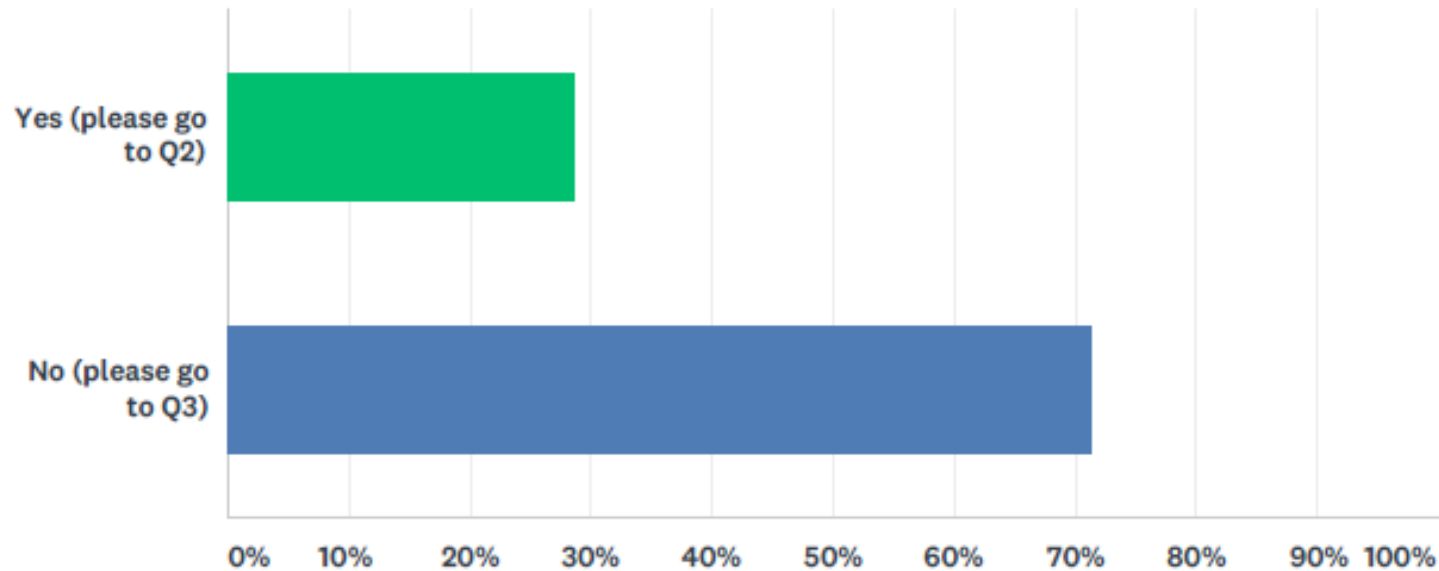


Q1 Is your organisation interested in supplying a service to fill this gap in drop-in provision?

Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes (please go to Q2)	28.57%	2
No (please go to Q3)	71.43%	5
TOTAL		7

Q2 Please say briefly how you think this could be fulfilled by you outlining the potential cost/time period and reach (i.e. a service open to all residents/geographical areas or a cohort of residents)

#	RESPONSES	DATE
1	The Welfare Benefits Unit (WBU) are not in a position to directly offer a service however we can provide additional support to other advice provision. As well as our advice line and support through the UC Focus project we can provide support on a consultative basis at [REDACTED] per hour. For example, to increase capacity or provide specialist benefits knowledge at existing drop-ins.	8/24/2017 4:15 PM
2	We had previously offered to support the CAB in the form of partnership working, by supporting the current Debt team by taking on Housing cases. We are a specialist Housing organisation who represent clients at court who are at risk of losing their home. We were told the CAB did not have the space to accommodate our 2 workers, who would have assisted by paying rent and ensuring the service was open. This offer is still available and we are hoping to speak to the new CEO when he starts.	8/18/2017 1:02 PM

Q3 We would welcome your views on how you think that the reduction in service provision could be met

#	RESPONSES	DATE
1	<p>There could be a number of options. For example, partnership working amongst a number of organisations to provide adviser support at existing facilities such as the foodbank or activities for families held in community centres. Alternatively, funding for extra sessions at CAY or to increase funding to advisers who provide home visits who tend to work with the most vulnerable and offer in-depth support. To note, CYC consultation with a broad range of advice organisations and recognition of the demands on front-line advice provision is appreciated. The introduction of UC creates many demands on advice organisations who report that they have to spend longer with claimants than previously and problems tend to be more difficult to rectify. The Welfare Benefits Unit advice line provision has extended from 15 to 40 hours per week – although in response to a contractual change from our NYCC funding this is benefiting York advisers also, and in turn York residents. CYC for the UC Focus project enables the WBU to provide more in-depth support for claimants experiencing problems with UC. By providing support to advisers WBU ensures that all residents can access specialist benefit advice when accessing services. We have seen a marked increase in the number of enquiries to our advice line. Please note: I am currently on annual leave (17 August to 29 August) and therefore have not been able to consult with other organisations before providing a response or provide a more detailed review of possible provision. Apologies.</p>	8/24/2017 4:15 PM

2	<p>York Law School Clinic does not provide any urgent or drop-in advice. Clients are seen by appointment only and written advice is provided after 2 weeks. Whilst the model of Clinic used by YLS does not enable urgent advice or representation, and our case supervisors are not specialized in benefits matters, we are happy to consider referrals from York CAB during autumn and spring terms (approx October to March).</p>	8/24/2017 2:28 PM
3	<p>I am very worried about this - but sympathise with CAY that it is hard to provide enough of the service. I would not want to do anything that undercuts them. However, I think it would be helpful if all signposting agencies like ours could access bitesize training sessions for us and our volunteers which would enable us to deal with straightforward issues. Welfare Benefits Unit could provide these. It could link in with the YorWellbeing work, and LACs / LATs, to filter out some of the lower level issues. There would be a cost attached, but by working together, understanding what could be provided, and supporting us to do this, it could allow for more efficient use of the resources we have. It is also worth thinking about how this could be supported under the work JRF are putting together around grants for organisations working with people in poverty. By opening this up to a wider range of voluntary and community organisations and by more effectively signposting to existing benefits support, we may survive the rising demand.</p>	8/24/2017 1:35 PM
4	<p>There could be an opportunity to provide drop-in sessions at events such as Your Cafe at the Tang Hall Community Centre. Many people are taking advantage of this opportunity to get a hot meal and this seems an ideal time to have other agencies on hand. It is in a set place at a set time for staff to attend rather than having an office manned, which may be under used.</p>	8/22/2017 4:17 PM

5	<p>Means-tested benefits are important for many clients of family mediation. Mediators usually need to refer clients with these issues to other agencies for advice. As their situations are often unusual or complicated (e.g. including taking decisions about disposal of relatively large amounts of housing capital) it is often inappropriate to refer them to DWP offices, as they need an adviser with independence and working knowledge of different options. CAY is the obvious local agency for this purpose and we would be grateful if some way could be found to finance CAY being able to offer more hours to their clients.</p>	8/21/2017 1:22 PM
6	<p>You need to put some money and resources into the advice sector to increase their services.</p>	8/19/2017 4:23 PM
7	<p>Perhaps to use new technology and look towards webchat as well as telephone advice. This allows clients to remain at home and have face to face contact.</p>	8/18/2017 1:02 PM

Q4 Contact details

NAME OF ORGANISATION
Experience Counts (York) CIC
Foundation
Healthwatch York at York CVS
Welfare Benefits Unit
York Family Mediation Service
York Law School Clinic
York Mind