

# Anti-Poverty Service Ward Profile Report

## Broxburn, Uphall and Winchburgh

April 2018 to March 2019

### About Your Community



- 19% Children
- 63% Working Age
- 18% Pensionable Age

### Poverty Profile

#### Foodbanks

342 Vouchers were issued supporting 599 adults and children in the Broxburn, Uphall and Winchburgh ward

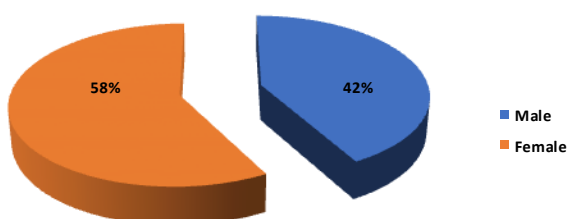
#### Child Poverty

22% of children in the Broxburn, Uphall and Winchburgh ward are living in poverty after housing costs

### Who we have worked with

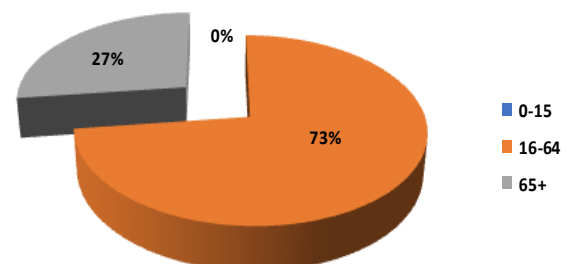
Individual Customers = 1444

Gender



Number of Enquiries = 4037

Age



# Maximising Income For Customers in Broxburn, Uphall and Winchburgh

| Type           | Amount     | Information   |
|----------------|------------|---|
| Benefit Awards | £2,579,453 | The amount the service has gained in benefits                             |
| Appeal Awards  | £168,114   | The amount the service has gained through appealing unfair decisions      |
| Energy Savings | £18,365    | The amount the service assisted customers to make in fuel savings         |
| Debt Managed   | £544,251   | This is the amount of debt the service help customers successfully manage |

## Case Study

Mrs O and Mr H are a couple from Sudan with three daughters – twins age 12 and a younger daughter age 8. The family has recently been granted refugee status in the UK. The service engaged with the couple at a Talk Money Week Event and the advisor identified they were only in receipt of Jobseeker's Allowance and had to live as a family of five on £114 per week.

The couple visited the Advice Shop in Bathgate the following day and the advisor established that they had already applied for Child Tax Credit but there would be a long wait before the first payment. A Child Benefit claim was completed and the correct documents were sent to HMRC with their claim form.

As they would be waiting for some time before receiving Child Benefit and Child Tax Credit, the advisor made an online referral to the Scottish Welfare Fund for a Crisis Grant. They were awarded £135 due to the delay in child-related benefits, with a further £135 being awarded the following month as both claims were still not resolved.

The advisor assisted the family in accessing support from other services and charities in West Lothian. Thanks to this, the children received new school uniforms and a full range of accessories for school from the School Bank, along with a generous selection of toys and Christmas gifts from the River Kids Toy Appeal. We issued the family with a family-sized food parcel, Festive Fiver gift bags of toiletries for the parents and bus vouchers for future travel. The service gave the family an invite to the Polbeth Food For All event from the Larder Cook School, and also to the West Lothian Choir Christmas event which our Advice Shop colleague had organised.

The advisor also worked with housing to support the family with their move from temporary accommodation at Blackburn Homeless Unit to their own tenancy gaining entitlement to Housing Benefit, Council Tax Reduction and the family have been awarded a Community Care Grant to help them furnish their new property.

# Did you know?

In 2018/19 the Advice Shop represented customers at 532 Social Security appeals. The service had a success rate of 75% which is above the national average of 61%



The Anti-Poverty Service currently has over 50 volunteers across 7 separate roles providing a wealth of knowledge, experience and support to customers

We have seen a 20% increase in the number of applications received for the Scottish Welfare Fund during the 2018/19 period



£2,433,097 was paid out in Discretionary Housing payments to those affected by Bedroom Tax, Benefit Cap and suffering Financial Hardship during 2018/19



99% of respondents have rated the overall quality of service from the Anti-Poverty Service as good or excellent since the service was formed.

Housing benefit new claims were processed within 11 days compared to the national average of 20 days



## In 2019/20 we plan to

- Gain 'Investing in Volunteers' quality standard to better support the volunteers and build capacity to increase volunteering opportunities.
- Embed and develop new areas of the service, streamlining processes, and improving the customer journey.
- Improve access to advice by embedding a benefit calculator and budgeting tools onto the website and linking this to help and support.