



Wokingham

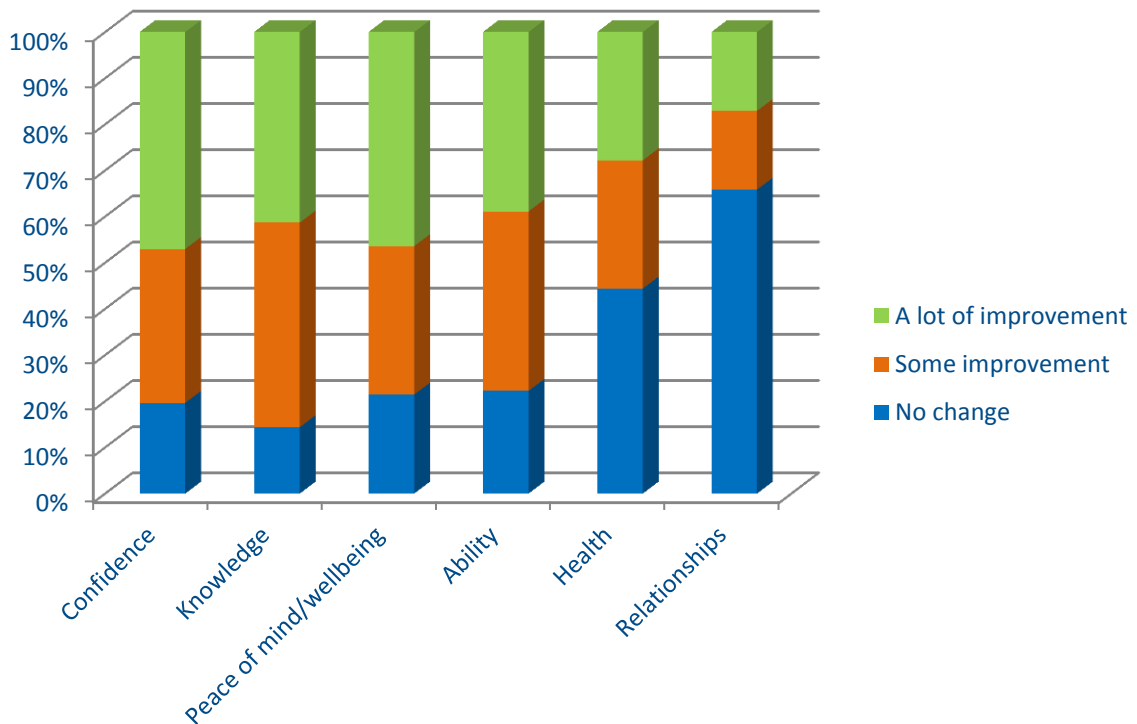
# Outcomes report

1<sup>st</sup> April to 31<sup>st</sup> March 2017

# 2016/17

Full Year

## Improvements that clients reported after receiving advice



## Summary

**An outcome** is a change, benefit, learning or other effect that actually occurs as a result of our help and support to our clients. **A hard outcome** is more tangible and easily measured, such as a financial gain, a benefit award, a debt written off or someone kept in their home. **A soft outcome** is less tangible and less easy to collect and measure, such as improved well-being, improved relationships, peace of mind or increased capability. We saw **4,124 unique clients** in 2016/17, and **622 hard outcomes** (for 15.1 % of clients) were recorded. This report details those outcomes by financial gains, which LA ward the clients live in and by advice area. The Debt outcomes also include financial outcomes recorded separately by our Money Advisers.

### SOFT OUTCOMES

However, firstly we look at the soft outcomes we collected by talking to 172 clients about 2 months after they had received advice from us.

	No	Some	A lot
Has your level of confidence changed following your visit?	33	56	79
Has your knowledge of how things work changed?	24	74	69
Has your peace of mind and well-being changed (e.g. stress)?	36	54	78
Has your ability to help yourself changed?	36	63	63
Has your health and comfort changed (e.g. physical health)?	75	47	47
Has your relationship with family and friends changed?	104	27	27

Although we found it very difficult to get clients to talk about soft outcomes, most of the ones we talked to told us that they had experienced a significant improvement in their health and well-being.

Other soft outcomes were recorded as part of the outcomes recorded in Petra – a further **46** clients told us that they had **Improved health / capacity to manage** after receiving advice from us.

## **HARD OUTCOMES**

### **Money Adviser casework debt outcome recording (384 outcomes recorded)**

Rent Arrears	£222,126
Mortgage arrears	£154,143
Secured Loan	£330,394
Other priority	£995,649
Non-priority	£3,698,699
Pay day	£14,949
Council Tax	£50,422
	<b>£5,466,381</b>

### **More detail on the 622 outcomes our advisers recorded in Petra (The Citizens Advice national case recording system)**

This table shows the number of outcomes for each of the advice areas

<b>Advice area</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
Benefits & tax credits	301	£789,258
Debt	142	£548,439
Employment	39	£79,741
Housing	43	£20,489
Other	17	£2,717
Relationships and family	16	£0
Legal	15	£18,250
Consumer goods & services	11	£4,460
Health & community care	9	£292
Financial services & capability	8	£17,632
Tax	5	£800
Utilities & communications	5	£245
Education	4	£10,000
Immigration & asylum	3	£12,000
Discrimination	2	£0
Travel & transport	2	£0
<b>Total</b>	<b>622</b>	<b>£1,504,322</b>

**These were the outcome numbers recorded at each of our offices:**

<b>Office/outreach</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
Wokingham	495	£1,258,452
Woodley	110	£233,035
Reading County Court	17	£12,835
<b>Total</b>	<b>622</b>	<b>£1,504,322</b>

<b>Local Authority ward</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
Arborfield	6	£16,294
Barkham	2	£0
Bulmershe & Whitegates	35	£44,875
Charvil	6	£14,526
Coronation	22	£40,885
Emmbrooke	42	£103,601
Evendons	48	£141,606
Finchampstead North	14	£22,434
Finchampstead South	24	£72,761
Hawkedon	6	£7,685
Hillside	8	£7,087
Hurst	10	£23,672
Loddon	49	£80,891
Maiden Erlegh	16	£118,388
Norreys	63	£109,404
Remenham, Wargrave and Ruscombe	2	£1,134
Shinfield North	12	£29,505
Shinfield South	27	£94,174
Sonning	10	£12,527
South Lake	17	£39,942
Swallowfield	13	£42,191
Twyford	13	£16,032
Wescott	37	£95,815
Winnersh	38	£123,317
Wokingham Without	8	£4,500
<b>Total</b>	<b>528</b>	<b>£1,263,245</b>

**528 of the 622 recorded outcomes were for Wokingham Borough**

## What support we were giving when the outcome was recorded

Work level	Number of outcomes	Annualised value
Advice	224	£439,021
Advice with some actions	128	£301,067
Advice and referral	17	£21,336
Generalist casework	129	£340,243
Information	90	£317,208
Specialist casework	34	£85,447
<b>Total</b>	<b>346</b>	<b>£1,504,322</b>

## Client profiles for the 622 outcomes

Age group	Number of outcomes	Annualised value
15-19	2	£4,265
20-24	30	£39,428
25-29	44	£54,676
30-34	33	£73,293
35-39	52	£173,436
40-44	56	£99,823
45-49	90	£263,526
50-54	73	£184,215
55-59	74	£205,728
60-64	72	£203,233
65-69	36	£71,296
70-74	23	£85,522
75-79	10	£7,143
80-84	16	£34,930
85-89	6	£78
90-94	1	£0
Not recorded	4	£3,730
<b>Total</b>	<b>622</b>	<b>£1,504,322</b>

<b>Gender</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
Female	386	£823,458
Male	234	£679,564
Unknown	2	£1,300
<b>Total</b>	<b>622</b>	<b>£1,504,322</b>

<b>Ethnicity</b>	<b>%</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
White	79%	495	£1,240,698
BME	18%	101	£161,105
Unknown	3%	26	£102,519
<b>Total</b>		<b>622</b>	<b>£1,504,322</b>

<b>Disability</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
Not disabled/no health problems	279	£618,578
Long term health condition	187	£459,425
Unknown	76	£267,687
Disabled	80	£158,633
<b>Total</b>	<b>622</b>	<b>£1,504,322</b>

<b>Household type</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
Single person	135	£338,865
Couple with dependent children	100	£301,096
Single person with dependent children	99	£230,423
Unknown	94	£174,220
Couple	72	£107,551
Single person with non-dependent children	54	£176,426
Couple with non-dependent children	33	£134,012
Other adults only	32	£41,729
Other with dependent children	3	£0
<b>Total</b>	<b>622</b>	<b>£1,504,322</b>

<b>Household income</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
< £400 pcm	83	£191,494
£400 - £599 pcm	64	£171,989
£600 - £799 pcm	37	£109,686
£800 - £999 pcm	33	£36,755
£1,000 - £1,499 pcm	73	£130,165
£1,500 - £1,999 pcm	42	£163,928
£2,000 - £2,499 pcm	17	£10,853
£2,500 - £2,999 pcm	7	£23,925
> £3,000 pcm	16	£44,334
Unknown	250	£621,193
<b>Total</b>	<b>622</b>	<b>£1,504,322</b>

<b>Occupation</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
Unknown	182	£397,660
Employed >= 30hrs p/w	45	£271,546
Retired	63	£134,314
Unemployed - seeking paid employment	63	£101,529
Permanently Sick/Disabled	43	£159,810
Looking After Home - Dependents	31	£42,422
Other	30	£97,773
Employed < 16hrs p/w	29	£57,361
Employed between 16hrs p/w and 29hrs p/w	23	£80,078
Self Employed	23	£111,247
Carer - Children	14	£41,914
Student	6	£0
Looking After Home - No Dependents	4	£8,667
Carer – Elderly/Disabled	2	£0
Volunteer	1	£0
<b>Total</b>	<b>622</b>	<b>£1,504,322</b>