

West View Advice  
& Resource Centre Ltd



Serving the Community

# West View Advice & Resource Centre Ltd

Annual Report 2014 to 2015



**Serving the community of Hartlepool  
Delivering advice for over 30 years**

Company Registration No. 2994776 Charity No. 1084632

West View Advice & Resource Centre Limited. A Company Limited by Guarantee, whose registered address is The Community Centre, Miers Avenue, Hartlepool, TS24 9JQ. Incorporated in England and Wales

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# WEST VIEW ADVICE AND RESOURCE CENTRE

## BACKGROUND

West View Advice and Resource Centre Limited (WVARC) was established in 1983 to provide advice and information to individuals and groups in the West View Area.

In the intervening 30 years it has established an enviable reputation as the leading such agency working throughout the whole of Hartlepool and retained the current Universal Welfare Benefits contract for Hartlepool Borough Council. WVARC is proud to have held and retained its Quality Mark since 2001.

The main business of WVARC is currently to offer welfare benefits advice and support to disadvantaged people within Hartlepool on issues such as debt, housing benefit, disability benefits and welfare rights. Services are offered via centre based appointments, outreach work and limited home visits.

In October of this year representatives from WVARC, West View Project, Belle Vue Sports & Community Centre, Wharton Trust & Changing Futures NE, constituted a new organisation 'Kilmarnock Road Children & Young People Family Resource Centre Limited to secure and develop services in the Manor House ward.

The HAPEN project, which is funded by the Big Lottery Advice Service Transition Fund, continues to be delivered and has developed an Online Referral System, an online booking system and a dedicated telephone line for appointments. The project aims to develop a quality mark for all of its members and will work towards its exit strategy in the coming months.

The organisation aims to continue to provide for the residents of Hartlepool a resource centre service, which is sustainable in the long-term focusing on the needs of the area.

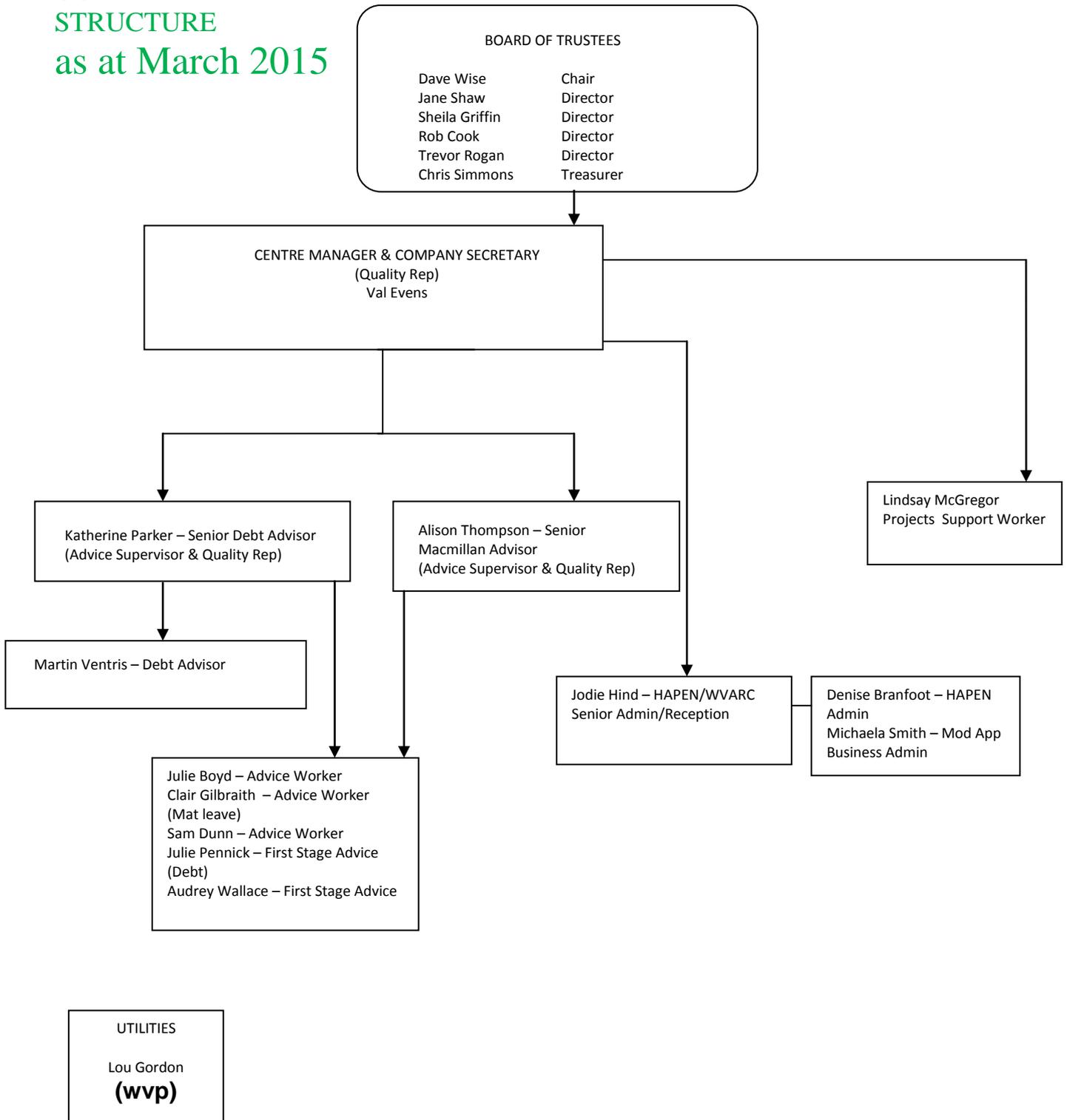
### **The Centre's aims are:**

- To maintain our awareness of the needs of the community.
- To ensure strategically and financially that the Centre is able to continue to play its part in addressing those needs.
- To assess our effectiveness in carrying out that responsibility.

### **Thus achieving the following objectives:**

- Maintain a free welfare rights advice service.
- Assist in the regeneration of an extremely deprived community through the provision of adult education and training programmes.

COMPANY  
STRUCTURE  
as at March 2015



## CHAIRPERSON'S REPORT

Refurbishment of the Community Centre continues and this year we have been able to have the main hall and corridors redecorated. It's amazing what a 'lick' of paint can do. All of these areas look refreshed and renewed. We will work to try and get the rest of the building redecorated by the end of next year.

In our day job of delivering advice, despite all the welfare reforms and government restrictions, once again we have assisted our clients in making £4.2 million pounds of benefit applications and secured an estimated £3.5 million pounds in benefits awards.

Once again this year has been a year of change for the advice service and I would like to welcome to the team Michaela Smith, Modern Apprentice Business Admin, Audrey Wallace and Julie Pennick, both delivering first stage advice providing maternity cover for Clair Gilbraith, who had a baby boy in January of this year and for Katherine Parker, whose baby is due in June of this year. I and all of the members of the Board wish them well and hope that they do not have too many sleepless nights.

This year the staff combined the Macmillan coffee morning with a Fashion show evening; both were very well attended and raised over £1300 pounds. Thanks go to the organisers and the contributors. I look forward to this years to see what our staff have up their sleeves for September.

Overall, another different, but good year. None of which could have been achieved without the continued dedication of our staff and volunteers and the continued support of our funders.

Dave Wise

Chairman  
April 2015

## MANAGERS REPORT

Every year I struggle with how to start my report, whilst there are a lot of changes to report, many things remain the same, like the dedication of the staff and volunteers who are always willing to go the extra mile for our clients and the pride that is taken in the quality of the service that is delivered, reflecting the values of this organisation, which are 'that we exist for the benefit of the clients and not that the clients exist for the benefit of the organisation'.

We maintain our good external audit results, client satisfaction survey feedback, thank you cards and the re-award of contracts and funding from our funders, showing their faith in us to deliver our services to the residents of Hartlepool.

We continue to deliver the HAPEN (Hartlepool Advice Partnership Evolving Network) funded by the Big Lottery Advice Service Transition Fund. The online booking and referral systems now lovingly known as DORIS and DAISY are used as part of our daily work routine. Under development is DEBS, an online budgeting tool which will be available on the HAPEN website for members of the public to use. The text reminder service continues and has reduced the number of wasted appointments by 15%, which means our clients are waiting less time to be seen, although on saying that demand for our services continues to grow.



In January of this year we started delivering a series of free Digital Workshops, based in community venues throughout the town. The workshops are funded through the Northgate Community Fund, Guinness Trust and the HAPEN freelance fees. Working in partnership with adult education, members of the public can access these free 8 week courses, which help them to get online.

Once again we have seen a number of changes to the staff team. Congratulations to Clair Gilbraith who gave birth to a bouncing baby boy in January and to Katherine Parker who is expecting a baby in June. Providing maternity cover during Clair's absence and Katherine's forthcoming absence I would like to welcome Audrey Wallace and Julie Pennick. Additionally we offered a placement to a Modern Apprentice, Michaela Smith, who has successfully completed her NVQ Level 2 through the experience she has gained working here.

Valerie A Evens  
Centre Manager  
April 2015

## WHAT SERVICES DO WE OFFER?

We provide free, confidential and impartial advice to help the people of Hartlepool resolve their problems. We are equipped to deal with issues spanning from debt to housing to welfare benefits.

### Areas of Advice covered

Welfare Benefits	Disability Benefits
Housing Benefits	Debt
Form Filling	Family/Personal
Calculations	Employment
Home visits for Macmillan	

In the last year alone, we have again helped over 4000 individuals with over 5700 interviews being carried out. However, we are not just here for times of crisis as preventative advice is also available.

We recognise that more and more people want to see us at different locations and thus the services which we offer are town-wide. Our outreach services are well attended and we are always looking to ensure that advice is available in the most deprived areas.

### Hours and Times of Availability

#### In Centre at Miers Avenue

Monday	9.00 am – 6.00 pm for appointments
Tuesday	7.30 am – 5.00 pm for appointments
Wednesday	9.00 am – 7.30 pm for appointments
Thursday	7.30 am – 5.00 pm for appointments
Friday	9.00 am to 5.00 pm for appointments

#### **Drop-in Sessions (times may be subject to change)**

Monday	1.30pm – 6.30 pm
Wednesday	1.00 pm – 3.00 pm
Friday	9.00 am – 12 noon

#### From April 2015 Outreach Services available:

Monday	9.00 am to 12.00 noon	Jutland Road Community Centre, Jutland Road
Monday	9.00 am to 12.00 noon	Kilmarnock Road Children & Young People Family Resource Centre
Monday	9.00 am to 12.00 noon	Stranton Learning Centre, Westmoreland Street
Tuesday	9.00 am to 12.00 noon	Hindpool Children's Centre, Hindpool Close
Tuesday	9.00 am to 12.00 noon	Lynnfield Children's Centre, Elcho Street
Wednesday	9.00 am to 12 noon	Chatham Children's Centre, Chatham Road
Wednesday	9.00 am to 12 noon	Burbank Community Centre, Burbank Street
Wednesday	9.00 am to 1.00 pm	Wynyard House, Wynyard Road
Thursday	9.00am to 12 noon	Stranton Children's Centre, Westmoreland Street
Thursday	1.00pm to 4.00pm	Headland Future, 3 Abbey Street
Thursday	1.30pm to 3.30pm	The Orb Centre, Oxford Road
Friday	9.00 am to 1.30pm	Rossmere Children's Centre, Rossmere Way

## The Community Centre

Carol Jones, our Community Development Worker retired this year but we have carried on the good work and practices she helped to put in place for the benefit of the De Bruce Ward community with the extra help of a new member of the Community Development team, Lindsay McGregor, a projects support worker who assists with secretariat and monitoring.

We have continued to offer and further extended the range of activities offered at the centre to local residents, including by the introduction of the immensely popular Slimming World sessions, three times a week, comprising early morning and evening sessions for the convenience of attendees.

We have hosted free computer skills courses covering basic computer use, emailing, creating CVs, applying for jobs online and general internet use, as well as longer more advanced IT courses on specific internet systems and practices.

Events we have hosted include a Macmillan Coffee Morning, an evening Macmillan fashion show, a Christmas fair and a pantomime, as well as a series of much appreciated cream teas and coffee mornings.

In the last 12 months over 19,000 people have accessed the centre for leisure, social and educational activities and we are planning more activities for the year ahead to engage more local residents to help sustain this important community asset. Many of the groups, activities and essential building repairs have continued to benefit from Community First Funding, administered by the Brus Community Panel which operates from the centre.



One of our groups enjoying a cream tea!

### **Brus Community Panel 2014-2015**

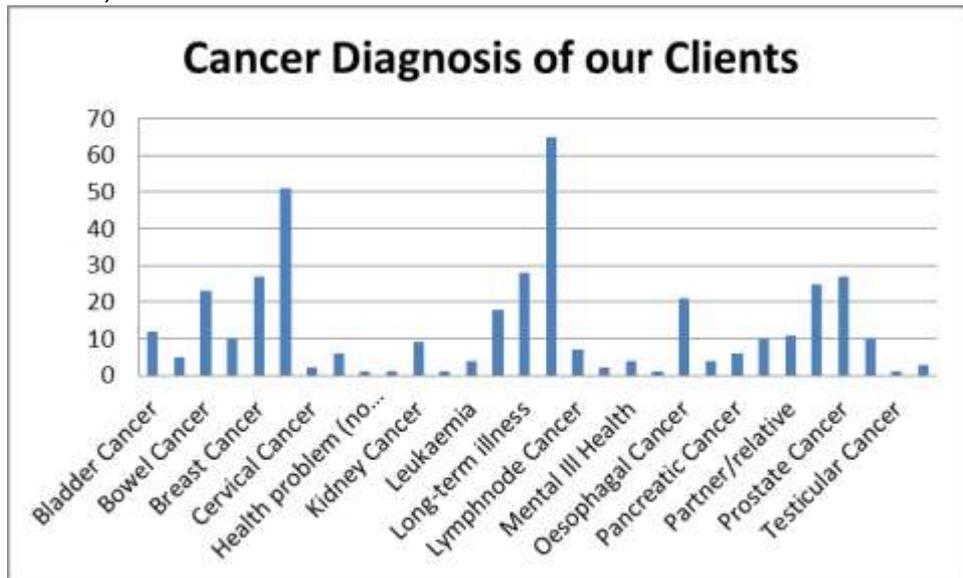
This was the final year of the Community Panel's remit and the Panel has worked expeditiously to ensure all applications for funding from the Community Development Foundation were promptly considered and actioned, resulting in the delivery of social, leisure, recreational and other important social and support services to local residents of all ages.

Over £11,309 of grants were awarded by the Panel this year to existing and newly constituted local groups and organisations, encouraging and maintaining the use of the centre as a hub of local activity at the heart of the community.

**Lindsay McGregor**  
**Projects Support Worker**  
**April 2015**



I was also asked to speak to their clinical staff, over 3 sessions, to make them more aware of benefits, and more aware of the Macmillan Advice Service.



Home Visits are still a large part of my role, and is a part I really enjoy. When you are not well and the effort to come in to the centre is too much, a visit to your own home is such a great service to offer, and if there's a dog or a cat then I'm even happier. This year I carried out **183** home visits, in addition to **232** in-centre or outreach appointments.

This year to help raise funds for Macmillan we held our traditional coffee morning, but we also held a Fashion Show, 'How to Look Good in Pre-Loved'. All the models were volunteers, either from West View Advice & Resource Centre or West View Project. The night was great fun and overall combined with the coffee morning contributed over £1300 to the National Macmillan appeal.



Just a few of the models who made the evening such a success!

*Macmillan case study    December 2014*

*Mrs D requested a home visit from the Macmillan Service. She had used the centre in the past when her Cancer was in remission. The centre had been successful in gaining her an award of Attendance Allowance.*

*During the visit she told me that her cancer had returned and she was having treatment, she suffered from Lymphoma and had been quite unwell.*

*Her Attendance Allowance award was due for renewal and she had been sent forms to complete. I helped complete and sent them off for her. Three weeks later she rang to say it had been re-awarded at the same rate, as an indefinite award.*

*As Mr and Mrs D were in receipt of Pension Credit, I wanted to return to carry out a full benefit check to see if they were both in receipt of the entitlement to Carers Allowance for looking after each other. Mr D was also in receipt of Disability Living Allowance.*

*On checking their Pension Credit, I realised that it was incorrect as Mr D told me that he had the entitlement to Carers Allowance, but this did not show on his award details.*

*I rang Carers Allowance who told me that he had had the entitlement from 2011. I then rang the Pension Service and queried this with them and advised them it should be in payment. They agreed to look at it as a matter of urgency.*

*Three days later, Mr D called me to say he had been to the bank and was confused over his balance, he knew he didn't have the amount of money in the account that the balance showed and had queried it whilst at the bank. The bank informed him a payment of £6420 had been paid in that day from DWP, this was the Carer Premium, owed from 2011. Mr & Mrs D have also gained an extra £34.20 per week on their Pension Credit.*

*I wanted to highlight this case study to show that as well as the completion of forms, a benefit check is also carried out for clients, which for Mr and Mrs D proved to be very beneficial financially.*

*Alison Thompson  
Senior Macmillan Advice Worker  
April 2015*

## **DEBT ADVICE SERVICE REPORT**

### **Annual Debt Report 2014-15**

*Katherine Parker*

The last twelve months have again been very busy for the Debt Advice Service. We have welcomed over 212 new clients to our centre for debt advice as well as seeing over 132 returning clients. Residents of Hartlepool are continuing to 'feel the pinch' following the introduction of the welfare reforms and many residents continue to rely on services like ours to help them with their financial difficulties. Our service not only provides advice and assistance for residents with their debt issues but we also provide support and encouragement whilst individuals and families try their best to improve their situations.

For those who work or have limited availability to attend appointments, we have introduced early morning and late night debt appointments in order to suit our client needs. These appointments have proved to be very successful and are always well attended. We continue to operate a waiting list system to manage the demand for our debt advice service, allocating the soonest and most suitable appointment available to clients as soon as it becomes available. We also continue to contract with Housing Hartlepool, offering those tenants referred to ourselves by Housing Hartlepool priority appointments for dealing with their benefit and debt issues.

#### ***Case Study (Housing Hartlepool Referral)***

*Mrs H was originally referred to our centre for debt advice by Housing Hartlepool almost 2 years ago. She attended one appointment with us then stopped engaging, despite our attempts at contacting her and inviting her to return for further assistance. Mrs H returned to see us this year, explaining that her mother had passed away and that she has had numerous health issues which she was struggling to deal with and thus her debts were pushed to the back of her mind. Mrs H has been diagnosed as a schizophrenic and has undergone bereavement counselling, all of which has helped her feel in a better position to now face her financial difficulties.*

*We initially provided Mrs H with budgeting advice. Mrs H explained to us that she has good and bad days and that her bad days affect her ability to make payments on time. Due to this, we assisted Mrs H in setting up standing order payments for her priority debts and provided her with advice on managing her bank account to ensure she does not go overdrawn. Mrs H was already receiving Employment and Support Allowance and was placed in the support group. A benefit check identified that Mrs H may qualify for Personal Independence Payment, better known as PIP and so we assisted her in completing this application. The outcome of this application is still not known.*

*As Mrs H explained to us that her schizophrenia affects her ability to manage her money, we discussed the possibility of contacting Mrs H's creditors and requesting that they consider writing off the outstanding balances. The reason for this request would be due to her mental health condition and the fact that it is unlikely her financial situation will improve. We provided Mrs H with a debt and mental health evidence form to take to her GP to complete. Mrs H returned the completed form to us which we in turn sent to her creditors as evidence, requesting that they consider writing off the outstanding balances. Our attempts proved successful in all instances and over £2000 worth of debt was written off. Mrs H does still have a small amount of rent arrears however, as all of her other debts are now clear, Mrs H is in a better position financially to reduce her arrears balance and avoid any potential loss of her home. In addition, should the application for PIP be successful, Mrs H will also be better off by a minimum of £21.55 per week.*

Along with delivering debt advice, I also supervise the debt team and remain responsible for the quality of the advice that our service delivers overall. I ensure that the quality of our advice remains high through weekly staff briefings, auditing of files and through managing the training needs of the staff to ensure that they continue to remain up-to-date with changes in legislation. I continue to represent our organisation at strategic partnership meetings, which include Hartlepool Financial Inclusion Partnership and the Welfare Reform Operations Group. In conjunction with the HAPEN Network and the Welfare Reform Operations Group, we produced a series of informative leaflets this year called *What You Need to Know*. They cover 'Staying Warm in Winter', 'Staying Safe Online' and 'Price Comparison Sites.' The 'Welfare Reform and how it affects them' leaflet was also

revamped to fit in with the leaflet series. We hope that these leaflets will assist residents of Hartlepool in preparing for the introduction of Universal Credit. Available to download from [www.wvarc30.org.uk](http://www.wvarc30.org.uk).

As with every other year, the continued success of our service is reliant upon sufficient funding being secured to allow us to continue the work that we do. Our Centre Manager will over the next 12 months continue to identify and apply for appropriate funding, whilst I will work to maintain my current roles, taking on any additional responsibilities as required.

Katherine Parker  
Senior Debt Advice Worker  
April 2015

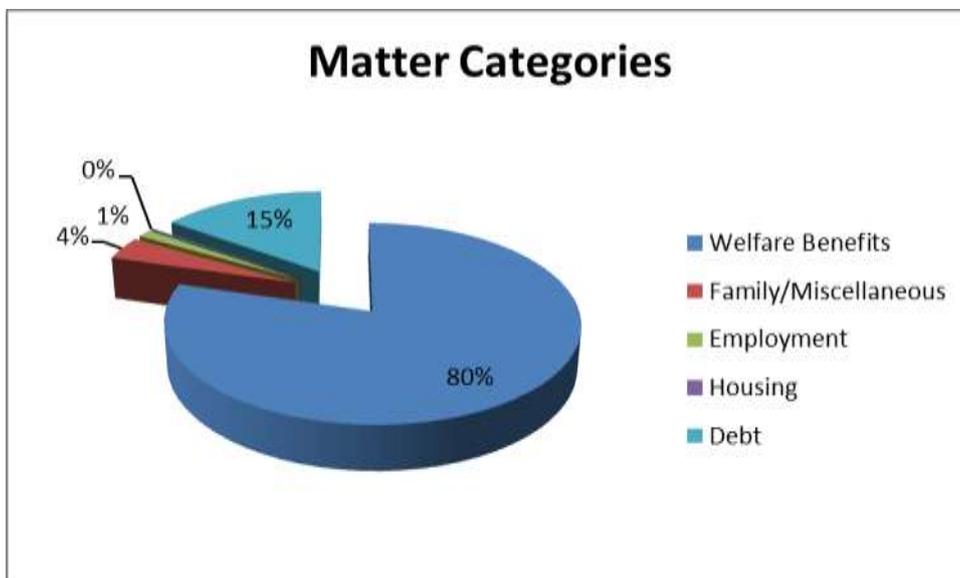
## GENERAL ADVICE – Outreach, Drop-in and Home Visits

I continue to be both challenged and enjoy my role as Advice worker at West View Advice & Resource Centre. This year the team has seen many changes, including starting a first stage advice service, to help speed up access for clients needing assistance completing forms and freeing up more specialist appointments for clients needing more detailed advice and support.

Sam Dunn joined the team in March 2014 as a generalist Advisor and Audrey Wallace started with us in September 2014 as a First Stage Advice Worker and in a very short time has had a high rate of success with the applications she has assisted with.

- Total confirmed as gained in benefit income (regular ongoing payments) **£2,107,105.00**
- Total gained through one off payments (grants, compensation and arrears, etc) **£631,095.00**
- Total projected gains (applied for but not yet confirmed as awarded) **£4,258,527.00**

The organisation has continued to provide a presence in 5 of the Children’s Centres in the town offering appointments one morning in each weekly. As we offer advice and guidance to people with children under the age of 19 we deal with a large number of Tax Credit enquiries and also assistance with completing applications for child DLA. One of the benefits of offering advice services at the Children’s Centres often helps clients to become more aware of activities and groups within the centre that they may otherwise not have known about and encourages them to engage with other services which may help their family.



In addition to the Children’s Centres outreach services we also provide advice services in other locations throughout the town, ensuring clients can access services as locally as possible. This year we have provided outreach sessions in Jutland Road Community Centre, Kilmarnock Road Children & Family Resource Centre, Burbank Community Centre, Changing Futures NE, the Central Library and the Orb Centre in Oxford Road.

402 Home visits have been carried out to provide advice for those clients who are too ill to get into any of the outreach centres. These clients would not otherwise be able to access our service and our clients are often very thankful for this assistance.

### **Case Study - Home visit**

*I attended the home of Mr & Mrs W who are both disabled to do a benefit check. They had asked for some advice because they felt they may qualify for benefit due to their health problems. Mrs W didn't have any disability benefit for herself and Mr W was receiving the mobility component of Disability Living Allowance. I suggested on the first appointment that we made a new claim for Attendance Allowance for Mrs W due to her health problems. The application was completed and sent in that day. I contacted Disability Living Allowance to get a review of Mr W's benefit as I felt he met the criteria for the care component with his care needs.*

*I returned to Mr & Mrs W home a few weeks later for a second visit. Mrs W had received notification from Attendance Allowance awarding her £81.30 per week. We then completed a Carer's Allowance form as her husband is her carer so may be entitled to receive extra entitlement. This would then give the couple an extra £34.20 on top of their pension credit per week. I then completed the Disability Living Allowance review with Mr W to try and gain the care component which would give them extra income.*

*To date, this advice and support has gained Mr & Mrs W an extra £115.50 income a week and if Mr W gains high rate care component they would get this again and then qualify for a double disability premium on their Pension Credit of £122.20 per week.*

At the main office in addition to seeing clients on an appointment basis we also offer drop in sessions, 4 times per week. These sessions can be extremely busy but give immediate access to an advisor for urgent situations; the time we have to deal with enquiries is limited but we can give immediate advice and make a further appointment for assistance if needed. To alleviate some of the pressure we have recently started offering a drop in session one morning per week at the Kilmarnock Road Centre.

Even after all of these years I still feel that I am very fortunate to work at West View Advice Centre, to be part of such a supportive team who all work together to provide the best possible service for our clients.

Julie Boyd  
Advice Worker  
April 2015

## Employment Advice

Employment advice was delivered for the first 9 months of the quarter by Clair Gilbraith, until she went on Maternity Leave in December 2014. The service continued to be available following Clair's temporary departure by Katherine Parker.

Throughout the previous 12 months we have provided over 40 individuals with Employment Law Advice and through our advice, some clients regained employment, some saw an improvement in their employment terms and conditions and some proceeded successfully to take their employers to an Employment Tribunal. However, with that said, 2014-15 did see a decrease in the number clients taking their employers to Tribunal. The reason for this appears to be a combination of the potential costs involved in taking their employer to tribunal along with the changes in the law seen during 2014/15. In May 2014, early conciliation became mandatory for claims and thus many more claims are now being settled prior to reaching an Employment Tribunal and we expect this trend to continue into 2015/16.

### *Employment Advice Case Study*

*Mr T came for help with an Employment issue. He has been working for the same café for 3 years and is employed to work 16 hours a week. The Manager of the café has recently not been giving Mr T 16 hours' work and has only paid him for the hours he is asked to work. Mr T didn't feel this was right as his contract stated to work 16 hours.*

*I had a look at the gentleman's contract of employment and as this stated 16 hours paid work I explained he should be paid for the 16 hours regardless of whether the manager requires him there or not. We wrote a letter to the Manager asking her to rectify the hours as his contract states he should be paid for 16 hours.*

*The gentleman then came back after having a meeting with the Manager regarding the letter he gave to her and she said she would speak to the owner about the hours of work. The Manager then said that the holidays that Mr T had already booked and had agreed for the next month could no longer be taken. Mr T was not happy with this as he felt that the Manager was now not giving him the holidays due to the issue with the hours of work. We therefore wrote another letter which, this time, we sent to the owner of the café explaining what had happened.*

*The gentleman contacted the centre after the Owner had sent a letter to him in response. The letter he received said that he would get paid for the 16 hours every week and that the holidays already booked will still stand. Mr T is very happy with the outcome.*

**April 2015**

## **FUTURE PLANS – 2015 /2016**

Our main focus once again this year will be to secure the Macmillan Advice Service and continue delivering this much needed and valuable service to the residents of Hartlepool.

We will continue to execute our funding strategy and look to secure the long term sustainability of all of our advice services through both grant making organisations and contracting arrangements.

It is of utmost importance to us to continue the work of the HAPEN project and we will sustain the online referral and booking system and encourage partnership work, to contribute to sustainability of the advice service.

We will continue to develop the income generation opportunities afforded to us by having a very attractive venue, with the capacity to offer room hire, conference facilities and training and development opportunities.

**PUBLIC AWARENESS** - West View Advice & Resource Centre continues to work with key partners on developing strategies to alleviate poverty and hardship to the residents of Hartlepool, and ensuring that the residents are aware of how to access the help they need. This year will see the re-launch of the Hartlepool Financial Inclusion Partnership, which will incorporate the HAPEN Network and the Welfare Reform Strategy Group.

**TRAINING OPPORTUNITIES** – Once again we will liaise with Adult Education and the WEA to identify and support courses appropriate to the needs of our centre users.

Advice training: We continue to work with our partners and develop both formal and informal learning opportunities. We have a planned First Aid course in June and hope that some of partner organisations will take up this opportunity. We have planned Digital Skills Workshops available in venues throughout the town. Telephone 01429 271294 for course details.

**FUNDRAISING** - In order to maximise our opportunities to secure funding, we will continue to work with our partners and where appropriate apply jointly to secure existing work and develop new projects.

**SERVICE QUALITY** - Quality of service is constantly under review and we have just undergone our external audit, which I am pleased to report re-awarded our accreditation, for Housing, Welfare Benefits, and Debt and for us a new area of advice, Employment. We continue to hold monthly Audit meetings and will continue to ensure maintenance of the Advice Services Quality Mark. Our next external audit is expected in 2016.

## **THANK YOU TO OUR FUNDERS**

West View Advice & Resource Centre is a charity and relies on funding to make a difference to the lives of individuals, families and communities.

We thank the following for their support during 2014/15

Hartlepool Borough Council, Housing Hartlepool, Macmillan Cancer Support, CCG, The Big Lottery Advice Service Transition Fund, Greggs Foundation, Lloyds Foundation.

## ORGANISATIONAL DETAILS.

FULL POSTAL ADDRESS West View Advice and Resource Centre Limited  
The Community Centre, Miers Avenue  
Hartlepool, TS24 9JQ

COMPANY NUMBER. 2994776

REGISTERED CHARITY NUMBER. 1084632

TELEPHONE NUMBER. 01429 271275

APPOINTMENTS LINE 01429 271294

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WEBSITE ADDRESS <http://www.wvarc30.org.uk>

### BOARD OF DIRECTORS.

Mr D Wise	Chairperson
Clr C Simmons	Treasurer
Mrs J Shaw	Director
Clr S Griffin	Director
Clr R Cook	Director
T Rogan	Director

CENTRE MANAGER & SECRETARY Mrs Valerie A Evens

### STAFF MEMBERS DURING 2014/2015

Alison Thompson	Senior Macmillan Advice Worker
Katherine Parker	Senior Debt Advice Worker
Julie Boyd	Outreach Advice Worker
Clair Gilbraith	General Advice Worker
Martin Ventriss	Debt Advice Worker – Started March 14
Sam Dunn	General Advice Worker – Started March 14
Jodie Hind	Senior Administrator
Dawn Clennett	HAPEN Project Co-Ordinator – Left December 14
Denise Branfoot	HAPEN Administrator – Started Oct 14
Lou Gordon	Cleaner
Lindsay McGregor	Projects Support Worker
Michaela Smith	Modern Apprentice Admin – Started May 14
Audrey Wallace	First Stage Advice – Started Sept 14 Maternity Cover
Julie Pennick	First Stage Debt & Welfare Advice – Started February 2015 – Maternity Cover

## Client Satisfaction Survey Results

### Customer Service in Summary

*When asked how long was the wait from requesting the appointment to your actual appointment date?*  
**87% said they were seen in less than 1 - 2 weeks.**

Over **99%** clients said our reception staff were friendly and welcoming.

On average clients rated the advice they received as **9.7** out of a scale of **10**.

When we asked the clients how they felt about their general well-being, prior to receiving advice and support, on average 30% reported their general well-being as **Not Very Good**, however after receiving advice and support **52%** reported their general well-being as **Very Good**.

When asked how has this advice/support helped our clients reported:

- 39% Income likely to improve
- 72% Feel happier
- 31% Worry less about money
- 43% Feel more able to cope
- 14% Have more spare cash which enables me to do more things
- 34% Sleep better tonight
- 21% Feel able to put the heating on more often without worrying as much about the cost



## Serving the Community

Produced In-house by V Evens April 2014