

Welfare Rights and Money Advice Services

Benchmarking Authorities – Service Models Overview

As noted in the 3.3.5 in the report, there are 4 areas of Benchmarking Criteria and Benchmarking Data for comparison which have been identified for evaluation, together with comment on the organisation of service provision for benchmark authorities - all of these is as follows:

1. West Dunbartonshire Council

Services provided via Social Work Service, with first tier service provision within the Social Work Area Teams as first point of contact for Duty intake and support to staff. Access for all residents to Welfare Rights Officers and Money Advisors through Area Teams, referrals from other services / organisations and self-referrals. Specialist WRO's operate within Health, Education, Joint Mental Health & Learning Disability Teams, with 5 FTE's responsible for claim progression work and 2 FTE's carrying out Appeal Representation. Total FTE's for service is 36.55.

2. Renfrewshire Council

Service provided across to any resident. A recent review outcome was to implement hub and spoke model. With one base (reduced from three), team require to 'book' desks at base and organise desks elsewhere within the Council and/or work from home, where appropriate, whilst providing outreach surgeries. Total FTE's for service is 25.21.

3. North Lanarkshire Council

Service provided via Social Work, with Welfare Rights as second tier service. Only Social Work clients can access Welfare Rights Services, with the exception of Appeals Representation, which can be accessed by any resident. No Money Advice service provision offered by LA Welfare Rights Service. Total FTE's for service is 32.00.

4. West Lothian Council

Service provided across local authority area with any resident able to access. Similar types of service provision as within West Dunbartonshire (Welfare Rights, Money/Fuel/Housing advice etc). Very high levels of financial gains / debt managed etc, requires further scrutiny before comparison. Total FTE's for service is 34.00.

5. North Ayrshire Council

Service provided via Social Work, with Welfare Rights as second tier service. Only Social Work clients can access Welfare Rights Services, with the exception of Appeals Representation, which can be accessed by any resident. Money Advice provided. Total FTE's for service is xxxx (awaited).

6. Glasgow City Council

Service provided via Social Work, with Welfare Rights as second tier service. Only Social Work clients can access Welfare Rights Services, with the exception of Appeals Representation, which can be accessed by any resident. No Money Advice service provision offered by LA Welfare Rights

Service. Further Welfare Rights Officers / Money Advisors (3/4) based and line managed in each CHCP and not included in central budget costs. Total FTE's for service is 22.50.

Welfare Rights Service

1) Number of people accessing Welfare Rights Service

The undernoted table highlights the current (2009 / 2010) number of people accessing Welfare Rights Service:

Citizens Advice Bureau	Independent Resource Centre	West Dunbartonshire Council	Renfrewshire Council	West Lothian Council	North Lanarkshire Council	North Ayrshire Council	Glasgow City Council	Dundee City Council
		3,631						

Request has been made to all of these for this information and this is still awaited.

2) Financial Costs 2009 / 2010 and gains for service users

The following table shows information on the costs of service provision and the value of financial gains for service users.

Organisation	Budget £'000	FTE's	Cost per person	Income generated (000)	No of People	Ave. gain per person	No of claims	Average gain per claim	£'0 invested
Citizens Advice Bureau									
Independent Resource Centre									
West Dunbartonshire Council	£844	36.55	£232	£8,835	3,631	£2,433	4,681	£1,887	£10.47
Renfrewshire Council	£763	25.21							
West Lothian Council		34.00							
North Lanarkshire Council	£975	32.00		£12,308					£12.62
North Ayrshire Council									
Glasgow City Council		22.50							
Dundee City Council									

Request has been made to all of the above organisations for this information and this is still awaited.

Money Advice Services

3) Number of people accessing Money Advice Service

The undernoted table highlights the current (2009 / 2010) number of people accessing Welfare Rights Service:

Citizens Advice Bureau	Independent Resource Centre	West Dunbartonshire Council	Renfrewshire Council	West Lothian Council	North Lanarkshire Council	North Ayrshire Council	Glasgow City Council	Dundee City Council
		3,631						

Request has been made to all of these for this information and this is still awaited.

2) Financial Costs 2009 / 2010

Organisation	Budget £'000	FTE's	Debt managed per advisor	Income generated	No of People	Average debt per person
Citizens Advice Bureau						
Independent Resource Centre						
West Dunbartonshire Council						
Renfrewshire Council						
West Lothian Council						
North Lanarkshire Council						
North Ayrshire Council						
Glasgow City Council						
Dundee City Council						

Request has been made to all of these for this information and this is still awaited.