

# WELFARE SERVICES STATISTICAL REPORT

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OCTOBER 18 – SEPTEMBER 19

poppy   
scotland

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# Key Facts Summary

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From October 2018 to September 2019 Poppyscotland provided assistance to 1,529 cases across a wide range of our Welfare Services. We also reached many more people through the Armed Services Advice Project, our Inverness and Kilmarnock Welfare Centres, funding to other organisations and the launch of our new Welfare Support Service.

## Tailored Support and Funding

- The total funding support to individuals was £817,329
- 968 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 £670,789.
- £60,300 was spent on Poppy Breaks, allowing 201 individuals and families to benefit from a much-needed break.
- A further £86,240 was spent on providing Annual Grants to 72 recipients.

## Employment Services

- A total of 288 beneficiaries accessed Poppyscotland's Employment Services.
- In total, £214,383 was spent on assisting members of the Armed Forces community with their employment needs.
- 219 veterans received ongoing one to one support through the Employ-Able service.
- 48 clients were supported to obtain the qualifications or equipment required to take up an employment opportunity.
- More than £76,000 was required to enable Employment Grant clients. Poppyscotland contributed 52%, the remainder was met by other Service charities.
- 21 veterans attended a LifeWorks course.

### **Inverness Welfare Centre**

- There were 2,686 individuals that accessed the Inverness Welfare Centre.
- 1,701 individual enquiries related to welfare advice, while another 985 accessed the general information and guidance service.
- 112 individuals, all with multiple needs, benefitted from 1:1 specialist advice and support.

### **Kilmarnock Welfare Centre**

- There were 2,827 individuals that accessed the Ayrshire Welfare Centre.
- 2,075 individual enquiries related to welfare advice, while another 752 accessed the general information and guidance service.
- 143 individuals, all with multiple needs, benefitted from 1:1 specialist advice and support.

### **Welfare Support Service<sup>1</sup>**

- The Welfare Support Service carried out 369 visits.
- There were 193 individuals who benefitted from multiple visits from the Welfare Support Service.

### **Armed Services Advice Project**

- ASAP Advisers helped 2,347 individual members of the Armed Forces community over the year, supporting them with 12,300 issues.
- ASAP client financial gain recorded for the year was almost £3.3m.

### **Support to Organisations**

- Poppyscotland provided 10 grants totalling in excess of £1,240,000 to organisations offering specialist services to the Armed Forces community.

<sup>1</sup>The Welfare Support Service started from 13<sup>th</sup> May 2019

# 1. Tailored Support and Funding

We supported 1,241 individuals through Tailored Support and Funding, including Immediate Needs Grants, Poppy Breaks and Annual Grants. Our financial support to individuals totalled £817,329.

## 1.1 Funding to individuals

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

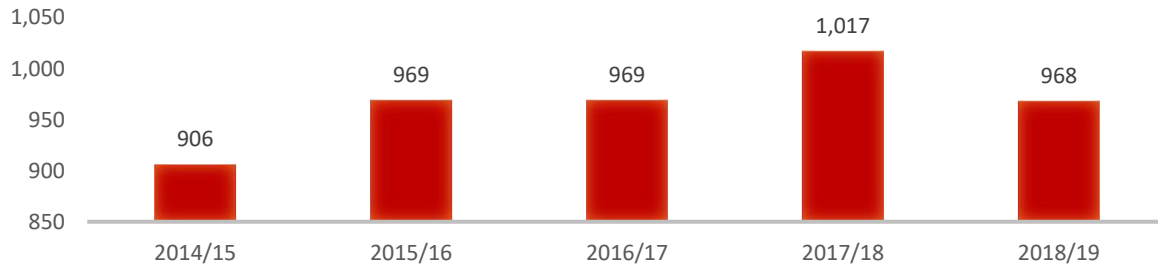
We awarded on 968 grant applications between October 2018 and September 2019.

### Grants at a glance

Year	Total number of grants awarded	Total Grants expenditure	Average cost per case
2016 - 2017	969	£550,496	£568
2017 - 2018	1,017	£608,668	£598
2018 - 2019	968	£670,789	£693

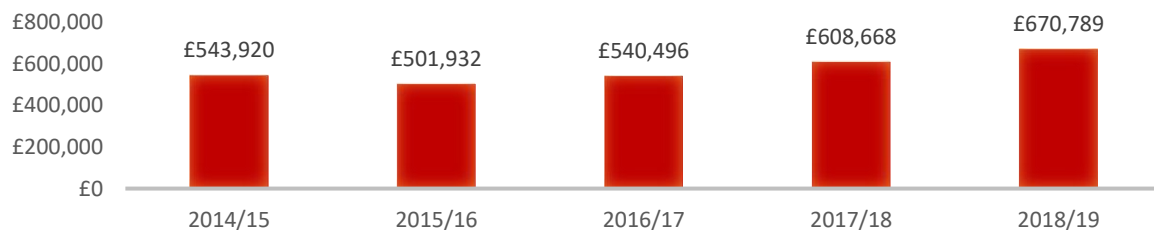
The total Immediate Needs Grants expenditure this year was £670,789

## IMMEDIATE NEEDS GRANTS BY NUMBER OF AWARDS (2014-2019)



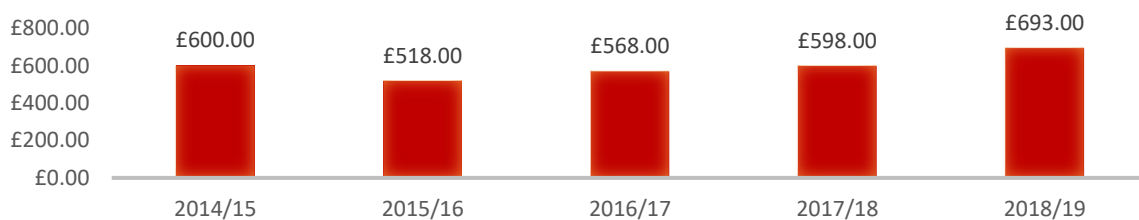
The number of awards this year has decreased slightly to 968, however there has been a 10% increase in total expenditure, which reflects a higher cost per award this year.

## IMMEDIATE NEEDS GRANTS BY TOTAL EXPENDITURE (2014-2019)

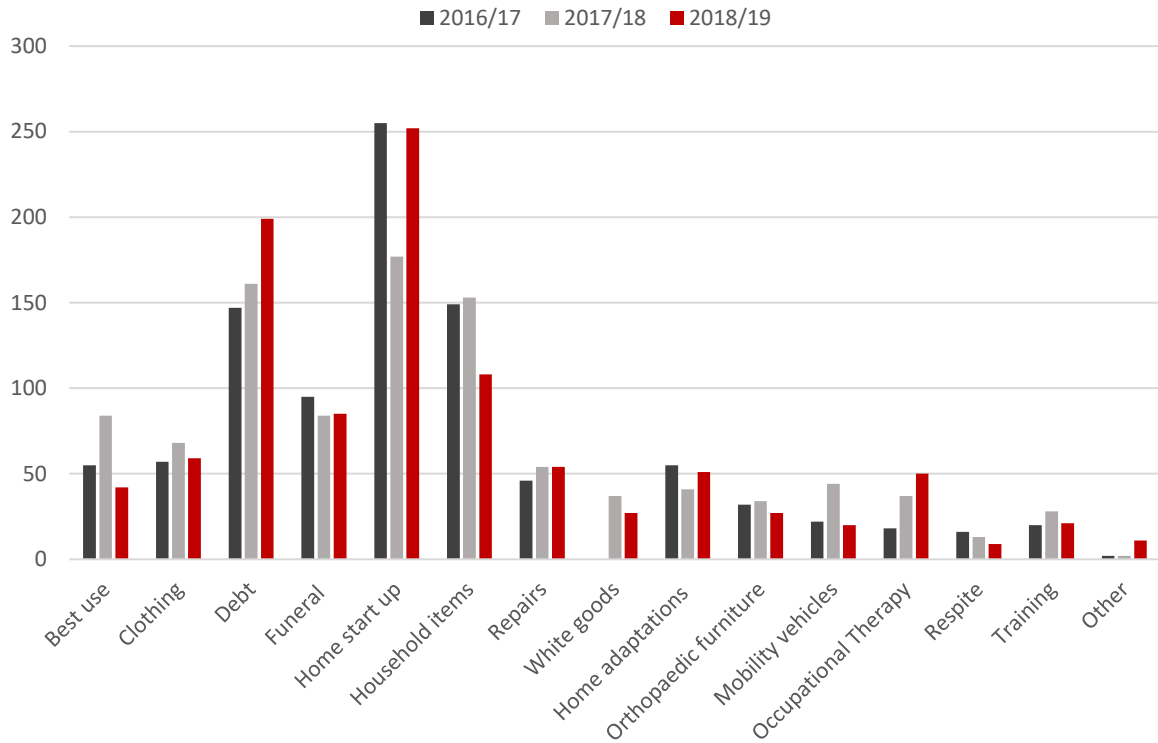


There has been an increase in the average amount awarded of 15%, which is a significant rise compared to previous years.

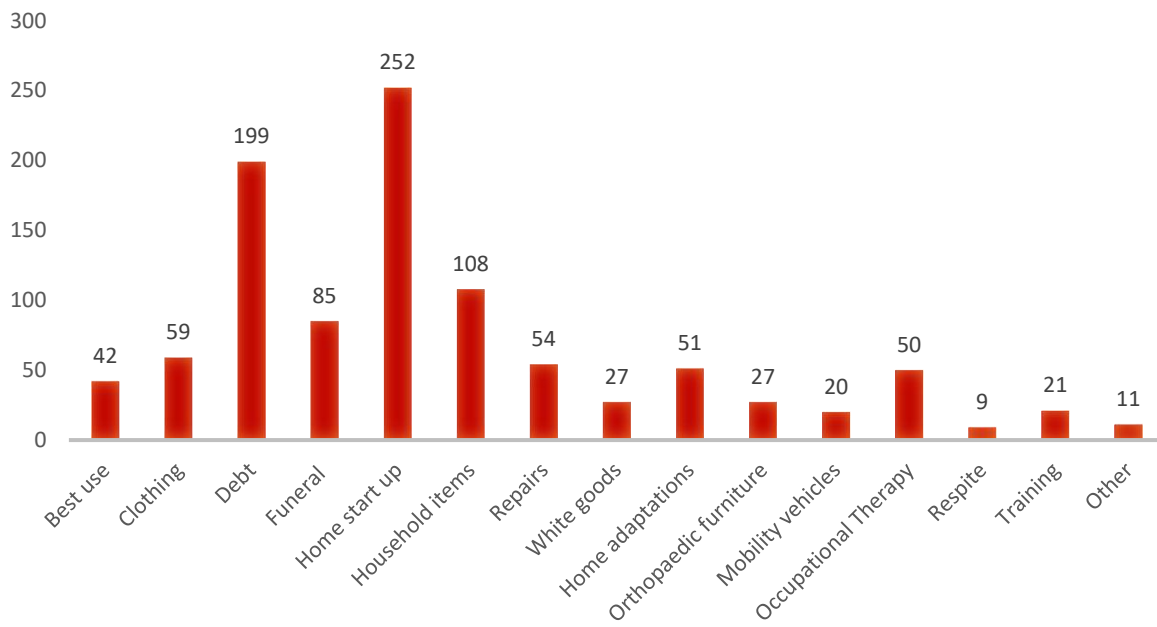
## IMMEDIATE NEEDS GRANTS BY AVERAGE AWARD (2014-2019)



## GRANTS AWARDED BY CATEGORY



## GRANTS AWARDED BY CATEGORY 2018-19



## Grant Purpose by Number of Awards – Top 5

2016/17		2017/18		2018/19	
Grant Purpose	Number of awards	Grant Purpose	Number of awards	Grant Purpose	Number of awards
Home start up	255	Home start up	177	Home start up	252
Household items	149	Debt	161	Debt	199
Debt	147	Household items	153	Household items	108
Funeral	95	Best use	84	Funeral	85
Clothing	57	Funeral	84	Clothing	59

## Grant Purpose by Number of Awards 2018-19

Grant Purpose	No. of Awards	%
Home start up	252	24.75%
Debt	199	19.55%
Household items	108	10.61%
Funeral	85	8.35%
Clothing	59	5.80%
Mobility home adaptations	51	5.01%
OT Report	50	4.91%
Best use	42	4.13%
Household repairs	31	3.05%
Household white goods	27	2.65%
Mobility ortho furniture	27	2.65%
Training	21	2.06%
Household repairs/items	20	1.96%
Mobility vehicle	20	1.96%
Other	11	1.07%
Respite	8	0.79%
Crisis grant	3	0.29%
Mobility vehicle repairs	3	0.29%
Respite RAFA	1	0.10%



## Grant Purpose by Total Expenditure – Top 5

### 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

### 2017-18

Grant purpose	Approximate overall funds awarded	Average awarded per beneficiary
Debt	£114,761	£713
Home start up	£110,607	£625
Funeral	£58,035	£691
Household items	£95,716	£504
Mobility home adaptations	£56,422	£1,376

### 2018-19

Grant purpose	Approximate overall funds awarded	Average awarded per beneficiary
Home start up	£185,383	£736
Debt	£165,028	£829
Household items	£66,557	£616
Mobility home adaptations	£55,518	£1,089
Funeral	£54,768	£644

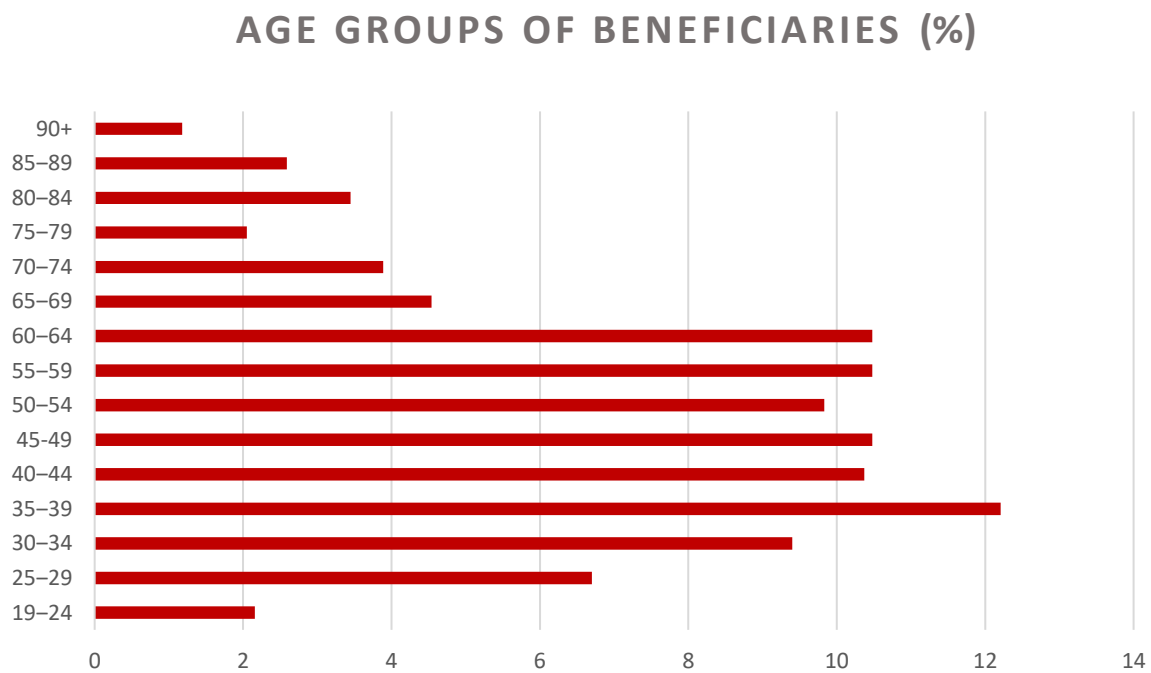
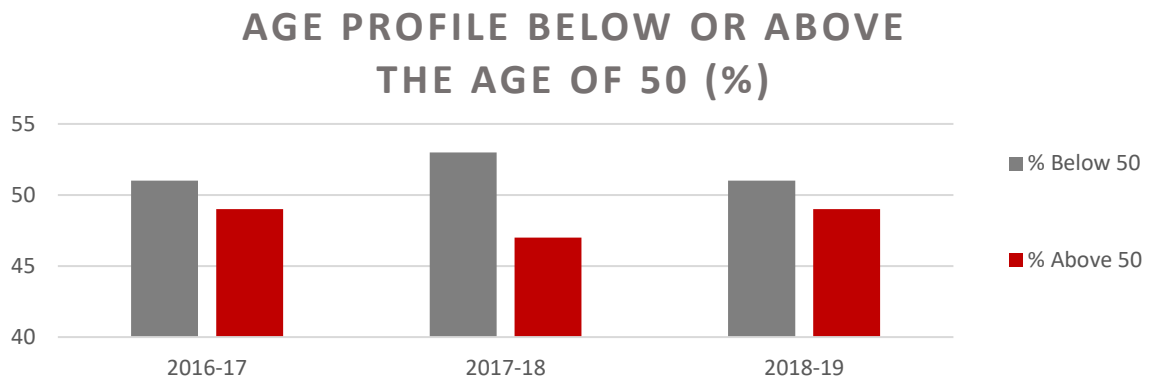
## Grant Purpose by Total Expenditure 2018-19

Grant Purpose	Total Amount Awarded	Average Amount Awarded	Number of beneficiaries
Home start up	£185,383	£736	252
Debt	£165,028	£829	199
Household items	£66,557	£616	108
Home adaptations	£55,518	£1,089	51
Funeral	£54,768	£644	85
Household repairs	£30,334	£979	31
Orthopaedic furniture	£22,411	£830	27
Household repairs/items	£19,858	£993	20
Mobility vehicle	£17,313	£866	20
Best use	£12,892	£307	42
Other	£9,087	£826	11
Household white goods	£8,773	£325	27
Training	£7,766	£370	21
OT report	£7,495	£150	50
Clothing	£6,876	£117	59
Respite	£5,357	£670	8
Mobility vehicle repairs	£2,454	£818	3
Respite RAFA	£370	£370	1
Crisis grant	£45	£15	3

When grant awards are looked at by number of beneficiaries or by total amount awarded, the top three categories are the same: Home Start-Up, Debts and Household Items.

## Profile of Beneficiaries

There continues to be a fairly even split between beneficiaries over 50 (49%) and those under 50 (51%).



The majority of grants were awarded to males (78%). Most awards were again to those having served in the Army (84%) with 10% being awarded to those from the Navy and 6% to those from the RAF.

At the time of application 57% of beneficiaries had received no previous assistance from Poppyscotland, similar to last year’s level.

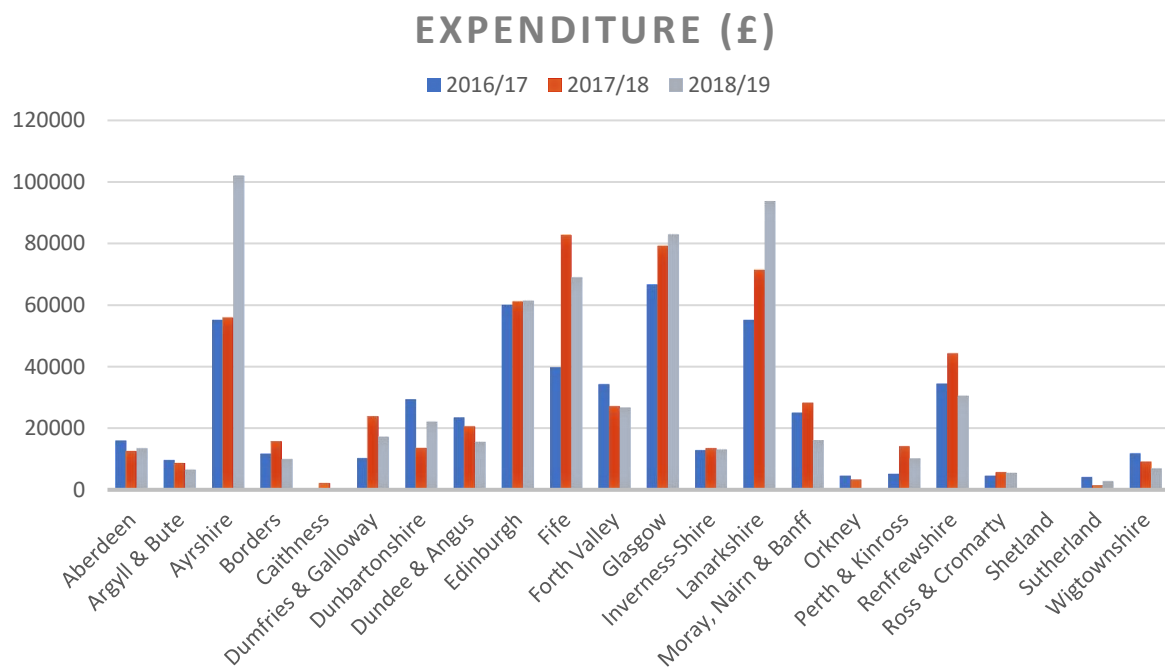
Evidence from grant application forms suggests that, while the incomes of the majority of applicants meets or exceeds their expenditure (59%), more often than not by a very small amount, for a significant minority (41%) there is a weekly deficit. For 14% of clients their surplus is under £10.

517 beneficiaries (52%) were recorded as being in debt, with a combined debt total of over £3.7 million. This is an average of £7,236 per client, slightly higher than last year.

## SSAFA

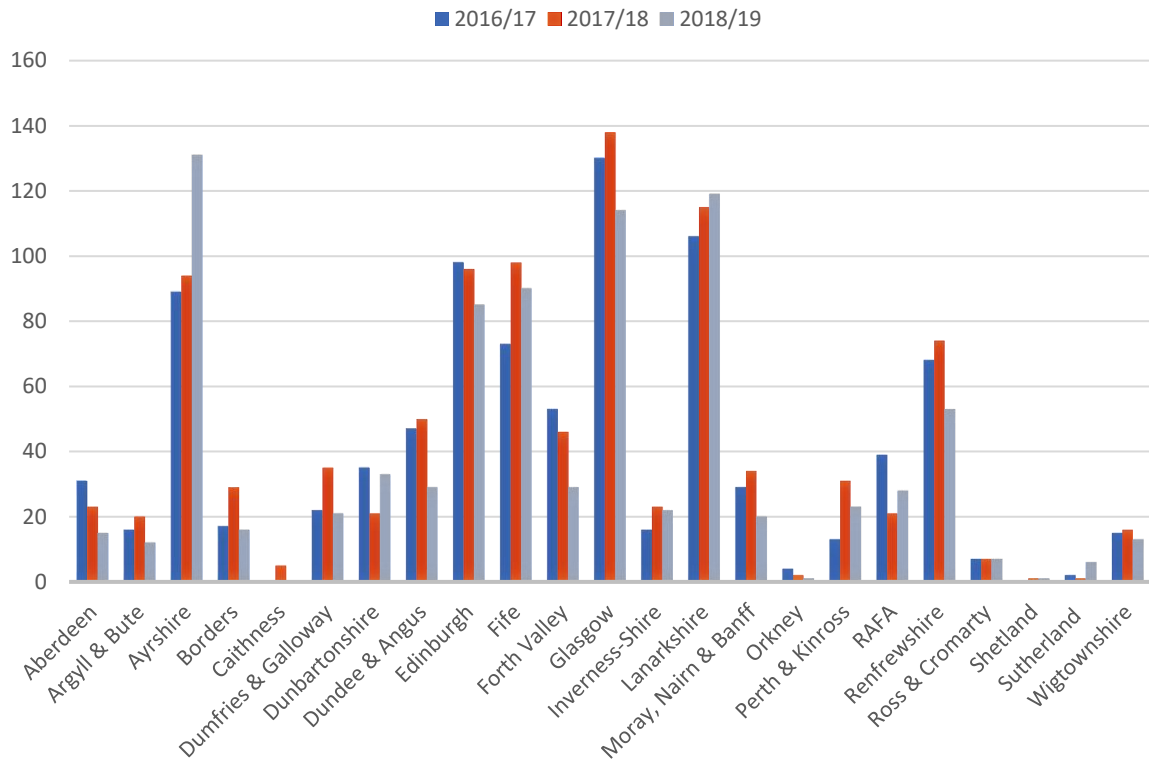
This year 90% of grant awards were completed with the assistance of SSAFA who provide casework for members of the Armed Forces community requesting assistance from Military and other charities throughout Scotland. Our Welfare Support Service completed 5% of cases, with 3% through RAFA and the remaining 2% from other organisations.

## Grants by SSAFA branch

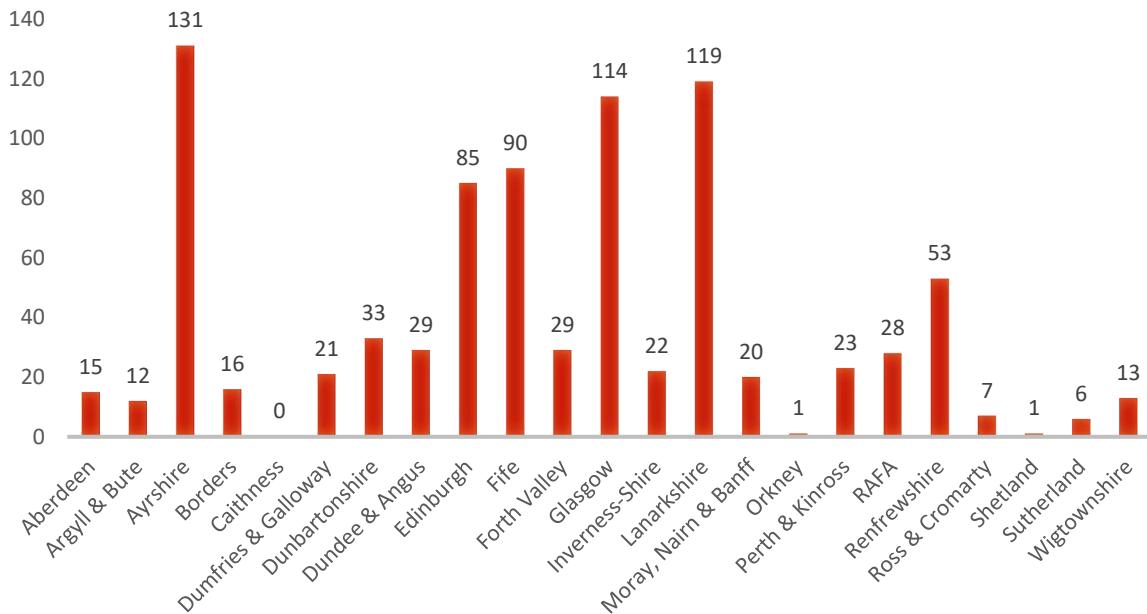


While the grant expenditure by branch has remained similar in most cases, there are a few exceptions. The figure in Ayrshire is significantly higher this year, most likely due to the presence of our Welfare Centre in Kilmarnock, as we have seen an increase of referrals in that area. Glasgow and Lanarkshire have also seen increases in expenditure.

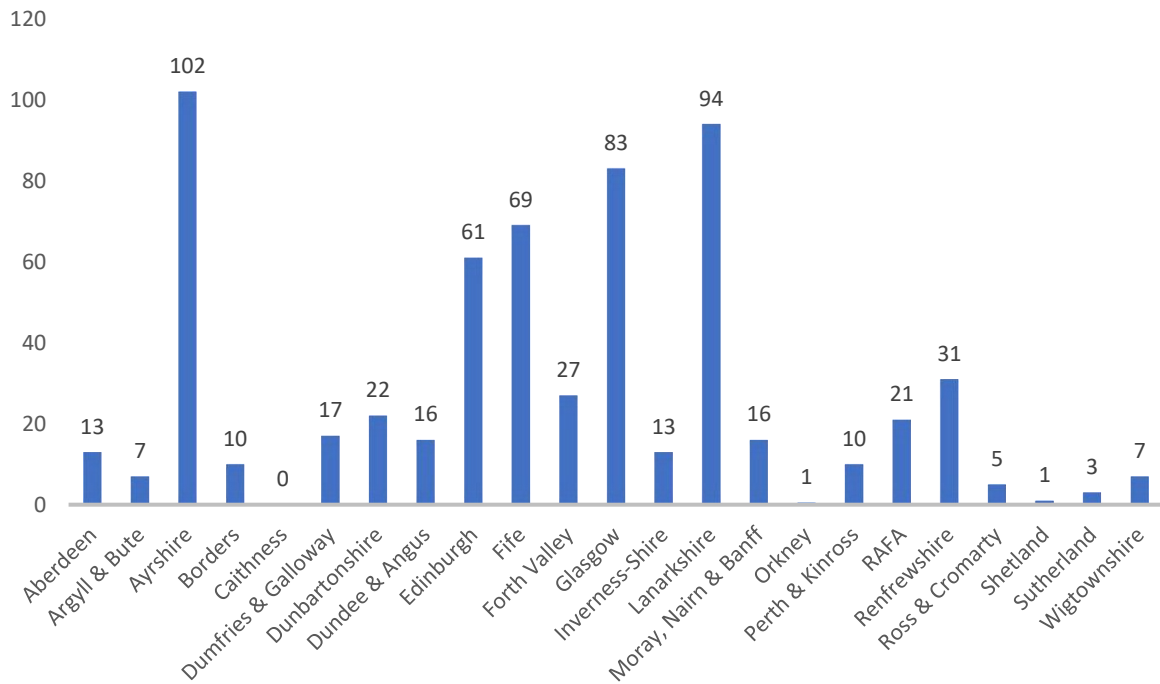
## AWARDS PER BRANCH COMPARISON



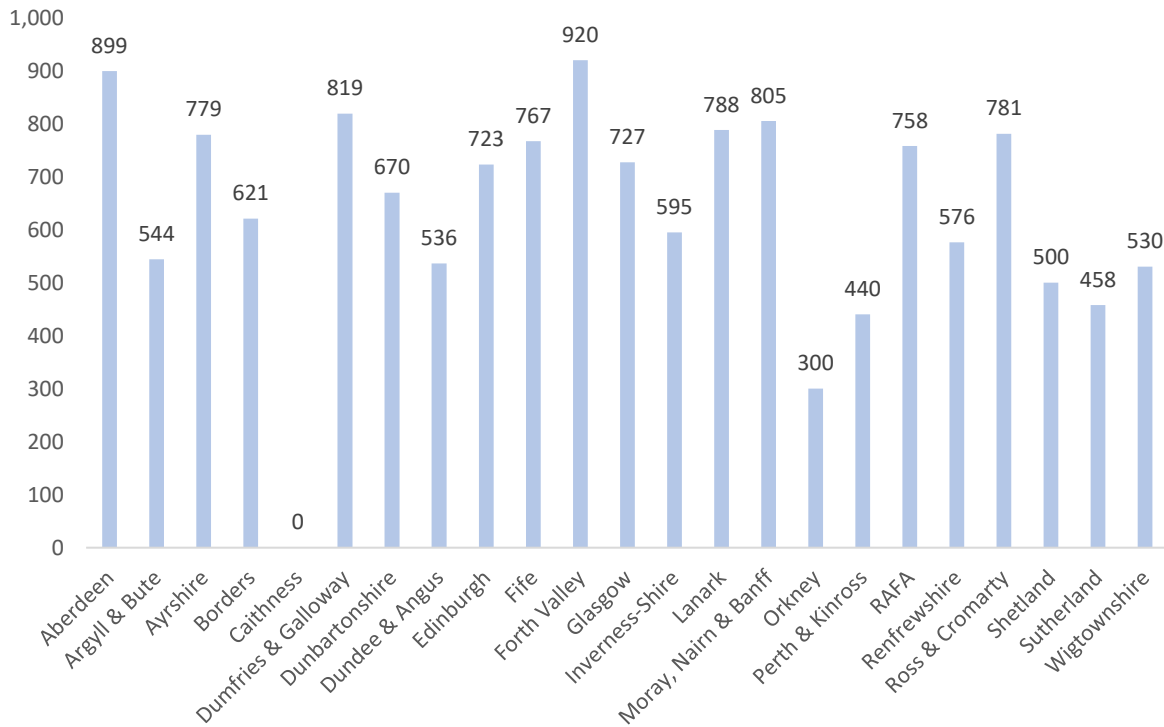
## AWARDS PER BRANCH 2018/19



## AMOUNT AWARDED BY BRANCH (£K)



## AVERAGE AWARD PER CASE (£)



## 1.2 Annual Grants

Although new Annual Grants are no longer awarded by Poppyscotland, £86,240 was spent on providing grants to 72 individuals who were still in receipt of this form of financial assistance, with that number falling to 63 by the end of the year. The grants are paid quarterly, and amounts vary from £195 - £650 per quarter. Clients are still, of course, able to apply for repeat support year-on-year if their circumstances necessitate their doing so. 65% of beneficiaries are female and 35% are male. The average annual grant recipient is 73 years of age, but ages range from 37 - 99.

## 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 54 Poppy Breaks were awarded, allowing 201 members of the Armed Forces community to benefit from the Poppy Breaks service. This is a 20% decrease from the 2017/18 figure as the Breaks were not promoted from June, in line with organisational policy.

87% of these breaks were taken at a caravan or holiday park, and 13% at hotel-style break centres.

Breaks were taken across the UK with approx. 76% in England and 18% in Scotland. 3 (6%) breaks were taken in Northern Ireland.

## 2. Advice, Information and Support

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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 Welfare Centres

Our Welfare Centres offer 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 (Inverness) and Ayrshire (Kilmarnock).

#### Inverness Centre

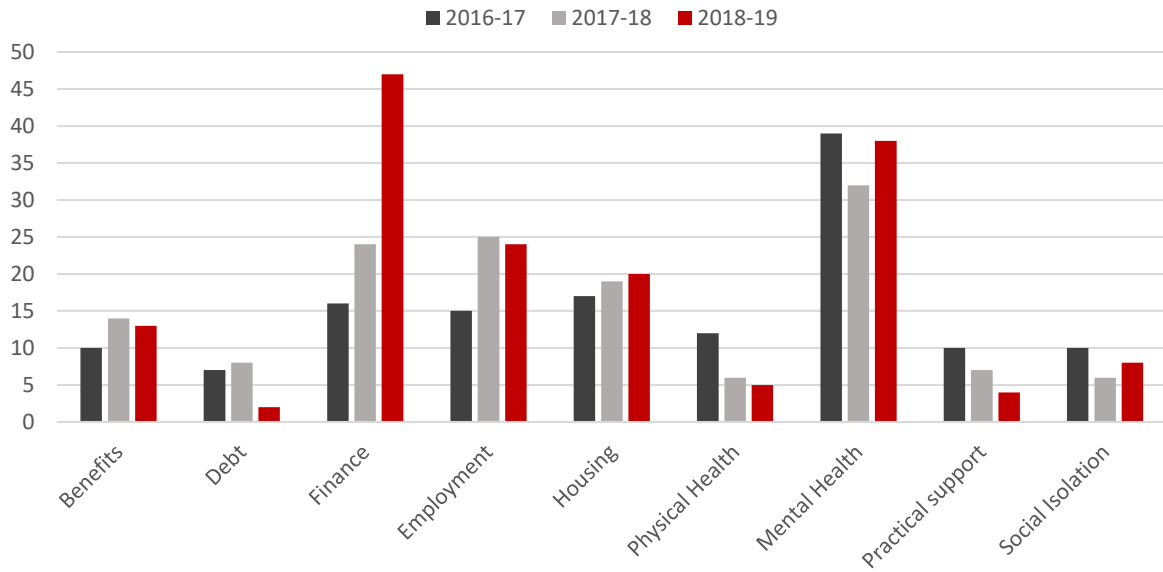
This year 2,686 individuals made enquiries to the service. 985 Individuals accessed the general information and guidance service, and 1,701 accessed the service with welfare enquiries. 112 individuals benefitted from 1:1 specialist advice and support services.

Referred By	No.	%
Self	108	96
Third Party	4	4
Total	112	100

96% of those using the specialist advice and support services were self-referrals.

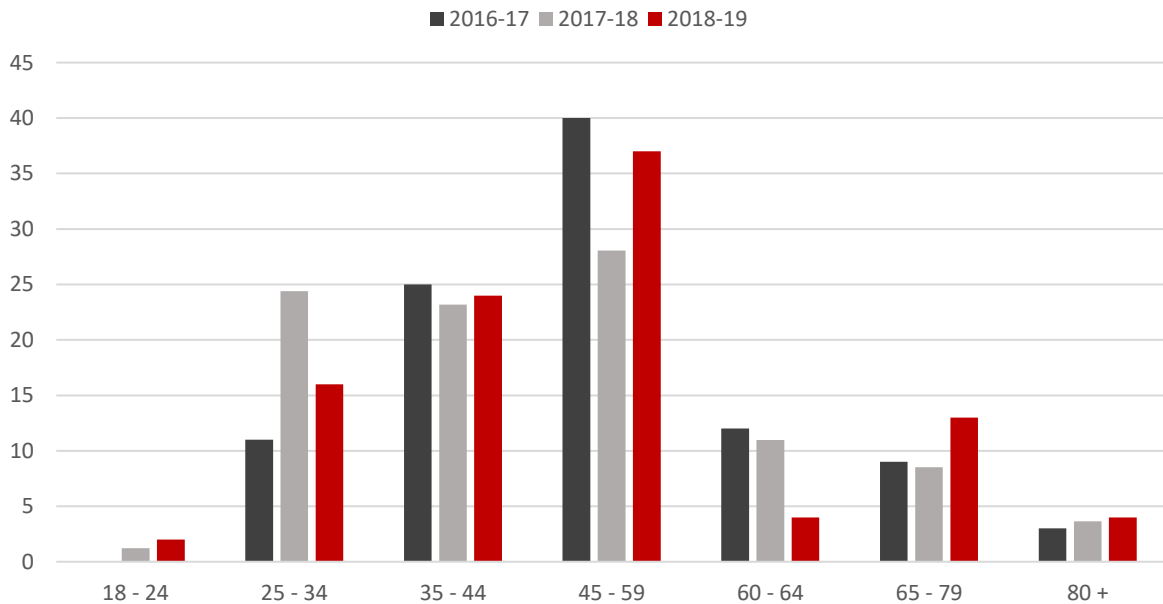


## PRESENTING ISSUES



Finance, benefits and debt accounted for almost 40% of presenting issues in 2018-19. Issues around Mental Health (23%) were also high, followed by Employment (14%) and Housing (12%). Issues around Practical Support and Physical Health each made up 6% of enquiries and Social Isolation 4%.

## AGE PROFILE (%)

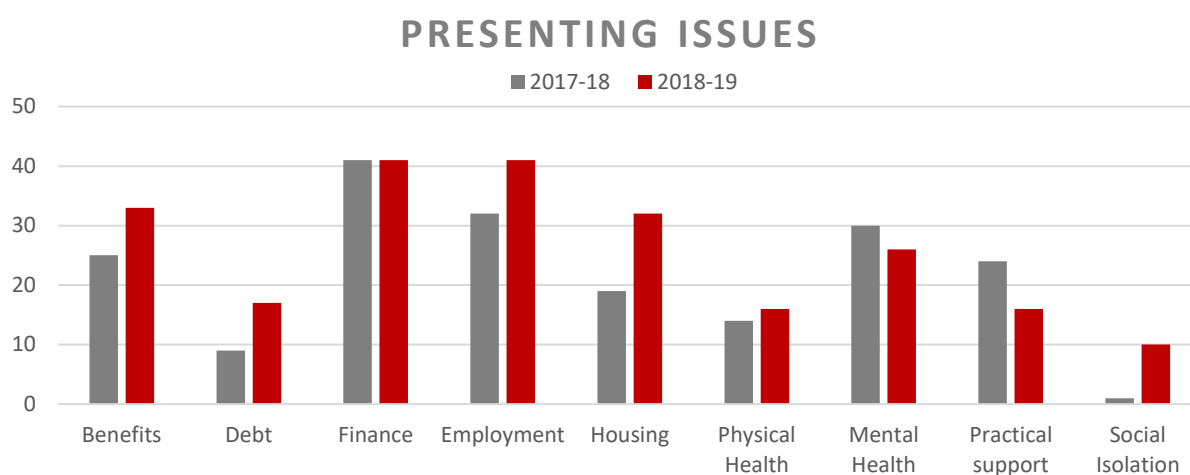


## Kilmarnock Centre

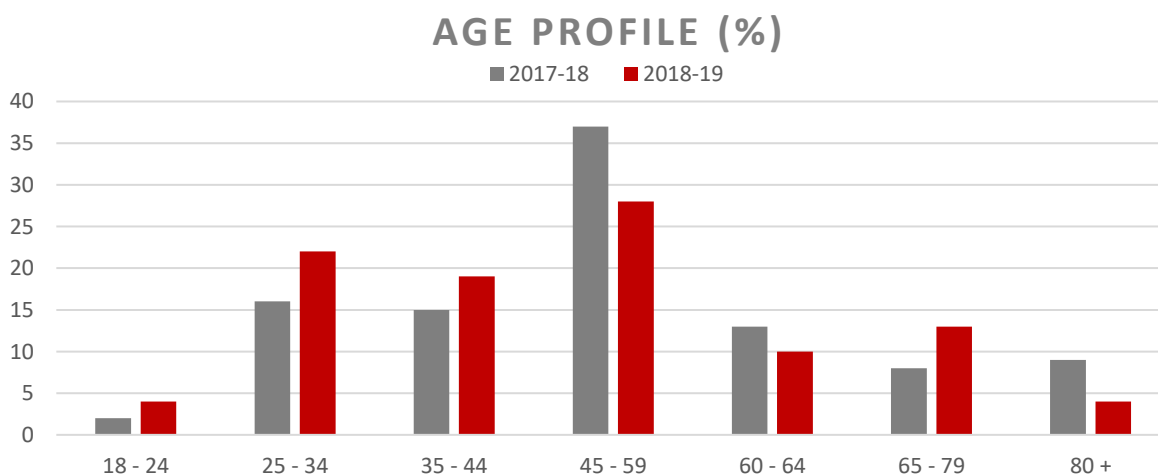
This year 2,827 individuals made enquiries to the service. 752 Individuals accessed the general information and guidance service, and 2,075 accessed the service with welfare enquiries. 143 individuals benefited from 1:1 specialist advice and support services.

Referred By	No.	%
Self	112	78
Third Party	31	22
Total	143	100

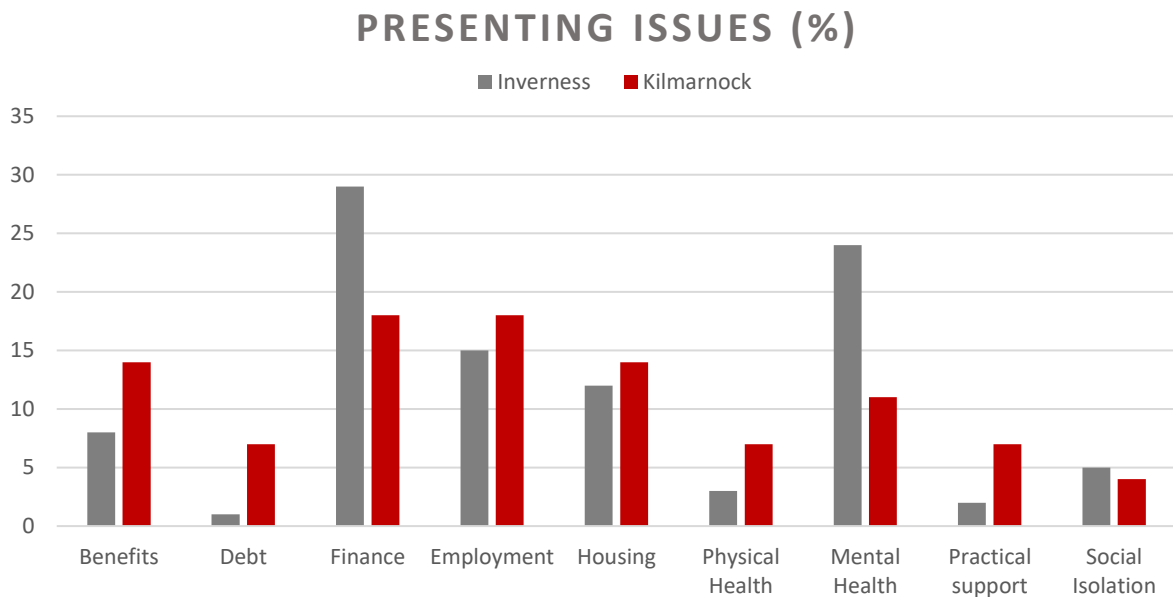
78% of those using the specialist advice and support services self-referred.



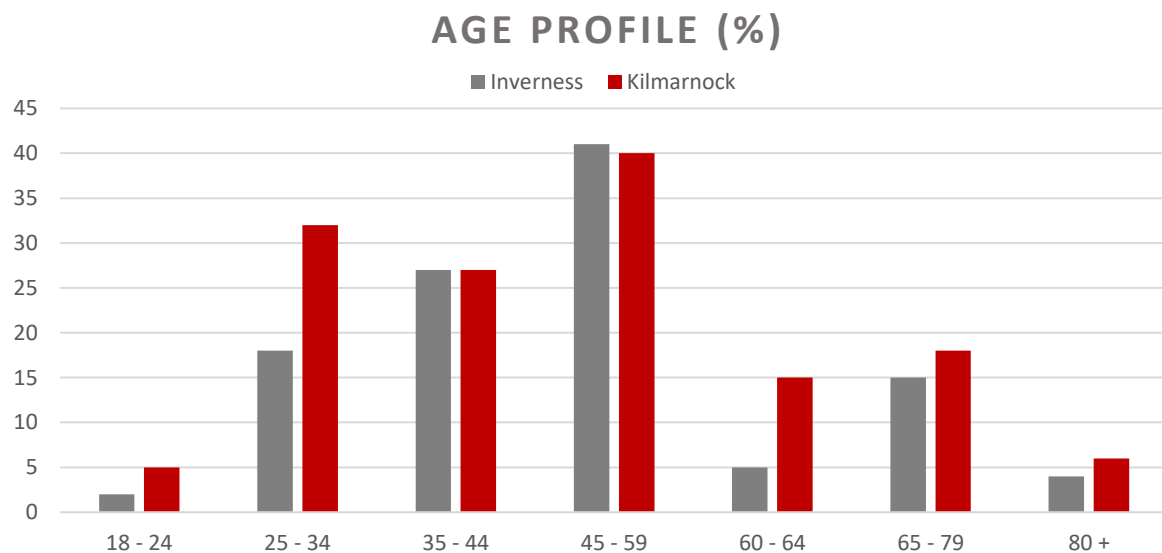
Finance, benefits and debt accounted for almost 40% of presenting issues in 2018-19. Issues around Employment (17%) and Housing (13%) were also high, followed by Mental Health (11%) and Practical Support (8%). Issues around Physical Health made up 6% of enquiries and Social Isolation 4%.



## Welfare Centre Comparisons



While the types of issues clients present with are broadly similar in both centres, the North of Scotland sees a higher percentage of cases around Mental Health (13% higher) and Financial support (11% higher) while Ayrshire has a higher percentage of clients looking for support with benefits (6%).



If we compare the ages of beneficiaries in the Welfare Centres, they are fairly similar, but Kilmarnock shows a higher number of beneficiaries in the 25-34 and 60-64 age ranges.

## 2.2 Welfare Support Service

May 2019 saw the introduction of the Welfare Support Service, as Poppyscotland sought to provide a service that would go some way to addressing the challenges experienced in delivering a welfare offering to individuals who are particularly vulnerable and who have complex needs.

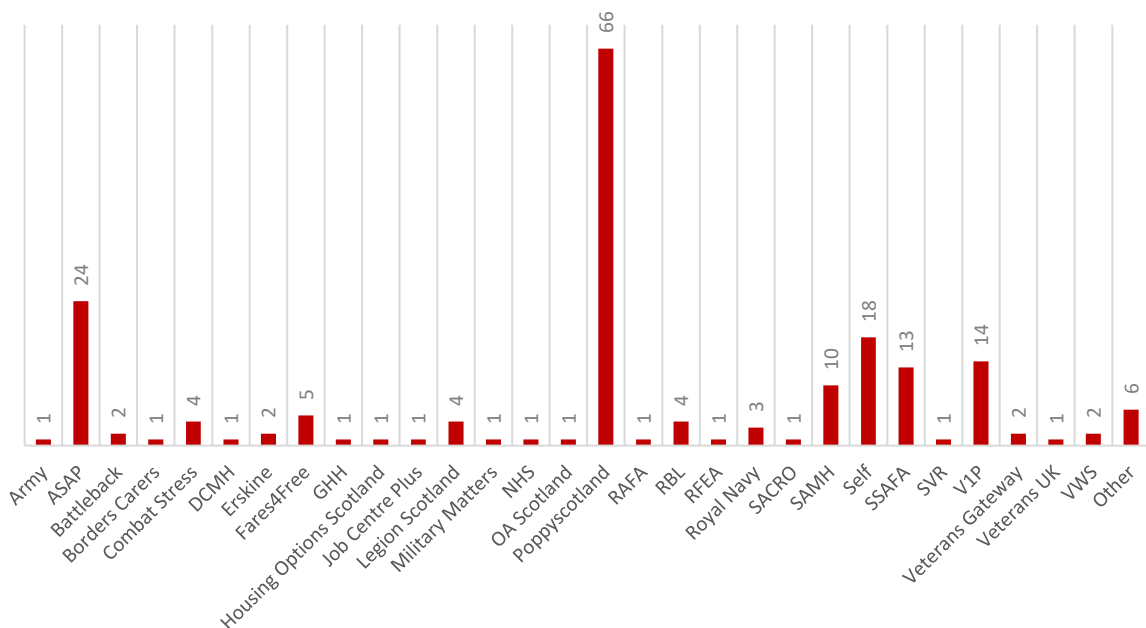
The introduction of the Welfare Support Service has been of benefit not only to Poppyscotland but further embeds the ethos of partnership working with organisations such as SSAFA and the Armed Services Advice Project (ASAP). In doing so the service has maximised the resources available, providing clear referral pathways that allow the service to work collaboratively and efficiently to provide the support where it is needed most.

There were 229 visits from Welfare Support Officers who provide support to vulnerable veterans and to those identified as having complex needs.

A further 140 visits were from Independent Living Advisors who provide support to help give those with long term health issues the ability to maintain their independence and live in their own homes for longer.

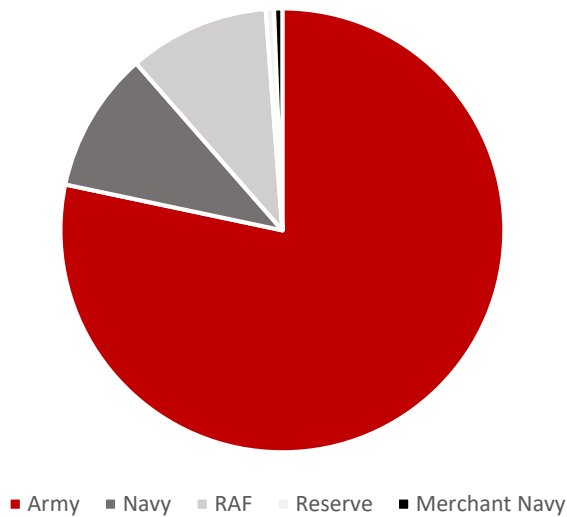
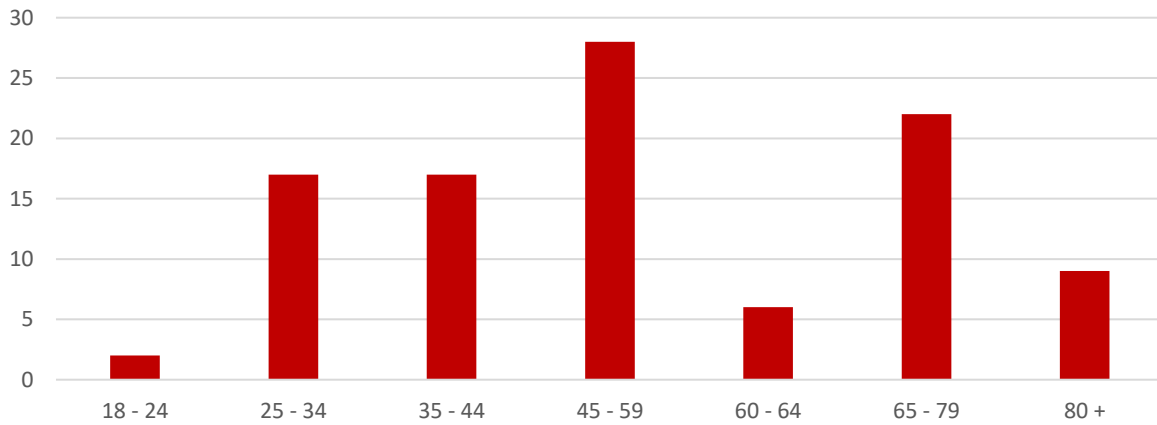
193 individuals benefited from multiple visits from the Welfare Support Service for on-going support.

### REFERRAL SOURCES



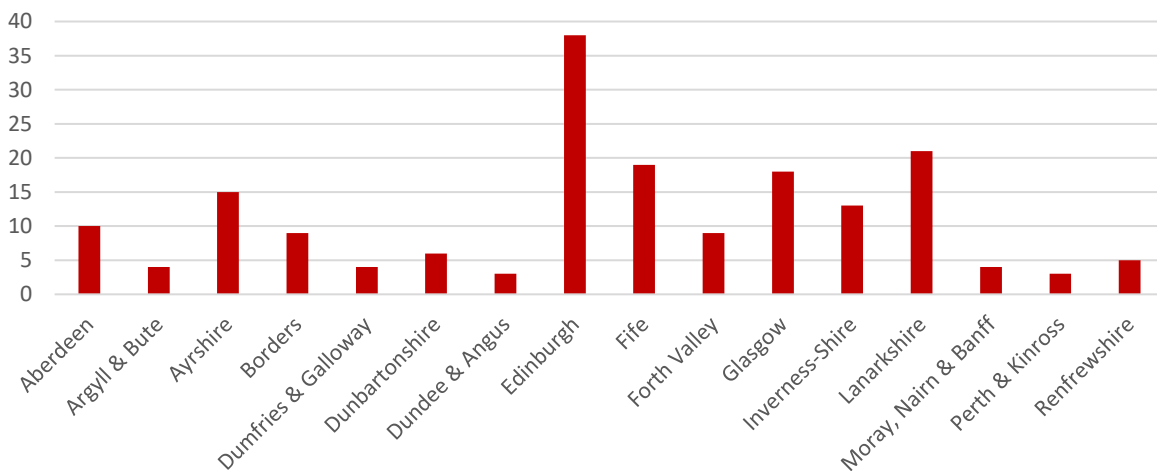
34% of all referrals to the Welfare Support Service came internally through Poppyscotland.

## AGE PROFILE (%)



78% of beneficiaries to the Welfare Support Service served with the Army, 10% Navy and a further 10% from the RAF, with Reserves and Merchant Navy making up the final 2% of referrals.

## CLIENT AREAS



## 2.3 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 11 regions.

Advisers helped 2,347 individual clients over the year, supporting them with over 12,300 new and repeat issues. This resulted in an average of 5.3 issues per client, compared with a Citizens Advice Bureau average of 2.6 issues per client.

50% of issues raised were about benefits, 14% concerned debts. Other financial issues, including grant applications, accounted for 11% of issues raised, and housing 6%.

Client financial gain recorded over the year was £3,304,959 and a total of 915 clients benefited from a financial gain; the average financial gain per client was £3612.

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

## 2.4 Legion Scotland Pensions Advice Service

The Pension Advice Service, operated by Legion Scotland, offers free and confidential advice and representation to any veteran or currently serving member of the Armed Forces to pursue their possible entitlement to a War Disablement Pension or a claim under the Armed Forces Compensation Scheme.

### Tribunals

The total number of cases listed by the tribunal for hearing during the last year was 295.

Legion Scotland represented 247 (84%) and a further 48 appeals either did not take up an offer of assistance or were represented by another third part such as a solicitor.

Outcome/Results of Appeals	
Completely heard & finalised appeals	104
Increased or found for client	52
Decreased	0
Disallowed & upheld against client	44
Written decisions (awaiting)	4
Appeals unable to win (due to legislation)	4

Success Rate	%
Legion Scotland	50
VeteransUK	42
Written decisions (awaiting)	4
Appeals unable to win (due to legislation)	4

Financial benefit to veterans following appeal decisions totalled to £1,179,139. This value does not consider any associated or passport benefits that may have been obtained following the awards being given.

Incomplete or other outcomes on appeals	143
Withdrawn	69
Adjourned	70
Unable to represent	4

## Claims

Many initial claims are not settled or decided upon in less than a year or during the current financial year, so with many claims pre-dating this financial year, the financial benefit to veterans of £222,433 has been achieved. This value does not take into account any associated or passport benefits that may have been obtained following the awards being given.

The Pension Advice Service currently hold 13 claims that pre-date a year and these are actively being pursued with VeteransUK.

Overview	2017/2018	2018/2019
Financial benefits (appeals)	£773,334	£1,179,139
Financial benefits (claims)	£101,195	£222,433
Appeals listed	227	247

### 3. Support to Other Organisations

This year Poppyscotland awarded 10 grants to other organisations providing specialist advice, employment support, mental health support and criminal justice support. Our financial support to these organisations totalled in excess of £1.24M.

Area of support	Percentage 2016-17	Percentage 2017-18	Percentage 2018-19
Advice	59%	63 %	52%
Employment services	37%	28 %	44%
Mental health support	3%	3 %	2%
Housing	0	0	0
Children & Young People	2%	0.5%	0
Criminal Justice	0	3%	2%
Training	0	1.5%	0

Organisations supported include: Royal British Legion Scotland, the Lady Haig's Poppy Factory, SSAFA, Combat Stress, the Armed Services Advice Project (ASAP), RFEA, SACRO, CRISIS, RBLI and the Scottish Association for Mental Health (SAMH).

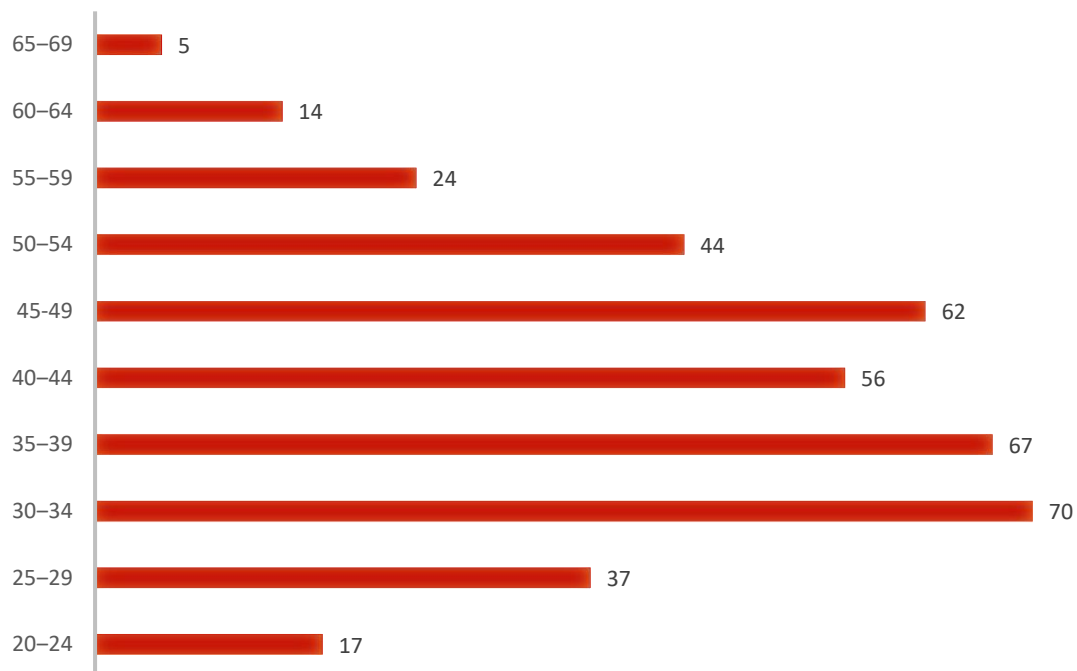


## 4. Employment Services

We supported 288 individuals through our employment services at a cost of over £214,000.

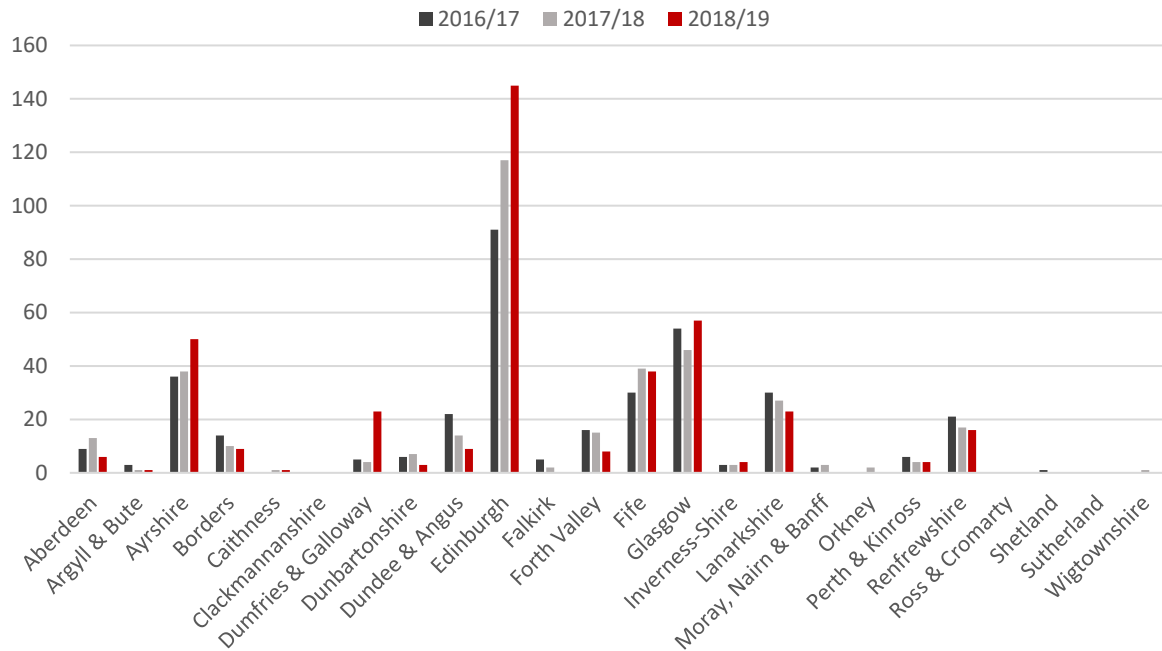
219 clients received support through Employ-Able, 48 clients completed training funded by Employment Grants and 21 clients attended a LifeWorks course.

### AGE PROFILE

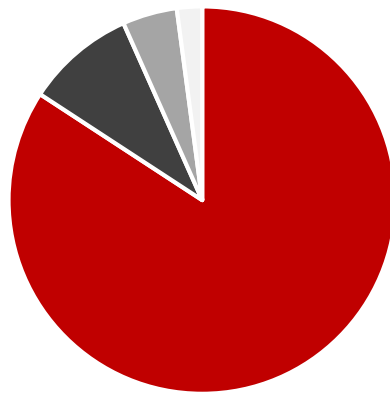


The average age of Employment Services beneficiaries was 40, with the youngest being 20 and the oldest 67. 65% were under the age of 50 with the majority of individuals (22%) being in their 30s. This is consistent with last year's figures.

## LOCATION OF INDIVIDUALS



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



84% of clients served in the Army, 9% in the Navy, 5% in the RAF and 2% in the Reserves.

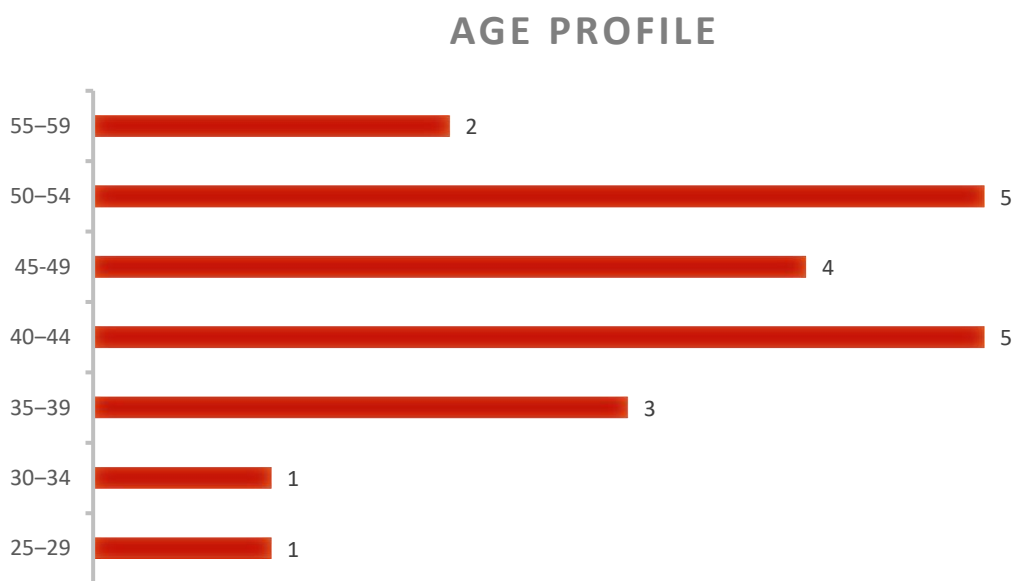
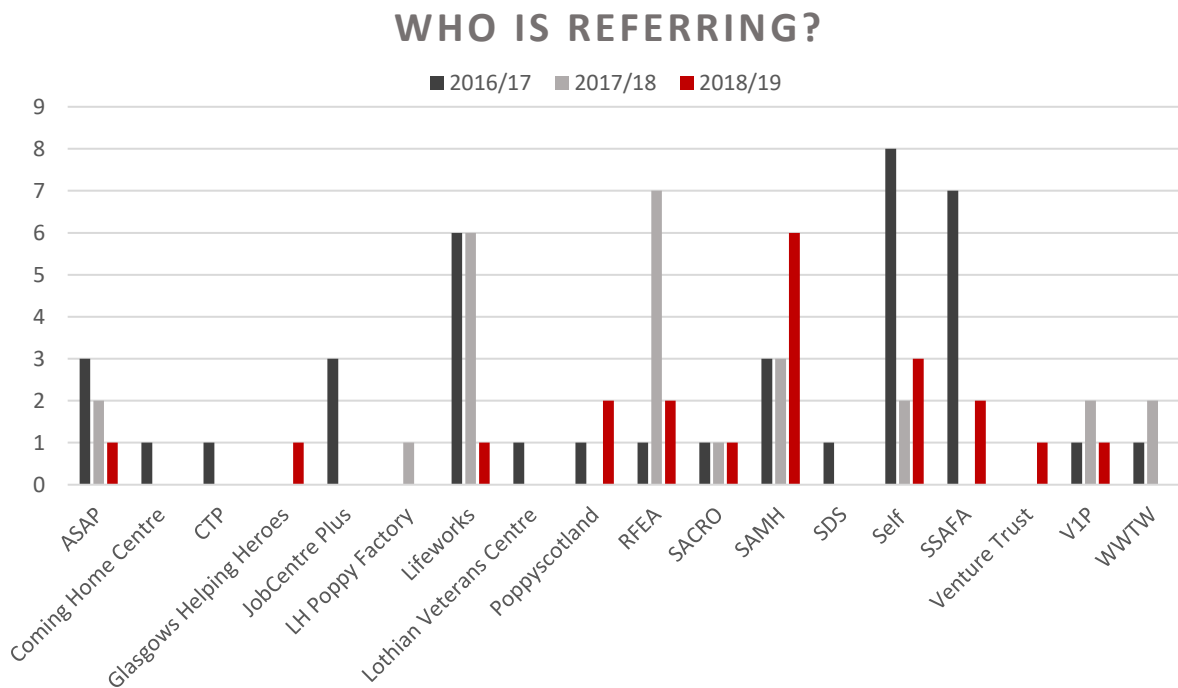
■ Army ■ Navy ■ RAF ■ Reserves

49% had previously accessed Poppyscotland's Welfare Services, an increase of 8% on last year's figures, and demonstrates nearly half of beneficiaries who have accessed Employment Services this year have previously engaged in welfare support.

## 4.1 LifeWorks

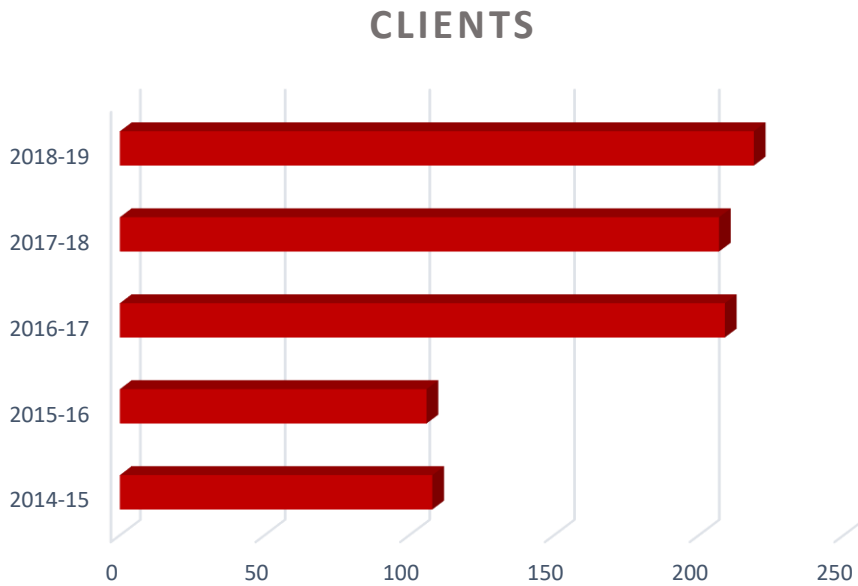
LifeWorks, run in partnership with Royal British Legion Industries, is a vocational assessment and employability course that gives veterans, significantly struggling to get work, the support and confidence they need to help get the job they want.

21 individuals attended a LifeWorks course this year, with two courses being held in Scotland. The other individuals travelled to courses in England.



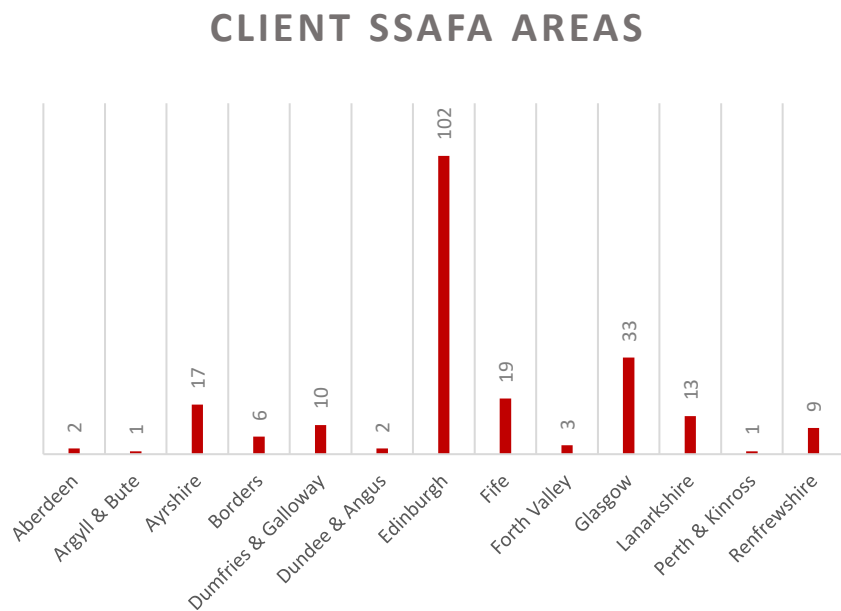
## 4.2 Employ-Able

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.

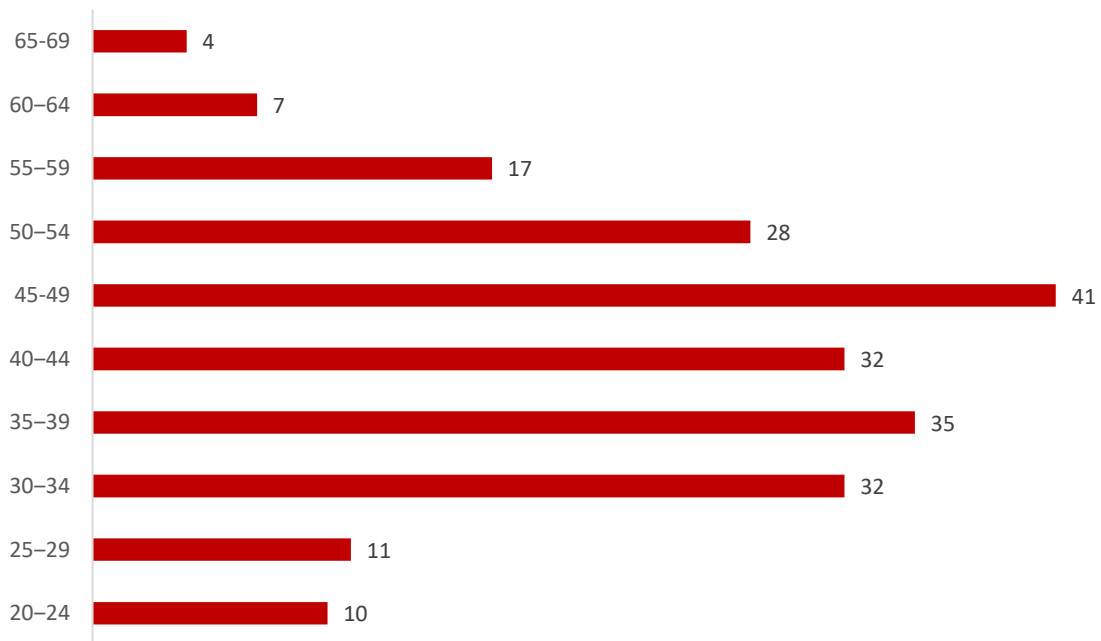


The Employ-Able service supported 219 veterans in 2018/19, similar to the previous 2 years.

The highest concentration of Employ-Able referrals was for clients in the Edinburgh and Lothians area. There were also high numbers of referrals in Fife, Glasgow, Ayrshire and Lanarkshire.



## AGE PROFILE



While client ages range from 21-67, most clients are in their 30s or 40s.

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

## 4.3 Employment Grants

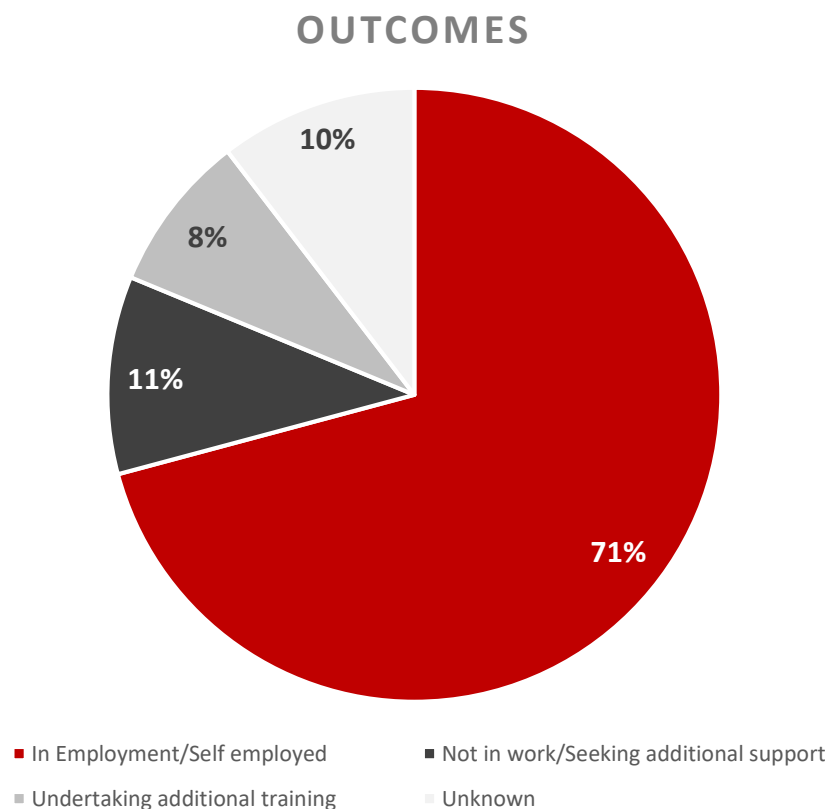
Poppyscotland offers Employment Grants to members of the Armed Forces community who are unemployed or on a low income.

This year 48 clients were supported to obtain the qualifications or equipment required to uptake employment, a 33% increase from last year.

We actively promoted the service to the wider Armed Forces community and were pleased to have supported our first Spouse through the scheme.

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

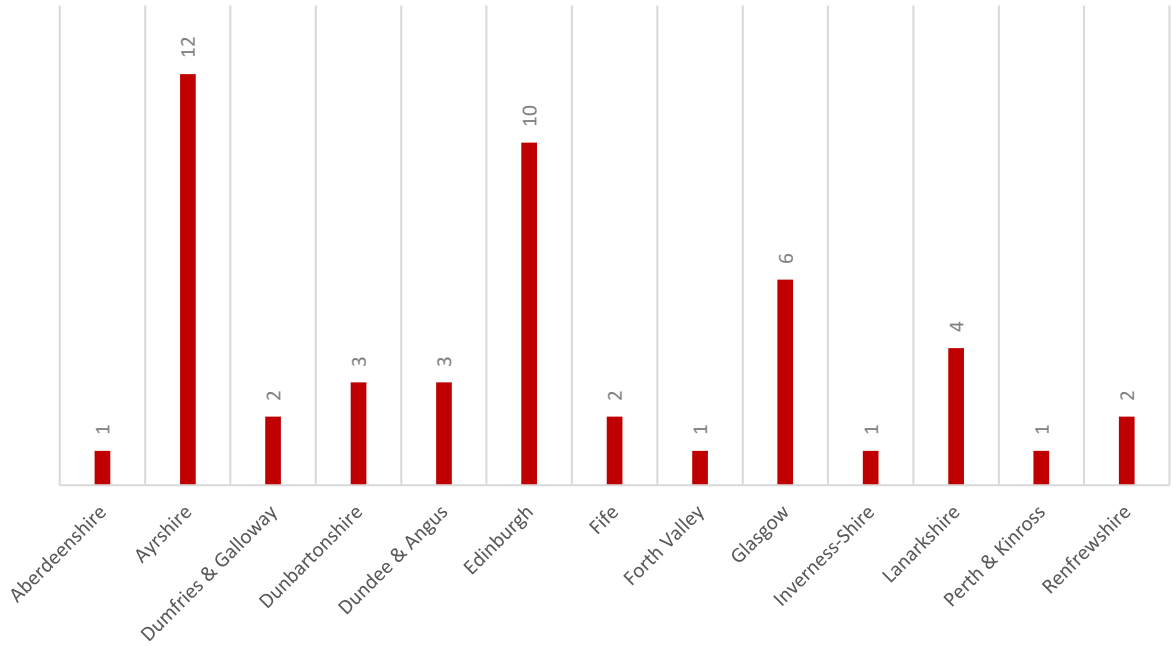
A total of £76,430 was required to enable these Employment Grant clients in 2018-19, almost double last year's amount. Poppyscotland contributed £40,118, a 28% increase from last year, and sourced the balance from other funders.



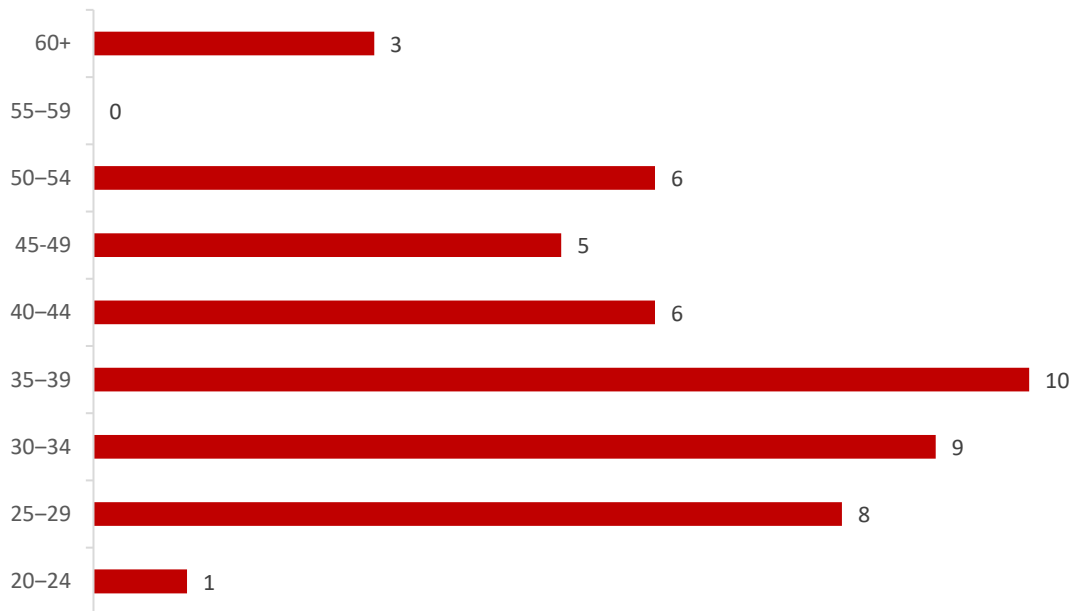
More than 71% of clients are noted as gaining employment following completion of training funded by the Employment Grant scheme this year.

Employment Grant activity continues to increase. This is in part due to a change in the application process, as well as the strengthening of both direct support and partner relations to assist applicants in successfully progressing their training and employment goals.

## CLIENT SSAFA AREAS



## AGE PROFILE



# ASAP Annual Report

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**1 October 2018 – 30 September 2019**





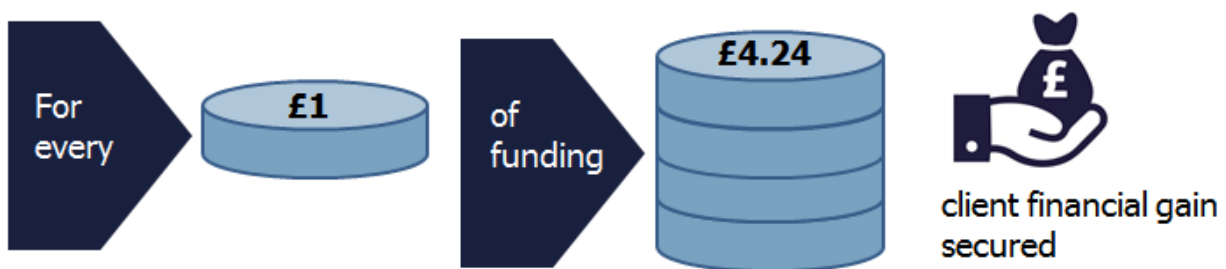
## Key Achievements

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 11 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 2018 - 30 September 2019

- Advisers supported 2,347 individuals over the year and gave advice over 12,300 times. This resulted in an average of 5.3 issues per client, compared with a bureau average of 2.6 issues per client.
- 50% of issues raised were about benefits, 14% concerned debts. Financial issues, including charitable grant applications, accounted for 11% of issues raised, and housing 6%.
- Clients may gain financially as a result of the 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 £3,304,959. A total of 915 clients benefited from a financial gain; the average financial gain per client was £3612.

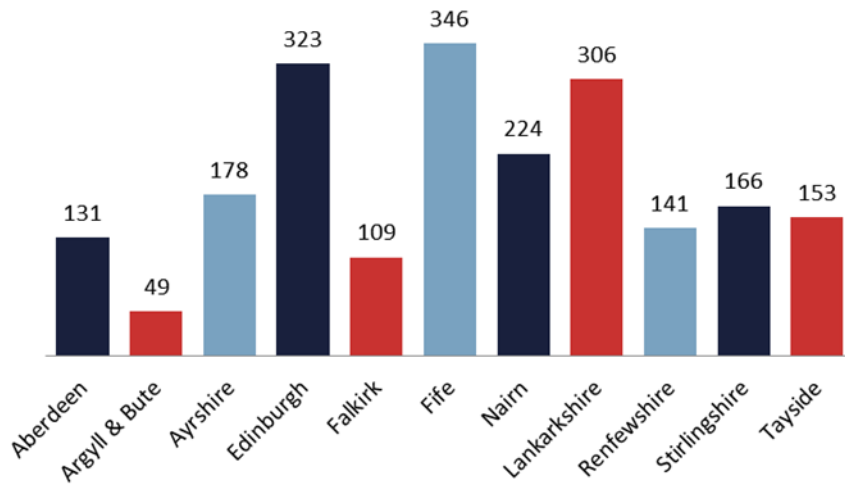
From the start of the service on 1 July 2010 to 30 September 2019, ASAP has supported a total of 15,099 individual clients with around 82,600 pieces of advice. The client financial gain since the start of ASAP is £15.1 million.



## Face to face ASAP area performance

The total number of individual clients recorded for ASAP in the period 2018/19 is slightly lower than the previous year. In part, this is due to changes in recording following the move of the ASAP helpline to Motherwell CAB, with clients supported by both the helpline and face to face adviser counted once rather than as separate clients.

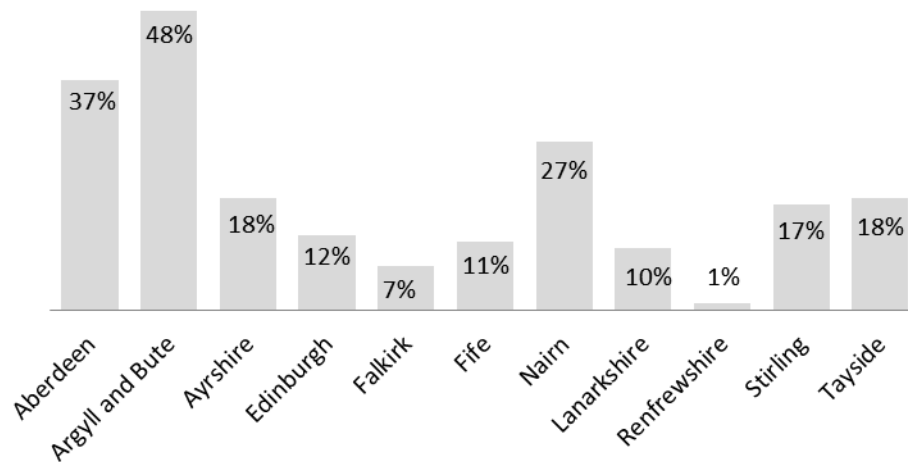
**Figure 1: Individual clients supported in face to face ASAP areas over the 12 month period**



The geographic areas are dissimilar in nature, covering different numbers of bureaux. The ease of access for clients to the bureau is a large factor, with a wider population spread in more rural areas making access to bureaux, outreach and home visits more problematic. Typically, ASAP client numbers are lower in more rural areas.

**Figure 2: Percentage of bureau clients in accessible rural and remote rural areas**

Source: National CAB client profile November 2017, Citizens Advice Scotland



**Table 1: Quarterly number of clients in each face to face ASAP area**

<b>Region</b>	<b>Oct – Dec 2018</b>	<b>Jan – Mar 2019</b>	<b>Apr –Jun 2019</b>	<b>Jul – Sep 2019</b>	<b>Total across 4 quarters</b>
Aberdeen and Aberdeenshire	61	54	48	58	221
Argyll and Bute	30	17	9	18	74
Ayrshire	69	61	96	80	306
Edinburgh and Lothians	119	124	127	87	457
Falkirk	51	44	46	53	194
Fife	165	163	142	152	622
Inverness, Moray and Nairn	95	89	97	106	387
Lanarkshire	153	147	147	157	604
Renfrewshire	54	63	70	59	246
Stirlingshire and Clackmannanshire	48	63	52	29 (see note)	192
Tayside (Dundee, Angus, Perth)	70	73	79	80	302
<b>Total</b>	<b>915</b>	<b>898</b>	<b>913</b>	<b>879</b>	<b>3605</b>

**Notes:**

- The service in the Falkirk area is jointly funded by Falkirk Council and the ASAP funding partnership.
- The number of clients in Argyll & Bute was impacted by adviser absence due to illness, when ASAP clients were supported in other ways, and the low number reflects the high levels of rurality in the area. Initiatives are underway to promote the service more widely.
- Stirling moved to a new recording system in April; the figures shown are a partial count of work undertaken due to incomplete recording on the new system.
- 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 and added into the total figure.

## Helpline performance

The helpline moved to Motherwell CAB on 1 June 2019. As it is fully integrated within the CAB network, clients are recorded on their local CAB site, rather than on a separate site. Where the helpline supports a client in an ASAP area, the statistics are included in the total for the region in Table 1, while clients supported by the helpline outside ASAP areas are shown as separate helpline clients.

**Table 2: Number of helpline clients**

	<b>Oct – Dec 2018</b>	<b>Jan – Mar 2019</b>	<b>Apr –Jun 2019</b>	<b>Jul – Sep 2019</b>	<b>Total across 4 quarters</b>
Helpline clients recorded in regions			32	49	81
Helpline clients not recorded in regions	95	77	39	15	226
<b>Total helpline clients</b>	<b>95</b>	<b>77</b>	<b>71</b>	<b>64</b>	<b>307</b>

Following the move of the helpline it is possible to provide a regional breakdown of the support provided, both in ASAP areas and in areas without an ASAP face to face presence.

The helpline has fully supported around half of the clients accessing this service, without the need for a referral for face to face support, demonstrating that the experienced helpline adviser is providing comprehensive support for potentially complex issues.

**Table 3: The ASAP Helpline supported 95 clients with 100 cases from 1 June - 30 September**

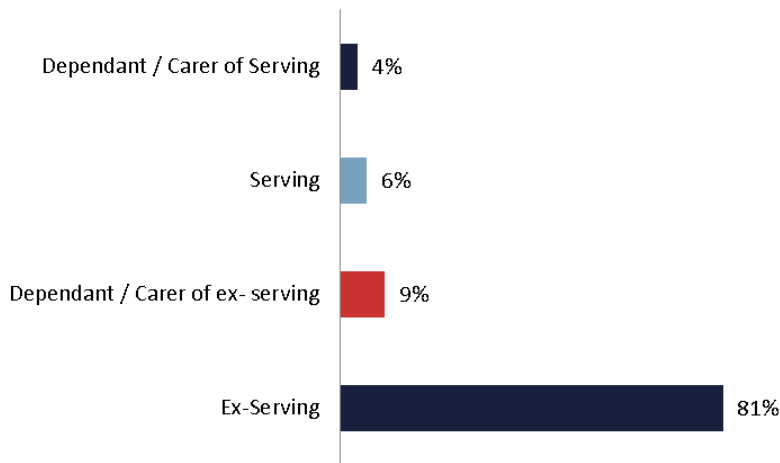
<b>ASAP Area</b>	<b>Cases</b>	<b>NON ASAP CAB</b>	<b>Cases</b>
Aberdeen	3	Dumfries and Galloway	3
Argyll & Bute	2	East Dunbartonshire	1
Ayrshire	8	Glasgow	8
Edinburgh	17	Peebles	1
Falkirk	1	Ross and Cromarty	2
Fife	10	Shetland	1
Nairn	13	West Dunbartonshire	2
Lanarkshire	16	total	<b>18</b>
Renfrewshire	2		
Stirlingshire	1		
Tayside	9		
<b>total</b>	<b>82</b>		

## Our clients

The service background of people seen varies between regions, depending on the proximity of bases and where veterans settle. Nationally, there has been a slight increase in the proportion of clients with an Army connection.

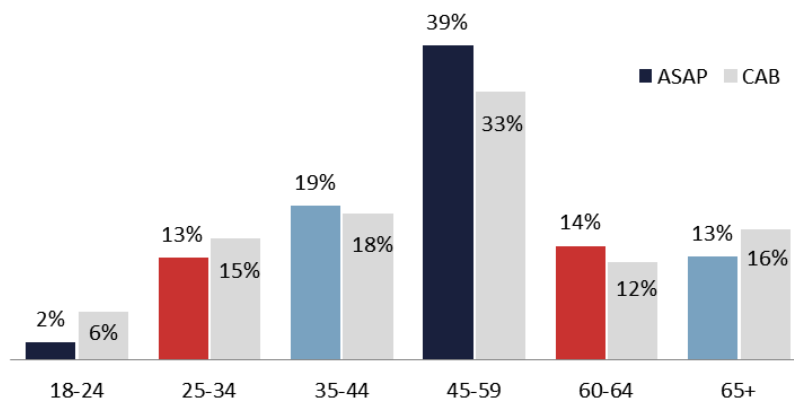


**Figure 3: Service status of clients**



The proportion of clients in each group is broadly similar to previous years.

**Figure 4: Age range of clients**

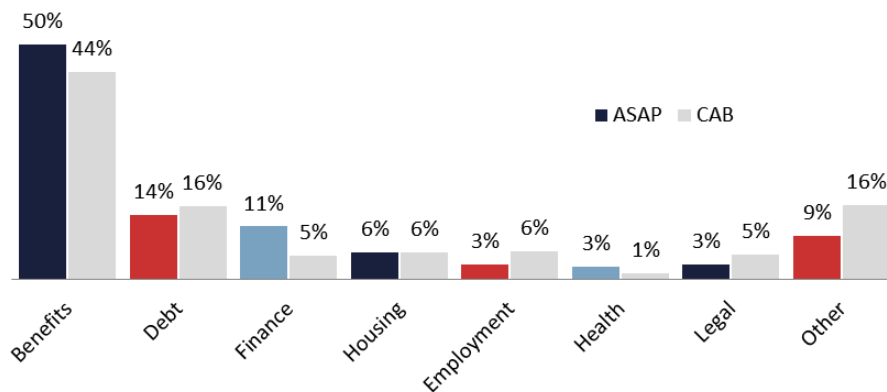


Compared with the bureau average, ASAP supports fewer younger people, and proportionately more in the 45-59 age range. Older clients, age 65 plus, will also be supported via Unforgotten Forces, and reported separately.

# Advice needs of ASAP clients

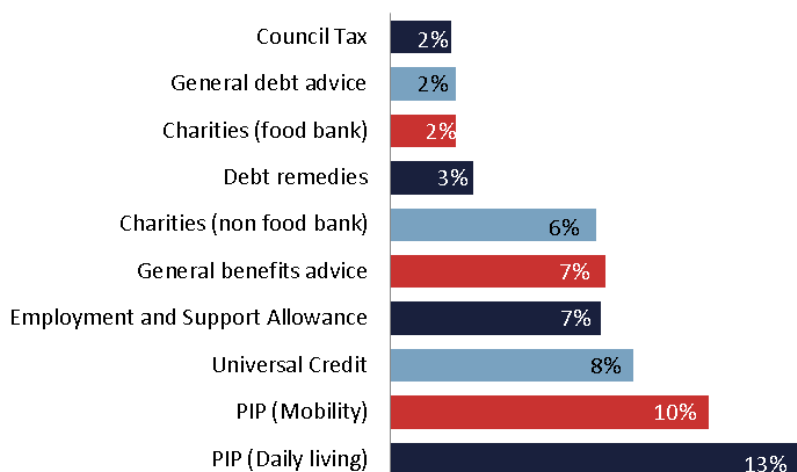
Changes to the way in which advice provided is recorded within the bureaux service have resulted in a reduction in the instances of advice provided. The number of times an ASAP client access advice is significantly higher than the bureau average, indicating that ASAP continues to offer valuable support to vulnerable people who present with multiple problems. Feedback from advisers indicates that the complexity of cases is increasing as people present with greater crisis, hardship and immediate need than previously.

**Figure 5: Advice was given 12,374 times**



The proportion of benefits issues recorded by ASAP has increased slightly over the year, while the proportion of the other main issues has remained the same. ASAP clients raise proportionately more benefits and health issues than general bureau clients, giving an indication of the particular support needs of ASAP clients. The finance category includes charitable applications, and the high proportion of advice in this area compared with the bureau average is indicative of our close working relationship with SSAFA for access to charitable support.

**Figure 6: Top 10 advice issues**



The proportion of benefits issues relating to ill-health has increased slightly compared with last year, while the roll-out of Universal Credit has seen the proportion of issues increase significantly. The bureaux network now also offers a Help to Claim service for people making their UC claim. Support for access to charities and food banks indicates the level of need of the clients supported.

## 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 wide range of organisations. ASAP advisers undertook outreach sessions with partner organisations such as Veterans First Point in a number of regions, in veterans centres, residences and breakfast clubs, as well as prison in-reach to support prisoners and their families. They provided joint support for clients through combined outreach sessions and home visits, for example with the Veterans Welfare Service. Following the introduction of the new Poppyscotland Welfare Support Service our advisers have worked with their local representatives to support mutual clients.

ASAP advisers continue to build and refresh relationships with local and national organisations, through the provision of training and presentations, for example to DWP staff and veterans champions, and maintain close relationships with various local authority departments to both access support for clients and encourage referrals. They provide regular training to bureau volunteers to maintain awareness of Armed Forces related issues and support available.

In areas with military bases, advisers have continued to support serving personnel and their families through local clinics and presentations, building strong working relationships with welfare staff, the HIVE, Personnel Recovery Centre and Army Chaplains Department.

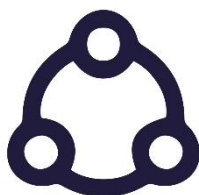
Advisers can record referrals into and out of ASAP when working with other organisations to support clients. Following changes to case recording introduced earlier this year, referrals within the CAB service, including passing cases from the ASAP helpline to regional ASAP adviser, are not included in the statistics below. Referrals 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.



### Most common referrals into ASAP

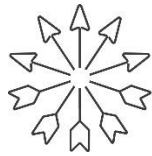
<b>Self-referral / family / friend</b>	<b>30%</b>	<b>Other Service related charity</b>	<b>7%</b>
<b>Veterans First Point</b>	<b>10%</b>	<b>Other bureau service</b>	<b>7%</b>
<b>SSAFA</b>	<b>8%</b>	<b>Veterans UK</b>	<b>3%</b>

The bureau network provides many specialist services, for example debt, energy or housing advice, and tribunal representation. Some of this is provided directly by ASAP advisers, and in other cases ASAP facilitates access to these services.



### Most common referrals from ASAP

<b>SSAFA</b>	<b>20%</b>	<b>Veterans First Point</b>	<b>4%</b>
<b>Other Service related charity</b>	<b>13%</b>	<b>Veterans Scotland</b>	<b>4%</b>
<b>Veterans UK</b>	<b>8%</b>	<b>Poppyscotland</b>	<b>4%</b>
<b>Other bureau service</b>	<b>7%</b>	<b>Legion Scotland</b>	<b>3%</b>



ASAP is part of the Unforgotten Forces Consortium and works closely with partners including the Defence Medical Welfare Service and Age Scotland to support mutual clients. ASAP provides support for older veterans across the regions and through the helpline, with outreach in local hospitals and centres for older people. Bureaux not already involved in ASAP are supported to engage with older veterans.

The UF Volunteer Support Officer has developed a new suite of training materials specifically for Unforgotten Forces, used by bureaux across the network.

## Training our advisers

ASAP advisers are dealing with a particularly vulnerable client group, which means that they need a specialist skill set and a detailed knowledge of matters relating to the Armed Forces in addition to general advice skills. 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 complete the Mental Health First Aid for the Armed Forces course, and take advantage of other courses as they arise, including Veterans in the Criminal Justice System and Age Scotland Dementia awareness.

The UF Volunteer Support Officer, together with the CAS training team, produced e-learning modules to support Unforgotten Forces. Training units about the needs of the Armed Forces community are available to all bureau advisers across Scotland.

## Service developments

The ASAP Helpline moved to Motherwell CAB in June 2019, following a competitive tender process within the bureaux network. Motherwell CAB provides a number of multi-channel services including Universal Credit Help to Claim and Money Talks Team and has been an ASAP bureau for face to face advice since July 2010. We are pleased to be able to utilise that expertise for the ASAP helpline. Clients supported by the helpline are now recorded in their local bureau site, so that if they need to access local face to face support their case record can be accessed by the appropriate bureau, whether in an ASAP region or not. This integrated approach smooths the client journey, reducing the need to request additional information, and enables proactive contact to be made with the client. It also allows the helpline to undertake more desk based casework and facilitates the provision of remote advice for clients who are happy to access support in this way, providing client choice in the method of support. We look forward to developing this service further.

CAS and Poppyscotland are undertaking a strategic review of ASAP to inform future funding renewal and ensure that ASAP continues to meet the needs of clients and build on the collaborative work already undertaken with the new Poppyscotland Welfare Support Service.



## What we've done for clients

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The ASAP helpline provides a wide range of advice to clients, undertaking casework to support them with multiple issues, as well as making referrals for face to face support:

*The client is an Army veteran who was medically discharged due to hearing issues which developed through his service. Over the years the client developed additional health conditions which has affected his mobility. His hearing condition has affected his confidence in social situations, increasing his anxiety.*

*The ASAP adviser supported the client with a number of issues:*

- *Established potential benefits entitlement and the claiming process*
- *Blue Badge and details of how to claim, to overcome mobility issues and help with daily activity*
- *Identified the functionality of hearing aids currently used was limiting the clients' day to day activity, provided details of the Royal British Legion Veterans Hearing Fund and claiming process for access to improved hearing aids.*

*Legion Scotland are currently assisting client with a War Pension claim as he is disputing the original award.*

*The helpline adviser made a follow up call to the client to check on the progress of the Veterans Hearing Fund claim, which is ongoing. The client was very grateful for being advised of the scheme as it – if successful – allows him to have use of a better hearing aid, provided him the hope of integrating more socially and being able to enjoy his daughter's wedding in the near future.*

Bureau based advisers deal with complex cases, supporting clients, including serving personnel, with a wide range of issues:

*A serving soldier requested assistance because he was paying Council Tax on his home and also while staying in barracks. The issue was resolved by finding appropriate regulation that allowed the soldier to reclaim Council Tax through the military system. As he is being deployed on an operational tour he was reminded that he can claim a rebate from Local Authority while deployed.*

Our clients frequently have complex support needs, which cannot be dealt with by general bureau advisers:

*An RAF veteran was referred by a local hospital, after losing his memory following an accident at work. He needed support to access benefits, and adaptations made to his home. The ASAP adviser supported the client with successful applications for PIP and ESA and worked with SSAFA to access funding to modify access to his garden and purchase a PC with special software to enable a memory treatment programme.*

Although we support many clients with benefits and debt issues, our support encompasses all sorts of practical assistance:

*An Army veteran requested employment support. The ASAP adviser supported the client in drafting a CV and personal statement and worked with RFEA to secure the client a job interview as Front of House and Security manager with a financial house in Edinburgh, for which the client was successful.*

We work with multiple partners and agencies to access support for our clients:

*The wife of an elderly Navy veteran approached ASAP. Her husband, in his early 90's, had a dementia diagnosis, and she was looking for help to access support. As the veteran did not want respite care, the focus was on support that could be provided in the home, as the client is unable to leave her husband alone and is struggling to get out. The ASAP adviser arranged for a Dementia Adviser from Alzheimer's Scotland to visit the client to identify the support they can offer.*

*The veteran also suffers visual and hearing impairment. A referral was made to the Scottish War Blinded Hawkhead Centre. If the veteran is able to go, there once a week his wife will be able to go out herself. Fares 4 Free were involved to ensure the veteran could attend the centre. The adviser also involved Hearing Forces to help with the veteran's hearing loss, and a local transport service who help take people to appointments.*

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

*"I have been a veteran for over 40 years, and no one has advised me on what I may be entitled to after all this time. Adviser is very well mannered, thorough and helpful. Cannot recommend this service enough."*  
ASAP Helpline Client

Having supported a severely disabled veteran with a complex benefits application, he emailed his thanks:

*"To say thank you does not cover the help you have provided yet again. The anxiety stress and worry that a letter from the DWP can cause whilst suffering mental illness can't be highlighted enough. So, on that note I took the liberty this morning in bringing the work both you and Veterans Welfare Service do to the minister at the Scottish Parliament. I will also highlight these facts to the Minister for DWP at Westminster today also. With the utmost respect and thanks."*

November 2019

Contact: [claire.williams@cas.org.uk](mailto:claire.williams@cas.org.uk) Armed Services Advice Project Co-ordinator, Citizens Advice Scotland

**For advice:** [ASAP@cas.org.uk](mailto:ASAP@cas.org.uk) Freephone 0808 800 1007

**[www.adviceasap.org.uk](http://www.adviceasap.org.uk)**

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# Employ//Able

ANNUAL REPORT - OCTOBER 18/19

DELIVERED BY



# Introduction

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We have completed year seven of Employ-Able. This has been a busy year for the service. The number of referrals received this year has exceeded last year's figure. This is a true reflection of the demand for the service. Once again, most referrals have come from Veteran's F1rst Point services. These referrals have been both for new clients and those seeking to re-engage, following some time focussing on their health and wellbeing goals. We have also managed to open the service up to 9 additional referral sources this year.

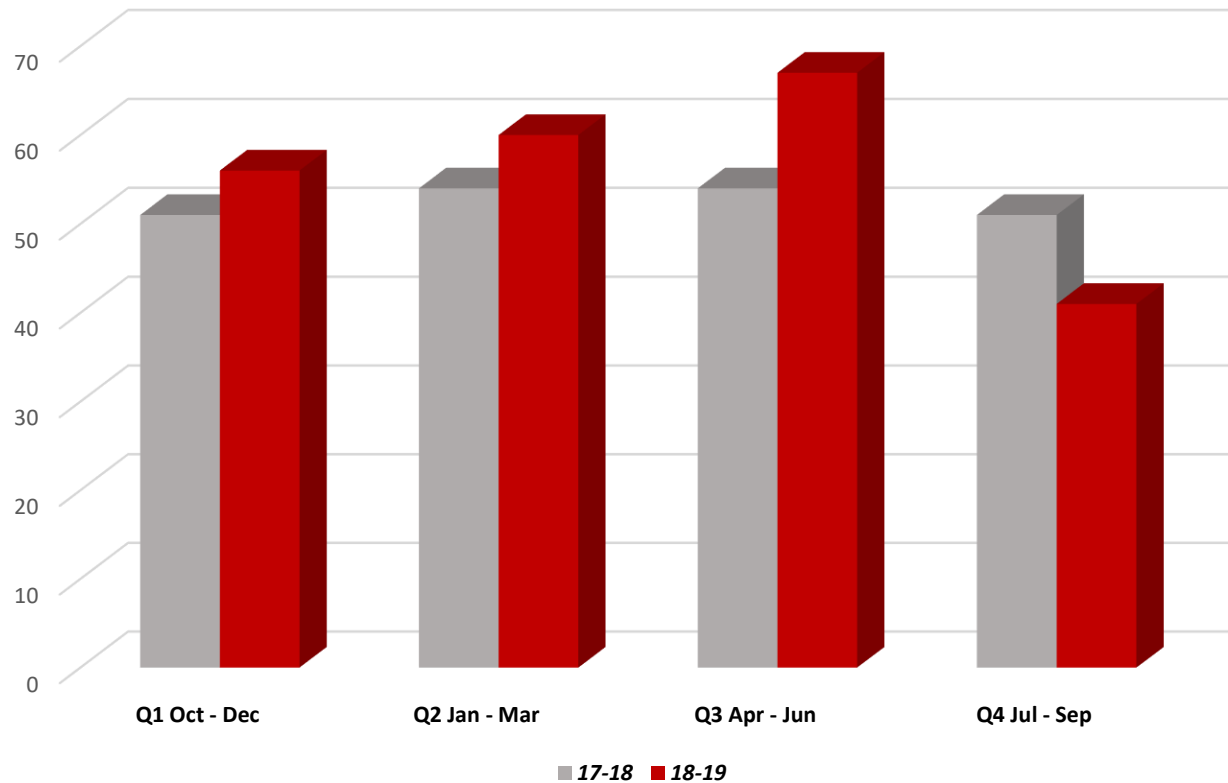
Each Employ-Able client is assigned an employment advisor. Advisors are skilled to provide support, coaching, CV development, interview training, assisted job search and in work support. The advisor works with the client to learn about his/her goals and preferences and together they make a joint action plan to enable and empower the client on their pathway to employment; promoting independence and building confidence along the way.

This year we have introduced 'My Plan My Way' which is a recording tool for clients to generate discussion around their goals. It asks clients if they are aware of where they can look and apply for employment, what transferrable skills they have, what interview preparation is required, and methods of contacting employers.

At Employ-Able, we are focused on the client's vocational goals. We know we are not experts in all fields and will ensure clients are signposted and supported to access specialist support for housing, debt and health issues. This year, we have focused on capturing the referrals we make to external partners.

The information collated for this report is based on the last financial year 1st October 2018 until 30th September 2019. There will be comparisons to year 6 (1st Oct 2017 until 30th September 2018).

## Number of referrals from Oct 2017 – Sept 2018, and Oct 2018 – Sept 2019



The table above demonstrates the comparison in referrals from 2017-2018 & 2018-2019. The total number of referrals received this year was 224 (210 in Y6).

We have successfully sustained relationships with our biggest referral sources, as well as developed relationships with new referral sources. This level of consistency is due to the maintenance of relationships with referrers, as well as marketing to new services.

8% of referrals have come from 9 new referral sources, as can be seen below.

## Referrals

Referral source	2017 - 2018	2018 - 2019
Self	21	36
Combat Stress	13	8
Armed Services Advice Project	10	6
Job Centre Plus	6	4
Regular Forces Employment Association	6	14
Veteran's 1st Point	112	99
SSAFA	1	7
Cavalry Barracks	1	0
Momentum	1	0
SAMH	2	10
Poppyscotland	18	17
SACRO	9	6
Ministry of Defence	1	0
NHS	1	0
Lothian Veterans Centre	0	2
Shoulder to Shoulder/Timebank	0	1
SAMH Work Able	3	0
Shaw Trust	1	0
Signposting Project	1	0
Venture Trust	0	2
Poppy Factory	2	0
Addaction Galashiels	1	0
RAMH	0	1
Wheatley Group	0	6
SPS Castle Huntly	0	2
Skills Development Scotland	0	1
Community Renewal	0	1
Scotland's Bravest Manufacturing Co.	0	1
<b>Total</b>	<b>210</b>	<b>224</b>

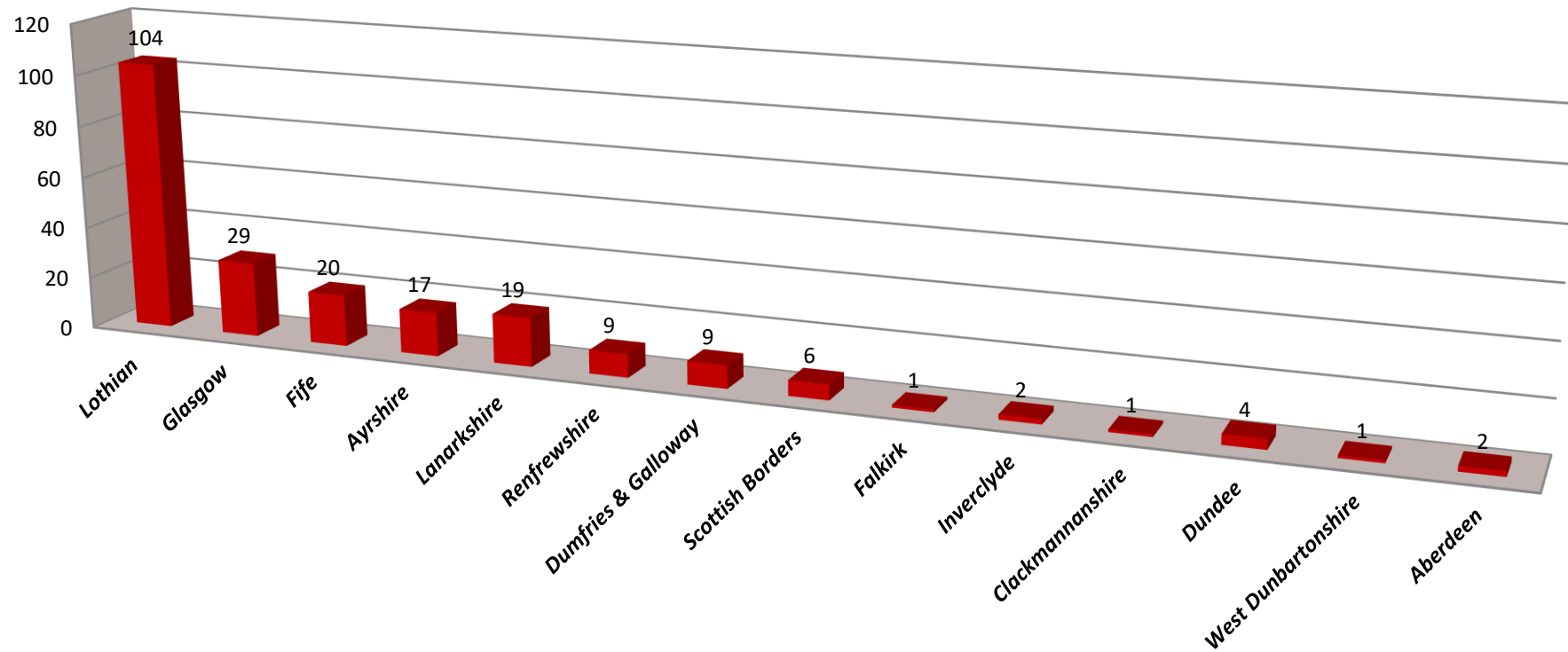
*57% increase in referrals from Regular Forces Employment Association (RFEA) this year.*

*The highest number of referrals has come from V1P, accounting for 44% of referrals.*

*From the previous year, there has been 9 new referral sources accounting for 8% of the referrals to the service.*

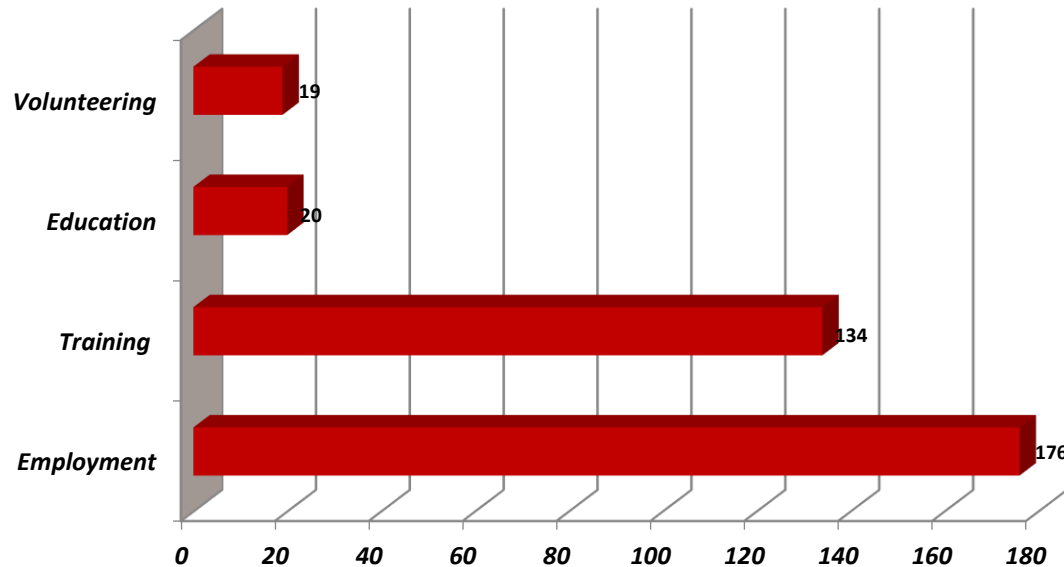
*Self referrals have risen by 41% this year, generally from Veterans finding out about Employ Able through networking events.*

## Geography of Referrals Received



## Client Goals

### Support Requirements



Support needs constantly change, and clients continuously reveal more information regarding their personal circumstances and goals to their adviser, than communicated at the initial engagement stage. We are happy to see a consistent number of referrals whose main aim is finding employment.

Fail to attend appointments (FTA) continue to be our biggest challenge; and we work hard to reduce these. If clients cannot attend appointments, we offer them telephone support to sustain engagement. We have also introduced WhatsApp for clients who do not have credit in their phones but can use Wi-Fi to contact their adviser to give notice of any appointment changes. Figures for FTA appointments have significantly decreased this year from last year:

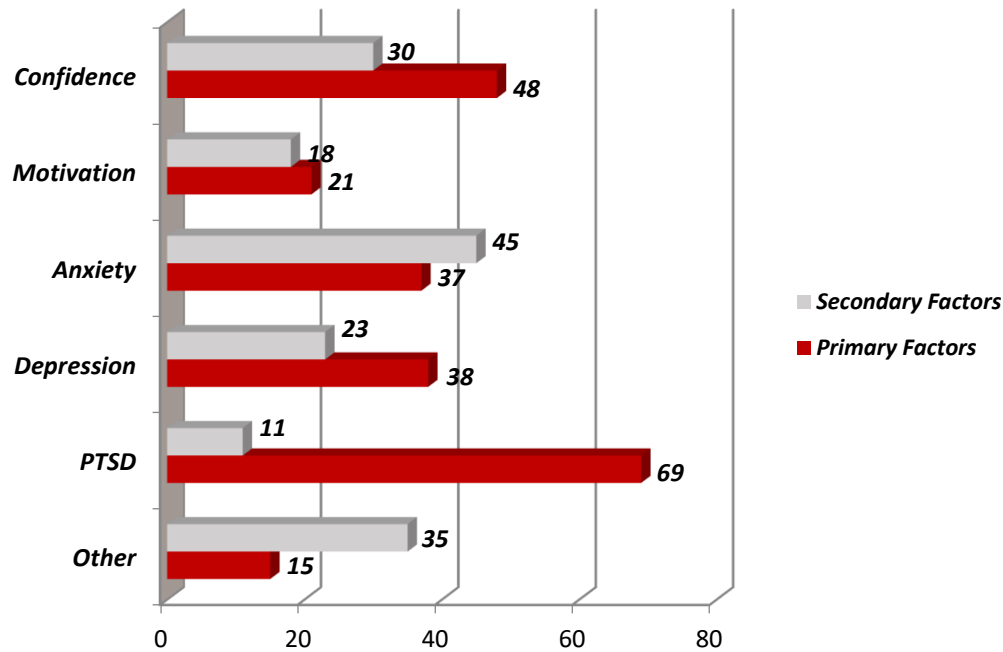
354 last year to 189 this year.

This year, the referral form was changed into an easier format for clients and referring partners. This included capturing the above 'new referral' support requirements in a tick box format. The table demonstrates the number of new referrals who have indicated that they would like/require support in the following areas. The aim of this change was to ensure suitability of clients on Employ Able and reduce fail to attend (FTA) numbers.

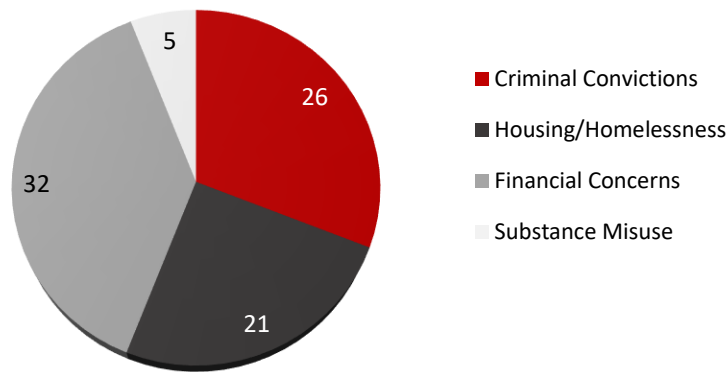
\*New referrals were required to tick at least one of these support requirements and were able to tick as many options that applied to them.



## Additional Support Needs

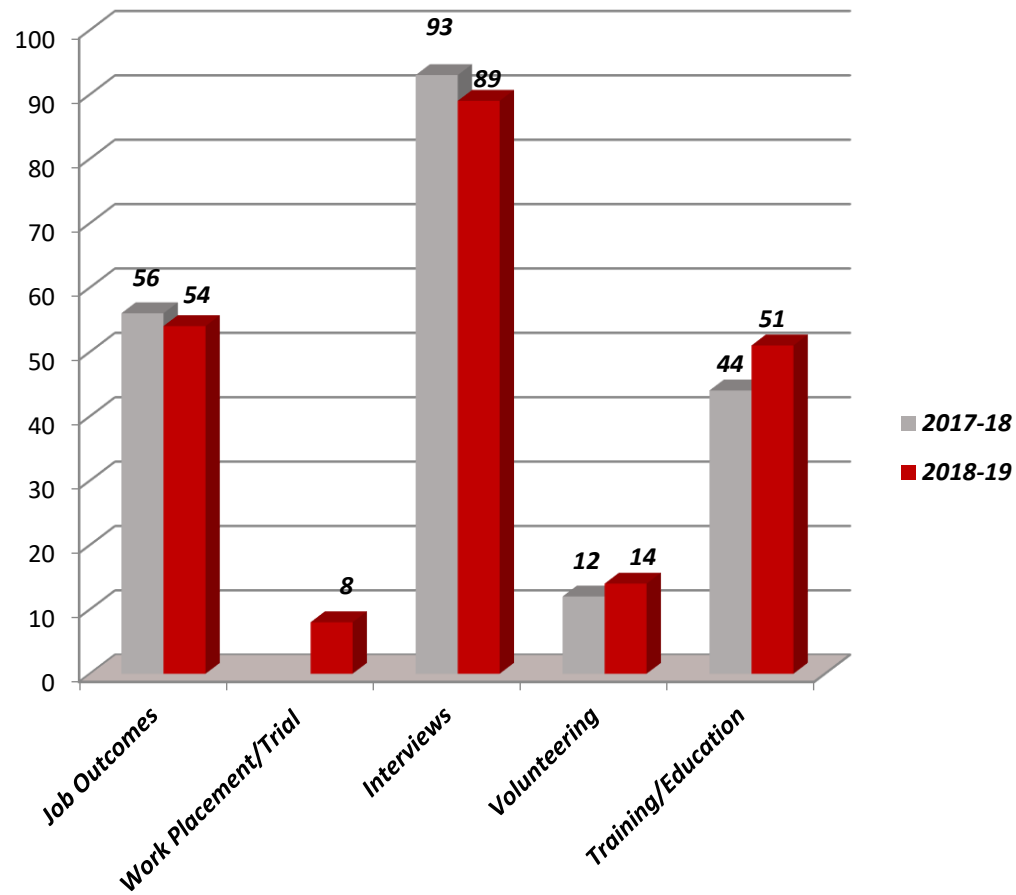


Another change in the updated referral form includes ‘new referral’ additional support needs. Primary Factors, Secondary Factors, and Additional Factors in relation to client needs are now being captured. The graph on the left demonstrates the comparison between primary and secondary factors that all referrals have identified they require additional support with. It is compulsory for all clients to choose a Primary Factor, however not necessary to choose a Secondary or Additional factor. Additional Factors generate discussion with the clients and allow advisers to signpost clients to supporting organisations.



The Pie Chart on the left demonstrates Additional Factors which are barriers to employment for clients. There has been a significant increase in clients with criminal convictions and financial issues, however employment has remained highly consistent. We can appreciate the importance of addressing these barriers to employment for job sustainability, and our Employability Advisers are highly skilled in providing this support, which can be seen from the outcomes achieved

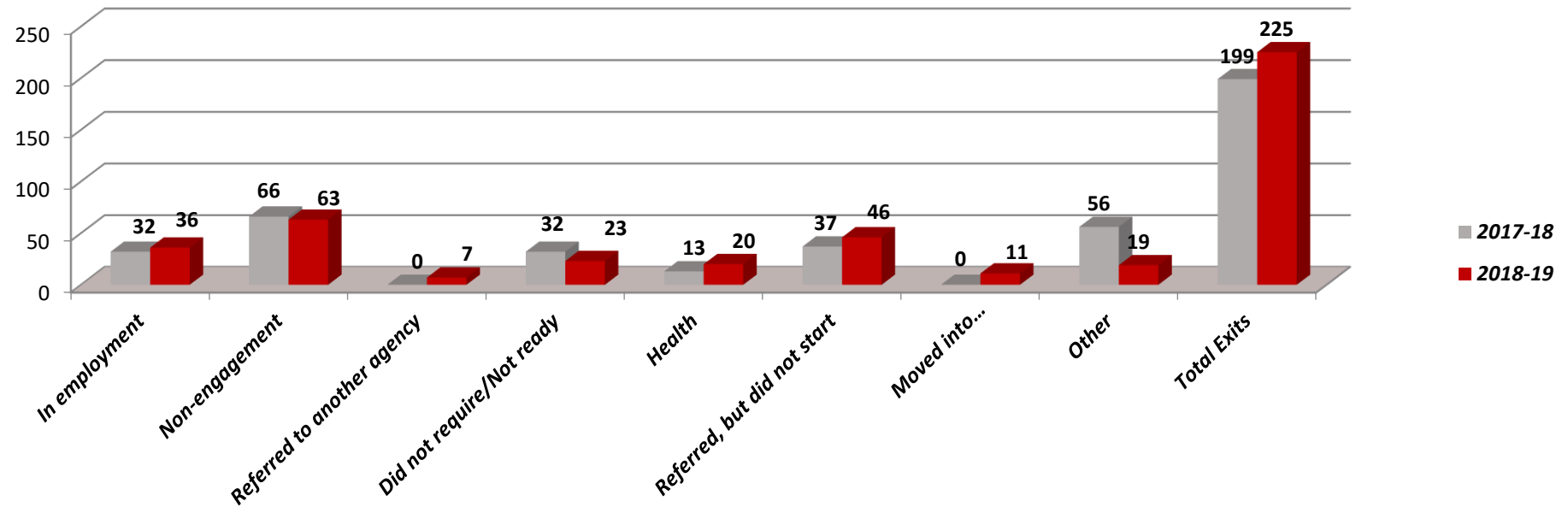
## Client Outcomes



30% of clients have moved into work, 29% into training and education, 8% moved into volunteering and 50% have secured interviews. Work placement/trial has also been recorded this year, which 5% of clients this year successfully completed.

\*The above information is based on 178 whom started the programme. 46 clients who were referred but did not start the programme were not included in the calculations. Referrals that started the programme and only engaged once before they were exited due to non-engagement are included in the calculations.

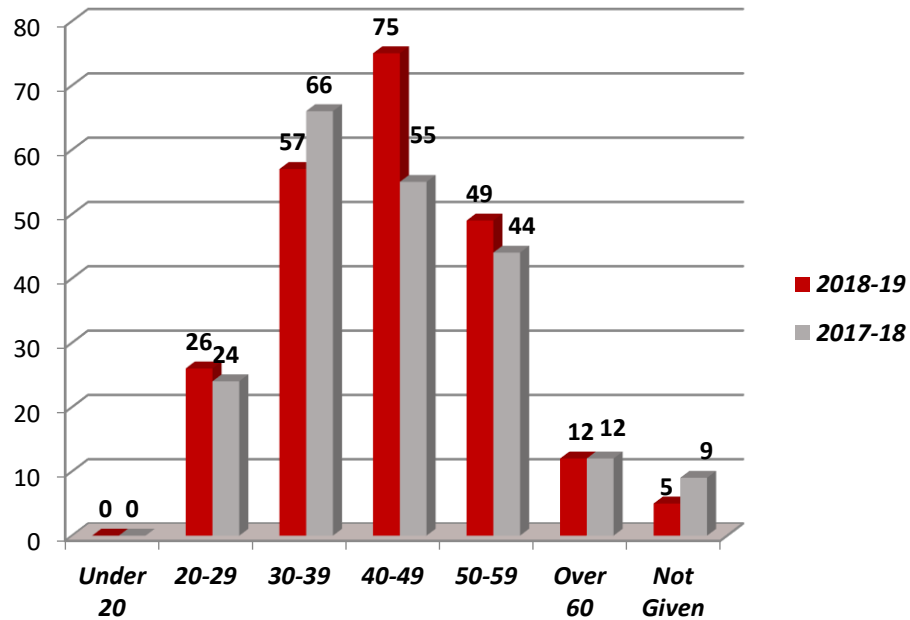
## Closed Cases



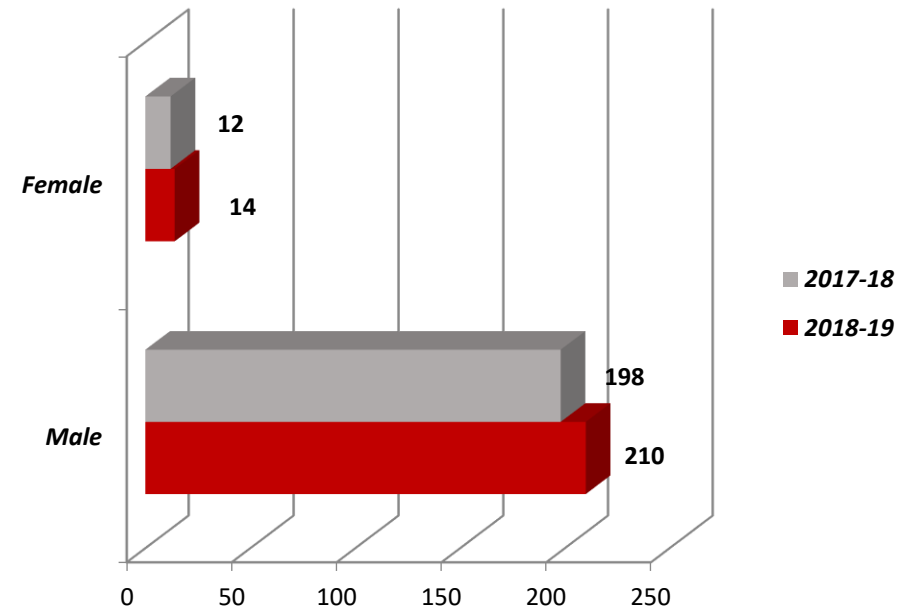
It is excellent to see that there has been consistency and a slight increase of 11% in clients exiting due to being in employment. Non-engagement continues to be the reason for the highest number of exited clients, however, there has been a positive decrease in this number. Other reasons still remain significantly high for client exits, and this includes clients no longer wishing to start the service due to personal circumstances, or they are unobtainable. We utilise various methods of communication before disengaging with clients who have not been reachable, as well as getting in touch with the referral sources 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 is a smooth and quick process for them

## Age and Gender Profiles

### Age Profile of Referrals



### Gender Profile of Referrals



The average client age group remains at 30-49, making up 59% of our referrals, with referrals being significantly higher in both categories this year. Referrals within the over 60's age groups remained consistent with last year. 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 total amount of female referrals has remained consistent with last year, with a slight increase, and we continue to encourage referrals from male and female Veterans. This has consistently increased over the years.

## Partnership Referrals

### Signposting Organisations

Aberdeenshire Signposting Project  
Apex Scotland  
ASAP  
Bannatyne's Gym  
Business Gateway  
Combat Stress  
Crisis Counselling  
Redhall SAMH  
RFEA  
SACRO  
Dunedin Canmore  
Dyslexia Scotland  
Enterprise Mentoring  
Glasgow's Helping Heroes  
Help for Heroes  
LifeWorks  
North Lanarkshire Leisure  
Sandhead Learning  
Scotland's Bravest Manufacturing Co.  
Slater's Menswear  
SSAFA  
Veterans First Point  
Venture Trust  
Walking With The Wounded

Although partnership working has always been a huge focus and success for Employ Able, this year it was decided that all partnership referrals would be recorded in more depth. This was captured in adviser weekly reports, to ensure no information was missed. The table to the left demonstrates the organisations that advisers have referred clients onto for additional support. This can happen at any stage of the clients support journey, depending on their needs.

Over the course of this year, there have been 71 referrals made by advisers, for a variety of reasons including; financial, housing, further employability and training support. One positive element of the support at Employ-Able, is that partnerships are maintained throughout our geographical locations, and building and maintaining these relationships are hugely important.

## Life after Employ-Able ...

### Anonymous, 56



#### **How did you discover Employ-Able?**

*"I was referred by my job coach at the Job Centre."*

#### **What difference did the service make to your life?**

*"My adviser has provided me with the contact and information about services that I was unaware of and assisted me in accessing them."*

#### **What was your goal?**

*"My goal when I came to Employ-Able was to seek assistance for returning to work."*

#### **Did we help you achieve your goal?**

*"My adviser has been most helpful, understanding my needs due to my disability and being flexible to help me overcome them. My adviser has provided me with the contact and information about services that I was unaware of and assisted me in accessing them."*

#### **Where is your life at now?**

*"I have now found employment with the Civil Service, working once more with the Royal Navy. I am grateful for the assistance that Employ-Able has provided."*

## Feedback ...

### **Colin Arnold**

*“My journey has been excellent. My adviser showed me the job for Veterans Peer Support Worker on our first meeting after getting to know each other, and we applied for this within the first week. I was successful in getting an interview and she helped me with interview preparation. I was offered the post the following week. My adviser has always been in contact for progress updates regarding start dates and PVG. I am looking forward to starting my new role with SAMH/V1P.”*

### **An Adviser perspective**

*I have worked on the program for just over a year now and I can honestly say I enjoy getting up each day and coming to work. The approach the Employ-Able contract allows us to take with Veterans is a softer approach than I have experienced before, but I have seen a massive improvement in the Veterans we work with due to this approach. No two days are the same, and I enjoy the flexibility we have with supporting our clients and signposting them to relevant agencies for additional support.*

*It is great to see the confidence grow in the Veterans, and the trust that they build up with you. I have had many Veterans say they wouldn't know where to turn to, and that I have provided them with the tools and confidence skills in going forward with their goals. I take great pride in the work I carry out. Working in complete partnership with the Veterans allows their goals to be achievable, and everything is taken at their own pace.*

### **Andrew Paul**

*“My journey has been very good and from the beginning I have felt comfortable with my adviser. If I had not come to Employ Able, I would still be in a job I do not like and feeling unsettled.*

*I now have stable employment which I enjoy and enjoy learning new things.*

*I appreciate the ongoing support employable has given me and continues to give me in work.”*

## Focus Next Year ...

1. Ensure we are accessible to provide support to clients Scotland wide referred to Employ-Able and we are aware of local services available to clients referred.
2. Continue to market the service and build new relationships with potential referral sources. Maintain our excellent relationship with V1P as our highest referral source to date.
3. Maintain relationships with our 9 new referral sources, and revisit other partners whose referral numbers decreased this year.
4. Continuously strive to reduce fail to attend rates (FTA) to ensure that we are making best use of the charitable money and continue using other alternative contact, such as WhatsApp.
5. Continue to promote Employ-Able by producing a quarterly newsletter and increase the number of relevant recipients.
6. Discuss Tools for Living with clients and the reason why this has not been as successful this year. After 2 information sessions, clients decided that the group work setting was not suitable, therefore the aim is to find a suitable alternative, i.e. one off group sessions, introducing different topics.
7. Gather good news stories with clients both on the programme and afterwards to maintain relationships and follow up support.
8. Focus on clients that have been on Employ-Able for over 1 year and discuss further support required.
9. Continue to build on our community mapping and networking to increase awareness of all local services that will benefit our clients, especially in Falkirk, Stirling and Clackmannanshire, as figures were lower this year.



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