

Appendix 2

STAN – Rossendale Footfall by venue for 2013/14

Venue	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total
Bacup Market	11 (1)	23 (2)	12 (1)	19 (2)	0 (0)	28 (2)	13 (1)	24 (2)	13 (1)	12 (1)	37 (2)	17 (1)	209
Haslingden Coop	14 (2)	3 (1)	12 (2)	9 (1)	0 (0)								38
Haslingden Community Link & Children's Centre	12 (1)	7 (1)	6 (1)	0 (0)	16 (2)	8 (1)	21 (2)	0 (0)	12 (1)	23 (2)	8 (1)	20 (1)	133
Haslingden Street fair (one off event)						5 (1)							5
Rawtenstall Market	9 (1)	13 (2)	12 (1)	19 (2)	16 (2)	30 (2)	23 (1)	22 (2)	3 (1)	15 (1)	28 (2)	16 (1)	206
Rawtenstall Square	0 (1)	0 (1)	0 (1)	0 (1)	17 (1)	16 (1)	43 (2)	18 (1)	41 (1)	47 (2)	16 (1)	42 (2)	240
Harvey Longworth Court (one off)												7 (1)	7
Whitworth Civic Hall-AM	4 (1)	7 (2)	4 (1)	8 (2)	1 (1)	15 (2)	6 (1)	11 (2)	3 (1)	6 (1)	14 (2)	5 (1)	84
Whitworth-Wallbank PM	5 (1)	7 (2)	0 (1)	7 (2)	1 (1)	12 (2)	2 (1)	7 (2)	4 (1)	7 (1)	6 (2)	5 (1)	63
Waterfoot	0 (0)	0 (0)	11 (1)	10 (1)	0 (0)								21
Total	55	60	57	72	51	114	108	82	76	110	109	112	1006

STAN update report to Corporate Scrutiny 23rd June 2014

Appendix 2

Please note the figures in brackets denote the number of visits to the venue that month

2013/2014

Total STAN Advice/Referrals April 2013 to March 2014

April 2013 to March 2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Totals
Housing Benefit	65	86	54	64	269
Council Tax Benefit	76	89	63	83	311
JSA/ESA	81	116	80	64	341
Attendance Allowance/DLA/Carers Allowance	78	73	59	66	276
Pension Credits	11	27	17	20	75
Energy Saving Bulbs	1	0	0	0	1
Fire Safety Check	1	2	1	2	6
Blue Badge Referrals	10	4	6	8	28
Ferrule fettling	1	10	21	1	33
Now Card Applications	22	8	15	15	60
Safe Trader	7	3	3	4	17
Scambuster	0	2	0	0	2
Staying Steady/Trips and Falls	1	14	0	2	17
St Vincent's Handyman Service	0	4	3	4	11
Age Concern	0	64	3	3	70
Children's Activities ie farm, mother and baby groups etc, Brownie groups	1	1	0	1	3
Healthy Activities ie stepping out, swimming, sports centres, healthy eating	6	75	0	5	86
Carers Info	0	4	4	2	10
Community Transport ie timetables, little green bus, patient transport	2	13	9	5	29
Community Grants ie	3	6	5	0	14

2013/2014

Total STAN Advice/Referrals April 2013 to March 2014

Warm Front, Small Sparks, ELDS, Action for Blind, Agapao					
Occupational Health Referrals	3	13	4	11	31
Floating Support Referrals	3	4	7	2	16
LCC Highways	13	8	10	17	48
Debt Advice	18	16	10	22	66
Community Solutions (Volunteer's)	3	5	0	0	8
Housing Needs	14	18	34	40	106
Employment Support/Training	56	37	27	33	153
Personal Alarms	0	0	0	0	0
Support Services ie Inspire, welfare list	0	6	6	2	14
Educational Courses	6	5	2	6	19
Help with Housing/Re-housing	25	20	2	6	53
Cleansing/Streetscene	12	13	16	27	68
Planning Enquiries	3	3	6	6	18
Census	0	0	0	0	0
Council Tax Queries/Coc's	1	4	1	5	11
Environmental Health	1	5	1	0	7
Referral to Young Peoples Services	0	0	0	0	0
Young people's sexual health team/referral/advice	0	0	0	0	0
Referral to Children's Centre	0	0	0	0	0
Tax Credits	21	13	23	26	83
Power Down Kit	0	0	0	0	0
Energy Savings	19	3	15	16	53

2013/2014

Total STAN Advice/Referrals April 2013 to March 2014

Trading Standards	2	1	1	2	6
Help completing forms	124	88	71	64	347
Referral to Pension Service	0	10	0	0	10
Social activities	4	13	0	0	17
Referral to Welfare Rights	1	5	3	5	14
Health Checks and clinics i.e Flu Jabs, Blood Pressure, Cholesterol etc	0	0	0	0	0
Referral to Stop Smoking Service	0	0	0	0	0
Inland Revenue Query	1	5	2	3	11
NHS Advice/Referral	0	0	4	0	4
Help Direct Vulnerable List	0	0	0	0	0
Winter Warm Pack referral	2	1	0	59	62
Referral to Police/PCSO's	0	2	0	0	2
Other Query	115	106	67	99	387
General info on STAN	67	77	6	2	152
Dog Chipping (initiative in Pendle)	0	0	0	0	0
Food Parcels	11	20	18	8	57
TOTALS	891	1104	685	810	3490

STAN Customer Satisfaction Survey Results 2013/14

Overall Customer Satisfaction 2013/14

Satisfaction with:	% Very Satisfied	% Satisfied	Overall % Satisfaction rate
The convenience with visiting STAN	79.85%	19.01%	98.86%
Handling of issue/query	87.36%	12.26%	99.62%
Explanations offered related to the issue/query	85.82%	13.41%	99.23%
Being able to ask questions	89.31%	10.69%	100%
The helpfulness and friendliness of staff	95.45%	4.55%	100%
Overall Satisfaction with the service of STAN	89.73%	10.27%	100%

760 Customer Satisfaction Surveys were issued during 2013/14, there were 263 responses which represents a 34.61% return rate.

Customer comments include:

“My query was dealt with very quickly. Staff were excellent, interesting and lovely people. Very impressed with the staff and service received.”

“Learnt more from the lady than from the people we had spoken to or seen anywhere else. Staff on STAN don't judge. They take the time to listen. Very helpful indeed.”

“Both the staff were very helpful and they worked as a team to help us. I would recommend the service of STAN to anyone. I was very impressed by the staff members, they were polite, helpful and solved/helped with all my issues, my brother's and my son's. I will use the STAN service again.”

“Excellent service from Caroline at STAN. She was extremely helpful, very understanding and caring. All told I cannot praise her highly enough. A real GEM!!! I could never have filled in all the forms and paperwork without her invaluable contribution. A person (Caroline) you should be very proud to have in your employ!!”

“I can't thank everyone on the van enough. Caroline is a GEM, she was patient and helpful. A very satisfactory outcome and I have recommended STAN to everyone.”

“I think it is a brilliant service. Kind and compassionate staff who were really helpful. It actually felt for the first time I was talking to a human being.”

“Very satisfied. STAN was the only organisation that actually took time to go through the issues (which were complicated) and for once staff on STAN understood them and explained them to us. If it wasn't for Caroline on STAN we wouldn't have been able to have survived the ordeal. We are so relieved that we came across STAN and we are going to spread the word!”

“I was very impressed with the staff and service given to myself and felt I could talk easily as the staff were very friendly and helped with my issues immediately. Again, than you for a wonderful service.”

“Very convenient, practically on my doorstep. I can't praise or thank them enough. They really helped to turn my life around. I have informed friends to visit so they can also get some order in their lives to. They have been really great and thank you very much for all their help.”

“Thanks to the STAN team I am now in receipt of Housing and Council Tax Benefit. Excellent Service. I have no hesitation in recommending STAN to other people.”

Of the 263 customers who returned the STAN Customer satisfaction survey forms only 5 customers stated that they were unhappy with an element of the service.

Three of these customers were Rossendale residents.

- When asked “How convenient was it for you to visit STAN?” a Whitworth resident ticked that it was inconvenient and stated that “...in Whitworth there's been little assistance for advice.” She was very satisfied with all other aspects of the service and made the following comment “ I would be grateful if this service still comes in Whitworth and Bacup.”.
- A customer from Rawtenstall stated that he was happy with the STAN service but stated that he had received no or little response from the agency his issue had been referred on to.
- A customer from Crawshawbooth, was very satisfied will the service received but stated “it needs more places.”

STAN in ACTION (Case Studies)

Residents visit STAN because they can be seen there and then, without having to make an appointment, so that their issue can be dealt with straight away preventing further worry/anxiety.

Staff on STAN aim to help residents with any issue/enquiry, they may have, and work on the premise of first point of contact resolution, where possible. If staff are unable to assist themselves they will refer on to an agency that can.

Below are examples of some of the queries/issues dealt with on STAN during the last 12 months.

Mrs A was recently widowed and called on STAN as, although she was working, she was finding it hard to cope financially.

Her husband had until his death worked full time and so paid National insurance contributions.

Mrs A was advised that as she was 60, but not yet retirement age, she was entitled to Bereavement Allowance at a rate of £111.20 per week for 52 weeks, following her husband's death. She was advised that this benefit is not means tested, therefore her other income or savings would not affect her entitlement. She was also advised that she has an entitlement to a Bereavement Payment; which is a one off payment of £2000.

Mrs A stated that she had no idea she might be entitled to any benefit support as she works full time and this is why she hadn't claimed when her husband died, earlier in the year.

The forms were downloaded from the www.gov.uk web site and completed with the Mrs A in order for her claim to be made immediately. Mrs A said she was very happy with the help she received on board STAN. She stated that she was very relieved that the answer to her financial issues was so easily resolved and was glad she had called in to enquire how staff on STAN might be able to assist her.

Mrs B was in her late 50's and was in receipt of low rate mobility and low rate care allowance, when she visited STAN, (both being £21 per week prior to April 2014, £42 per week in total). She was advised to ask for a reassessment of the level of Disability Living Allowance she had been awarded, as based on her circumstances it was felt that she would qualify for the higher

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rate. The STAN advisor assisted Mrs B with the completion of the form for reassessment and it was duly submitted.

Mrs B visited STAN a couple of weeks later to inform staff that the reassessment had been completed and had resulted in her Disability Living Allowance award being changed, as predicted, to High Rate Mobility and Middle Rate Care; substantially increasing her household income, £55.25 and £79.15 per week respectively, £134.40 per week in total. This has increased to £56.75 mobility and £81.30 care, per week, from April 2014, £138.05 per week in total.

This positive outcome has resulted in an increase in Mrs B's income by £96.06 a week (£92.40 prior to April 2014).

Mrs B was very happy with the outcome.

Our STAN advisor sees many residents in relation to the various welfare reforms and seeking help and assistance with the various claim forms has increased.

Mrs B's story is not unusual. Many of STAN's clients have gone on to receive benefits they would not have known about or seen an increase in their entitlement, after receiving help and advice from our advisor on STAN. The increase in residents' income has a knock on effect as it is likely to be spent in the local economy.

Mr C visited STAN in February 2014 for support to resolve a consumer issue.

Mr C had purchased a new carpet in June 2013. He stated that within a few weeks of the carpet being fitted the pile of the carpet started to change and the colour was no longer consistent across the areas.

Mr C advised that he had reported the issue to the company that he purchased the carpet from within 6 weeks of purchase and the company did arrange for the manufacturers of the carpet to come to the client's home to do an inspection; this was in October 2013.

Since this time Mr C stated that he had regularly been in contact with the company but had been unable to achieve a satisfactory outcome as the company has stated that whilst they acknowledge the fault, supplier was refusing to provide replacement.

The STAN advisor explained to Mr C that he was the customer of the carpet company that he purchased the carpet from, not the customer of their supplier of the carpet, therefore the carpet company that fitted his carpet was responsible for dealing with this complaint. The STAN advisor suggested to the client that before any issues can be escalated to Trading Standards, a complaint in writing needs to be sent to his suppliers, requesting that they put the issues right. Mr C was advised that he needs to state a time frame for a response, keep a copy of the letter and send it with proof of postage.

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Mr C asked for assistance to write the letter. A letter was drafted on behalf of the Mr C that clearly outlined his expectation in line with consumer law. It was stated in the letter that if action was not taken by the carpet company by the given date, then the complaint would be escalated to Trading Standards. Mr C sent stated that he would post the letter registered post, and was advised that if no satisfactory outcome was achieved to return to STAN for support to contact Trading Standards for support to resolve this issue.

Mr C returned to STAN three weeks after his initial visit to report that he had received a response to the letter the STAN advisor had drafted on his behalf.

He reported that he has now been told that the company he purchased the carpet from is now happy to replace the carpets and he has now chosen a replacement carpet and arranged fitting for next week. Mr C stated that he was very happy with the outcome and said he would definitely recommend the STAN service.

Mr D *visited STAN for assistance to resolve an ongoing issue he has with his Energy supplier. Mr D had had his boiler replaced on a government scheme to help reduce fuel costs. He stated that since the boiler has been fitted none of the radiators got hot enough and there was not enough hot water to supply the shower, when needed. Mr D explained that his wife had health issues and needed to shower regularly, and that this was causing problems.*

Mr D stated that since the boiler has been fitted he has contacted his Energy supplier 6 times to try and find a resolution, however no action had been taken to date and he felt that they were not taking his complaint seriously.

The STAN advisor took details on both the new and old boilers and information on their specifications was obtained from the internet. The new boiler, according to the specification on the manufacturers website suggested that it was appropriate for a 1 bed apartment, his old boiler was appropriate for a 4 bedroom house. It was explained to Mr D that the government boiler replacement scheme states that replacement equipment should be like for like and fit for purpose; therefore the company should not have supplied the boiler that had been installed.

The STAN advisor offered to write a letter of complaint, on behalf of the customer, to the company to outline the Mr D's rights and the government initiatives guidelines and ask for a replacement boiler and compensation for the cost of running the inappropriate boiler since installation. Mr D agreed and stated that he would appreciate this assistance.