



Citizens Advice Hampshire Quarter One 2024-25

The Home & Well team have successfully supported over 6961 clients* since the project started, and more than 5097 of these have been signed up to the Priority Service Register.

In quarter one, we have recorded that over 50% of clients are aged 60 and above. 71% of clients assisted by the service had a disability or long-term health condition.

On the 24th April Home & Well presented at SGN's Carbon Monoxide Awareness Event. This was a great opportunity to talk about the project and promote the service to other voluntary sector organisations.



At the last team meeting a representative from Hampshire & Isle of Wight Fire and Rescue came to speak about their Safe & Well visits. The Advisors have also been invited to meet their local Safe & Well operatives.

Home & Well Advisors are also working hard to promote the service on a local level. Fareham and Havant's Advisors have been invited to speak at the July Integrated Community of Practice Social Prescribers' Network Meeting. Eastleigh colleagues have been busy developing new Primary Care and Community & Voluntary Sector engagement. The team on the Isle of Wight are exploring working with the Respite Centres on the island who work with those being discharged from St Mary's.

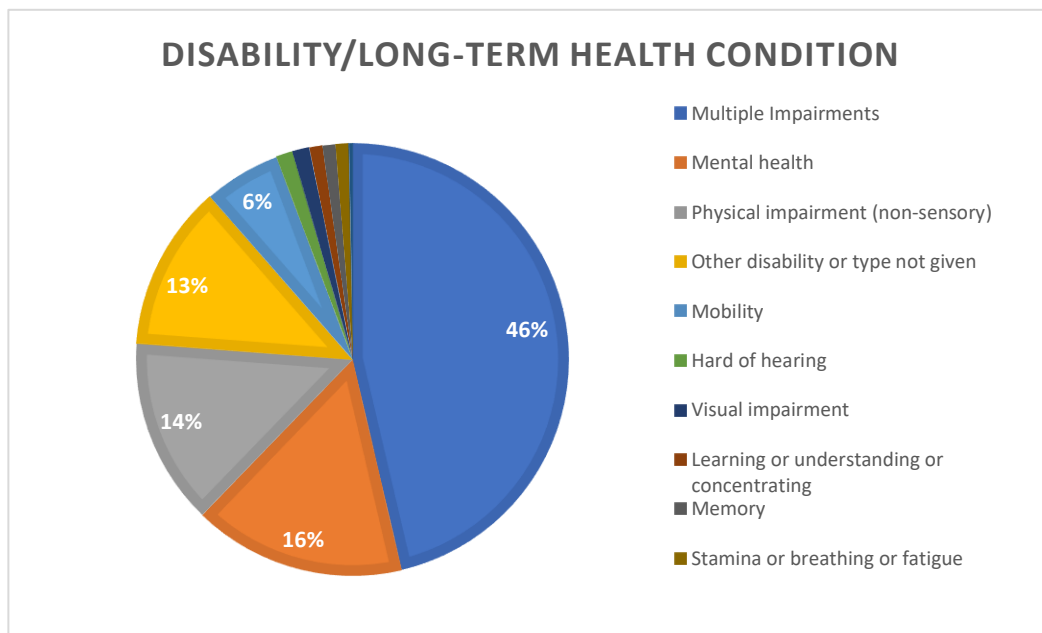
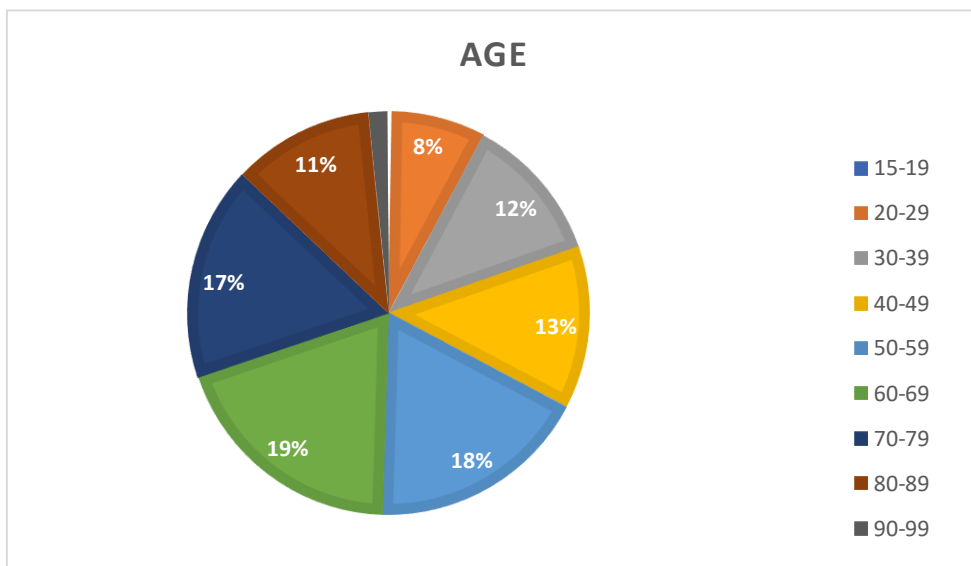
Angela Gill met with Jess Berry, Head of Health Inequalities, to discuss Home & Well Advisors being present on site at the remaining key hospitals by Autumn 2024. We are currently supporting Basingstoke Winchester, Portsmouth and the Isle of Wight with their hospital development. Our Advisors in East Hampshire, Gosport and Southampton continue to attend regular onsite visits to promote the service and support patients onsite.

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

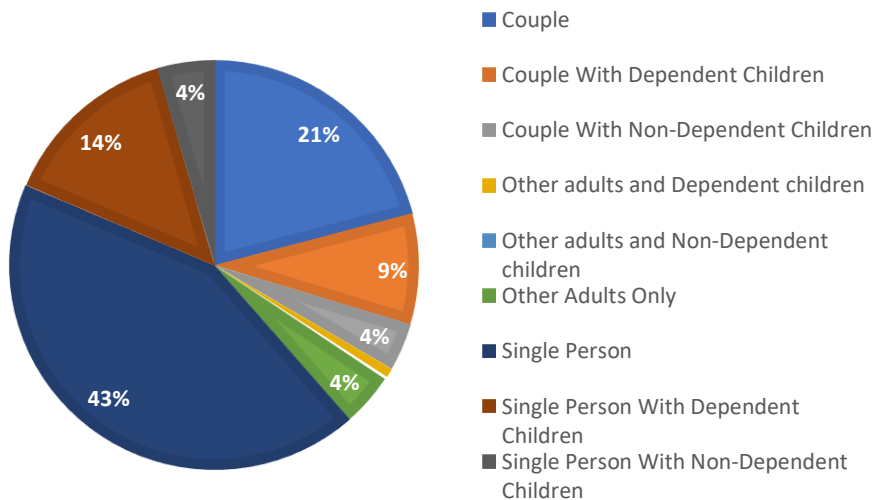
Headline Statistics	Apr 20 – Jun 24	Q1	June
Total number of clients assisted by the service	6961	673	219
Total number of Priority Service Register sign ups	5097	497	171
Total number of energy-related tools client assisted with	4268	345	125
Clients provided with debt advice or referrals	2048	170	49
Clients provided with welfare benefit advice or checks	4497	487	165
Clients provided with generalist advice	4496	517	168

Client Profiles Q1

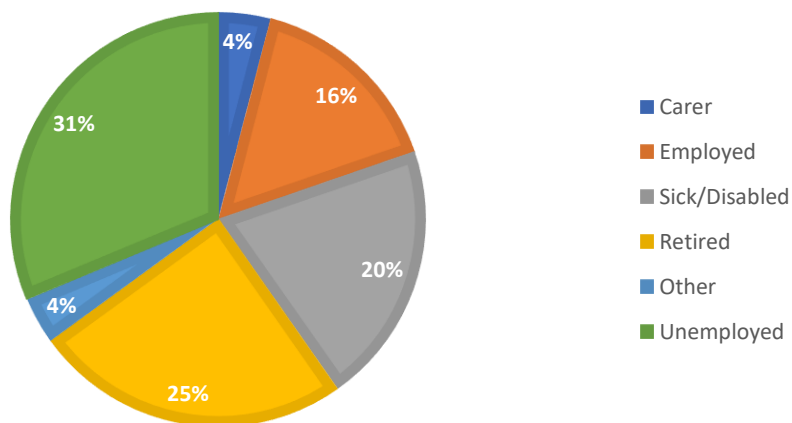
Percentage of clients who are single and/or live with dependent children	71%
Percentage of clients who are retired, unemployed, disabled, sick or a carer	80%



HOUSEHOLD TYPE



EMPLOYMENT STATUS



Income Gained for clients Q1	£261,843
Refund / Repair / Replacement agreed/scheduled	£9,567
Health charges reduced or eliminated	£3,400
Goods or services provided	£10,467
Free or reduced charges/costs	£600
Food provision / referral	£2,740
Financial gain/improvement	£150
Appliance upgrade to more energy efficiency model	£8,607
Utility meter installed / moved / recalibrated	£240
Other (non-financial)	£245
National Fuel Vouchers - Fuel Bank Foundation	£294
Improved health / capacity to manage	£4,498
Debts repaid	£600
Complaint resolved	£446
Cadent Winter Support Fund	£31
Benefit / tax credit maintained	£1,140
Tax - other (financial gain)	£1,738
Reduced costs from energy efficiency behavioural change	£780
Other savings achieved	£289
Other (financial)	£21,992
National Fuel Vouchers - Fuel Bank Foundation	£66
Fuel Voucher	£1,634
Financial gain (please specify)	£123
Financial gain	£767
Charitable payment	£6,355
Better deal with same supplier	£14,751
Better deal through switching supplier	£450
Benefit / tax credit gain - Money put back into payment	£1,761
Benefit / tax credit gain - a new award or increase	£167,943
Application made to govt scheme for financial help/energy efficiency measures	£169

Energy Tools & Advice - Breakdown	Apr 20 – Jun 24	Q1	June
Applications to Portsmouth Water Social Tariff	1242	138	52
Applications to Southern Water Social Tariff	2298	267	85
Applications to South East Water Social Tariff	438	58	16
Applications to Water Debt Repayment Tariffs	168	17	4
Applications for the Warm Home Discount	629	50	16
Applications for Winter Fuel Payment	393	28	11
Clients provided with behavioural energy advice or referral	1977	238	90
Clients provided with advice or assistance on switching tariffs	217	29	8
Carbon Monoxide Awareness Conversations completed	1461	161	55
Carbon Monoxide Awareness Surveys completed	555	81	34
Carbon Monoxide Alarms gifted	132	23	9
Referrals for Help to Heat (FPNES) made	28	5	1
Referrals for Locking Cooker Valves made	25	4	0
Referrals for Safe & Well Visits made	200	29	12

PSR Sign Ups Q1

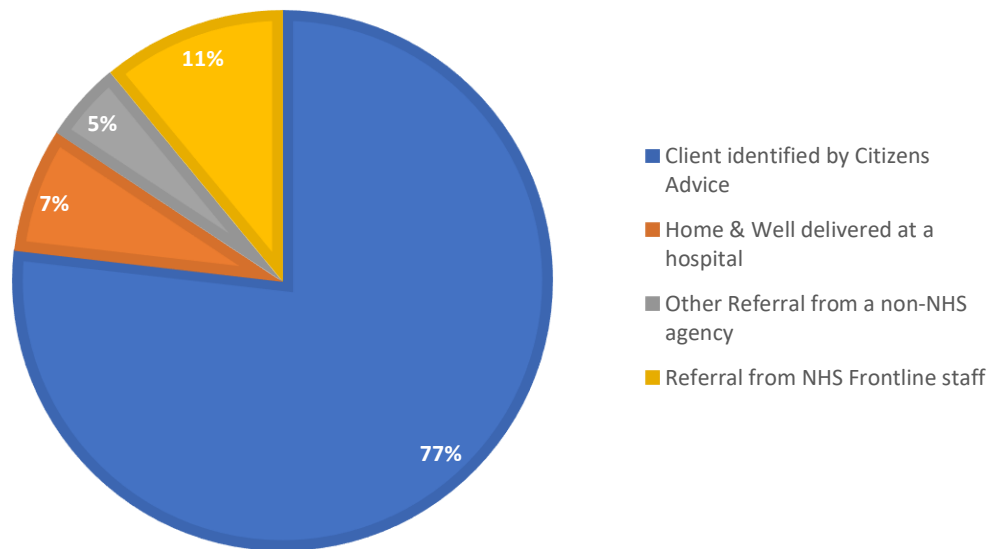
Portsmouth Water	141
Southern Water	288
South East Water	51
SSEN	297
SGN	247

Charitable Support Q1

Clients provided with charitable support (food/household)	125
Clients provided with charitable support (not food/household)	50

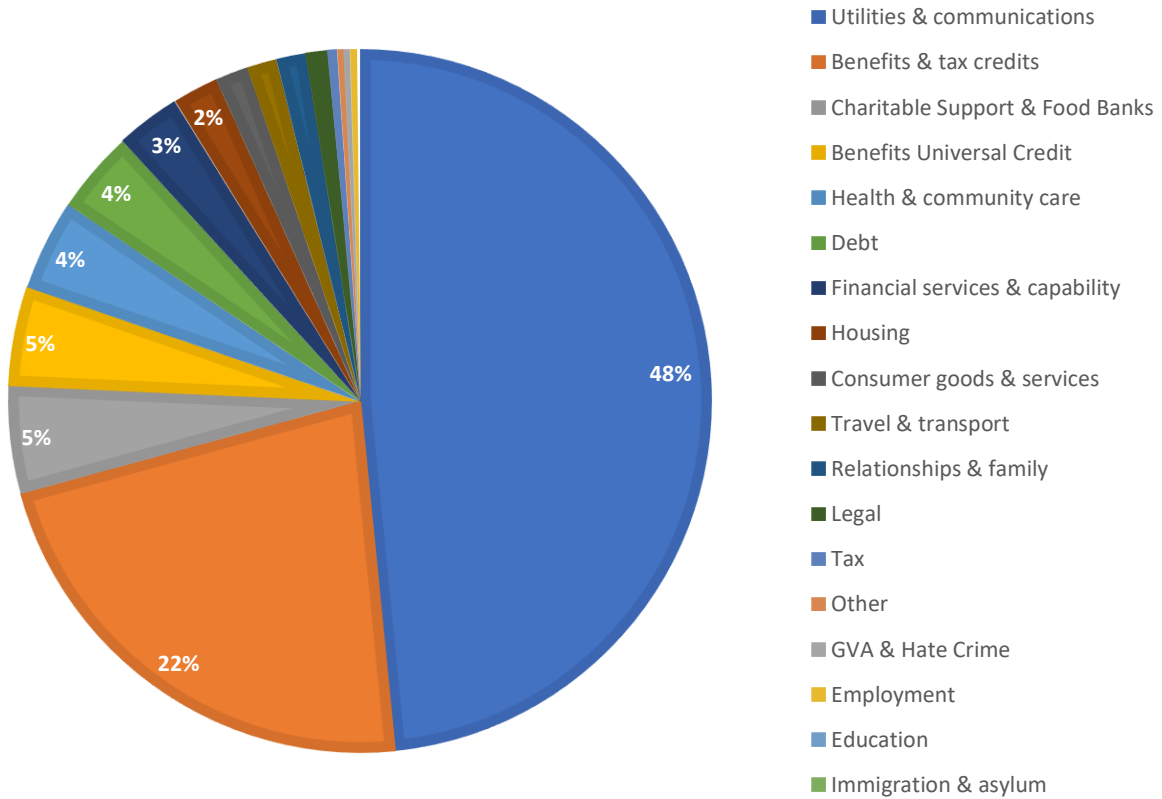
Home & Well Referral

Client identified by Citizens Advice	77%
Home & Well delivered at hospital	7%
Referral from non-NHS agency	5%
Referral from NHS staff	11%



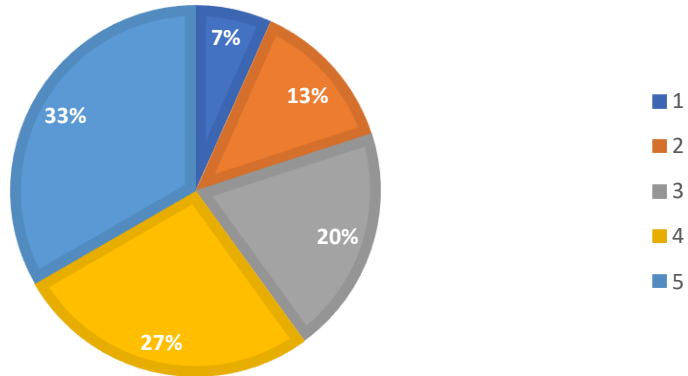
Top 5 Advice Issues Q1

1. Utilities & communications	48%
2. Benefits & tax credits	22%
3. Charitable Support & Food Banks	5%
4. Benefits Universal Credit	5%
5. Health & community care	4%

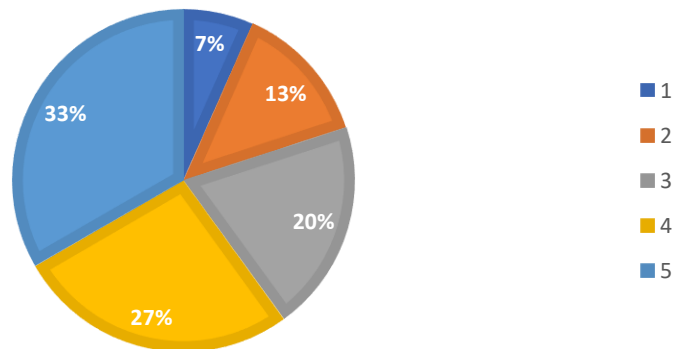


Mental Health Q1

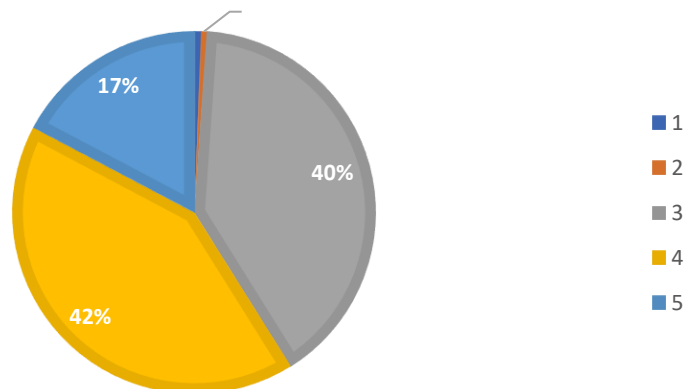
CLIENT FEELS MORE OPTIMISTIC ABOUT THE FUTURE?
(WHERE 1 IS NOT AT ALL, AND 5 IS EXTREMELY)



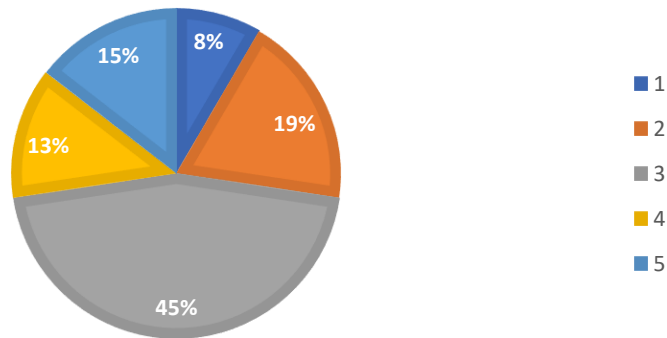
CLIENT FEELS MORE CONFIDENT IN THEIR ABILITY TO DEAL
WITH THEIR PROBLEMS? (WHERE 1 IS NOT AT ALL, AND 5 IS
TOTALLY CONFIDENT)



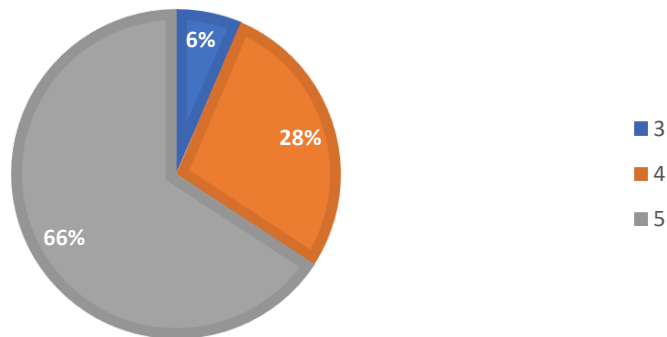
CLIENT FEELS BETTER ABLE TO COPE AT HOME?
(WHERE 1 IS NOT AT ALL, AND 5 IS TOTALLY CONFIDENT)



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

Charlie visited the local office for assistance with paying their car insurance. During the appointment, the volunteer advisor had some concerns with their memory and referred Charlie to the Home & Well team. Charlie lives alone following the death of their partner, who's name they sadly cannot remember, Charlie had previously visited a clinic with a family member and neighbour this resulted in Charlie losing their driving licence due to mental and cognitive impairment. Unfortunately, Charlie had forgotten this, and continued to drive. This resulted in a call to the police to drive their car home.

Charlie consented to a referral to Adult Social Services who can aid and support them to live independently for as long as possible. Additionally, during the exploration Charlie had some documentation that confirmed they are only in receipt of State Pension and a small private pension.

It also became apparent that Charlie had no hot water or heating. With their consent, the Advisor referred Charlie to The Environment Centre to look at the boiler. The Environment Centre met Charlie and the Home & Well Advisor at Charlie's house for a home visit to assess the boiler, and confirmed they would be eligible for a grant to repair the heating and hot water. The estimate for this work is £8607. During the home visit, Charlie was frustrated at the

volume of letters they were receiving and presented a pile of letters for outstanding utility bills and debt collection relating to their previous company that they retired from in 2011. With their consent, the Advisor contacted the company to advise that Charlie is no longer involved with the company and therefore their contact details are no longer associated with that company on their accounts, putting an immediate stop to the debt collection letters.

The Advisor discussed Charlie's eligibility for other benefits, including Attendance Allowance, however this is not something they wished to apply for at the moment. Charlie already receives a council tax reduction. Charlie was also signed up to the Priority Services Register.

Charlie continues to visit the local Citizens Advice office on a weekly basis for assistance. This includes support such as checking bus routes, how to use their bus pass, and reminding them where their car is and why they are not able to drive. During their most recent visit, Charlie was so very grateful to the support they continue to receive from Citizens Advice.

Jordan is bed-bound and their partner had been caring for Jordan by themselves. They are both over pension age and have little support. Jordan mentioned their partner had been struggling to get them out of bed to get them washed and dressed, or to take them out in their wheelchair. Jordan said they felt they needed more support, but didn't know where to turn to for help?

The Home & Well Advisor referred Jordan and their partner for a Care assessment from Hampshire County Council, the Princess Royal Trust, for an emergency care plan and to Andover Mind's Carer Support Worker.

A benefit check was completed to see if Jordan was eligible for any further support. Jordan is living in a Housing Association property, and just had their state pensions as income. Jordan was also in receipt of Personal Independence Payment. Jordan and their partner were not getting any Housing Benefit or Council Tax support and had not tried claiming as they felt they would not be eligible. The Advisor referred Jordan and their partner to their local council to start an application for both those benefits, which would help them massively.

The Advisor also spoke with Jordan about energy advice and signed them up for the Priority Services Register. They were grateful for the advice and support.

Bailey lived alone following a divorce and has a very low income. Bailey struggles to communicate in English and required things to be explained multiple times.

The Advisor signed Bailey up to the Priority Service Register due to multiple health conditions. The Advisor as discussed carbon monoxide with the Bailey to ensure they were aware of the dangers and remaining safe at home. Further information about their water companies' essential tariff was shared.

Bailey explained that due to their health and beliefs, they are limited on what they can eat and this is being made much harder as they currently do not have a cooker and that they cannot afford to purchase one. With Bailey's consent the Advisor contacted a local charity seeking funding for a cooker. This was successful and Bailey was awarded £300 for a cooker.