



Cambridgeshire County Council

Income Maximisation Project

Update – 1st Feb 2006 to 31st October 2006

In the first nine months of this year's project we have seen 1,442 clients and applied for an estimated £2,436,184 worth of new benefits. This puts us on target to achieve a client count of over 2000 and new benefit claims in excess of £3,000,000.

In addition we managed to secure government funding for debt caseworkers to work along side the income maximisation team who since being put in place in May 2006 have managed to write off £406,487 worth of client debt.

We continue to work in partnership with other not for profit organisations in particular all our traveller work is done via Ormiston Trust and much of the benefit work in Huntingdonshire is now handled by D.I.S.H. One particularly successful partnership has been with Trading Standards and the Credit Unions to provide Financial Health Clinics across the County. We are keen to expand on this work and have applied for additional funding in conjunction with Trading Standards to set up further Financial Health Clinics and to add financial literacy training to the benefit and debt work we already provide.

Other organisations that benefit from the Income Maximisation service include COPE, The Cambridge Women's Refuge Centre, Sure Start, social housing providers (particularly for the elderly), back to work organisations such as Red2Green and Power to Work, advocacy groups such as Powher... plus many others. Our policy has always been to set up outreaches in areas of highest deprivation and social exclusion and then work with organisations, health centres and social clubs that already exist in the area to access the most excluded clients.

This year to date we have already done two major campaigns one based around Carer's Week and the other around Advice Week. Information on accessing our services was sent to all the public libraries and also to the Doctor's surgeries. A further targeted campaign is planned in partnership with Trading Standards aimed at the basement workers at Addenbrookes Hospital. This will particularly look at maximising income for working families on low pay.



Telephone:
0844 8487979 (Advice Line)
0845 2412555 (Income Maximisation Line)
01223 222660 (Administration)
01223 222661 (Fax)

Outreach at Addenbrookes, Sawston & Girton
e.mail:
advice@cambridgecab.org.uk (Advice)
cabadmin@cambridgecab.org.uk (Admin)
www.cabadvicehub.org.uk

The additional two caseworkers funded by the County Council this year has allowed us to ensure a better coverage of the County such that each district (Cambs City, South Cambs, Huntingdonshire, East Cambs and Fenland) have one full time benefit worker plus a floating worker who covers hot spots and manages all targeted campaigns. We have supplemented the paid worker with 3 volunteers who work specifically with more vulnerable individuals, such as the disabled and those with mental health problems, and give these people the additional time they need to resolve their income related problems.

Clients of the Income Maximisation Team also have access to a Benefit Appeals and Complex Case worker. As with the Debt Caseworkers, this individual is match funded from another source. In general our benefit caseworkers achieve over 95% success rate with their benefit claims, however many clients come to us having already applied for benefits by themselves and had then refused due to errors in completing the form. These individuals would be referred to the Appeals Specialist.

This year we ran outreaches in the following places:

CAMBRIDGE CITY

Addenbrookes
Central Library
Kings Hedges
Queen Ediths
Newmarket Road, CAB Main Office
Romsey Mill
St Pauls
Abbey

SOUTH CAMBS

Bar Hill
Cambourne Library
Fulbourn
Girton
Histon Hostel
Impington
Over
Sawston
Travellers Sites
Waterbeach
Willingham

EAST CAMBS

Burwell
Ely
High Barns
Littleport
Soham
Sutton

HUNTINGDONSHIRE

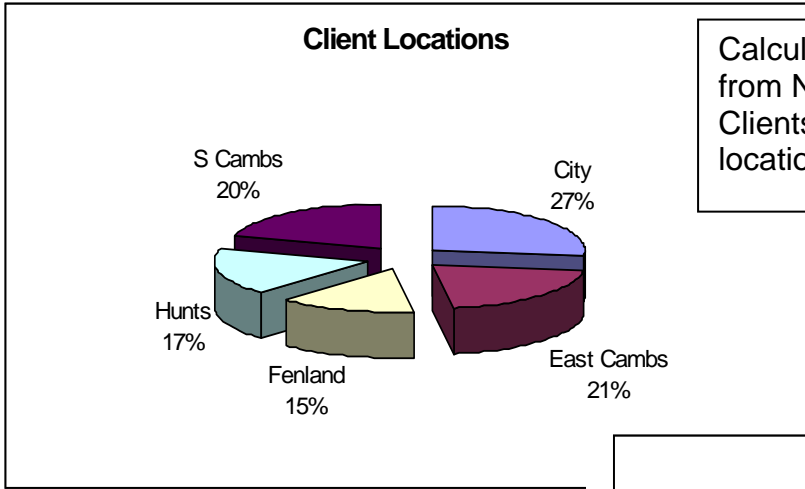
Hinchingbrooke Hospital
Huntingdon CAB
Medway Centre, Oxmoor
Papworth Everard
Ramsey
St Ives
St Neots
Yaxley

FENLAND

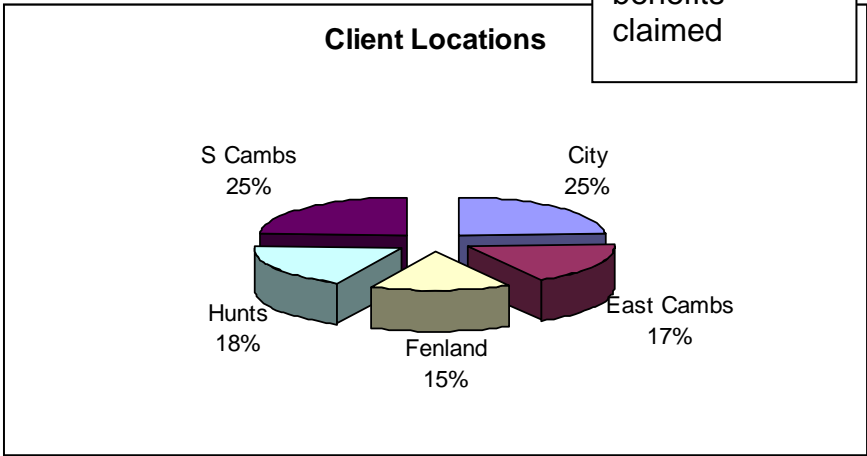
Oasis Centre
March
Whittlesey
Traveller Sites

In addition we did 186 home visits.

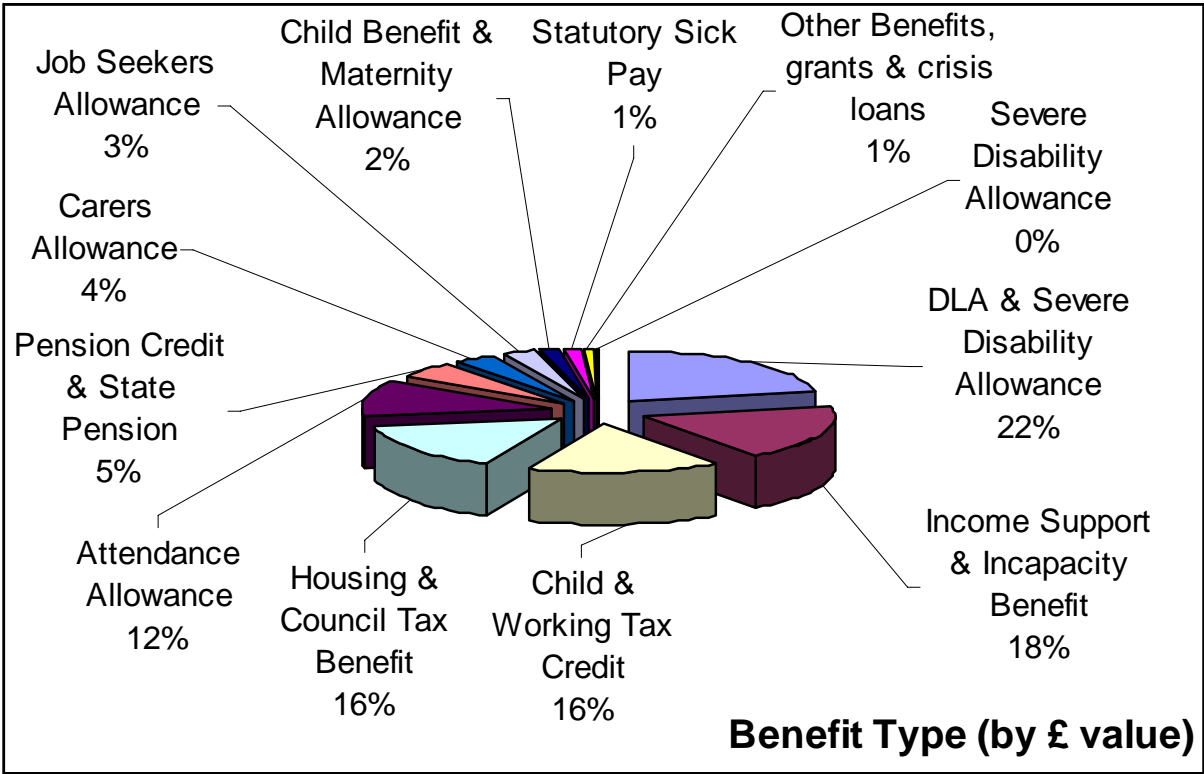
Breakdown of Benefit Take Up Work



Calculated from No. of Clients in each location

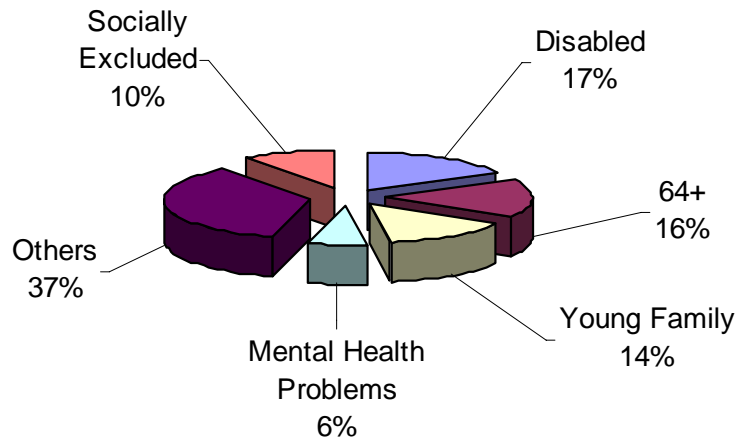


Calculated from value of benefits claimed



Benefit Type (by £ value)

Client Categories



Calculated from No. of Clients in each location