



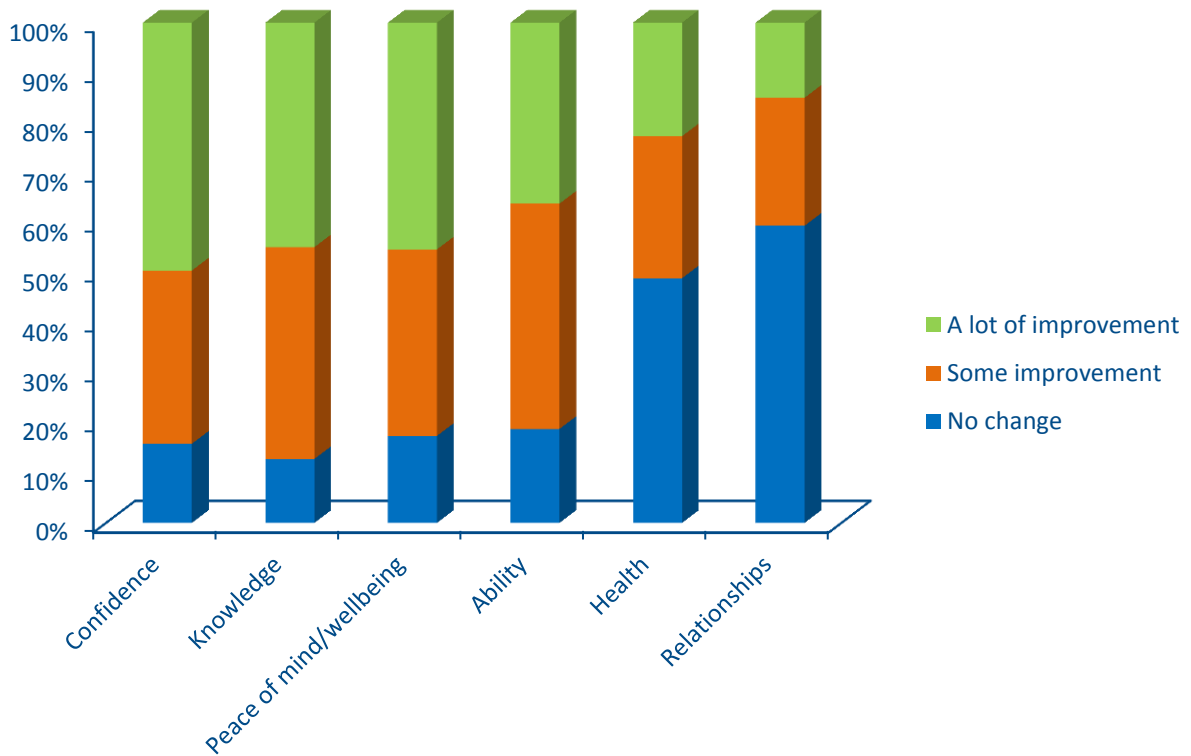
Wokingham

# Outcomes report

1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018

# 2017/18

## 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 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 **3,615 unique clients** in 2017/18, and **234 hard outcomes** (for 6.5 % 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 203 clients about 2 months after they had received advice from us.

	No	Some	A lot
Has your level of confidence changed following your visit?	32	70	100
Has your knowledge of how things work changed?	26	86	91
Has your peace of mind and well-being changed (e.g. stress)?	35	75	91
Has your ability to help yourself changed?	38	91	73
Has your health and comfort changed (e.g. physical health)?	95	55	44
Has your relationship with family and friends changed?	107	46	2127

Although we find it quite 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.

## **HARD OUTCOMES**

### **Money Adviser casework debt outcome recording (354 outcomes recorded)**

Rent Arrears	£358,471
Mortgage arrears	£191,112
Secured Loan	£154,395
Other priority	£871,619
Non-priority	£2,578,292
Pay day	£13,441
Council Tax	£280,674
	<b>£4,448,003</b>

### **More detail on the outcomes our advisers recorded in 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	120	£365,038
Universal Credit	10	£52,239
Debt	37	£87,642
Employment	15	£167,905
Housing	21	£4,519
Other	5	£1,755
Relationships and family	8	£12,100
Legal	3	£215
Consumer goods & services	2	£6,452
Health & community care	4	£11,528
Financial services & capability	2	£2,429
Tax	4	£4,181
Utilities & comms.	0	£0
Education	0	£0
Immigration & asylum	1	£0
Discrimination		
Travel & transport	2	£0
<b>Total</b>	<b>234</b>	<b>£716,003</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	146	£512,446
Woodley	75	£197,575
Reading County Court	13	£5,983
<b>Total</b>	<b>234</b>	<b>£716,003</b>

<b>Local Authority ward</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
Arborfield	4	£2,894
Barkham	0	£0
Bulmershe & Whitegates	40	£86,677
Charvil	2	£6,893
Coronation	20	£29,831
Emmbrook	16	£31,804
Evendons	8	£15,745
Finchampstead North	6	£10,938
Finchampstead South	7	£182,027
Hawkedon	19	£47,224
Hillside	2	£8,876
Hurst	0	£0
Loddon	20	£22,958
Maiden Erlegh	9	£35,235
Norreys	18	£29,834
Remenham, Wargrave and Ruscombe	9	£16,266
Shinfield North	6	£27,297
Shinfield South	4	£10,982
Sonning	6	£14,376
South Lake	6	£22,656
Swallowfield	3	£3,816
Twyford	4	£10,475
Wescott	9	£15,095
Winnersh	14	£34,452
Wokingham Without	2	£11,000
<b>Total</b>	<b>234</b>	<b>£677,351</b>

## Client profiles

Age group	Number of outcomes	Annualised value
15-19	0	£0
20-24	5	£13,910
25-29	18	£36,149
30-34	14	£44,872
35-39	14	£32,821
40-44	37	£233,142
45-49	28	£44,193
50-54	34	£86,613
55-59	29	£67,589
60-64	19	£48,701
65-69	7	£10,029
70-74	14	£81,452
75-79	8	£7,889
80-84	3	£0
85-89	50	£159,434
90-94	1	£4,321
Age not recorded	1	£4,321
<b>Total</b>	<b>282</b>	<b>£875,436</b>

Gender	Number of outcomes	Annualised value
Female	175	£485,890
Male	100	£260,755
<b>Total</b>	<b>275</b>	<b>£746,077</b>

Ethnicity	%	Number of outcomes	Annualised value
White	79%	216	£589,306
BME	19%	53	£208,116
other	2%	6	£23,385
<b>Total</b>		<b>275</b>	<b>£820,807</b>

<b>Disability</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
Not disabled/no health problems	150	£560,887
Long term health condition	67	£132,834
Disabled	29	£66,842
Unknown	29	£60,806
<b>Total</b>	<b>275</b>	<b>£820,807</b>

<b>Household type</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
Single person with dependent children	62	£173,081
Single person	55	£109,422
Couple	30	£75,585
Couple with dependent children	30	£201,132
Unknown	21	£36,432
Single person with non-dependent children	15	£41,665
Couple with non-dependent children	10	£50,119
Other adults only	7	£19,356
Other with dependent children	4	£9,208
<b>Total</b>	<b>234</b>	<b>£716,000</b>

<b>Occupation</b>	<b>Number of outcomes</b>	<b>Annualised value</b>
Employed >= 30hrs p/w	26	£205,185
Employed between 16hrs p/w and 29hrs p/w	27	£50,574
Unemployed - seeking paid employment	37	£80,741
Carer - Children	2	£2,894
Carer - Elderly/Disabled	3	£11,047
Looking After Home - Dependents	9	£40,926
Permanently Sick/Disabled	15	£34,870
Retired	22	£38,394
Other	11	£18,759
Self Employed	7	£28,651
Employed < 16hrs p/w	3	£1,876
Volunteer	2	£0
Unknown	70	£202,086
<b>Total</b>	<b>234</b>	<b>£716,003</b>