



MIDAS Mid Ulster Advice Services

Overview of service provision
from
01 April 2019-30 Sept. 2021

What did we say we would do?

We undertook to provide across all 5 levels of advice provision:

1. Basic access to information
2. Interpretation of information
3. Assistance to act on information
4. Advocacy and representation
5. Challenging policy

How much did we do?

- + **Total Number of Unique Individuals over the period: 7,000 +**
- Average enquiry per individual client over per year: 09
- Average contact with each client per enquiry =1.43
- Average no. of contacts per unique client = 11.5

April 2020- April 2021 snapshot

Welfare Topic / Issue	Numbers
Welfare Benefits – all types	23321
Debt including DROs, Debt Management Plans, IVAs	265
Housing	2846
Immigration	1061
Legal rights	173
Family issues	645
Employment rights	5891
Education advice	363
Health and mental health	489
Tax	162
Consumer	359

How well did we do it

Complaints:

- + Year 1: - 4
- + Year 2: - 2
- + Year 3 - 1.
- + Client feedback:
- + 96% satisfaction with support received.
- + 87% satisfaction with outcome

Staff Support and Training

Happy workers are productive workers

All staff are:

provided with regular supervision & 1-1 Support

Regular updates and training on changes in policy & legislation

Access to health and mental health support

Individual work station and Advice Pro licence

Challenges Areas for Improvement

Challenges:

Cookstown & Magherafelt Office

Electoral area targets

Impact of Pandemic

Solutions & improvements

Relocation & Upgrade

Research on underlying reasons
and adaptations to these – review

Reviewed; adapted remote and
blended service ; reviewed holistic
STEP provision to best need holistic
need

Covid Impact on clients and Service.

Covid did not create inequality but it deepened and widened it

Increase in

- + Poverty
- + Financial crisis and hardship
- + Emotional Stress and Mental Health concerns
- + Also increase in
- + Community Support and Shared Work

Added value to MIDAS

STEP also provides:

- Internal referral to and from MIDAS to:
- Welfare Reform and Debt Advice;
- Homelessness support
- Family Support
- Access to crisis hardship/ prevention of destitution funds
- Immigrant and Migrant Worker Integration Support



Thank You

Questions?

