clients



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

“My adviser has helped me so much, he has put me in touch with organisations I never knew existed. He’s very approachable and friendly and I trust him 100%.”

“This project has changed my life. I was stuck in a rut and couldn’t see any way out, until I was told about ASAP. They have changed my life not only in a financial way, but given me my dignity back, fought my corner and justice prevailed.”

“ Without ASAP support things would have been a great deal more difficult than they could have been. I would still be being denied benefits I am entitled to and it gave me piece of mind to have someone on my side.”

“I found them very professional and they knew what I felt and was going through, even did follow on calls to make sure I was getting on OK. They were easy to talk to and understand.”

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Annual Report

October 16/17



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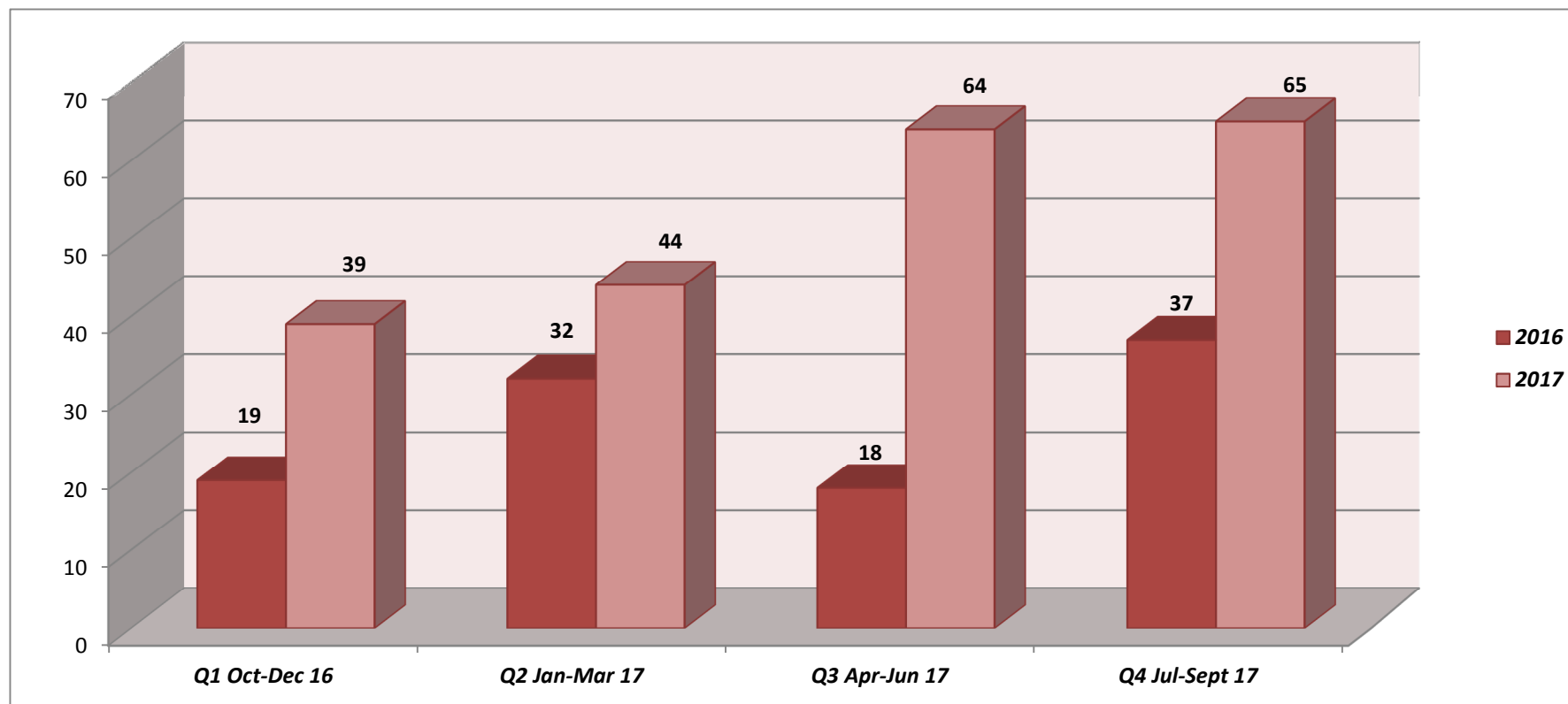
We have completed year five of Employ-Able. This has been a busy year for the service. The amount of referrals received this year has doubled compared with last year. This is a true reflection of the demand for the service. Most referrals have come with the expansion of Veteran 1st Point services, returning clients to the service that previously may have disengaged due to health reasons but came back ready to focus on a vocational goal. Combat Stress and JCP referrals are also on the rise and these relationships are becoming stronger as Employ-Able becomes a better known service for new and existing partners.

At Employ-Able we are very focused on the client's vocational goal. We are aware that there are other barriers which prevent client's sustaining goals and we will ensure we use our signposting knowledge in order to help them access relevant support. We look at the basic needs of clients referred. If we establish that they are in homeless accommodation, debt, health or family issues then we work together to address these issues whilst working towards the vocational goal.

The client is referred to an employment advisor on the Employ-Able team for an initial meeting. The employment advisor works with the client to learn about his/her goals and preferences and provides information about what Employ-Able can offer. When the client chooses to enroll in the Employ-Able service, he/she and the advisor make a joint action plan. It is important to note that the advisor supports the client towards the vocational goal regardless of diagnosed mental health condition. Employment advisors are skilled to provide support, coaching, CV development, interview training, assisted job search and in work support.

The information collated for this report is based on the last financial year 1st October 2016 until 30th September 2017. There will be comparisons to year 4 (1st Oct 2015 until 30th September 2016).

Number of referrals from Oct 2015 – Sept 2016 and Oct 2016 – Sept 2017



*The total number of referrals received this year was **212 (106 in Y4)**. We have successfully sustained relationships with our biggest referrers as well as developed relationships with new referral sources. This significant increase in referrals, especially in quarter 3, was mainly down to our biggest referrer, Veteran's 1st Point, opening up new offices throughout Scotland. This resulted in referrals from 8 different V1P locations.*

Referral source

Referral source	2015- 2016	2016 - 2017
Self	9	24
Combat Stress	13	24
Armed Services Advice Project	2	13
Job Centre Plus	5	16
Regular Forces Employment Association	2	4
Veteran's 1st Point	32	87
SSAFA	0	2
Routes to Work	0	1
Glasgow Helping Heroes	0	1
Social Work	1	0
SVR/SVHA	1	0
SAMH IPS	0	1
Thistle	1	1
Ingeus	0	1
Poppy Scotland	28	16
SACRO	2	10
Ministry of Defence	0	1
Coming Home Centre	0	1
Careers Transition Partnership	1	0
Walking with the Wounded	3	3
Bruce Robertson Training	0	1
Lothian Veterans Centre	0	1
DWP	0	1
Shoulder to Shoulder/Timebank	1	2
Home Straight	3	0
Forces Line	1	0
RRSA	1	0
Venture Trust	0	1
Total	106	212

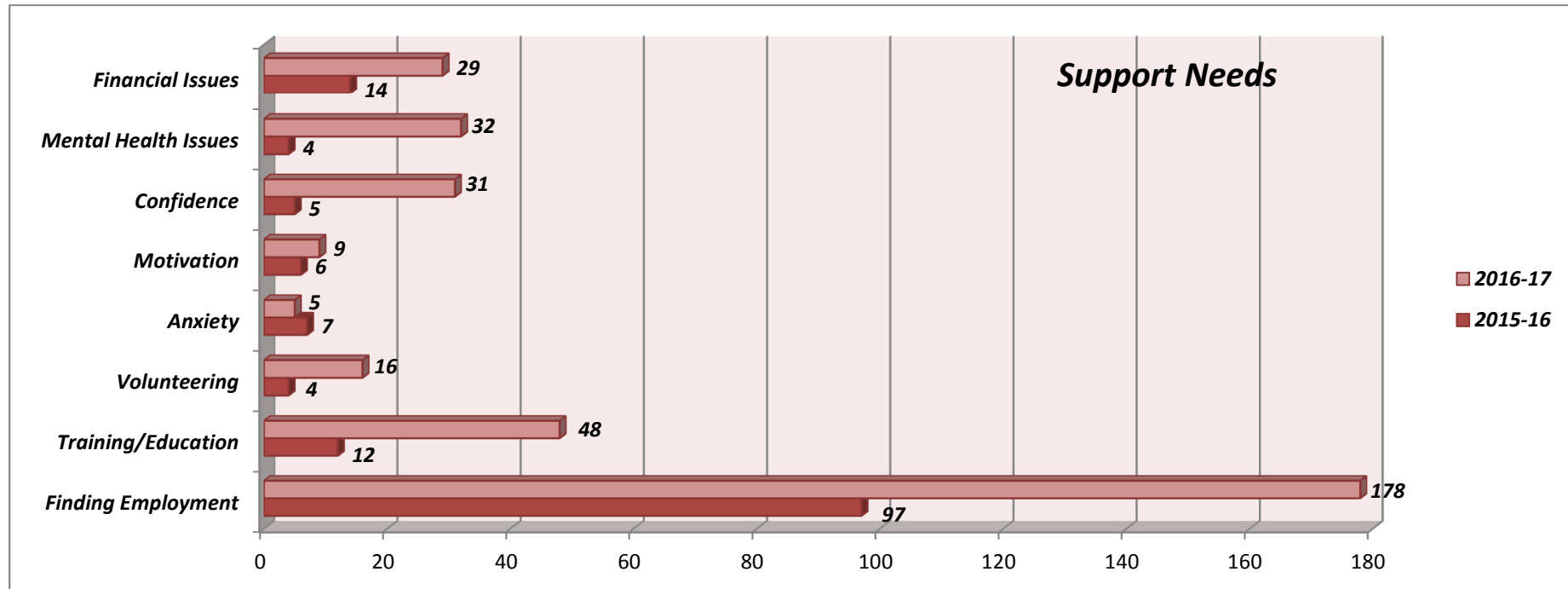
We had an 83% increase in referrals from SACRO this year and a 73% increase in referrals from Veterans 1st Point.

There was a significant increase in referrals we received from ASAP and JCP accounting for 14% of overall referrals.

The highest number of referrals came from V1P accounting for 41% of referrals.

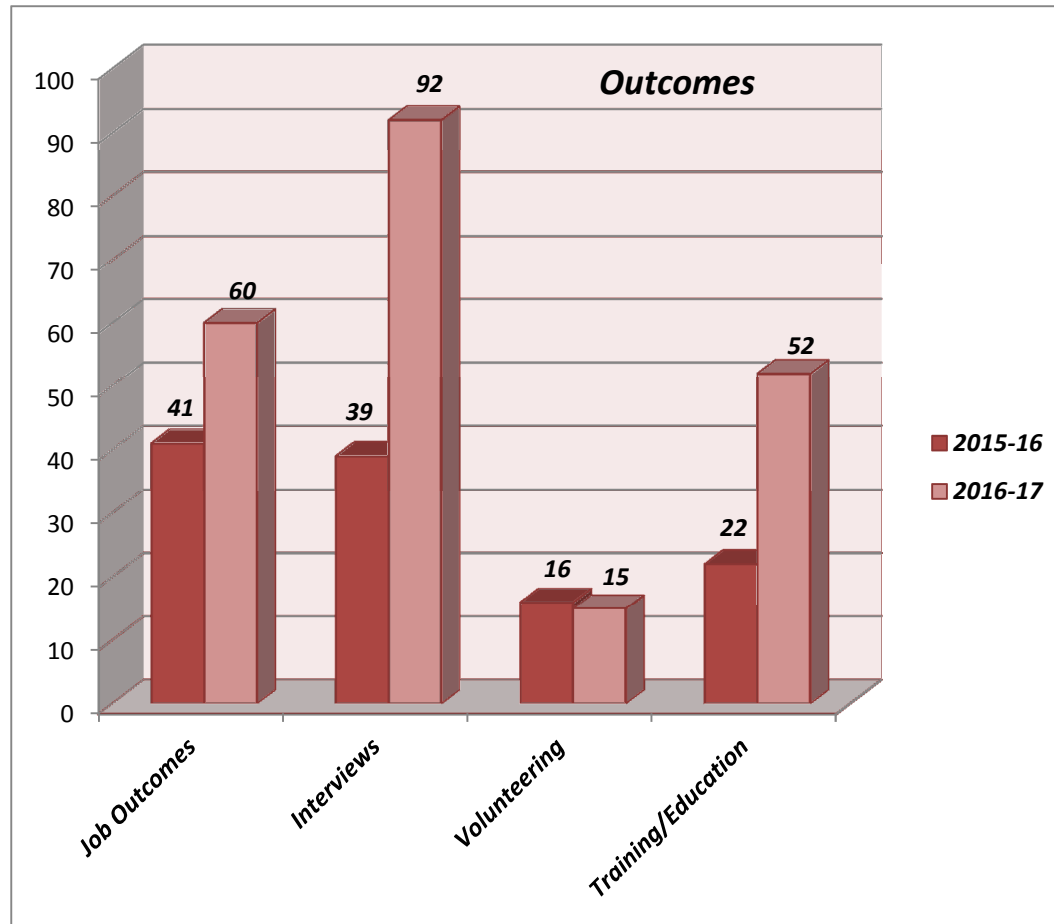
From the previous year, there has been an increase of 11 new referral sources accounting for 6% of the referrals to the service.

Client Support Needs



The above figures are based on analysis of referral forms received for Employ-Able support. Support needs change when clients get to know advisors and feel more open to disclose information not revealed at the initial engagement stages. We are happy to see an increase in referrals to the Employ-Able service of veterans whose main aim is finding employment, or to move into training and education. Clients attitudes can be very focused on employment as they aim to use this goal to eliminate barriers which need addressed. There has also been a significant increase in clients requiring support with their mental health and confidence in comparison to last year's demand. We appreciate the importance of addressing barriers to employment for job sustainability and our Employability Advisors are skilled in providing this support.

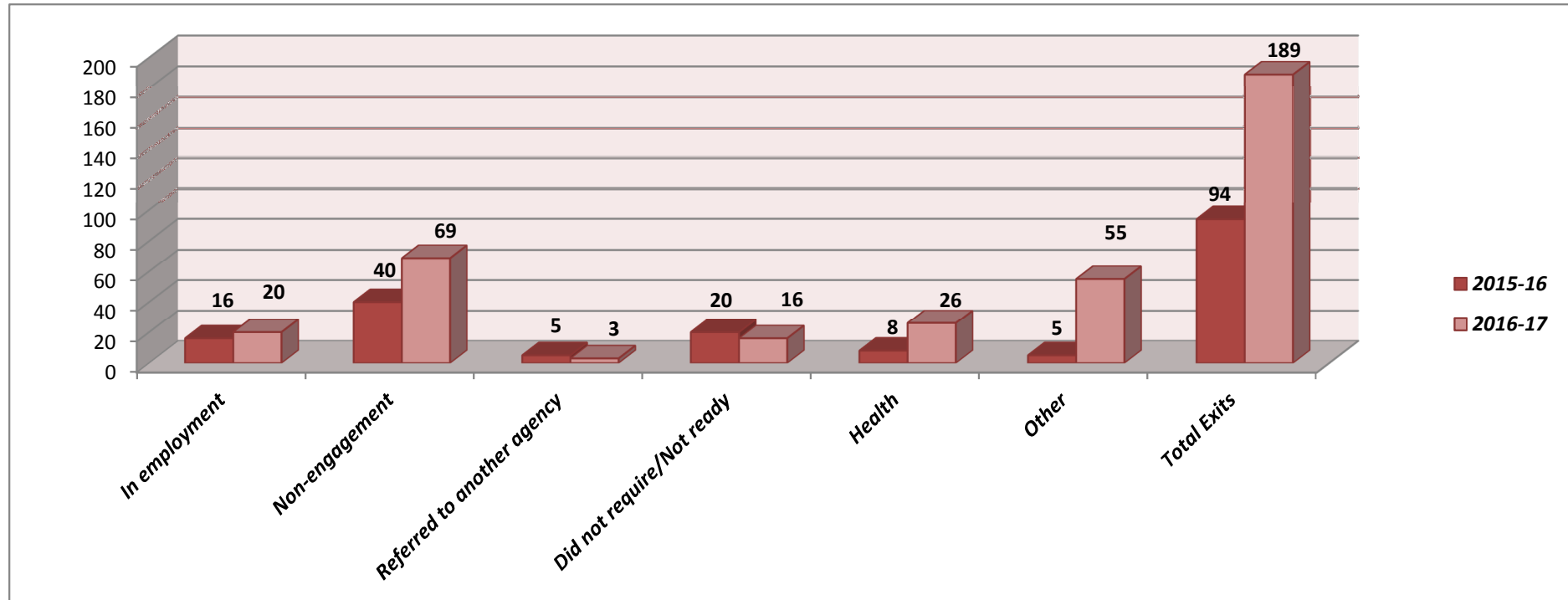
Client Outcomes



There is a significant increase in outcomes this year. 33% of clients have moved into work, 28% into training and education, 8% into volunteering and 50% have secured interviews in year five.

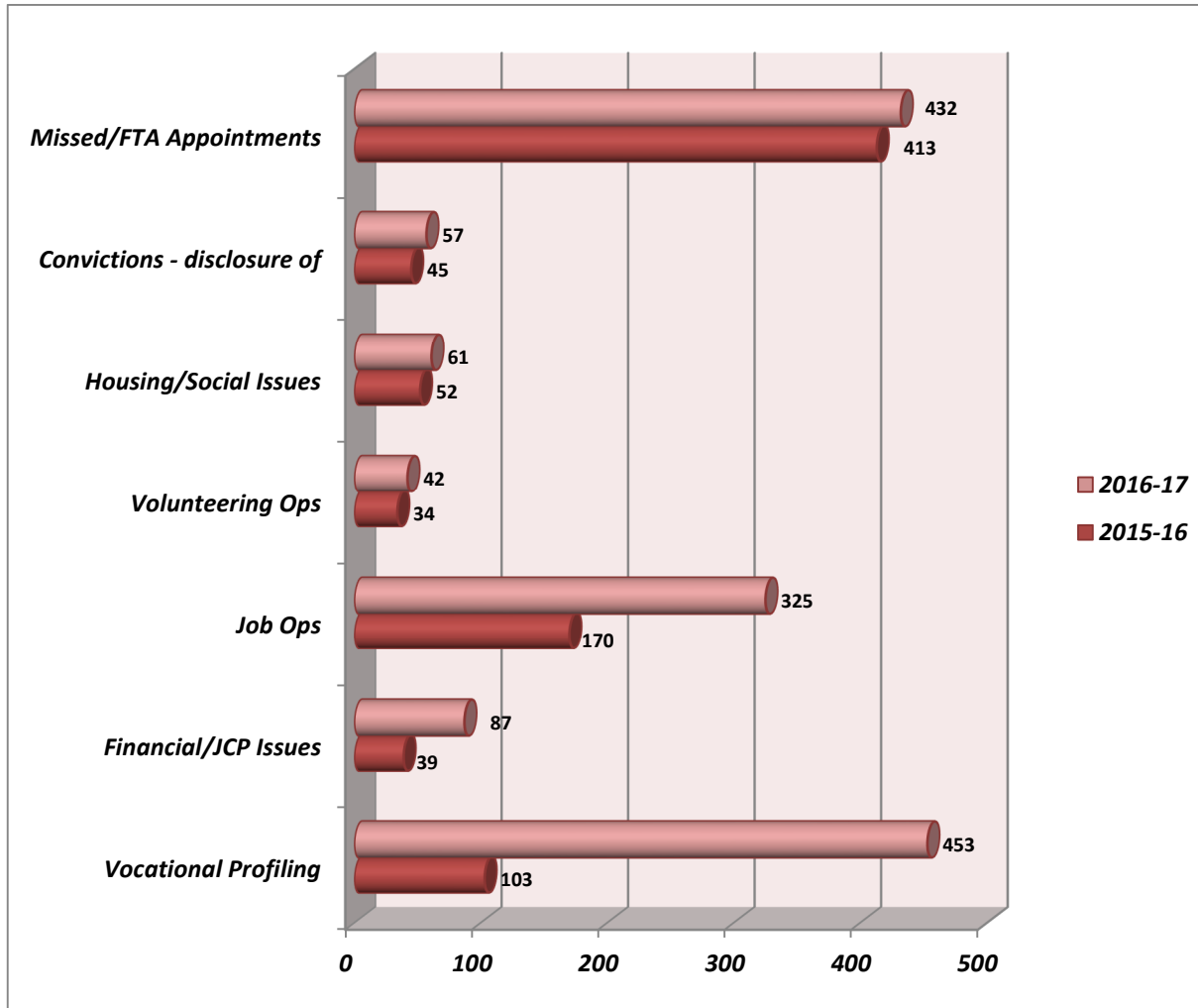
**The above information is based on 183 clients due to 29 veterans that did not start the programme deducted from the calculations. Referrals that started the programme and possibly only engaged once before they have been exited due to non-engagement are included in the calculations.*

Closed Cases



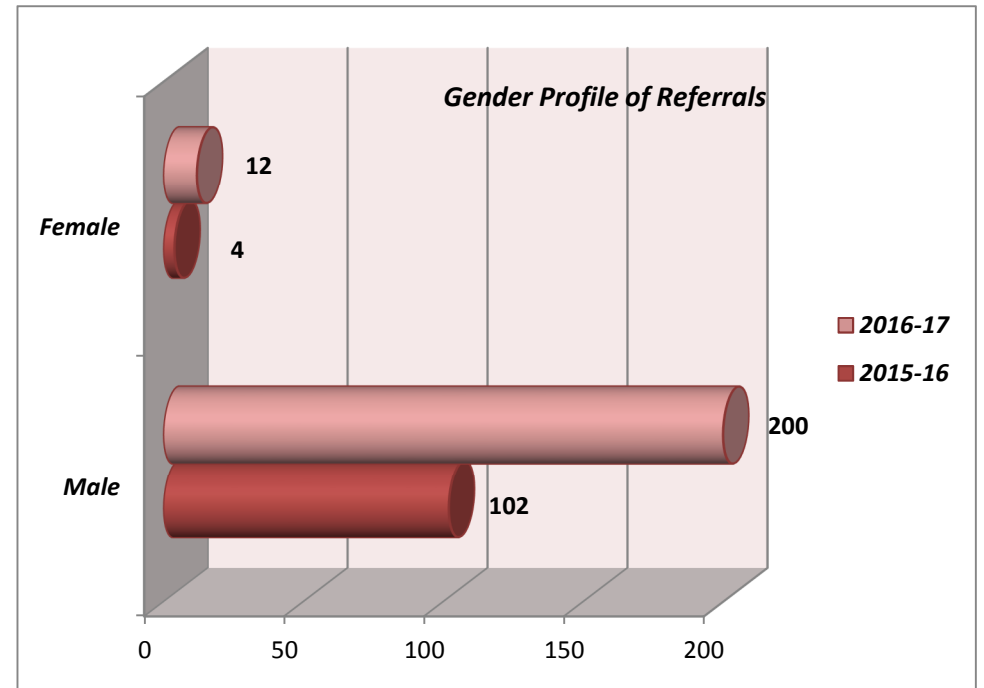
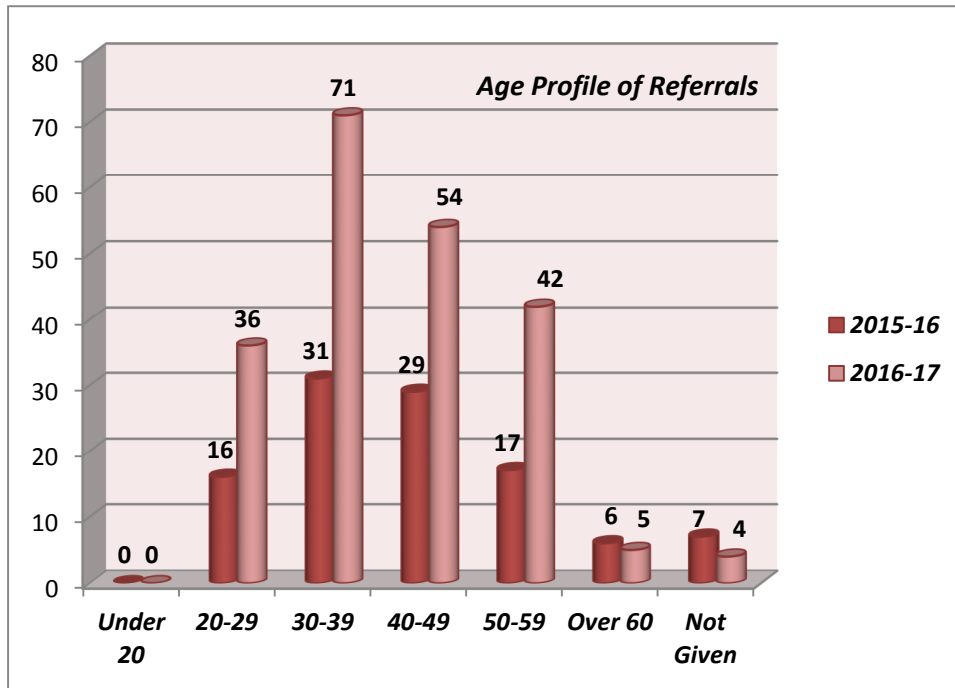
Non engagement continues to be the highest number of exits for Employ-Able clients, followed by other, which mostly consists of clients who were referred to the Programme but didn't start. The reasons for this are mainly due to clients no longer wishing to start the service or they are unobtainable. We utilize various methods of communication before disengaging with clients who have not been reachable, as well as getting in touch with the referrer for reassurance of the client's welfare. Although clients may not have engaged with the service at this time, it is always in our best interest to ensure that when a client is ready and wants to be re-referred, that it's a smooth and quick process for them.

1:1 Support



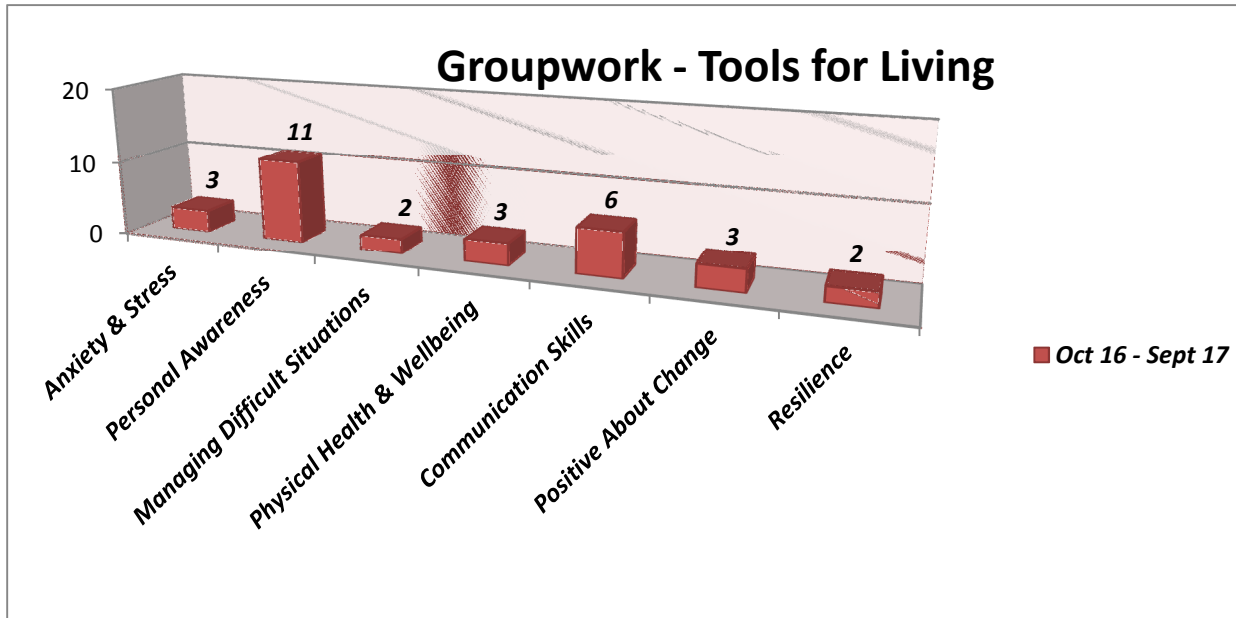
Fail to attend appointments (FTA) continue to be our biggest challenge; and we work hard to reduce these. We recently introduced offering client's telephone appointments as an alternative format, when clients cannot attend in person to their allocated appointment. We have made an arrangement with ASAP to provide a drop-in session for clients in our Edinburgh office.

Age and Gender Profiles



The average client age group is 30-49, making up 33% of our referrals. There were more referrals this year within the 50-59 age groups accounting for 25% of referrals. 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.

There was a 75% increase in the female referrals we received this year which is encouraging. We strive to encourage referrals from both genders.



This graph refers to the total amount of individuals that have taken part in each Tools for Living module (TFL), delivered to groups in both Edinburgh and Dumfries which received very positive feedback. We plan to start TFL sessions in Glasgow after recently hosting a TFL information session in SAMH Glasgow Office.

Personality Traits

- Recognise the importance of personality traits
- Recognise and appreciate different personalities

Positive about Change

- Be aware of the different types of change
- Understand ways you can successfully manage change

Managing Difficult Situations

- have looked at different conflict management styles
- be introduced to an effective conflict management approach

Resilience

- Reflect on our personal resilience
- Look at factors which contribute to resilience

Communication Skills

- Understand that there are different types of communication
- Be familiar with approaches to improve your verbal communication skills

Anxiety & Stress

- Have discussed ways of preparing for and overcoming stressors
- Have reflected on when you are anxious

Physical Health & Wellbeing

- Recognise the importance of good physical health.
- Have reviewed your physical activity levels

Life after Employ-Able...

Steven Brennan, 49, Edinburgh



How did you discover Employ-Able?

"Veterans 1st Point."

What difference did the service make to your life?

"I was stuck in a low paying job. Now I have a great job with a better than average wage. I have moved from a friend's spare room in Edinburgh to a two bedroom flat with a garden and a great view of rolling hills."

What was your goal?

"My goal when I came to you was to get a class 1 license and get a better job."

Did we help you achieve your goal?

"You helped me in so many ways form my confidence, my ability to use the internet to look for new jobs that I never had access to before and helped me to start believing in myself again."

Where is your life at now?

"My life now is not perfect but whose is? I am happy and content. I have my own space, a good job, flat and car. Life just seems to keep falling into place. So thanks to all of you I have got out of a puddle that was getting bigger and deeper every day. Now it feels like I'm on a sandy beach looking out to sea. I think and hope life just keeps getting better and it's all down to you guys."

Client Feedback...

Andrew Paul, 57, Glasgow

"I felt as though I was in a dark place before I came to Employ-Able and was unhappy in my work. My life was a misery and Emma has opened my eyes to loads of courses which I was not aware of.

I was stuck in a job where I was unhappy and miserable and Emma helped me get an interview at Ibrox and I am now a part time Safety Steward there. Emma has also referred me for several courses which will hopefully be beneficial for my future career aspects."

Anonymous, 58, Glasgow

"Employ-able has exceeded my expectations and I have been on training and become qualified in the training due to the confidence that was given to me to attend the course by my advisor at Employ-Able."

An Advisor perspective

"I support Veterans on their journey back into employment. At Employ-Able we give veterans the tools to employment and better mental health.

I know that for veterans with mental health problems, work can be therapeutic and eases the adverse health effects of unemployment and isolation.

The landscape is bleak for veterans. Research shows how veteran unemployment between the ages of 18 and 49 is twice the UK average. A Poppyscotland survey in 2009 found that, of 189,000 working age Scottish veterans, around 28,000 were unemployed. It also highlighted a lack of help to get those veterans back to work.

I work with a wide variety of people from different backgrounds, and it's what makes my job so diverse, enjoyable and different each day.

I love listening to clients' own stories from their time serving in the forces. I am in awe each day hearing the experiences lived by the clients whom I support and the challenges they face.

There is a positive link between employment and mental health and people feel happier and more fulfilled when working. It is great to see a client move into employment, and see the positive impact it has on their life.

There is no more gratifying feeling than when I have supported a client into a job, but with the good comes the bad. Journeys can sometimes be like rollercoasters for people. My job is to make sure the down days don't persist, and to ensure that the good outweighs the bad.

For veterans struggling Employ-Able can make a difference."

Focus next year...

- 1. Ensure we are available to provide support to clients Scotland wide referred to Employ-Able and we are aware of local services to clients referred.*
- 2. 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.*
- 3. Continue to promote Employ-Able by producing a quarterly newsletter and making sure that this is accessed as widely as possible.*
- 4. Continue to provide Tools for Living to clients that can access this and gather feedback in order to develop this for clients.*
- 5. Explore alternative methods of delivery for TFL.*
- 6. Gather good news stories with clients that enter vocational goals to prove the benefits of accessing Employ-Able.*
- 7. Focus on clients that have been on Employ-Able for over 1 year and determine if Employ-Able is the right service for them.*
- 8. Focus on developing stronger relationships with referral sources. V1P makes the majority of referrals to Employ-Able. We want to build stronger relationships with providers such as JCP and Combat stress which have become more prominent this year.*
- 9. Continue to build on our community mapping to increase awareness of all local services that will benefit our clients.*