



Citizens Advice Hampshire

Quarter Two 2022-23

REPORT

The Home & Well team have successfully supported over 2500 clients* since the project started and more than 2000 of these have been signed up to the Priority Service Register.

In quarter two we have recorded that 48% of clients are aged 60 and above. From the last quarter the number of people accessing the service who are employed has doubled. There has been a 45% increase in clients who were provided with debt advice or referrals. Clients provided with charitable support (food/household) has more than doubled this quarter, this includes referrals for food parcels and fuel vouchers. We have seen a significant increase in the number of clients applying for the water companies social tariff from the last quarter.

We are excited to announce that South East Water have agreed to extend their partnership with us. After a successful six months they are looking forward to continuing to be a part of the H&W project and supporting vulnerable clients across Hampshire.

During the summer a Film Production student created 4 promotional videos for H&W. Our 'About H&W' video was shown at the national Customer Vulnerability Conference in September and was attended by some of our partners. 'The Clients Journey' has been entered into the 2023 Smiley Charity Film Awards - fingers crossed we will progress through the rounds. We have also created a banner which can be taken to events, pens and postcards for the advisers to give out.

Our Mobilisation Manager has been working hard to get the remaining advisers into hospitals and attending meetings with NHS staff to see where H&W can fit in. The Portsmouth Advisers have been invited to join Portsmouth HIVE and are now receiving referrals. Also, in Portsmouth one of the Advisers will be making regular visits to the QA Alcohol Specialist Unit. We continue to have regular drop-ins at Gosport War Memorial and Petersfield Hospital.

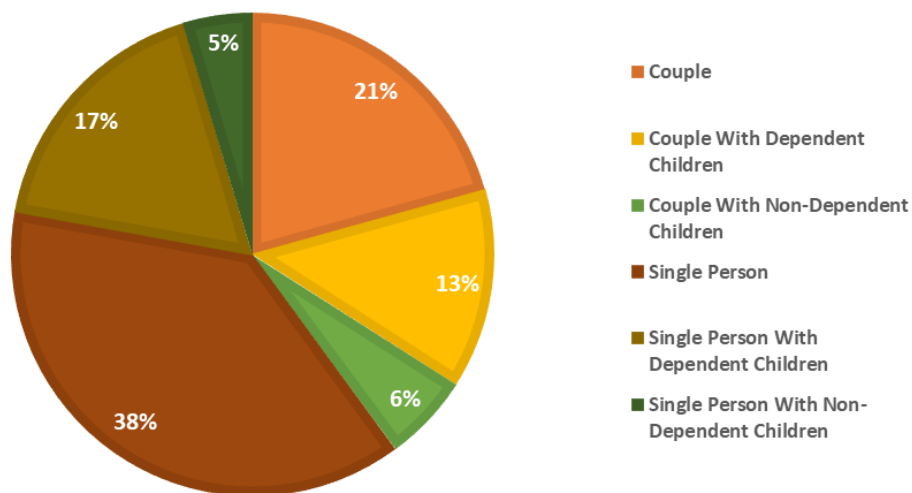
**The term 'clients' also refers to patients of Primary or Secondary Care*

Headline Statistics	Apr 20 – Sep 22	Q2	September
Total number of clients assisted by the service	2785	646	225
Total number of Priority Service Register sign ups	2046	466	163
Total number of energy-related tools client assisted with	2024	496	177
Clients provided with debt advice or referrals	624	252	96
Clients provided with welfare benefit advice or checks	1458	392	139
Clients provided with generalist advice	1236	370	141
Percentage of clients who felt more able to cope at home		98%	

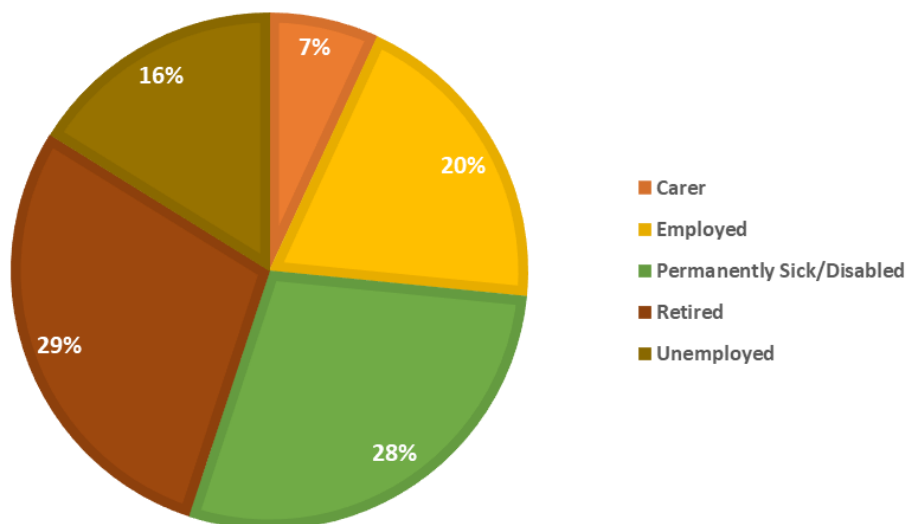
Client Profiles Quarter Two

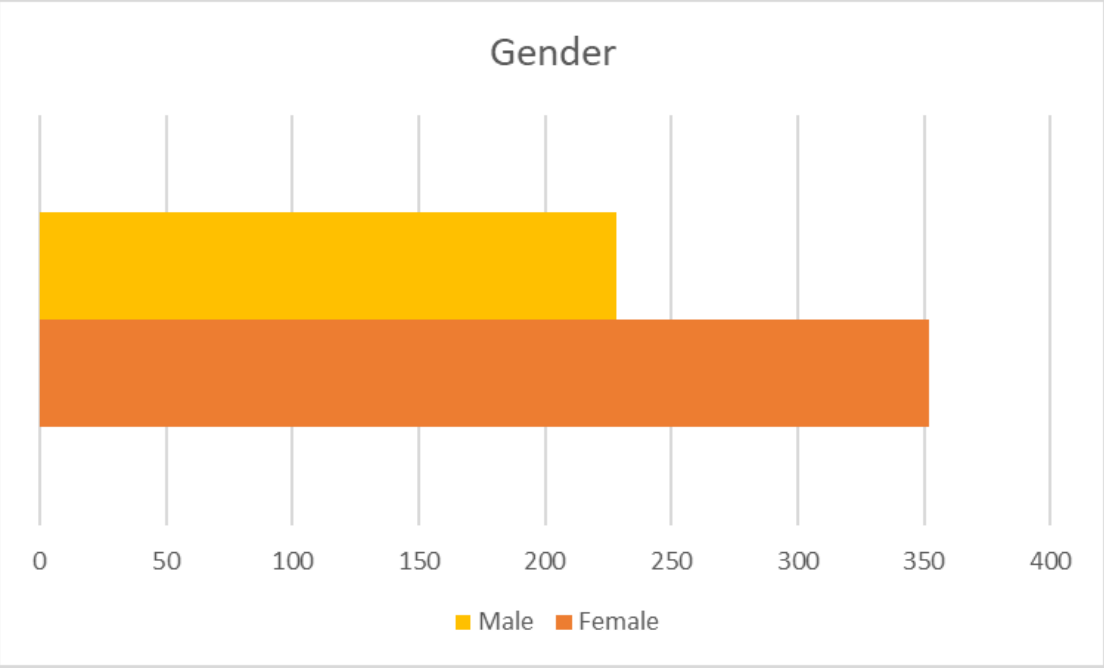
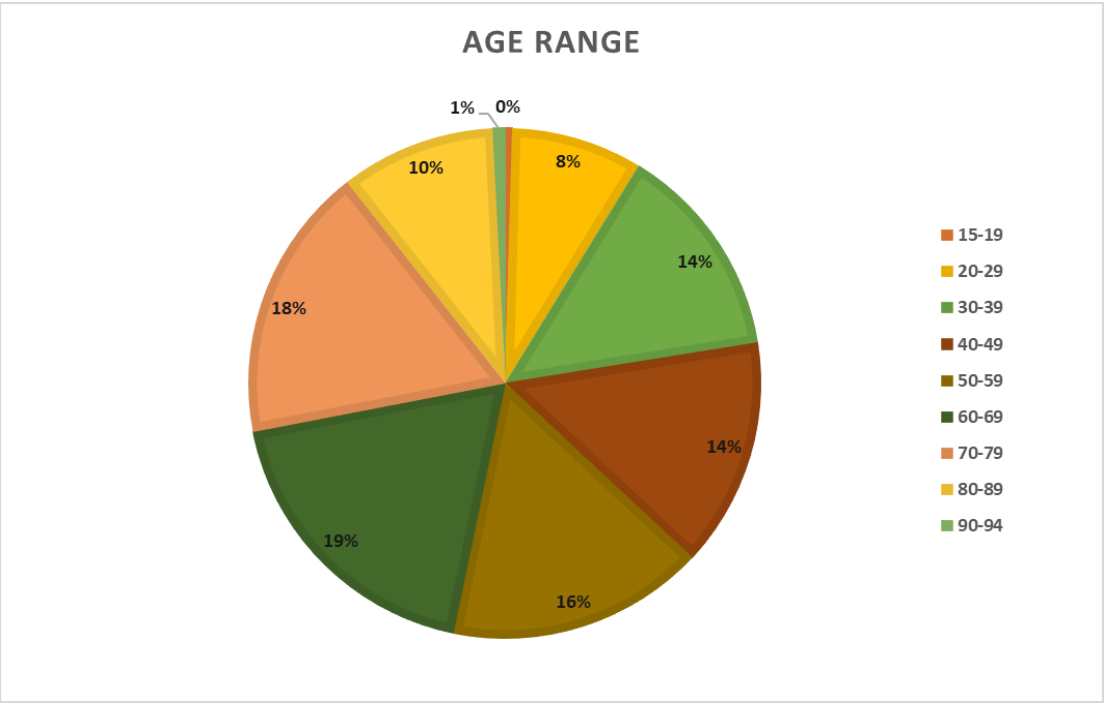
Percentage of clients who are single and/or live with dependent children	55%
Percentage of clients who are retired, unemployed, disabled, sick or a carer	80%

HOUSEHOLD TYPE



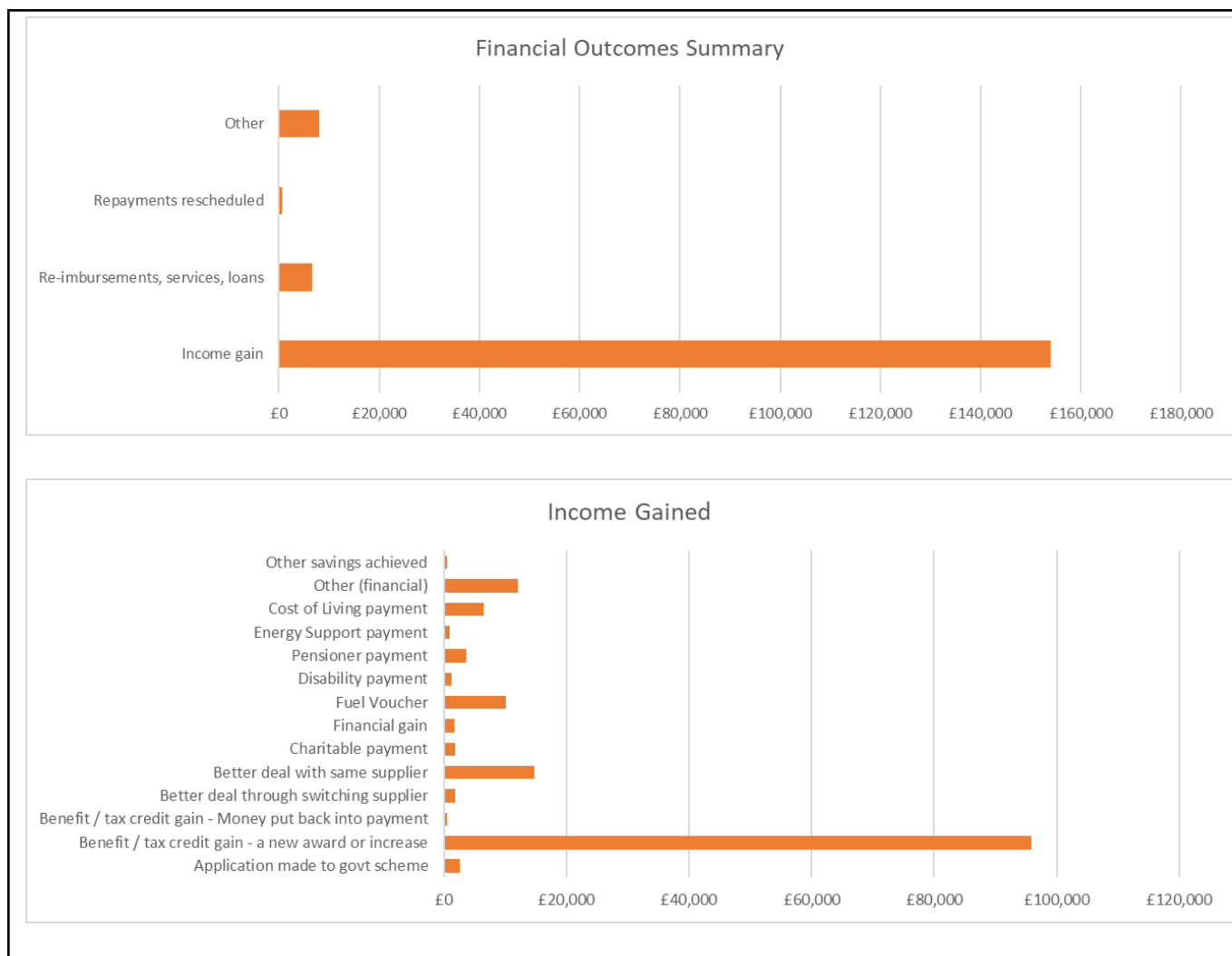
OCCUPATION





Financial Gains for clients Q2

£169,198



Energy Tools & Advice - Breakdown	Apr 20 – Sep 22	Q2	September
Applications to Portsmouth Water Social Tariff	396	156	56
Applications to Southern Water Social Tariff	579	256	97
Applications to South East Water Social Tariff	99	49	9
Applications to Water Debt Repayment Tariffs	70	25	11
Applications for the Warm Home Discount	269	122	51
Applications for Winter Fuel Payment	140	89	27
Clients provided with behavioural energy advice or referral	548	242	84
Clients provided with advice or assistance on switching tariffs	93	43	15
Carbon Monoxide Awareness Conversations completed	424	193	83
Carbon Monoxide Awareness Surveys completed	191	98	49
Carbon Monoxide Alarms gifted	40	18	8
Referrals for Help to Heat (FPNES) made	10	4	1
Referrals for Locking Cooker Valves made	7	0	0
Referrals for Safe & Well Visits made	60	34	14

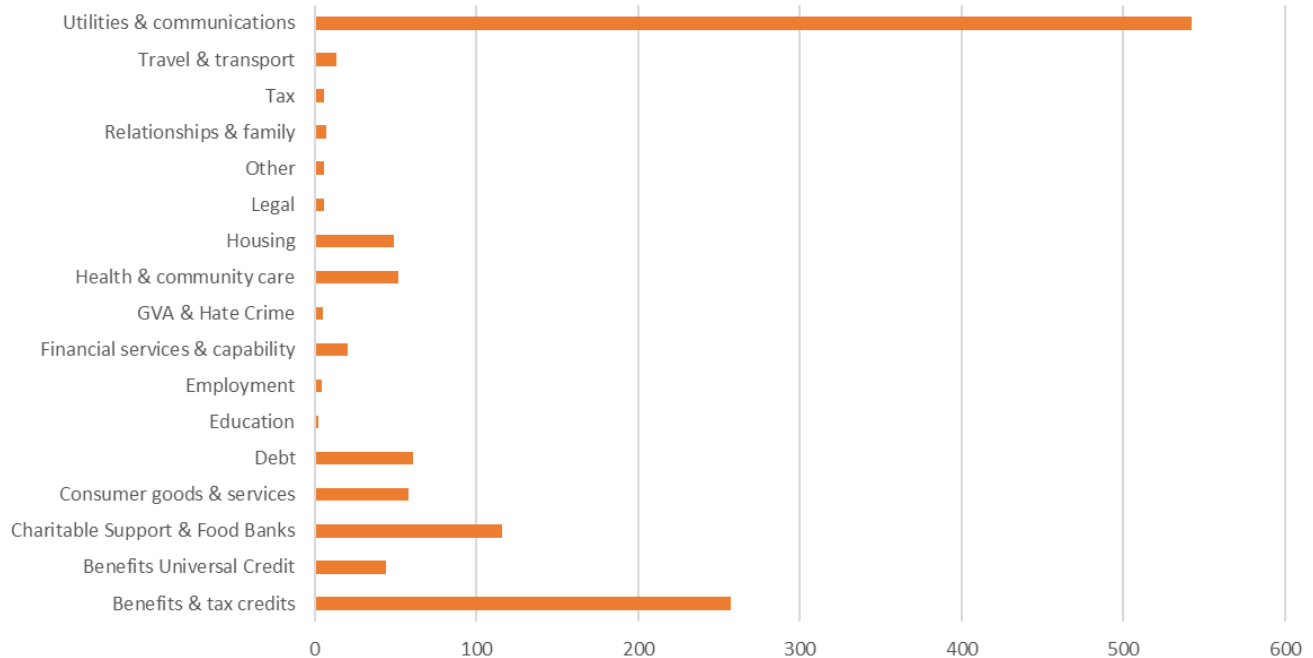
Charitable Support Q2

Clients provided with charitable support (food/household)	239
Clients provided with charitable support (not food/household)	39

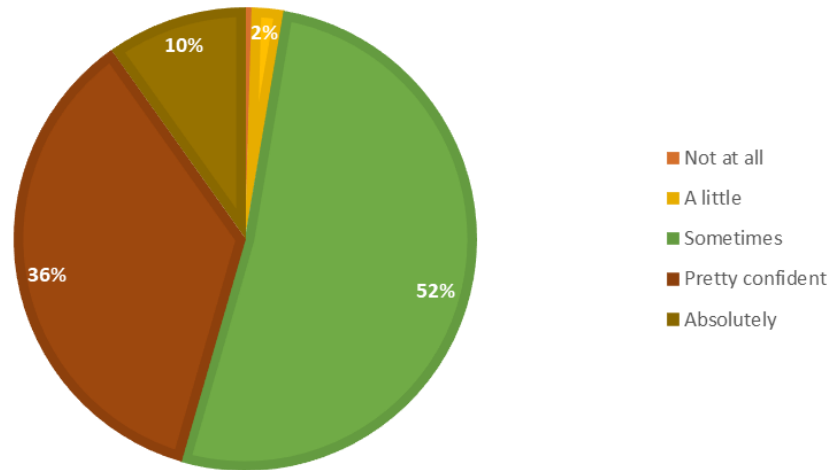
Top 5 Advice Issues Q2

1. Utilities & communications	43%
2. Benefits & tax credits	21%
3. Charitable Support & Food Banks	9%
4. Debt	5%
5. Consumer goods & services	5%

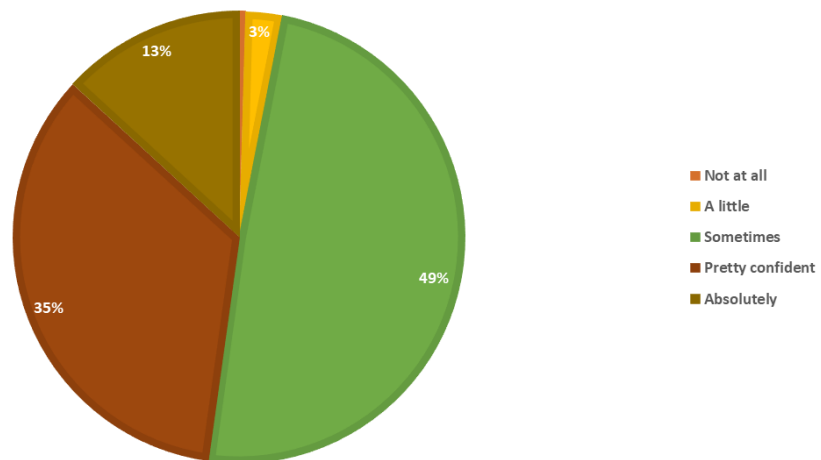
Advice Issues



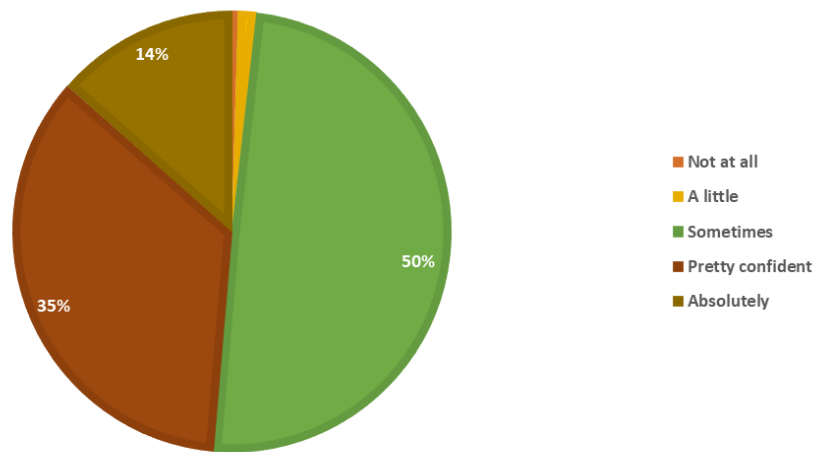
FEEL MORE OPTIMISTIC ABOUT THE FUTURE



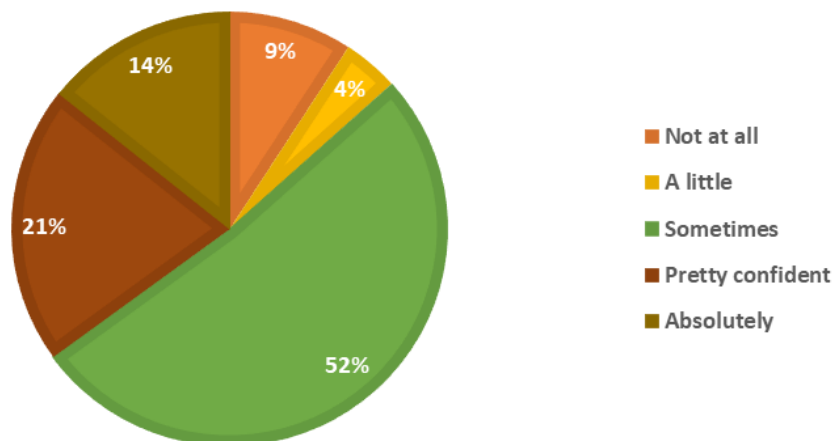
FEELS CONFIDENT TO DEAL WITH THEIR OWN PROBLEMS



FEELS ABLE TO COPE AT HOME



FEEL ABLE TO MANAGE THEIR HEATING NEEDS



Case studies

Harriet was referred to the Home and Well service by her local Community Navigator. Harriet has been through an incredibly difficult few years, losing her husband and her best friend. Harriet suffers from physical and mental health issues. She reports that most days she sees no reason to get out of bed. Harriet has been referred to the crisis team by her GP, who is in contact with her. She is also on the waiting list for counselling with i-Talk. Client reports she only has PIP as an income and is panicking about the cost of living increases and how she is going to cope with all her bills.

We looked at Harriet's PIP and it seemed that she should be on a higher level. We made the PIP phone call and reported the change of circumstances and Citizens Advice are going to support Harriet through the process.

Home and Well also referred Harriet to a local befriending service, and also to a bereavement service. Harriet is keen to engage with both.

She has been added to the PSRs and assistance given to renew her Watersure tariff. Harriet now feels like she is not alone and now has the support around her that she needs. She is incredibly grateful to Home and Well.

Jamie approached our service following a stroke. This was one of many over recent months and had left Jamie far less able than previous ones. They had previously been refused PIP and only just had started a benefits claim. Jamie is sofa surfing with their brothers, and has little money for food or contribute to rising energy costs.

We assisted with a full exploration, identifying multiple advice areas. We ensured a new PIP claim was started and their new UC claim was updated, a change of circumstances processed so that all gov depts were fully informed. We referred to adult social care for a needs assessment, organised charitable support in the form of a free sim card and hardship grant.

We ensured Jamie was registered for PSRs and that their home was energy efficient. It was discussed with Jamie maximising the household income and advised on cost of living. They have support from a family member who has the tenancy where Jamie is staying so we were also able to ensure they were advised in all the areas that would benefit all such as the warm home discount scheme and social water tariffs.



SGN
Your gas. Our network.



Scottish & Southern
Electricity Networks

south east water

Southern
Water



Hampsh/re
and **Isle of Wight**