

# Our impact

2020/21

## We are Enfield Somali Community Association (SECCA)

People often come to us with multiple and complex range of problems including issues with Benefits, housing, Immigration, debt, employment, relationships and consumer rights. In addition to our generalist advice service, we deliver a wide range of specialist and holistic projects including:

- Casework on welfare benefits
- Energy advice to help clients overcome fuel poverty
- Digital Skills projects for the digitally excluded
- A range of services for the older people and socially isolated such as befriending, dementia mental health .

We offer advice on the phone, face-to-face, via video link, by WhatsApp and by email. We have continued to give advice throughout the pandemic without a single break in our service.

In 2020/21 we helped:

**3,500 people** With **5,500 issues**

**Our Services are accessed by people from all ethnicities and nationalities**

**About 35% of those who accessed our services were over 50s.**

## Our value to society

It's impossible to put a financial value on everything we do –but our various services and projects contribute the economy the society in the following ways and generate social value:

### Local Authority

savings to the Local Authority by preventing homelessness, housing evictions and reducing the pressure on mental health services.

### NHS

savings to the NHS by reducing the use of mental health and GPs services, and keeping people in work. Our services also tackled the digital and language barriers to the NHS .

### Volunteering

to the local economy through the value of volunteering. Volunteers report increased confidence, more connection to their communities and reduced visits to their GPs and improve their employability.

### Local Economy

to the local economy through the value of our advice. This is based on attributing financial values to keeping people in work, improved emotional well-being and improved family relationships.

### Financial gains

Our clients said they were financially better off after getting advice and practical support

## Our Projects



Our **Befriending Service** has been vital to help fight loneliness, with our dedicated volunteers who have provided over 1,350 befriending sessions..

Although face-to-face visits were put on hold, our volunteers kept in contact with their clients over the phone, Whatsapp, Zoom and via socially distanced garden visits when they could..



We provide independent, impartial, free and confidential **information & advice** in the community, over the phone, Whatsapp, by email & online.



The **Dementia and Mental health** support Service provides a much needed safe environment for people living with dementia and their families/carers. We also provide practical support in making Lasting Power Attorneys (ALP).



We work in a person centred way helping people identify their own goals to regain independence and live the life they want to live









### Energy Advice

We offer a range of energy related projects, including one to one advice and group sessions, a partnership with National Citizens Advice to provide advice to vulnerable people on their priority services register, training and information to front line workers. We cover everything energy related including: switching supplier, how to use a smart meter, accessing emergency credit, how to insulate your home, how to access schemes and grants, energy savings tips and much more. In total through our energy projects we have assisted over 750 clients to save £375,000 in total. We assisted eligible people in claiming £140 through the warm home discount scheme and the average saving per client for switching energy supplier

# Client experience survey

Every year we ask people how they found using our service. Our latest survey was carried out via telephone as we were unable to meet in person.

We received positive responses to all of the key questions we asked.

	<p>89% of clients using our service found it very easy or easy to access the service.</p>	<p>The following services and projects were provided during the year:</p> <ul style="list-style-type: none"> <li>• <b>General advice</b> through initial telephone assessment followed by a call-back with specific advice</li> <li>• <b>Welfare Benefit advice and casework</b>, especially for vulnerable people</li> <li>• Provided support to clients making <b>initial Universal Credit Claim</b> and personal <b>budgeting</b>.</li> <li>• Assisted Digital Service &amp; <b>EU Settlement Scheme</b> practical support</li> <li>• <b>Energy advice</b> for individuals and groups including help to find the best tariff and information on how to switch, energy efficiency advice (funded by National Citizens Advice)</li> <li>• <b>Befriending project</b> for people who are elderly, housebound or shielding during the pandemic to connect the outside world and have companionship</li> <li>• <b>Increased capacity in our befriending service</b> – offering more older people telephone and virtual companionship</li> <li>• <b>Census Support centre:</b> We become Census 2021 support</li> <li>• <b>Dementia and Mental Health</b> Project raising awareness within the community of issues around dementia and mental health issues and tackling stigma</li> <li>• Recruited and trained new volunteers to take on different roles within the organization (with 5 volunteers moving on to secure paid employment)</li> <li>• We have <b>revamped our website</b> with an entirely new look to improve the overall experience.</li> <li>• <b>Digitally upskilled our</b> staff and volunteers and increased our capacity</li> <li>• Adapted services to make them <b>CV-19 compliant</b> and aim to reach more people digitally We have taken advice on Covid safety and made adaptations to our office and to our services where necessary and we will continue to offer both digital and face to face options so people have the choice on how to engage with us.</li> <li>• <b>Distributed 40 tablets and mobile phones</b> with data.</li> <li>• <b>Shopping and prescription collection</b> and delivery for the Housebound and the elderly during the height of the pandemic.</li> </ul>
	<p>96% said they were very happy or happy with the service they received.</p>	
	<p>70% heard about us from a relative or already knew about us.</p>	
	<p>93% said the adviser understood them and their problem either very well or well</p>	
	<p>87% said the advice received resolved completely or in part their problem</p>	
	<p>80% said the advice helped them feel less stressed or worried</p>	
	<p>85% said they would have nowhere else to turn to if SECCA closes</p>	
	<p>99% said we treated them fairly and respectfully</p>	