



Citizens Advice Hampshire

Quarter Three 2022-23

REPORT

The Home & Well team have successfully supported 3348 clients* since the project started and 2471 of these have been signed up to the Priority Service Register.

Since last quarter we have seen a rise in the number of carbon monoxide alarms gifted to clients who have been assisted by the service. There has also been an increase in clients who have also received generalist advice from Citizens Advice in the last three months. Referrals made into the service via Home & Well Direct have more than doubled since last quarter meaning we are now connecting with more clients through partner agencies.

In November all of the Home & Well Advisers attended Level 1 Mental Health First Aid training, during this session the Advisers were taught how to recognise a mental health condition, the skills to start a conversation, and when/where to signpost relevant organisations.

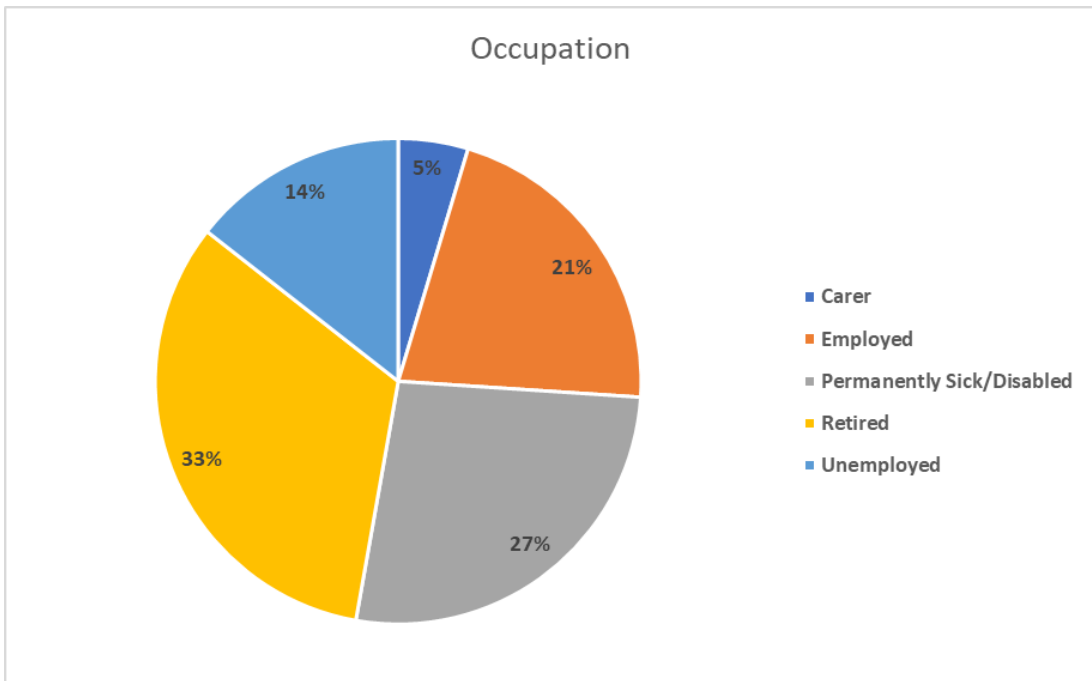
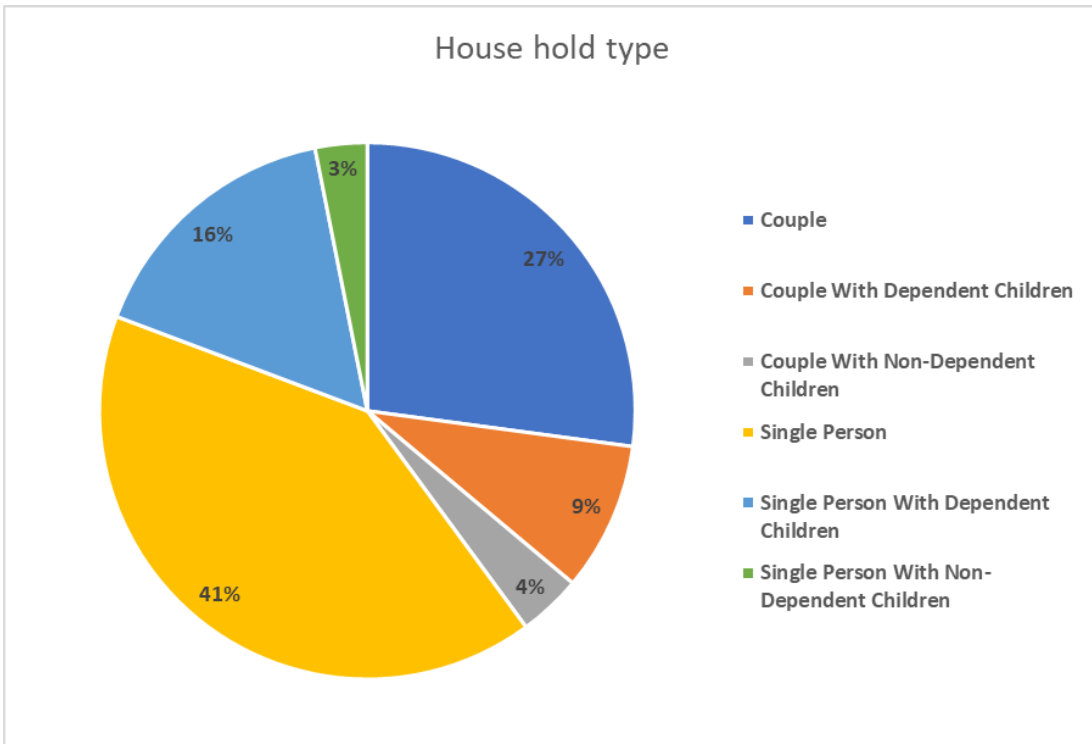
We are still working hard to get all of our Advisers on site at hospitals. Our Gosport Adviser is now present in both Gosport War Memorial and as of 14th December the Clarence Reablement Unit. The Portsmouth Advisers are now actively receiving referrals from HIVE and Queen Alexandra hospital thanks to internal promotion. A meeting is being held with St Mary's IoW to discuss a Home & Well Adviser being onsite. In Basingstoke we are very close to having an Adviser on site on the Integrated Discharge Bureau ward. On the 21st of December Home & Well was included in the Solent NHS email update which is shared to all members of staff. At the end of December we were approached by the ICB to help support with their 'Warm Bods' project, more information to follow.

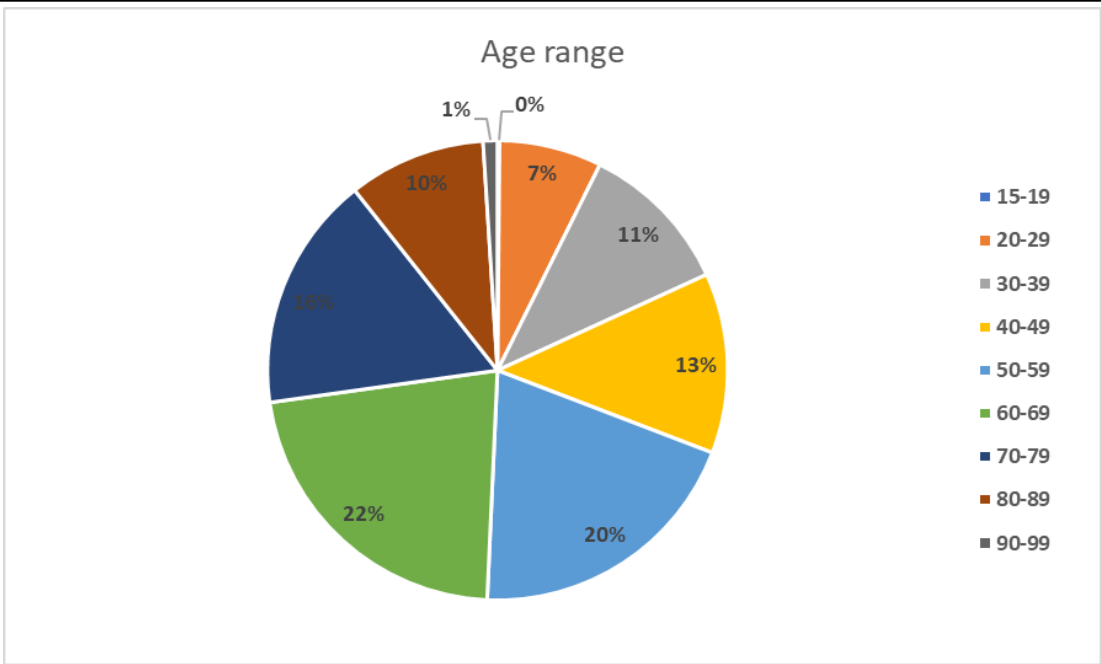
**The term 'clients' also refers to patients of Primary or Secondary Care*

Headline Statistics	Apr 20 – Dec 22	Q3	December
Total number of clients assisted by the service	3348	565	156
Total number of Priority Service Register sign ups	2471	426	133
Total number of energy-related tools client assisted with	2429	413	136
Clients provided with debt advice or referrals	808	183	56
Clients provided with welfare benefit advice or checks	1833	375	121
Clients provided with generalist advice	1612	397	116
Percentage of clients who felt more able to cope at home		98%	

Client Profiles Quarter Three

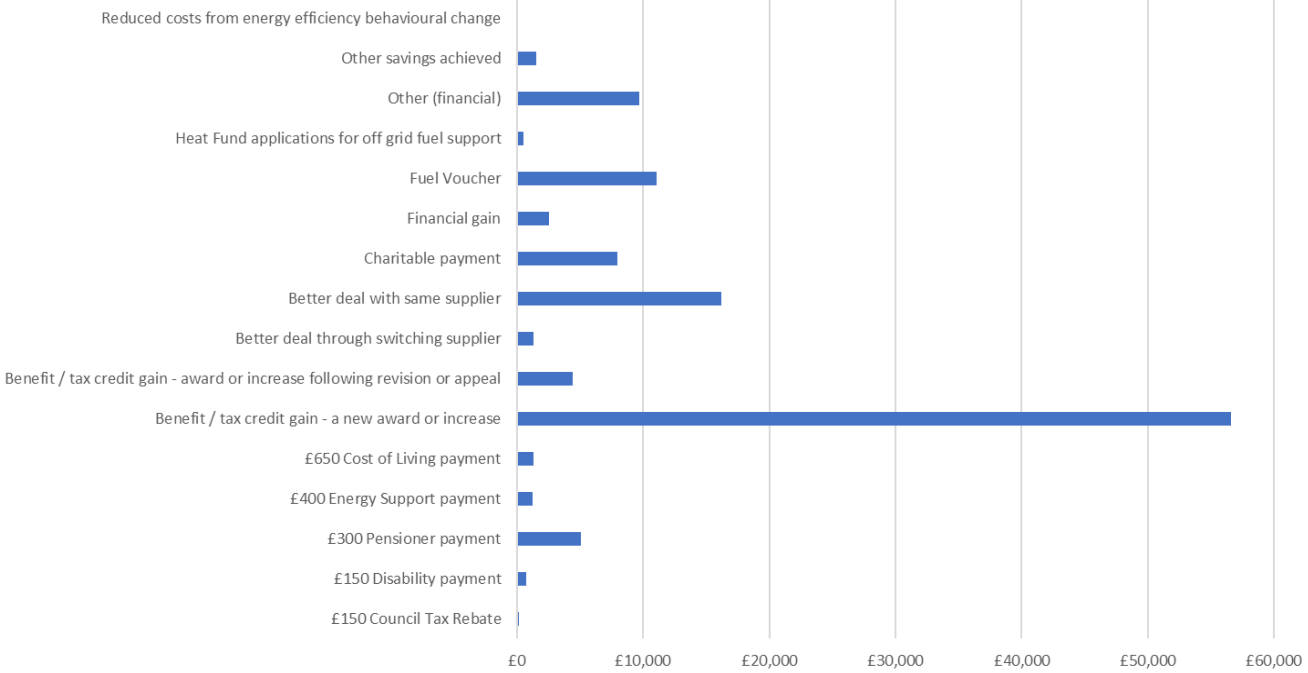
Percentage of clients who are single and/or live with dependent children	57%
Percentage of clients who are retired, unemployed, disabled, sick or a carer	79%





Financial Gains for clients Q3

£120,359.00



Energy Tools & Advice - Breakdown

**Apr 20 –
Dec 22**

Q3

December

Applications to Portsmouth Water Social Tariff

534

140

44

Applications to Southern Water Social Tariff

827

248

80

Applications to South East Water Social Tariff

141

42

9

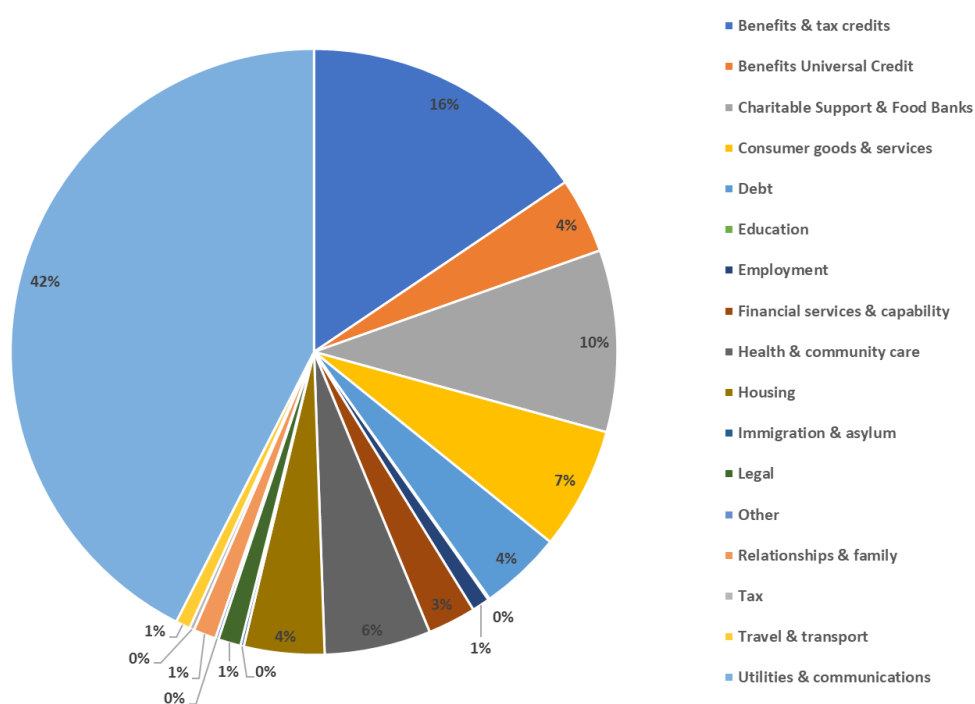
Applications to Water Debt Repayment Tariffs	91	21	9
Applications for the Warm Home Discount	345	80	26
Applications for Winter Fuel Payment	211	75	18
Clients provided with behavioural energy advice or referral	777	229	84
Clients provided with advice or assistance on switching tariffs	122	29	8
Carbon Monoxide Awareness Conversations completed	595	172	55
Carbon Monoxide Awareness Surveys completed	272	82	32
Carbon Monoxide Alarms gifted	64	24	9
Referrals for Help to Heat (FPNES) made	12	2	1
Referrals for Locking Cooker Valves made	9	3	0
Referrals for Safe & Well Visits made	86	28	6

Charitable Support Q3

Clients provided with charitable support (food/household)	199
Clients provided with charitable support (not food/household)	56

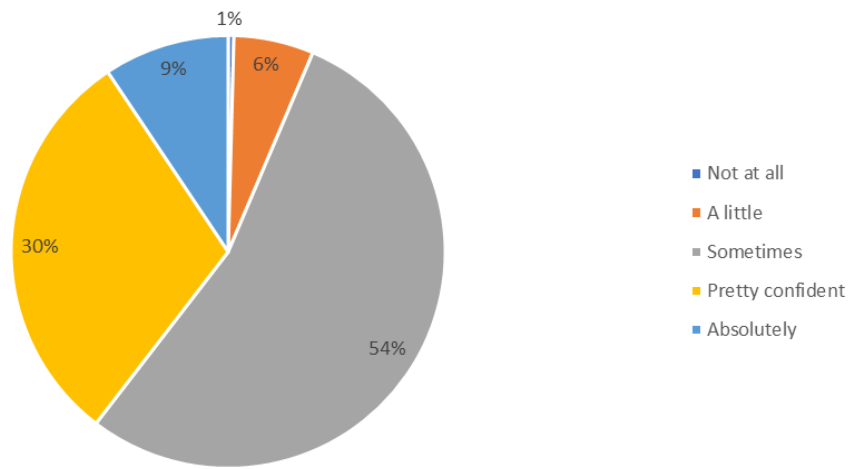
Top 5 Advice Issues Q3

1. Utilities & communications	42%
2. Benefits & tax credits	16%
3. Charitable Support & Food Banks	10%
4. Consumer goods & services	7%
5. Health & community care	6%

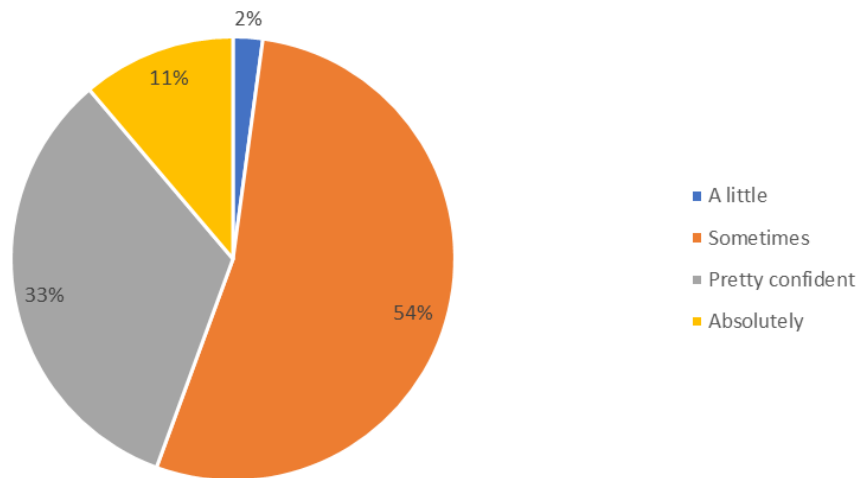


Mental Health Q3

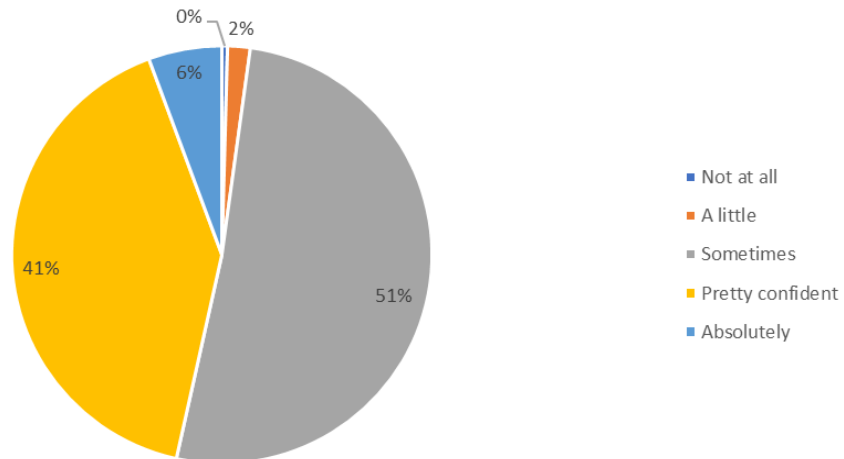
Client feels more optimistic about the future



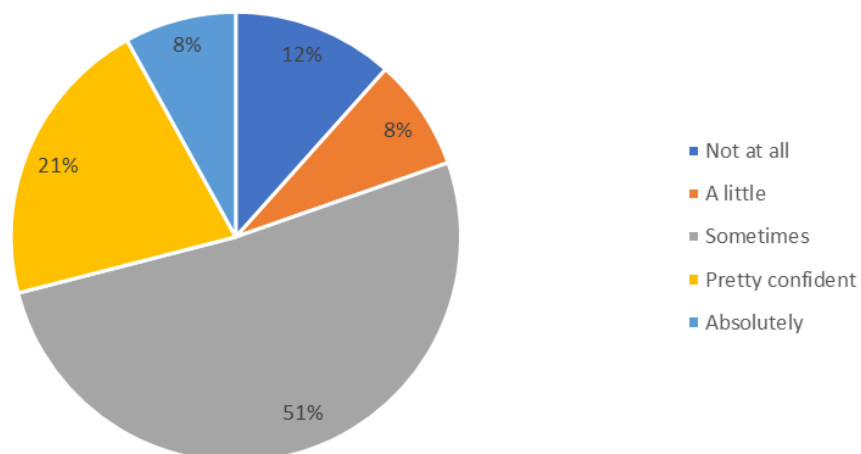
Client feels more confident to deal with their own problems



Client feels better able to cope at home



Client feels able to manage their heating needs



Case studies

Rory was referred to Home & Well via the direct referral form from HIVE. Rory is 89 and recently lost their partner, consent was given to speak to Taylor who is Rory's child.

Taylor pointed out the main concern is Rory's well being as they struggle with daily tasks in the property on their own. Advisor prioritised explaining the client's housing options including home adaptation with disabled facilities grant, home care (paid carer), retirement home with support and residential care home. Further advice about how the level of finance would impact on how much they have to pay for care was given. The adviser also advised the client about power of attorney and making a will. Rory was also signposted to adult social care for an updated assessment.

Home & Well advice including PSR, winter fuel payment, etc are also shared. Taylor thanked the advisor for supporting the client in a holistic approach.

Clay and Marley were referred into Home and Well by their local Community Navigator, who had visited the couple at their home. Numerous referrals had been completed already including a referral for home adaptations and starting the Attendance Allowance application process for Clay. Home and Well completed a full benefits check, identifying that Marley was eligible for a higher level of disability benefits themselves, as well as CTR and a blue badge. Home and Well were able to make the initial phone calls to the relevant parties and then liaise with the community navigator who will be able to assist the couple face-to-face with form completion.

The Adviser was also able to provide the couple with energy efficiency advice, which they were keen to embrace to try and bring their bills down. They were added to PSRs and the essentials tariff with Southern water as their income fell below the limit.

Clay and Marley are feeling more confident that they can handle the rising cost of living with the help they have been given by both the community navigator and Home and Well.



SGN
Your gas. Our network.



Scottish & Southern
Electricity Networks

south east water

Southern
Water



Hampshire

Hampshire
and **Isle of Wight**