

Measuring the impact of access to advice

Scott McNally

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My Role

- Assistant Assessment and Awards Manager
- I have overall responsibility for the Council's Welfare Rights Service
- I lead on the Council's SLA with Citizens Advice
- I have day to day responsibility for the Council's role within the Partnership

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Why Measure?

- It allows us to assess our own performance
- It gives funders and commissioners a sense of the value of our contribution
- It can give the public confidence in the quality of our services
- It helps us to strive for improvements
- It may help us to retain current funding or to attract new funding

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How Do We Measure?

- Case recording
- Public satisfaction
- Increased footfall
- Number of referrals we make
- Concrete outcomes

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Role of the Partnership?

- To help members establish case recording systems
- To provide information and support around governance
- To provide training to help quantify or improve quality of service
- To report on your successes to the Poverty Action Steering Group

Durham County Council Expectations

- The organisations that we fund are committed members of the Partnership
- This can be demonstrated by:
- Referrals through the portal
- Reporting your outcomes through the Partnership
- Working in partnership within the Partnership

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How Can I Help

- Happy to speak to any Partnership or prospective Partnership member
- Contact details :
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