



## Citizens Advice Hampshire Quarter One 2023-24

The Home & Well team have successfully supported over 4543 clients\* since the project started, and more than 3404 of these have been signed up to the Priority Service Register.

In quarter one, we have recorded that over 49% 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. More clients are presenting debt issues compared to last quarter but utilities and communications are still the biggest issue for clients.

We are excited to announce that Citizens Advice Eastleigh and Hart will be joining the project with two new dedicated Home & Well Advisers. This is an exciting time for the project as we expand our reach. During the last quarter, introduction meetings were held with Andover Mind, East Hampshire Mind, Age Concern Hampshire and Driving Miss Daisy to discuss Home & Well and how to refer clients into the project.

On the 11th July, we will be hosting our Home & Well Celebration Event. We are excited to announce Clare Moriarty, Chief Executive, Citizens Advice, will be our keynote speaker. Other presentations will be given by Hampshire & Isle of Wight Integrated Care Board (ICB), Southern Water and SSEN.

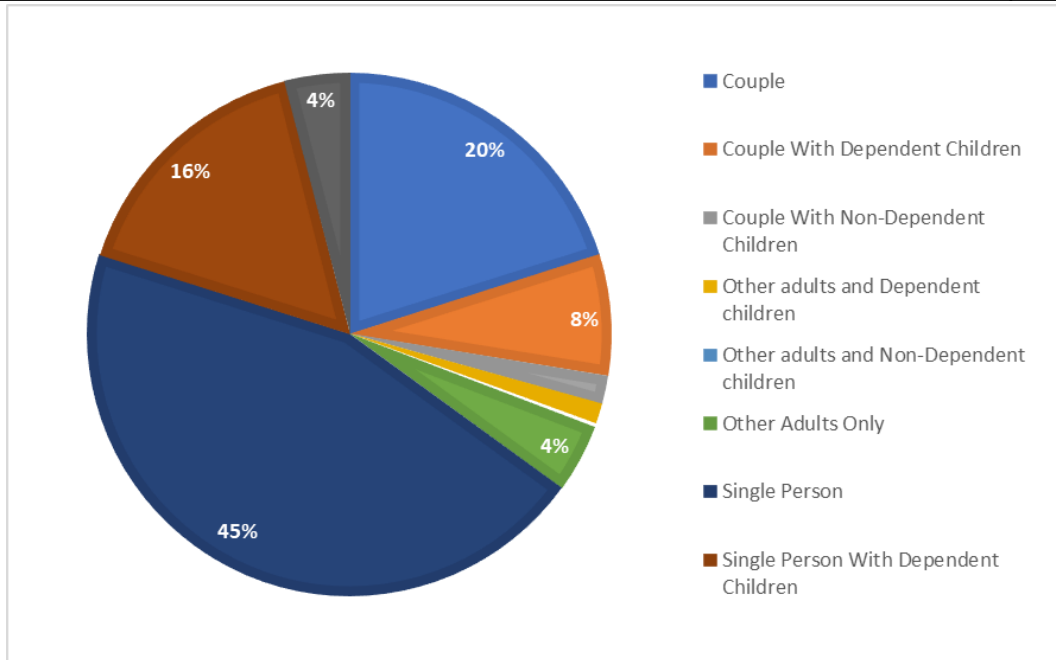
Exciting progress is being made to get all Home & Well Advisers present in hospitals. During this quarter, the Southampton Adviser has begun attending the University Hospital Southampton (UHS) Support Hub once a week. Great progress has been made with Basingstoke and meetings are being held with the Ward Managers to discuss an onsite presence. We are supporting Winchester and Isle of Wight on their hospital development.

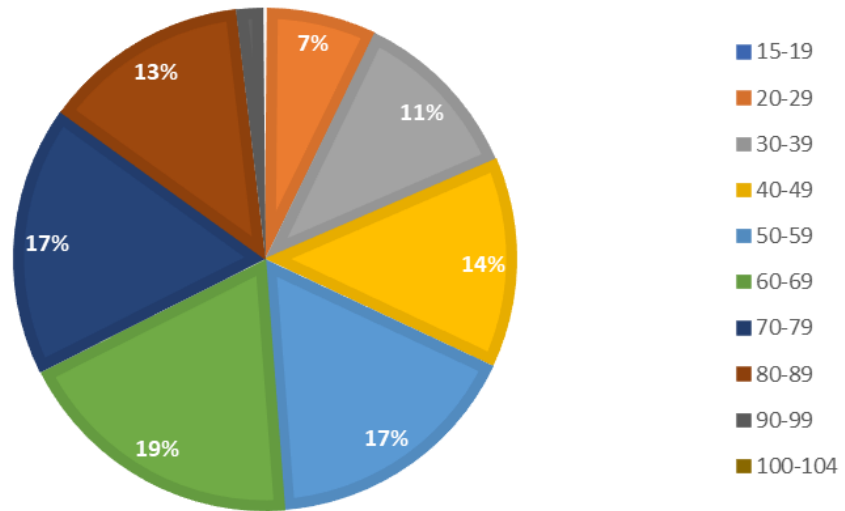
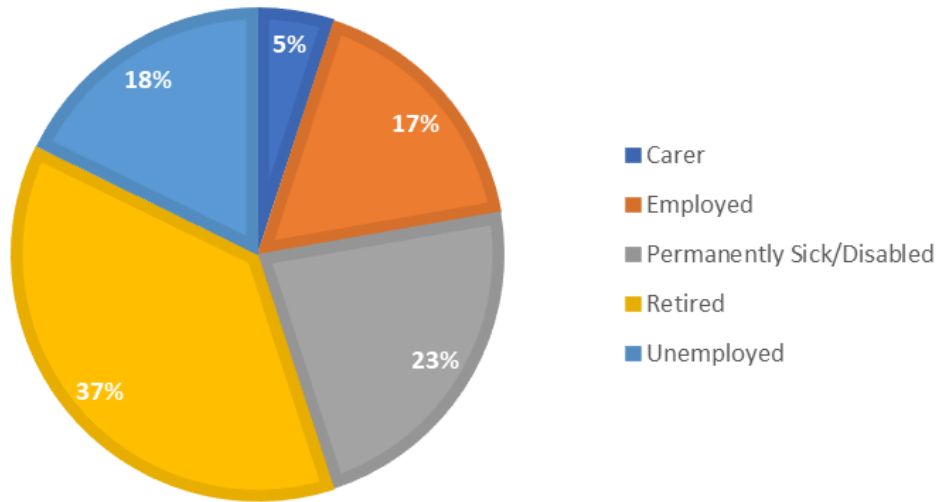
*\*The term 'clients' also refers to patients of Primary or Secondary Care*

Headline Statistics	Apr 20 – Jun 23	Q1	June
Total number of clients assisted by the service	4543	565	193
Total number of Priority Service Register sign ups	3404	449	154
Total number of energy-related tools client assisted with	3069	226	74
Clients provided with debt advice or referrals	1277	237	75
Clients provided with welfare benefit advice or checks	2746	449	136
Clients provided with generalist advice	2556	473	154
Percentage of clients who felt more able to cope at home		95%	

## Client Profiles Q1

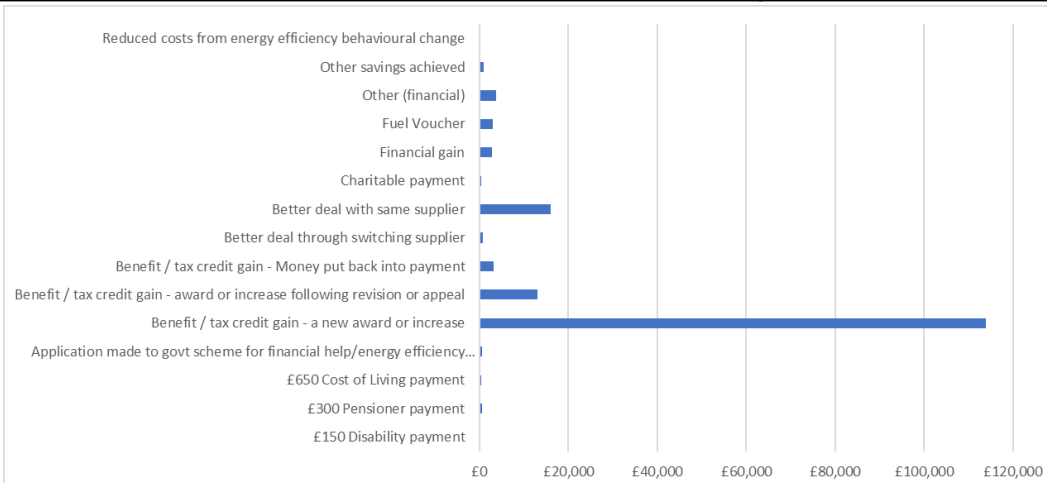
Percentage of clients who are single and/or live with dependent children	69%
Percentage of clients who are retired, unemployed, disabled, sick or a carer	82%





## Income Gained for clients Q4

**£159,327**



## Energy Tools & Advice - Breakdown

Apr 20 –  
Jun 23

Q1

June

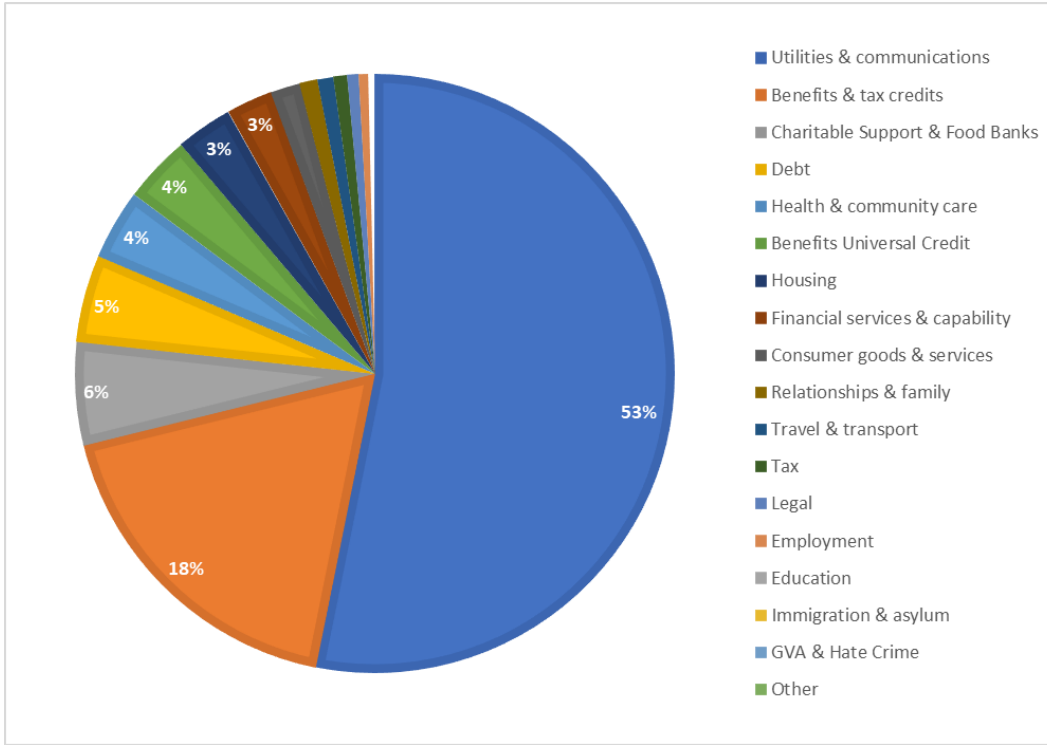
Applications to Portsmouth Water Social Tariff	776	119	36
Applications to Southern Water Social Tariff	1343	258	86
Applications to South East Water Social Tariff	224	44	7
Applications to Water Debt Repayment Tariffs	111	11	4
Applications for the Warm Home Discount	447	22	4
Applications for Winter Fuel Payment	290	14	7
Clients provided with behavioural energy advice or referral	1131	181	60
Clients provided with advice or assistance on switching tariffs	149	9	3
Carbon Monoxide Awareness Conversations completed	906	151	44
Carbon Monoxide Awareness Surveys completed	349	33	11
Carbon Monoxide Alarms gifted	82	11	6
Referrals for Help to Heat (FPNES) made	18	4	1
Referrals for Locking Cooker Valves made	14	1	0
Referrals for Safe & Well Visits made	132	27	10

## Charitable Support Q1

Clients provided with charitable support (food/household)	108
Clients provided with charitable support (not food/household)	36

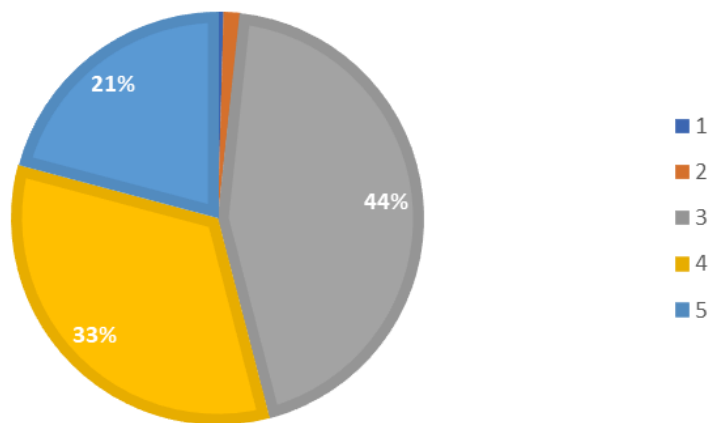
## Top 5 Advice Issues Q1

1. Utilities & communications	53%
2. Benefits & tax credits	18%
3. Charitable Support & Food Banks	6%
4. Debt	5%
5. Health & community care	4%

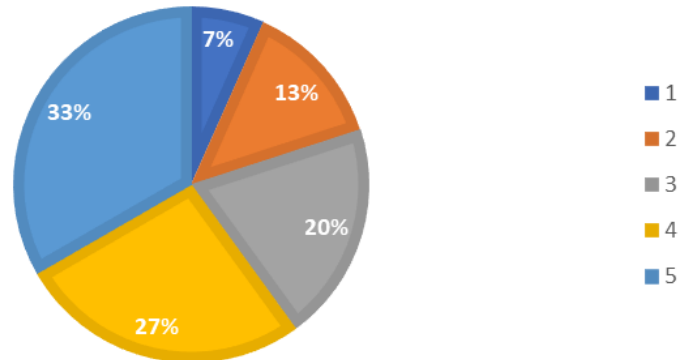


## Mental Health Q1

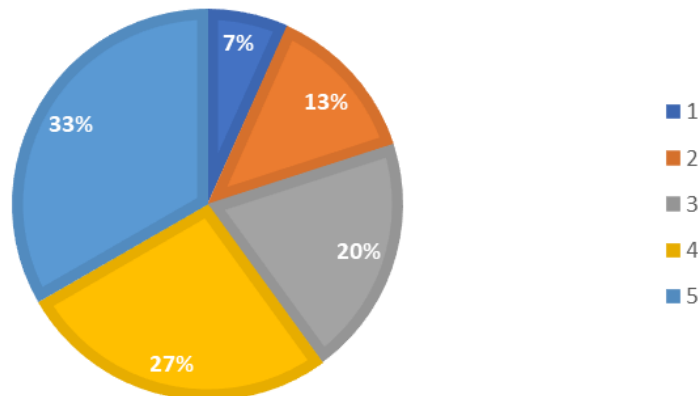
**CLIENT FEELS MORE OPTIMISTIC ABOUT THE FUTURE?** (WHERE 1 IS NOT AT ALL, AND 5 IS EXTREMELY)



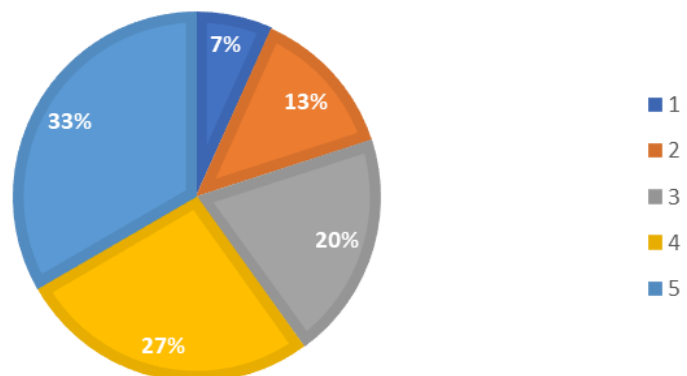
**CLIENT FEELS MORE CONFIDENT IN THEIR ABILITY TO DEAL WITH THEIR PROBLEMS?** (WHERE 1 IS NOT AT ALL, AND 5 IS TOTALLY CONFIDENT)



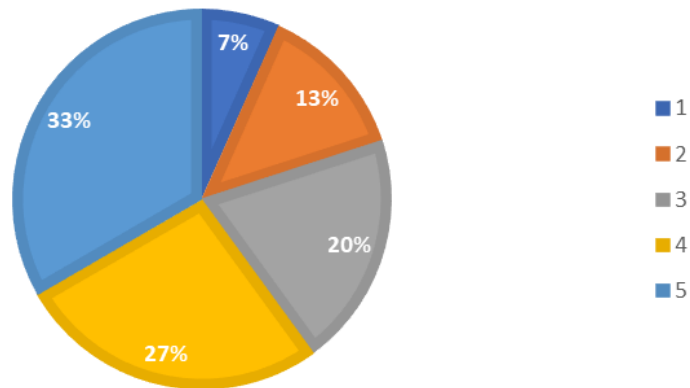
**CLIENT FEELS BETTER ABLE TO COPE AT HOME?** (WHERE 1 IS NOT AT ALL, AND 5 IS TOTALLY CONFIDENT)



**CLIENT FEELS ABLE TO MANAGE THEIR HEATING NEEDS?** (WHERE 1 IS NOT AT ALL, AND 5 IS TOTALLY AGREE)



**CLIENT KNOWS WHERE TO GO FOR HELP IF THEY NEED IT?** (WHERE 1 IS NOT AT ALL, AND 5 IS TOTALLY AGREE)



## Case studies

*Riley and Ash were referred to Home and Well by the Stroke Association. Riley was previously self employed and now unable to work due to a stroke, the couple were struggling to pay their bills on one income.*

*They had attempted to apply for Universal Credit but had hit a hurdle as Riley has no photo ID. Home and Well completed a benefit check and found an alternative solution for Riley's ID. The couple were assisted to claim Universal Credit and advised to apply for PIP. Their income was maximised by applications to relevant social tariffs for water and broadband. Riley and Ash were also placed on the PSR for both their energy and water.*

*Riley and Ash are feeling much more positive about the future and reassured they aren't going to get into debt while Kasia is recovering.*

*Jessie is a 65 year old who lives alone. They receive only Employment Support Allowance and Council Tax Support. Jessie has long term mental health and information processing issues. They currently receive support from Mind Charity and were referred to Home and Well by a social prescriber.*

*Jessie was registered on the PSRs and the social tariffs with both water suppliers. An application for Personal Independence Payment was started to maximise their income. It was discovered that Jessie was also in debt so a referral was made to the debt specialists for extra support.*

*Jessie was referred for a Safe & Well visit. Due to the home being cluttered extra support is being given from the Adviser and Social Prescriber to organise the property being cleaned. There is hope this will be funded by local charity donations.*

*Taylor is retired and currently struggling due to the cost of living. They are in receipt of state pension and a small private pension, but are struggling to stretch this income to cover all their expenditure.*

*Taylor's energy bills had increased and they had been left with some debt; paying this off has been difficult. They wanted help looking into their benefit entitlement. A benefit check was completed to make sure they were in receipt of everything Taylor was entitled to. The Adviser also checked if there were any grants available and found that they could apply for a cost of living assistance grant of £500.*

*It was discovered that Taylor was eligible for their water company's social tariff and an application was completed on their behalf. Taylor was also placed on the PSR. A carbon monoxide survey was completed and a referral to Safe & Well was completed.*

*Taylor was grateful for our support.*



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**Water**

**Hampshire**  
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**Hampshire**