



SPS Evaluation 2024 - 2025

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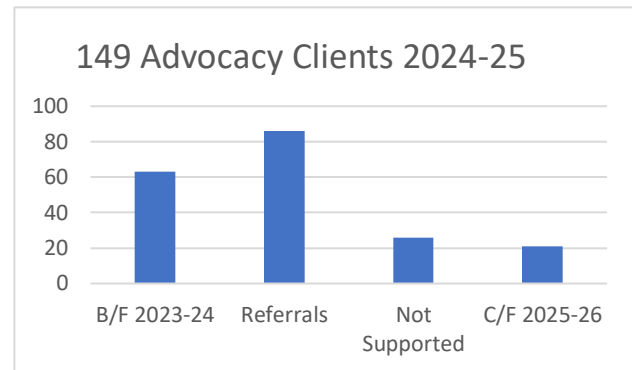
YAWR Evaluation 2024/25 SPS Advocacy & MH Befriending

YAWR's Social Prescribing Service (SPS) project delivery 2024/25 has engaged with a total of 214 individuals over a 12 month period for both Advocacy and Befriending.

Overview and breakdown of support provided, and benefits accrued are as follows:

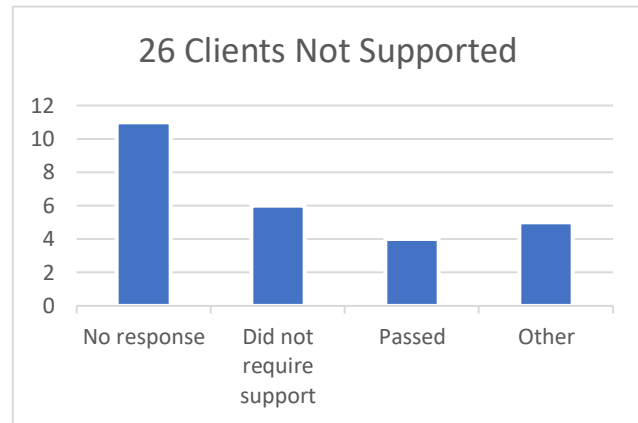
1. Advocacy

- Total number of clients contacted was 149. This included 86 referrals and 63 brought forward from 2023-24
- 128 clients supported and signed off. This includes 26 who did not engage for various reasons.
- 21 clients have been carried forward to 2025 - 2026.



26 advocacy referrals did not engage or take the service up due to circumstances that included:

- Other services being involved
- Refusal to engage
- Unable to contact after receiving referral
- Family members stated that they are providing necessary support.



This year we have seen a slight decrease in number of referrals compared to last year. This was due to VAR budget constraints. The key areas of support have been around benefit checks, housing, social care assessments and grant applications. Individuals have struggled due to cost of living and support has been assisted to source additional funding for utilities, housing and white goods.

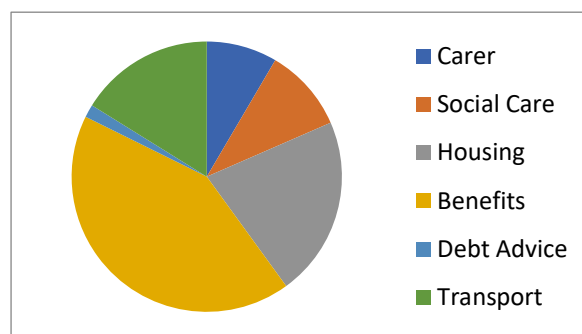
- Attendance Allowance has been the main benefit this year (21 in total). Other benefits include PIP, Carers Allowance and a range of other benefits this has contributed to the amount of money brought into Rotherham and improved financial outcomes for the individuals supported.

- Tangible outcomes include supporting individuals to apply for blue badges, Direct Payments and Housing. This has greatly impacted on an individual’s independence, reduced isolation increased access to local amenities and improved their quality of life.
- Nontangible benefits that have been gained by support through social care assessments, improved confidence, independence, providing greater choice and control, improving financial outcomes and quality of life. Especially for those who have had successful outcomes through benefits secured to meet their care needs.

1.1 Summary of Outcomes and Benefits for Advocacy

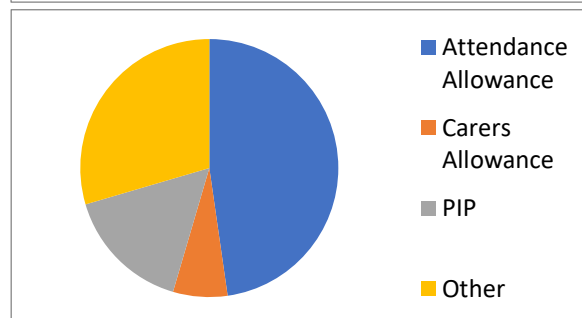
1.1.2 Total Support provided as some clients had multiple support.

Carer	11	8%
Social Care	13	10%
Housing	28	22%
Benefits	55	42%
Debt Advice	2	2%
Transport	21	16%
Total	130	100%



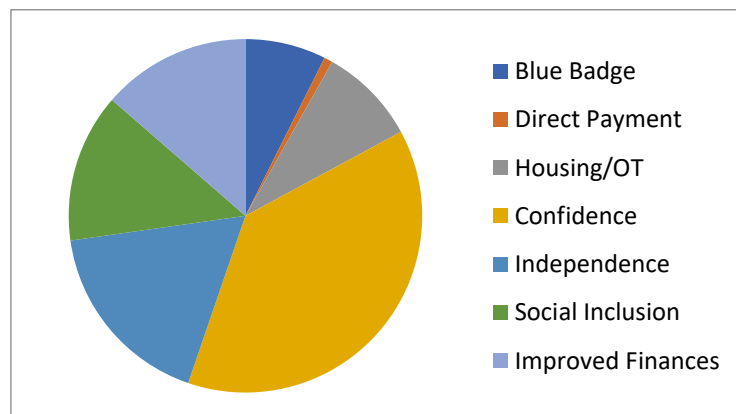
1.1.3 Benefits Outcomes

Attendance Allowance	21	48%
Carers Allowance	3	7%
PIP	7	16%
Other	13	30%
Total	44	100%



1.1.4 Additional Outcomes

Blue Badge	19	7%
Direct Payment	2	1%
Housing/OT	23	9%
Confidence	98	38%
Independence	45	18%
Social Inclusion	35	14%
Improved Finances	35	14%
Total	257	100%



1.2 Financial Benefits

In 2024/25 on behalf of our service users, YAWR secured a total of **£158,787.20** to Rotherham in additional benefits. This figure has reduced by 50% and is mainly due to a service users supported are below the pensionable which has seen a reduction in applications for Attendance Allowance and those below pensionable age was not eligible for Personal Independence Payments.

The breakdown is as follows:

Carers Allowance – 3 @ £76.75 pw	£81.90 x 3 x 52	£12,776.40
Attendance Allowance - 8 @ £108.55 pw	£108.55 x 8 x 52	£45,156.80
Attendance Allowance – 15 @ £72.65 pw	£72.65 x 15 x 52	£56,667.00
PIP daily living high rate – 2 @ £108.55 pw	£108.55 x 2 x 52	£11,289.20
PIP daily living standard – 4 @ £72.65 pw	£72.65 x 4 x 52	£15,111.20
Mobility – 3 @ £75.75 pw	£75.75 x 3 x 52	£11,817.00
Mobility – 4 @ £28.70 pw	£28.70 x 4 x 52	£5,969.60
Total benefits		£158,787.20

1.3 Additional nontangible benefits accrued

There were several additional benefits that service users had been successful in obtaining through our support which unfortunately we have not been able to quantify exact amounts. These include 2 Universal Credit claims, 2 Housing Benefit claims, 2 Pension Credit claims and other benefits that include SDP, ESA and LTWC.

Housing Support

- Aids and equipment
Supported service users to apply for various items that include Grab rails, handrails, perching stools, bed panel, raised toilet seats, crutches, walking sticks, wheelchairs and provision of easy chairs.
- 4 service users supported under medical priority for rehousing
- A number supported to auto bid for properties through key choices and online
- Provided support to set up payment plans for rent arrears
- Supported successful bids for rehousing
- Supported application for minor property repairs
- Supported applications to obtain grants for service users enabling them to receive white goods

Benefits have been the main work this year followed by advocacy. We always find this service is beneficial as many people are put off applying for benefits, blue badge forms or

completing other important paperwork. This is due to the daunting nature of the forms and, that they must be completed online.

Individuals supported have stated that if it was not for the support provided by our staff, they would not have been able to apply by themselves. This is because they don't understand the forms, length of time taken to complete the forms, and digital literacy plays a major part as most forms are now online.

Our clients have commented on the service that they have received as being excellent and beneficial. They have referred our services to their family and friends, and they have stated that knowing that this kind of support is available makes a big difference to their quality of life, as a lot of elderly do struggle to locate the forms and then having to complete them.

Navigating through the process of registering for housing online has improved somewhat as online registrations are a lot quicker but waiting on phones to get through still takes time.

Our aim is to coach clients and their family members to complete the forms themselves. Once we have explained the process, they have been able to locate, access and complete the forms online. They have also been informed that if they are unsure, they are able to contact our staff who are able to support them remotely.

2. Mental Health

86 clients support (64 referrals and 22 carried forward from previous year)

We had total 86 clients for MH of which 22 were brought forward from last year. 16 have been carried forward to the financial year 2025-26.

Due to budget constraints the service was put on hold in January 2025.

Many clients supported under the befriending service are prone to depression and isolation. Many live alone and are socially excluded. We try to engage with them but some struggle and are reluctant to take up the initial support that we can provide. However, through perseverance and informing them of what support that they can receive, majority of them do engage and are supported effectively.

The elderly prefer a sitting in service where they can just talk as they are lonely and require a person whom they can talk to. The remnants of Covid are continuing to be an ongoing concern for some of these individuals as covid made them insular and afraid to venture out. During covid some of them lost their partners and this has exacerbated social exclusion and a reluctance to engage.

Another barrier which has contributed to isolation is the lack of knowledge, understanding and skills in digital literacy. Due to the cost of living crisis, some of them do not have surplus funds to purchase a digital device and connectivity. Through the Good Things Foundation initiative, we can provide them with 12 months free data SIMS and if required a digital device. Through this initiative we have been able to develop their digital literacy skills, and they are able to engage with family and friends remotely. Having enhanced their skills and knowledge around digital literacy they have become more confident and independent. This has greatly improved their quality of life and had a positive impact on their health and mental wellbeing.

3. Client feedback

3.1 Feedback from Service users and other providers who support our clients.

"Excellent service, knowing that this kind of support is available, makes a big difference to them as they wouldn't have been able to do it by themselves"
"You have made such a difference by supporting me through YAWR. I have stopped smoking and now have a Blue badge. Thank you!"
"I received housing medical priority, a Blue Badge, and Attendance Allowance through YAWR's support. I couldn't believe I'd be awarded these. I'm so grateful and highly satisfied with the help I received."
"I cannot thank you enough for the ongoing support through YAWR's advocacy and befriending services."
"I am so grateful for the continued support I received through YAWR. I have now been placed on medical priority."
"I cannot thank you enough. I had no income and felt unhappy relying on my children. Thanks to your support, I am now receiving Pension Credit and Attendance Allowance."
Called to say what a wonderful service it is. "

3.2 Additional feedback

3.2.1 Mainstream provider

"This is a great service for individuals who require it. The mood change in the individual after a couple of outings is always noticeable, and they appreciate the support. Just having someone with them has a big impact on them, so it's always nice to be able to be a part of the individuals confidence building and seeing the difference after a couple of weeks. It's nice when they get involved in groups, and I see the difference in their character around others. When our support comes to an end it's sad to hear that the individual won't

continue going in many cases, mainly this is because they can't get to the location, or they don't have anyone to go with”.

3.2.2 Letter received from family of service user

Dear Nasreen,

I am writing to you to share how much my Mum and I have valued the support provided by Makhmur Jamil.

Without wanting to repeat whatever case notes you may have, as I understand it, Mum was under the care of the NHS, and then, on discharge from hospital, was a resident of Moorgate Hollows after a serious and life-threatening infection from March 2023. Mum finally recovered sufficiently, including regaining capacity, to be allowed the chance to return to their own home.

There were quite a few challenges for Mum after so long in care. Whilst Mum has done admirably, gaining independence and making her house a home again, they really needed extra support to put other affairs in order and be reassured that their best interests were being looked after. Makhmur really put Mum's mind at rest and made her feel that she was being listened to at a vulnerable time.

Makhmur also had the experience and understanding to give Mum the confidence to take charge of her affairs to a greater extent. I personally welcomed the fact that Makhmur's independent, and well-meaning support and advice mirrored what I wanted for Mum so closely. This validation has also encouraged me to provide more support for Mum myself.

Ultimately, Mum has been able to make some changes which have brought her peace of mind, and I do feel that thanks to Makhmur's involvement, Mum will be happier going forward.

As a token of our appreciation, we would like to donate a small sum to YAWR Services if that is acceptable, or another charity of your choice. Please could you provide details, or a link to allow us to do this.

With thanks

Note: we have anonymised the name of clients and individuals who have provided feedback. We do have permission to share names of clients with VAR other than the letter from the family of a service user.

4. Summary

Due to budget constraints from VAR and to deliver both the Advocacy and Befriending services we had to utilise a small number of resources from our reserves.

This resulted in “putting on hold” the befriending service referrals in January as we had completed the delivery hours in line with the budget allocated. However, as a gesture of good will we utilised some of our own resources to support the most vulnerable and at risk so that they would not regress back into social isolation.

Advocacy was able to continue, and total delivery hours was met effectively with the funding provided by VAR as well as a small amount from our reserves.

We continue to network with other mainstream providers that include Mind, Unity Centre, Age UK and various other community organisations. This has enabled us to signpost to other provision and ensure that when our clients have been signed off, they are able to access additional services.

We have also networked with Rotherham Hospice and made our service users aware of additional support that they are able to receive from the hospice. The aim is to work in collaboration with the hospice post March 2025.

The drop in service established at Rawmarsh and Mowbray Gardens continues to grow. We have introduced additional activities that include a social café, healthy cook and eat sessions, gardening as well as arts and crafts. This has benefited our clients as they have developed their confidence and are attending on a regular basis.

Funding to continue these services is always a major concern. However, through our reserves we can provide the drop in services, social café and support in the community as appropriate whilst we seek additional funding to continue these services.