



Debenham Outreach Project Update

Evidence of need

Prior to making the decision to pilot a CAB outreach service in Debenham we analysed available statistics and conducted a resident's survey. The findings were as follows:

- In 2012/13 Debenham residents accounted for 1.8% of the total MSCAB client base.
- 77% of Debenham residents currently use the internet as the main source of advice on issues such as benefits, money, housing and employment.
- 33% of residents age 65+ claim either attendance allowance or pension credits.
- 15% of households claim housing benefit or council tax reduction.
- 10% of Debenham households are estimated to be in fuel poverty.
- 43 minutes is the average time to the nearest town centre using public transport.
- 73% of Debenham residents said they would use a CAB service if it was provided*

* 82 Debenham residents completed the survey

Service Delivery

Aim

- Provide a twice monthly drop in service with generalist advisers, accessible to everyone, to help resolve their benefit, money, housing, employment, legal, relationship and consumer issues.

Delivery

- 3 hour twice monthly confidential drop in service with facility to book follow up appointments.

Outreach Communication Plan

Mid Suffolk CAB participated in the Debenham Street Party in June and used this event to start promoting the new CAB outreach service in Debenham with leaflets and posters.

The project team agreed the communication plan which included adverts in the Debenham Parish magazine, news features on the Debenham and MS CAB website and twitter page. Councillors delivered leaflets to all households in Debenham and the surrounding villages. Adverts in the MSDC tenant newsletters.

Funding

Successful funding applications submitted to Suffolk Community Foundation and Lloyds Community Fund.

Launch

The outreach service was launched on Wednesday 10th September at High Suffolk Children's Centre, Debenham. The event was attended by Richard Blackwell, Chairman of Debenham Parish Council. The East Anglian Daily Times covered the launch in a half page article in their newspaper on Saturday 13th September 2014.

Results to date

Date	Sex		Area of Advice				
	Female	Male	Benefits	Debt	Employment	Relationship	Other
10/09/14	1	2	1			1	1
24/09/14	2	2	2				2
08/10/14 <i>Raining</i>		1	1		1		
22/10/14		1	1				
12/11/14		2	2	1			
Total	3	8	7	1	1	1	3

Over half (54%) of the outreach clients are aged 65+. All clients have been white, British ethnicity. Around a third of the issues have been complex and have required the Adviser to complete full benefit check calculations. One of the clients required a follow up appointment so will be returning to the next outreach session.