Foreword from the Service Manager…….

HMCAS is celebrating a successful ten years of service to Hampshire residents.

It has been an incredible ten years for HMCAS. We have grown so much as a Service including opening new outreaches and joining up with the Isle of Wight.

Since we started in 2009 we have helped more than 22,000 clients achieve over an incredible £56 million in increased income over the past ten years.

<table>
<thead>
<tr>
<th>Year</th>
<th>Outcomes</th>
<th>Clients</th>
<th>value per £1 invested</th>
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<td>7</td>
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<td>£27.62</td>
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<tr>
<td>10</td>
<td>£9,407,754</td>
<td>2855</td>
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<td>£56,337,295</td>
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This year has been our best ever with over £9.4 million achieved in outcomes for our clients.

The value we achieve as a Service has increased by six times since we started in 2009.

We are now achieving over £30 for our clients for each £1 invested in the Service.

I would like to thank the team for their incredible work to achieve so much for our clients. I would also like to thank Macmillan Cancer Support for the funding it has provided for the past ten years, and for continuing to fund us for 2020.

Sue Alford, Service Manager, Hampshire Macmillan Citizens Advice Service.
Hampshire Macmillan Citizens Advice Service delivers a consistent, targeted and holistic advice service for people affected by cancer who are resident in or being treated in Hampshire, including Southampton, Portsmouth and the Isle of Wight. We are a team of caseworkers and volunteers providing specialist advice and casework face to face, through a dedicated telephone helpline and via email/letters. Using a single telephone number as a point of access, it is unique in meeting the geographic and diverse population challenges of the area within a single service. The largest proportion of clients first contacts us through our telephone helpline but a large number also sees us for the first time at hospitals, hospices or other outreaches.

Our caseworkers are based in local Citizens Advice locations across the area, harnessing their expertise and community networks in delivering high quality casework and advice services:

![Image of caseworkers]

Left to right: Denise Cox (Winchester), Petra Fearnley (Tadley), Sue Alford (Service Manager), David Eppel (Yateley), Roz Collins (Southampton and New Forest), Fran McGrail (Portsmouth), Marilyn Seabrooke (New Forest), Lucy Hunt (Gosport), Mohammed Islam (Havant); and not pictured: Tony Siddall (Yateley), Eva Richmond (Southampton), Allie Taylor (Isle of Wight) and Sharon Shear (Portsmouth and casework supervisor).

This year, one of our longest standing caseworkers, Tony Siddall, made the decision to retire. Here’s what he said about the Service and the role of a Yateley caseworker:

"Having worked for over a year as a volunteer in the Citizens Advice Bureau, the opportunity arose for me to join the Hampshire Macmillan Citizens Advice Service working out of the same office. I thought this was a particularly worthy cause and would give me the chance to specifically devote my time in helping those affected by cancer. I applied and was offered a job share position of two days a week, which for me was ideal.

Now, after 9 years and 4 months, I have decided to retire. I didn’t honestly think I would be working that long, but the job has been most rewarding and fulfilling and the years have just flown by! We have a wonderful team of people in our organisation, and it has been a pleasure and privilege to work with them. I wish them all well in continuing to deliver this very much valued service."

We wish Tony all the very best for his retirement and thank him for the service he has given to HMCAS.
HMCAS makes a difference...

It is always good to hear back from our clients and understand the difference our team was able to make in their well being whilst facing the financial difficulties a cancer diagnosis can bring. Macmillan Cancer research evidences that: **Four in five (83%) people with cancer are, on average, £570 a month worse off as a result of their cancer.** Income goes down and expenditure rises at a time when money worries should be the last thing on people’s minds. ([Cancer’s hidden price tag report*](http://www.macmillan.org.uk/Documents/Getinvolved/Campaigns/Costofcancer/Cancers-Hidden-Price-Tag-report-England.pdf)).

“I am eternally grateful for the help I received as it provided for my family when I felt helpless.”
Gosport client

“I felt as though a ‘huge weight’ had been lifted to help me/us manage my husband’s situation. Thankyou.”
Rowans Hospice client

“Don’t feel so alone - such amazing support - Thank you so much.”
New Forest client

The benefits system can be complex and difficult to navigate, and people are not always aware of what their entitlements are, all at a time when they should be concentrating on their treatment.

“Petra our constant contact with Macmillan CAB gave us help with everything to make our life better after we found I had cancer and part of my lung was removed - we had no idea of the help that was at hand until Petra was introduced to us. Since then I have found my visits to hospital are stress free now that Petra took over and arranged my Blue Badge. Thank you Macmillan and thank you Petra.”
Basingstoke General Hospital client

Service Achievements and Outcomes

During its tenth year of operation the Service has reached 2,855 clients affected by cancer, an increase of over 10% on last year. This is reflected in our financial outcomes, we achieved a “better off” income gain of over £9.4m for those affected by cancer living in Hampshire. Across the past three years, we have been increasing our outcomes by approximately £1m per year and have seen a significant increase in the number of outcomes obtained, especially in this past year.

Over 2,300 contacts are on a face-to-face basis in various locations in the county, including hospitals, hospices, support centres, home visits and at local Citizens Advice offices. Sometimes our clients need more than one appointment to resolve the issues they are faced with. As our email contacts have increased we have noticed that telephone contacts now account for less than 50% of our activities.

Financial outcomes:

<table>
<thead>
<tr>
<th>Categories of outcomes</th>
<th>Year 10</th>
<th>Year 9</th>
<th>Year 8</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>number</td>
<td>amount</td>
<td>number</td>
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<tr>
<td>Benefits gains</td>
<td>2148</td>
<td>£8,580,859</td>
<td>1849</td>
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<tr>
<td>Charitable grants</td>
<td>590</td>
<td>£304,311</td>
<td>468</td>
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<tr>
<td>Insurance</td>
<td>13</td>
<td>£244,952</td>
<td>13</td>
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<tr>
<td>Debt written off</td>
<td>21</td>
<td>£30,955</td>
<td>27</td>
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<tr>
<td>Other financial outcomes</td>
<td>73</td>
<td>£40,488</td>
<td>60</td>
</tr>
<tr>
<td>Blue badges</td>
<td>545</td>
<td>£206,189</td>
<td>413</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3390</td>
<td>£9,407,754</td>
<td>2830</td>
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</table>

An outcome is where the work we have been able to do with a client and their family has brought about a change in circumstances which could be an improvement in finances or in well-being or both.

Benefits and outcomes

As can be seen from the table above, benefits continue to make up much of the work undertaken by HMCAS. This year the figure is over 91% of our outcomes. Disability benefits are the main area of work – we assisted many clients to increase their income by claiming either Personal Independence Payment, Attendance Allowance or Disability Living Allowance. This accounted for just under half of the number of benefits outcomes. 545 clients have benefited from a blue badge, plus additional clients have benefitted from concessionary bus passes or exemption from the congestion charge in London. We helped 75 clients claim Carers Allowance and 590 households received grants. We have seen a notable increase in clients being referred for and requesting foodbank vouchers.
Case-study, Gosport client:

This client with terminal pancreatic cancer was referred to us by a Cancer Nurse Specialist (CNS) at Queen Alexandra Hospital. When I called her, she didn’t think she would be eligible for any financial support at all. I was able to get Attendance Allowance of £85.60 per week for her. I also got Carers Allowance of £64.60 per week for her daughter who had given up work to care for her.

After completing a benefit check I was also able to gain £13.33 per week in Council Tax Support. This has achieved a “better off” annual income of over £8,500 for the family.

The client had also expressed a wish to visit The New Forest again with her family, so I applied for a £300 Macmillan Grant to facilitate this.

Feedback from a University Hospital Southampton client:

“I tried to claim 2 times previously for Attendance Allowance and was told I didn’t qualify. Fran detected just from our general conversation that possibly I did qualify and sent for the form for me. She offered to help me fill it in when it came to my house. She didn’t once put words in my mouth but explained the questions to me in a much more understandable way. Her sincerity in wanting to help me was lovely and so helpful as usually when you apply for any benefit it is so easy to be put off by the form or people you speak to in the offices. So thank you again”

Debt work and outcomes

Due to the specialist nature of debt work we have taken the decision to refer to in-house debt teams to ensure our clients receive the best service possible. We will assist our clients to request debt write offs or token payment plans but believe they are best served by receiving full debt advice from specially trained advisers. We can see from our figures that the debt work has decreased, and there were no large one off payments as there were in year 9.

<table>
<thead>
<tr>
<th></th>
<th>Year 10 2018/19</th>
<th>Year 9 2017/18</th>
<th>Year 8 2016/17</th>
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<tbody>
<tr>
<td>Debt write offs</td>
<td>£30,955</td>
<td>£112,304</td>
<td>£37,132</td>
</tr>
</tbody>
</table>

Case-study:

We continue to assist this client in writing to her creditor every year. We update the household financial statement and have successfully requested token payments and the suspension of interest and charges for the past three years. We received a thank you card to show our efforts are appreciated by the client and her family.

Portsmouth client
Grants
This year, 590 HMCAS clients received grants. This is approximately 20% higher than last year, which is partly due to the increase in client numbers, but may also be due to a higher need and also delays with Universal Credit initial payments. Many grants are awarded by Macmillan, which has moved to an online application this year. The system is easy to access and with the introduction of bank payments, clients in need now receive help very promptly. In addition, we have been successful in claiming from local charities including Football for Cancer and Elizabeth Hall Trust. Elizabeth Hall has finally had to close for new applications and we are very sorry to see them go as they have helped numerous HMCAS clients over the years and we will miss Jane and her team very much.

Case-study:

This client came to HMCAS in great need. She told us that she did not have any food indoors and didn’t have any money to go shopping. The adviser contacted CA Basingstoke and requested a Food Voucher for the client and her family. She was very grateful that she could collect food from the food bank that day. Once the food bank had been contacted the adviser looked at the benefits and grants that might be available to the client. The adviser contacted the DORCAS Project which provides basic furniture and household items for a small cost including delivery. The charity delivered the furniture and other items the very next day. Also, the client received cheques from Macmillan and Elizabeth Hall Trust. The client was very pleased and so grateful for all our help. She could finally buy a washing machine.

Tadley Client

Universal Credit and its impact on people affected by cancer
For working age people Universal Credit is the only means tested benefit they can claim, even if they only need help with rent. Since May 2019 if one of the partners is over pension age and the other is of working age, the claim must now be made for Universal Credit. Previously they would have been able to claim the more generous Pension Credit. This change leaves mixed aged couples much worse off financially and the younger partner will need a reason not to be job seeking. This welfare reform has impacted a number of our clients and their families. This year HMCAS has dealt with over 900 issues concerning Universal Credit and has secured outcomes of just over £1.125 million.

Feedback from an Isle of Wight client:

“At a very stressful time, after the shock of cancer diagnosis and operation and chemotherapy, I was helped by Rebecca who understood the situation and supported me in every way. She forwarded promptly any forms and was always there should I need help filling them in. More than just helping me, it was her cheery manner and just knowledge that got me through the stress of applying for benefits. Rebecca continues to support me anyway she can. I thank her for "being there"!”
Universal Credit, putting it right. Case-study:

Sophie was claiming Universal Credit which includes an element to cover rent. Sophie was not receiving her full rental amount but had been told by friends this was due to the ‘bedroom tax’. But Sophie’s rent should not have been restricted in this way and her full rent should have been paid by Universal Credit.

The Case Worker advised Sophie that the Department of Work and Pensions (DWP) was wrongly underpaying her Universal Credit benefit by £230 a month. Because Sophie was now a hospital in-patient undergoing cancer treatment, she did not feel able to challenge DWP. So, with Sophie’s permission the Case Worker contacted the local Job Centre which queried the rent issue with the Universal Credit Department. This resulted in them acknowledging that they had not been paying the correct amount of rent and subsequently reinstating the correct payment and backdating this to the start of the benefit claim. Sophie received a lump sum of £2,800 in underpaid benefit and going forward she received the correct monthly amount of Universal Credit.

Before Sophie was diagnosed with cancer, she had not sought professional advice about her Universal Credit claim, believing what friends had told her and more importantly not understanding the benefit rules and trusting that the Department of Work and Pensions would not make mistakes like this.

Although this issue was relatively straightforward to resolve, had Sophie not sought advice, the implications could have been dire - rent arrears potentially jeopardising the tenancy of a vulnerable household.

Southampton client.

“So very grateful to have the support I received when I contacted CAB & Macmillan cancer support. With bad chemo brain, paperwork and jargon just becomes too much to cope with. I’m very thankful for the support I received. Excellent service.”

New Forest client

“Although the paperwork is very daunting, without the advice we would not have known what to claim for. Thank you”

Queen Alexandra Hospital client

“Excellent service and extremely helpful. Petra was brilliant at a time when prognosis of cancer was given. We were in shock and so lovely to have someone to sort things for us. No idea as to what we should be doing but was told we could claim certain things and no idea how to move forward. She was a great help. Claiming benefits was so much easier with Petra who knew exactly what was needed. I probably would have struggled without her help. Thankyou.”

Basingstoke General Hospital client
Outreaches

Our team work very closely with professional staff at our outreaches in the many hospitals and hospices throughout Hampshire. We can be easily found in the Macmillan Centres inside the hospitals for an appointment or drop-in. We currently operate in thirteen outreaches, as well as a network of local Citizens Advice offices. We are able to see clients in their own homes, in wards and at outreaches:

We have outreaches in the following locations:

- University Hospital Southampton – Monday/Wednesday/Thursday
- Queen Alexandra Hospital, Portsmouth – Monday/Wednesday
- Royal Hampshire County Hospital, Winchester – Wednesday afternoon
- Basingstoke and North Hampshire Hospital – Wednesday/Thursday
- St Mary’s Hospital Isle of Wight – By appointment
- Oakhaven Hospice, Lymington – Twice monthly, Tuesday and Thursday
- The Rowans Hospice – First, second and fourth Thursday.
- Countess Mountbatten Hospice – First Tuesday afternoon of the month
- Waterside Centre, Hythe – Second Thursday of the month
- Breast Cancer Haven – Titchfield – First Tuesday of the month
- Countess of Brecknock Hospice – First and third Fridays of the month
- St Michael’s Hospice - Monthly and regular drop-ins
- Wessex Cancer Trust Chandlers Ford – By appointment, monthly

“At a time when the world seems to be falling down around me your kindness and generosity seem to be sent directly from heaven - thank you”
Portsmouth client

“Helpful person came to my house. Took time and listened to me”
Queen Alexandra Hospital client

“Hampshire Macmillan Citizens Advice Service have helped me understand how much help is out there in my condition of terminal illness and I know they will help me sort things out. I have found the Macmillan centre a great help especially the literature on cancer and the advice about coping with it. Even the telephone calls I have made I found to be helpful. My recent appointment I had with CAB-Mohammed really constructive and I have no worries about contacting the CAB and Macmillan again. Thank you so much for your help over the past few years.”
Queen Alexander Hospital client
Spotlight on some of our newer outreachs

St Michael’s Hospice (STMH)

Report by Petra Fearnley, Tadley Caseworker

Hampshire Macmillan Citizens Advice Service and St Michael’s Hospice agreed to open an outreach for one Tuesday afternoon per month as a trial for a few months. The first outreach session was in August 2019. It was very successful as I had an appointment booked already and I had a chance to meet some of the hospice doctors, along with a few nurses and receptionist ladies. Both doctors are issuing DS1500 (special rules forms for terminal patients) if needed and one is referring clients to me from in and outpatients.

Feedback from Hospice Doctor:

“Petra is a valued colleague and a vital addition to our community work at St Michael’s Hospice. She is extremely accommodating. I understand from patients that she is warm and considerate in person and over the phone. She is quick to sort out her clients’ needs and I have only heard positive things about her from both patients and staff”.

I am in touch with a Social Worker who is checking availability for the outreach and referring clients to me who are in-patient in STMH. I am doing drop ins nearly every other week if necessary.

Feedback from the Social Worker:

“Petra has provided an invaluable service for our Hospice patients. She readily visits St Michael’s and supports our patients with Benefits advice and applications. Petra is very prompt in responding to our requests, and efficient. Petra has also provided an in reach service, spending two hours at each session in the Hospice. We hope that this will continue.”

Palliative Care Social Worker – In patient unit
Breast Cancer Haven, Titchfield
report by Lucy Hunt, Gosport caseworker

Following the successful launch of the outreach service at Breast Cancer Haven in Titchfield last year, a Hampshire Macmillan Citizens Advice Caseworker has been attending there on the first Tuesday afternoon of each month. Fifteen clients have had appointments there this year.

Of these clients, eight have been helped to claim benefits along with form-filling where necessary. These have been various benefits including Universal Credit, Employment Support Allowance, Personal Independence Payments and Council Tax Support. These clients have received over £37,000 in benefits over a twelve month period that they otherwise may not have claimed.

Five grants have also been agreed with two still pending a decision. The grants agreed by Macmillan totalled £960, along with two which were sourced from other charities totalling £420.

Clients have also been helped to save money on their bills with two reducing their water bills thus saving £276 per year and one reducing their energy bills, saving £212 per year.

Clients were also helped by being given information on other areas including information on a Master’s Degree loan, help with pensions from the Pension Wise service, Lasting Power of Attorney and Ill Health Retirement.

A Hampshire Macmillan Citizens Advice Caseworker also attends the Welcome Meetings held here once a month to explain the service offered and to also offer help via the HMCAS telephone helpline if this is more appropriate to their needs.

Due to the success of this service appointments will continue to be offered here once a month to help anyone who has been diagnosed with Breast Cancer.

Client feedback:

"Would like to thank Lucy Hunt, case worker. This individual sat with me for two hours at The Haven assisting me with all the claim forms I had to complete. That was so daunting for me at the time of starting radiotherapy treatment. I had other traumas in my life that added to my anxiety & stress pressures. Lucy made all that go away in our meeting. please pass on my sincere thanks.”
This outreach is now in its second year and continues to be very much wanted, needed and used. The staff at the hospice (both consultants and nurses) continue to see the work we do as essential to the wellbeing of their patients and helping to save staff time. The ease of referring patients to us for a comprehensive range of non-medical issues really complements their work and they hope this will continue for as long as possible. The outreach also means that patients in the north west of Hampshire do not have to travel too far to see someone from HMCAS.

In May 2019 Petra Fearnley, our caseworker in Tadley, started attending the outreach as well. This has meant that we have been able to continue covering the sessions twice a month and have continuity for absence cover. There have been twenty-one outreach sessions this year. At these sessions we have made forty-nine phone calls to patients who could not come to a face-to-face appointment and had twenty-nine face-to-face appointments. This has resulted in fifty-six unique clients. This year we have achieved a total of £195,908 in financial gains for our clients.

Quote from two COBH patients:

“My husband and I first met Denise Cox at the Andover hospital day centre. We both found her to be most helpful. On our 2nd appointment at home we were impressed at all the advice and help she was able to give us. We are indeed grateful and thank her most sincerely”

“I did not know I could have a blue badge, this helps me so much with parking. I also did not know I could claim Attendance Allowance. I would not have claimed either of these without your help”

Case study:

One client who was referred to us by the Countess of Brecknock Hospice had terminal cancer of the Oesophagus. His Doctor had issued a DS1500 to help him get Attendance Allowance (AA) under Special Rules. An AA form was ordered for the client but it was not until a few weeks later that it was realized the AA form had not been completed and subsequently that the original form had not been received from the Department of Works and Pensions (DWP). An AA form was sent in asking for a maximum 6-week back date, however the wrong dates had been put on the form, which caused further confusion. When this too was realized a letter explaining what had happened was sent to the DWP by our caseworker in late November. On receipt of this letter a decision-maker from the DWP rang to speak to Denise in mid Dec. During this conversation the decision maker asked for any information to show that the form had not arrived. Denise was able to fax a copy of the client’s case record, clearly stating the form was ordered on the 7th Sept and explaining the problem with the dates on the form sent to the DWP. Within 24 hours the decision maker had awarded the client AA backdated to the 7th September, just over 2 months before the DWP received the AA form from us and just over 3 months since the original had been ordered. The client therefore would not lose out on any benefit, would have a back pay of £1284 and would then have an annual payment of £4451. This just goes to show that even when things go wrong, if we as caseworkers are persistent and keep good case records, then things can be turned around for the benefit of our clients.
Giving Advice

What issues did our clients ask for advice on?

- Benefit enquiries are almost the same as last year, with Universal Credit questions now accounting for 12% of issues raised. Grants and blue badge applications have remained the same.

How do we interact with clients?

- Many of our clients still need the additional support through our face-to-face service because of their difficult circumstances and complex enquiries. We conduct ward visits and home visits for our clients who are too unwell to get to us themselves. This illustrates the need for advisers throughout Hampshire, Southampton, Portsmouth and the Isle of Wight. We see about a third of our clients on a face to face basis.

- This year, we have had to deal with several periods where we were not fully staffed in certain locations, meaning that sometimes we could only offer telephone or email advice to these clients, particularly when we were without a caseworker on the Isle of Wight for a period of time, reducing the face to face contact available on the Island. We now have new caseworkers in post and the team is back to full capacity.
Client Profiles

Health condition

Most of our clients (77%) class themselves as having a long term health condition whereas only a small percentage class themselves as disabled (5%).

Age range

We are following our familiar pattern with most of our clients in the 60-64 year age group. We have a slightly higher percentage of female clients (57% - 43%) and the ethnic origin of our clients remains predominantly white - 96%.
We operate our advice line Monday – Friday from 9.00am-1.00pm with a message service outside these hours, enabling one of our advisors to call back. Alongside this, we operate our team email account, where anyone can email one of our caseworkers with a referral.

Our call numbers have slightly increased this year and we have maintained our opening hours. We continue to monitor calls to ensure we are available at the busiest times.

Publicity

Publicity and awareness are very much part of the role of our caseworkers. We raise awareness of our Service through the many events and talks we give throughout the year. We support events and work collaboratively with other organisations and professionals, attending their staff team meetings and open days, alongside local group talks, GP surgeries, and welcome meetings, as well as Macmillan events such as the Macmillan bus. We are happy to talk to just a few professionals or small client groups as well as attending large events and having a stand or giving a talk.

We are always looking for ways that we can publicise our Service in order to reach new clients for referrals. Please get in touch if you would like us to support your event for anyone affected by cancer.
Research and Campaigns

Research and Campaign work is a twin aim of Citizens Advice where we use the experiences of our clients to try to lobby for change and improvement to existing systems and practices. We can act on a local level or in partnership with Citizens Advice and Macmillan on a national level.

Our Yateley caseworker David has continued in his role as Research and Campaign Champion for HMCAS.

We still find that most issues that are raised are caused by poor administration of benefits by the Department for Work and Pensions. The difficulties caused by the helplines not being answered are a constant problem. Calls being dropped and the helpline workers not having enough experience to deal with complex questions have all been an issue this year.

This reflects in the spread of issues raised this year:

![Evidence Forms Chart]

“I cannot commend my advisor, Lucy Hunt, highly enough. The ESA people made several mistakes on the claim I made myself and it was thanks purely to her that these were rectified when I told her about them and an apology received from ESA. She was marvellous! Also my PIP claim was handled completely by her, which was a huge weight off my mind.”

Queen Alexandra Hospital client
What our clients say...

Client Surveys
Feedback from our clients is regularly obtained and analysed, giving robust evidence of the value of the service for those using it.

2019 feedback results from 287 clients:

If you are affected by cancer or are caring for someone, has the service given you more confidence in dealing with your/their financial, housing or work situation?

91% of clients responding had more confidence in being able to deal with their financial, housing or work situation following our help.

Has the service helped the people you referred to worry less about money, housing or work issues?

87% of clients responding were less worried about money, housing or work issues.

If we helped you claim benefits would you have claimed them without our help?

77% of clients responding would not have claimed benefits without our help. An increase from last year.

Would you refer other people to the service?

100% of clients responding would recommend our service to others.
“Running our own small business meant that if neither of us worked we didn’t get paid. When working, our salary was good so we didn’t expect to get any benefits. Denise’s help with benefits like PIP, and her recommendation to look at our life insurance forms for a terminal illness clause was probably some of the best advice I’ve ever received. As a result of this advice I was able to spend valuable time with my wife Caroline in the last year of her life ...... something that I will be eternally grateful for - Thank You Denise”
Winchester client

“I cannot thank you enough for all you have done for me. When I left your office yesterday, I felt like a huge weight have began to lift from my shoulders.”
Gosport client

“Would never have done this on my own - Has made a huge difference”
New Forest client

“I found that just having another person who can reduce your anxiety and concerns about benefits, money, and guide you through a very traumatic time in ones life - I felt frightened and confused and having CAB there to guide you through. I feel I can trust and ask for help again and they will be there for me - I have also given other people the number and told them how helpful your company is: thank you for all your help and I will contact you if I need advice. “
Isle of Wight client

“Fran was super professional and listened to my every need. Fran made me feel 100% better after seeing her.”
Portsmouth client

“Very helpful and far more aware of cancer related issues compared with general cab service.”
Southampton client
“I was very impressed with the service. I very much appreciated the help and advice I received which helped me to have the confidence to contact government departments and know who to contact, and that it also offered help. She also contacted me regularly after my husband passed away to ask if everything was OK and if financial matters were being sorted. I valued this support very much. Thank you.”
Gosport client

“The Macmillan adviser was very helpful and made me feel a lot less worried about the whole situation.”
Havant client

“Very very polite & professional. The meeting has been life changing for us. THANK YOU VERY VERY MUCH”
Southampton client

“When I received the form from DWP it was so complex that I knew I would not be able to tackle it. So I was about to give up there and then. However, through Macmillan, a meeting was arranged with Lucy Hunt. I gathered together all the medical information I could for the meeting. Mrs Hunt was superb, she put me at ease straight away and I can’t thank her enough for the positive result.”
Queen Alexandra Hospital client

“I find it all very helpful, understanding and friendly which put me at ease - and as well with agreeing to fund for an interpreter which made the communication much more easier for me”
Gosport client

“The caseworker was very professional/competent/knowledgeable and very helpful and supportive. I feel extremely lucky that she took me on - I feel cared for and supported. I walk with confidence. She has the great extra quality of KINDNESS. I wish the team well.”
Fareham client
Hampshire Macmillan Citizens Advice Service operates across the county of Hampshire, Southampton and Portsmouth cities and the Isle of Wight. Our service can be accessed by calling:

0344 847 7727

9:00am – 1pm  Monday to Friday

macmillan.cahampshire@cabnet.org.uk

For further information about the service, please contact the Service Manager:

Sue Alford – macmillan@citahants.org

Citizens Advice Hampshire and Independent Citizens Advice offices working together for Hampshire

http://citahants.org

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