



Communities Overview and Scrutiny Panel

8 March 2021

Service Delivery-Internal

- Switch to remote working has proved challenging for some
- Efficiency vs adaptability
- IT/digital issues: compatibility vs comfort
- Lost volunteers
- Workforce wellbeing
- Merger


Service Trends

- General increase in demand
- Wider socio-economic background
- Indicating the complexity of issues presented and depth of service we provide

Service Trends

- Debt, housing, employment & benefits
- Mental health
- Domestic violence
- More interrelated than previously
- Furlough scheme

FY to date



Clients	2,728
Quick client contacts	
Issues	9,598
Activities	9,241
Cases	3,013

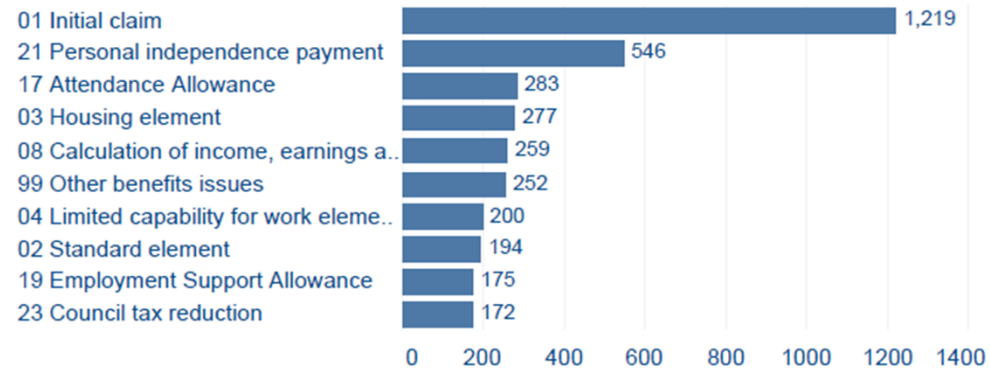
Financial gains for clients

Outcomes	
Income gain	£1,494,864
Re-imburements, services, loans	£40,061
Debts written off	£154,378
Other	£77,589

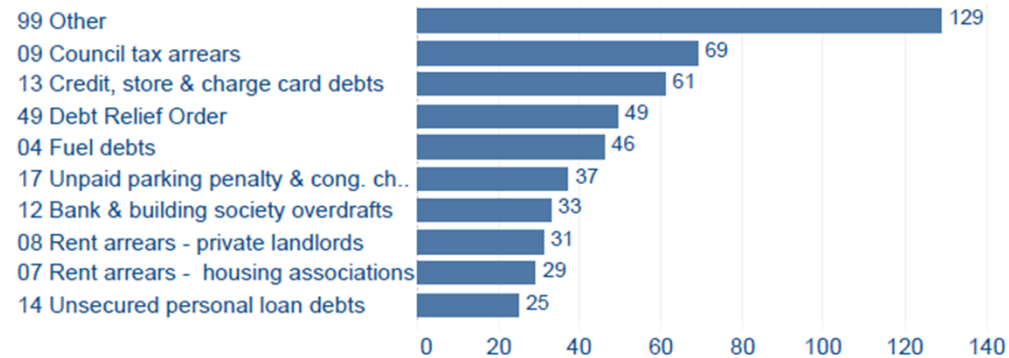
Issues

	Issues	Clients
Benefits & tax credits	2,002	714
Benefits Universal Credit	2,345	565
Consumer goods & services	229	163
Debt	733	277
Discrimination & Hate & GVA	75	56
Education	38	30
Employment	878	423
Financial services & capability	539	292
Health & community care	178	100
Housing	1,034	514
Immigration & asylum	138	91
Legal	372	260
Other	209	149
Relationships & family	552	292
Tax	49	38
Travel & transport	99	79
Utilities & communications	128	58
Grand Total	9,598	

Top benefit issues



Top debt issues



CAEB – Merged future

- Goes live 1st April
- Stronger together
- Keeping local identity to serve more residents
- Wider reach
- Learning from 2020
- Adapting to current environment
- Digital / VOIP provision

Questions?