

# **Service Delivery Plan**

**2018/19**



Citizens Advice Sheffield is Sheffield's leading provider of advice and advocacy services.

We have described our purpose, ambition and service development strategy in our plan for the three years 2016 to 2019.

We are updating this plan by publishing two documents.

In this document we describe all our service delivery targets for 2018/19 and our workforce and financial plans for the same year, and provide indicative information about these targets and plans for 2019/20 and 2020/21.

In the second document we describe progress and next steps with our service development plan.

Both documents are available on our website.

[www.citizensadviceffield.org.uk](http://www.citizensadviceffield.org.uk)

## Advice Services

We have reset all advice service delivery targets for 2018/19, taking into account changes in commissioners' and funders' requirements. Where possible, we have indicated what we believe the targets will be for 2019/20 and 2020/21, although these are dependent on commissioners' and funders' requirements and are therefore subject to change.

We will monitor and manage performance against these targets.

Service	Indicator	Target (per year unless stated)		
		2018/19	2019/20	2020/21
Advice	Number of people helped	20,000	20,000	20,000
	Number of issues dealt with	50,000	50,000	50,000
	Number Advice Line calls answered	10,000	10,000	10,000
	Quality assessment KPI 1	Green	Green	Green
	Quality assessment KPI 2	Green	Green	Green
Debt advice project	Number of cases	4,884	4,884	tbc
Mental health service	Number of people helped	280	280	280
Cancer	Number of appointments per week	27	27	27
Children's cancer	Number of 4 hour sessions per week	1	1	1
Brain injuries	Number of 4 hour sessions per week	1	1	1
Spinal injuries	Number of 7 hour sessions per week	1	1	1
Motor neurone disease	Number of appointments per week	4	4	4
Disability Sheffield and MS Society	Number of 7 hour sessions per week	1	-	-
St Luke's Hospice	Number of 6 hour sessions per week	3 per week; 2 per week from 1.6.18	-	-
Sheffield Working	Case studies	4	-	-
Building Better Opportunities	Number of referrals	321	-	-
Working Win	Number of people helped	329	329	-
Building Successful Families	Number of families referred	150-200	150-200	150-200
Carers	Number of referrals per month	8	8	8

Gleadless Valley TARA	Number of 7 hour sessions per week	1	-	-
Westfield	Number of 7 hour sessions per week	1 till 30.6.18	-	-
Westfield digital inclusion	Number of 3.5 hour sessions per week	1	-	-
Enhanced health - Broomhall	Number of people helped	72	tbc	tbc
Advice in foodbanks	Number of people helped	800		
	People with a positive outcome	500		
Great places	Outreach sessions per week	2	2	2
Social landlords debt and benefits	Number of cases per year	140	tbc	tbc
Totley outreach	Outreach sessions per week	1	tbc	tbc
Pension wise	Face to face guidance interviews	2,288	tbc	tbc
Deaf Empowerment and Advice (DEaF) project	Number of Deaf people reporting increased confidence to initiate and manage benefits claims digitally	50	100	150
	Number of Deaf people getting access via the channel of their choice to specialist advice	150	150	150
	Number of partner organisations benefiting from greater understanding of the needs of BSL users	-	-	-
Northern Powergrid	Number of Deaf people helped with energy advice	100 tbc	-	-
Consumer Advice Service	General consumer, energy and post calls			
	Service level	>80%	>80%	>80%
	Abandonment rate	<5%	<5%	<5%
	Webforms			
	Response within two days	>90%	>90%	>90%
	Response within three days	100%	100%	100%
Legal services	Number of Legal Aid "matter starts"	350 tbc	tbc	tbc

## Advocacy services

We have reset all advocacy service delivery targets for 2018/19, taking into account year one of providing the Sheffield Advocacy Hub, as well as our other contracts for advocacy services.

Service	Indicator	Target		
		2018/19	2019/20	2020/21
Sheffield Advocacy Hub	Number of hours delivered	28,000	TBC	TBC
	Number of hours delivered by Citizens Advice Sheffield	24,900	TBC	TBC
	Determination of outcome of triage within four hours of receipt of referral	100%	100%	100%
	Allocation of referrals within required timescales	100%	100%	100%
	Quality Performance Mark	Renew by February 2019	Maintain	Maintain
Generic advocacy	Number of people helped	150	150	150
Child and adolescent mental health service	Number of hours delivered	390	390	390

## **Paid staff and volunteers**

We have reassessed our staffing requirement for 2018/19, taking account of planned service developments and changes, and our budget.

The revised establishment is:

<i>Paid staff posts</i>	<i>Establishment 1 April 2018 FTE</i>
Senior managers including chief executive	3
Service managers and supervisors	15.24
Advice workers	40.03
Pension wise guiders	2.8
Consumer advice team leaders and business support	3
Consumer advisers	15.79
Support service supervisors	3.4
Administrators	12
Independent Advocates	19.9
Cleaners	1
<b>Total</b>	<b>116.16</b>

The cost of the revised establishment is included in the budget.

We have introduced four volunteer roles, and currently have the following number of volunteers in each role:

<i>Volunteer roles</i>	<i>Number of volunteers 1 April 2018</i>
Adviser	81
Advice assistant	16
Receptionist	24
Advocate	1
<b>Total</b>	<b>122</b>

## Financial plan

We have significantly improved and strengthened our financial planning and management. We have analysed all income for 2018/19, along with expenditure requirements. We have identified the principal financial risks, and the steps we will take to mitigate these. Our detailed budget has been approved by our Board. In summary, our budget is:

	£
<b>Income</b>	
Sheffield City Council – voluntary sector grant	842,536
Sheffield City Council and NHS Sheffield CCG – advocacy services	962,900
Citizens Advice – Money Advice Service Debt Advice Project	624,120
Citizens Advice Manchester – Consumer Advice	410,000
Citizens Advice – Pension Wise	166,482
Big Lottery Fund– Advice in Foodbanks	100,035
Legal Aid and legal earnings	93,000
Big Lottery Fund – DEaF	107,985
NHS Sheffield CCG – mental health advice service	71,000
Weston Park Cancer Information Centre	106,356
Other	291,272
<b>Total</b>	<b>3,775,686</b>
<b>Expenditure</b>	
Staff salaries, NI and pensions	3,055,082
Staff and volunteers	106,583
IT and office	297,341
Premises	181,398
Governance	3,610
Other (including payments to advocacy sub-contractors)	125,426
<b>Total</b>	<b>3,769,440</b>
<b>Surplus/deficit</b>	<b>6,246</b>