



Citizens Advice Hampshire

Quarter One 2022-23

REPORT

The Home & Well team have successfully supported over 2000 clients* since the project started and more than 1500 of these have been signed up to the Priority Service Register. Congratulations to the team for reaching this significant milestone.

In quarter one we have recorded that 42% of clients are aged 60 and above. There is also a rise in clients who are single and/or live at home with dependent children and clients who are retired, unemployed, disabled, sick or a carer. Clients provided with charitable support (food/household) has more than doubled this quarter compared to last year. Our advisers are seeing a rise in clients coming to us about Charitable Support & Food Banks, whilst Utilities & Communications is still our top advice issue.

We now have a full complement of 9 part-time Advisers in Basingstoke, East Hampshire, Portsmouth, Isle of Wight, Gosport, Winchester and Southampton. For the local Citizens Advice offices without Advisers training has been delivered by the management team on how they can be involved and receive referrals. This was very successful and all our offices are now accepting referrals. We are looking to expand the service across the whole of the county and reach out to potential organisations who can also make referrals. We are particularly interested to hear from county-wide charities and public sector organisations.

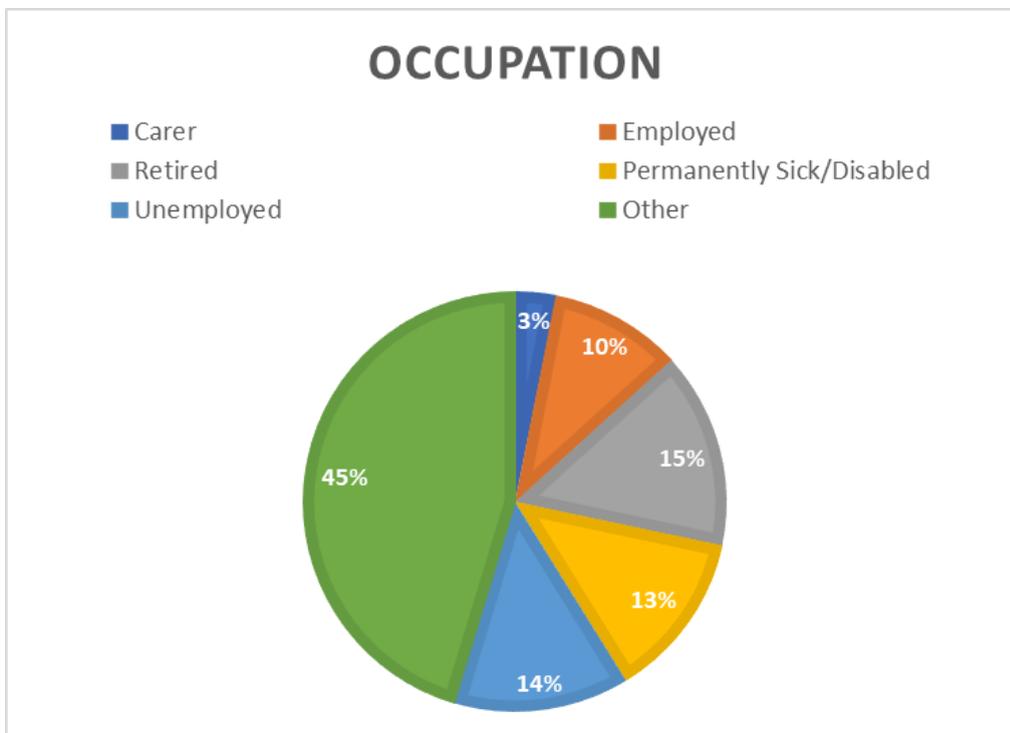
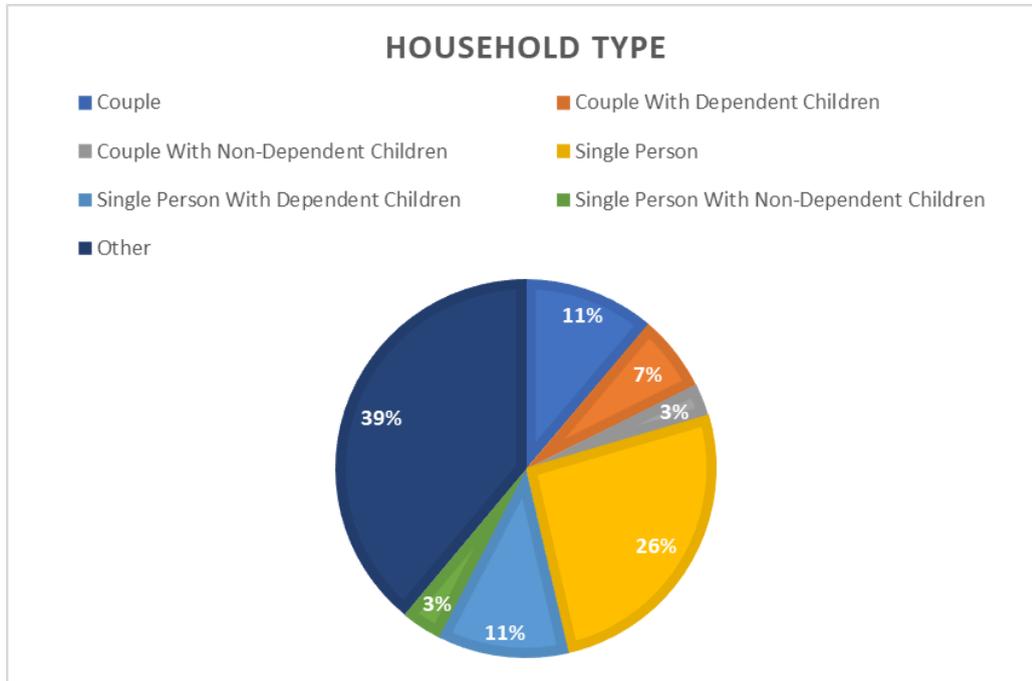
Our Advisers in East Hampshire and Gosport are now working within the hospitals twice a week, this is going well and the Advisers are settling in nicely. The Portsmouth Advisers have been invited to join Portsmouth Wellbeing Collaborative by Portsmouth's ICS Head of Transformation, Community Development. The Mobilisation Manager is working closely with the other hospitals to see how Home & Well can be implemented within the clinical setting.

**The term 'clients' also refers to patients of Primary or Secondary Care*

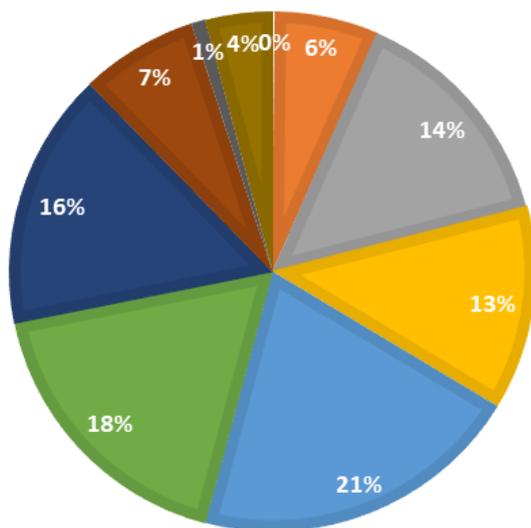
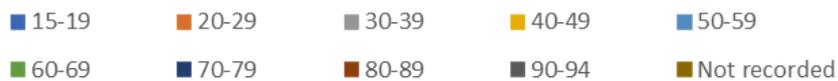
Headline Statistics	Apr 20 – Jun 22	Q1	June
Total number of clients assisted by the service	2139	550	202
Total number of Priority Service Register sign ups	1580	391	136
Total number of energy-related tools client assisted with	1528	331	144
Clients provided with debt advice or referrals	372	173	81
Clients provided with welfare benefit advice or checks	1066	344	125
Clients provided with generalist advice	866	252	109
Percentage of clients who felt more able to cope at home	86.1%	99%	

Client Profiles Quarter One

Percentage of clients who are single and/or live with dependent children	44%
Percentage of clients who are retired, unemployed, disabled, sick or a carer	45%



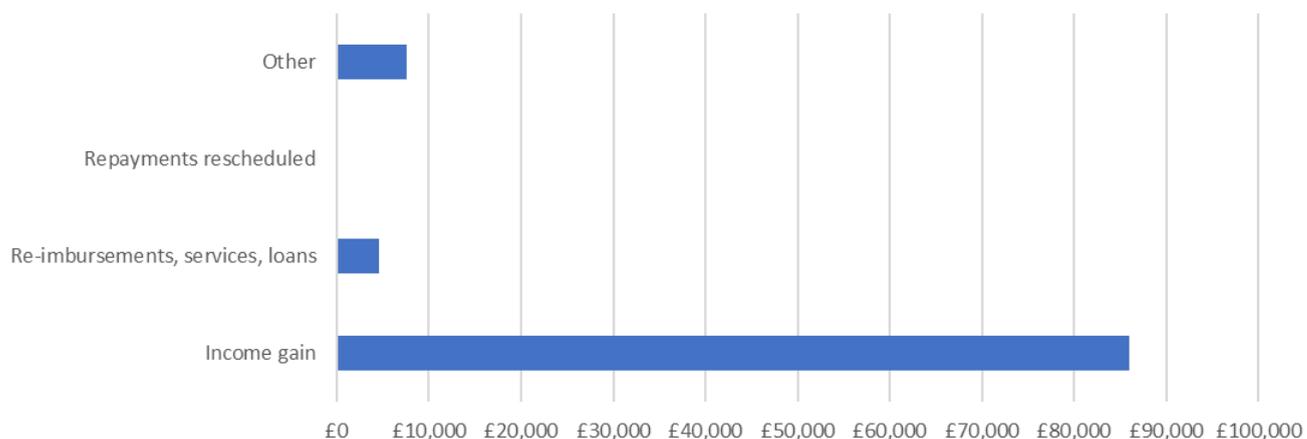
AGE RANGE



Financial Gains for clients Q1

£98,304

Financial Outcomes Summary



Energy Tools & Advice - Breakdown

Apr 20 –
Jun 22

Q1

June

Applications to Portsmouth Water Social Tariff

240

105

31

Applications to Southern Water Social Tariff

323

227

47

Applications to South East Water Social Tariff

50

50

27

Applications to Water Debt Repayment Tariffs

45

30

9

Applications for the Warm Home Discount

147

81

33

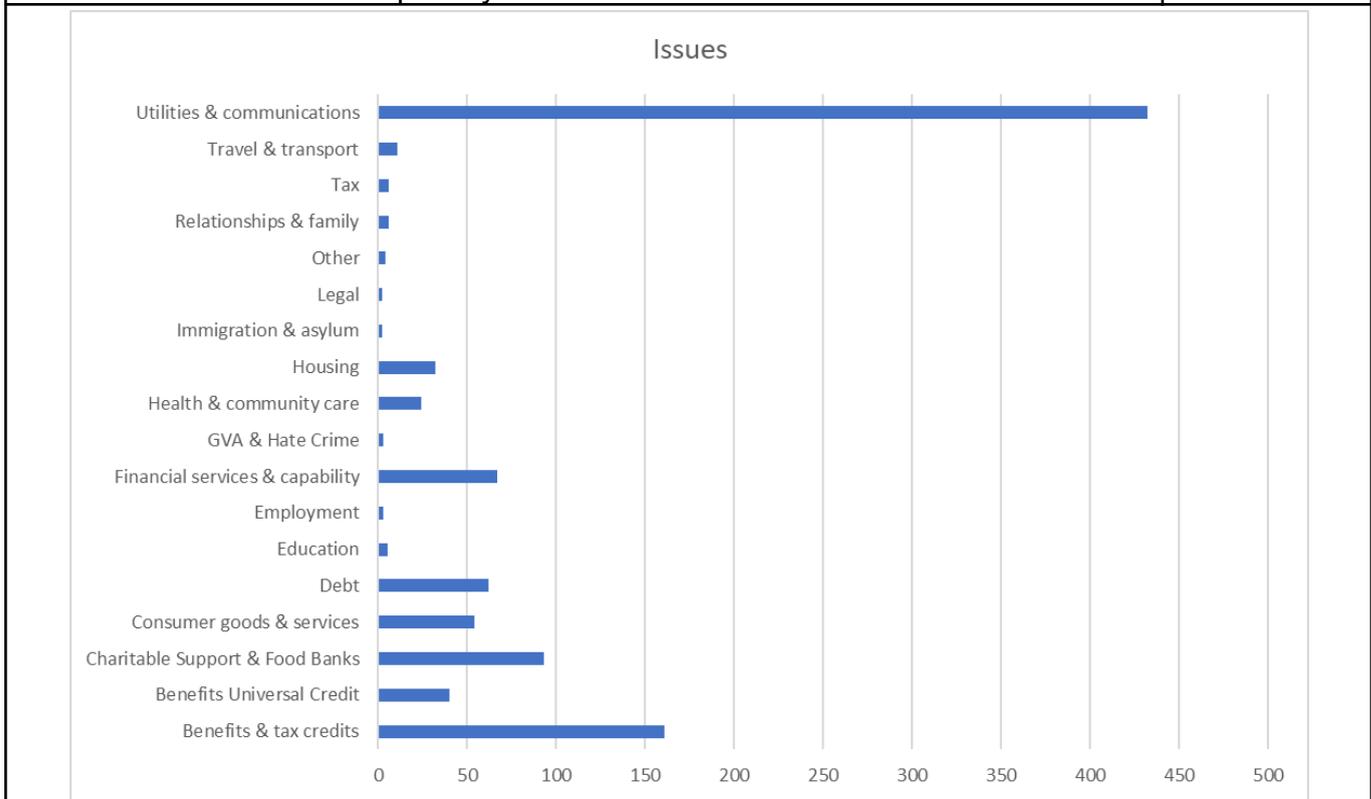
Applications for Winter Fuel Payment	51	39	21
Clients provided with behavioural energy advice or referral	306	184	74
Clients provided with advice or assistance on switching tariffs	50	27	16
Carbon Monoxide Awareness Conversations completed	231	176	64
Carbon Monoxide Awareness Surveys completed	93	82	35
Carbon Monoxide Alarms gifted	22	15	4
Referrals for Help to Heat (FPNES) made	6	3	1
Referrals for Locking Cooker Valves made	7	3	1
Referrals for Safe & Well Visits made	26	8	3

Charitable Support Q1

Clients provided with charitable support (food/household)	157
Clients provided with charitable support (not food/household)	52

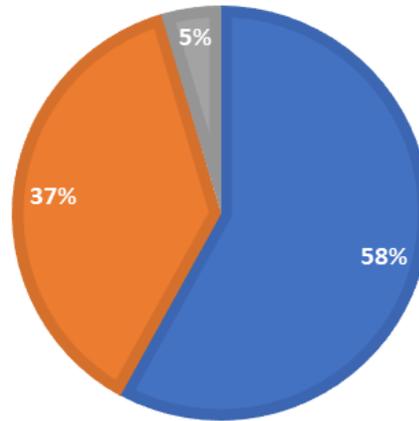
Top 5 Advice Issues Q1

1. Utilities & Communications	54.5%
2. Benefits & Tax Credits	15.5%
3. Charitable Support & Food Banks	6.2%
4. Debt	5.6%
5. Financial Services & Capability	4.3%



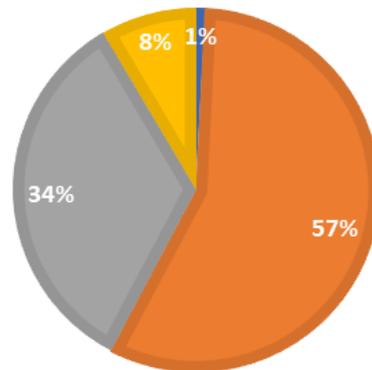
FEEL MORE OPTIMISTIC ABOUT THE FUTURE

■ Sometimes ■ Pretty confident ■ Absolutely



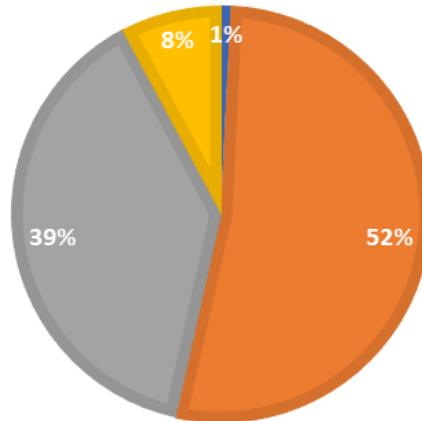
FEELS CONFIDENT TO DEAL WITH THEIR OWN PROBLEMS

■ A little ■ Sometimes ■ Pretty confident ■ Absolutely



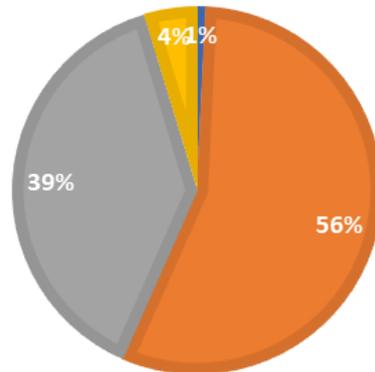
FEELS ABLE TO COPE AT HOME

■ A little ■ Sometimes ■ Pretty confident ■ Absolutely



FEEL ABLE TO MANAGE THEIR HEATING NEEDS

■ A little ■ Sometimes ■ Pretty confident ■ Absolutely



Case studies

Taylor was referred to Home & Well from a NHS hospital colleague as they were due to be discharged. Taylor was admitted after a fall and was, at the time, receiving physiotherapy. Taylor was in receipt of Disability Living Allowance, at the enhanced rate, and Employment Support Allowance. They were also being supported by Age Concern. Taylor suffered from anxiety and depression which affected their ability to engage and meant they had little motivation.

The Adviser arranged a time with Taylor once they were home, to discuss how Home & Well could support them. During this call Taylor was concerned as they had not received a call from their Mental Health Support Worker, this was causing them distress. The Adviser assisted Taylor with this contact. Taylor was registered onto the Priority Service Register. The Adviser completed the carbon monoxide conversation and survey with Taylor, it was noticed that they did not have a CO alarm, a request was put through to SGN for one to be gifted. Taylor was given all the forms for the water Social Tariffs so they could apply.

Ellis was due for discharge and referred to Home & Well for support when they returned home. A full benefit check was completed, Ellis was assisted in an Attendance Allowance application and their partner was made aware of Carers Allowance.

The Adviser assisted Ellis with Priority Service Registration and signed them onto the Social Tariffs with their water company. A conversation about CO awareness gave Ellis and their partner a better understanding and both felt more confident.

The adviser made Ellis aware of the Warm Home Discount and Winter Fuel Payment and when to apply. An application was also submitted for the Household Support Grant giving them £147 towards their fuel.

The total annual savings/income gained for Ellis and their partner was £3627.20 - this has made a huge impact on their lives due to the cost of living crisis.

Ashley recently lost their partner and was struggling with their utilities bills due to the rising cost of living. Whilst talking with the Home & Well Adviser it was made clear Ashley was not claiming any benefits due to family not living close, they were unable to help and they were clearly grieving. During an assessment it was discovered that Ashley was entitled to Attendance Allowance, support was given to complete the application.

To give extra support to Ashley home visit was organised. During this visit obvious trip hazards were removed and an area in the garden was cleared for Ashley to enjoy the outside.

Ashley was signed up to the Priority Service Register. A food & fuel voucher was requested for the client and a referral to Adult Social Care. The client was so thankful for going above and beyond and helped them to feel less socially isolated.

Nicky was referred by the Citizens Advice debt team who felt they would benefit from Home & Well support due to living with depression and having money worries. During a benefit check it was discovered Nicky was in receipt of State Pension and

Council Tax Reduction. Due to significant health conditions the Adviser noted they would be eligible for Attendance Allowance, with support this was applied for.

The Adviser contacted Southern Water on the client's behalf who put the client on the Priority Service Register and the Social Tariff. A conversation was had about ways to save energy at home. Nicky told the Adviser that due to money worries they were struggling with depression and feeling isolated. Nicky mentioned during the appointment that the Adviser was the first person they had spoken to that week, and it was Friday. The Adviser said that there are many people who experience loneliness and Age UK offers a wide range of support for people just like them and a referral was made for Nicky.



SGN
Your gas. Our network.



Scottish & Southern
Electricity Networks

south east water

Southern
Water

Hampshire
and Isle of Wight



Hampshire