



Citizens Advice Hampshire Quarter Two 2024-25

The Home & Well team have successfully supported over 7726 clients* since the project started, and more than 5714 of these have been signed up to the Priority Service Register.

In quarter two, we have recorded that over 58% of clients are aged 60 and above. 77% of clients assisted by the service had a disability or long-term health condition.

Home & Well Advisors have been promoting the service in their local area. Advisors from Fareham and Havant were invited to speak about Home & Well at the Integrated Community of Practice Social Prescribers' Network Meeting in Fort Southwick. Angela Gill represented Home & Well at the National Institute for Health & Care Research Showcase event, Angela engaged with Debbie Hill, Clinical Lead Midwife, Public Health, QA hospital and a colleague.



On the 19th September Home & Well attended SGN's Hampshire Networking event. This was a great chance to meet the other projects happening across Hampshire and explore how we can work together. You can find out more about the different partnerships [HERE](#) and hear about the event [HERE](#).

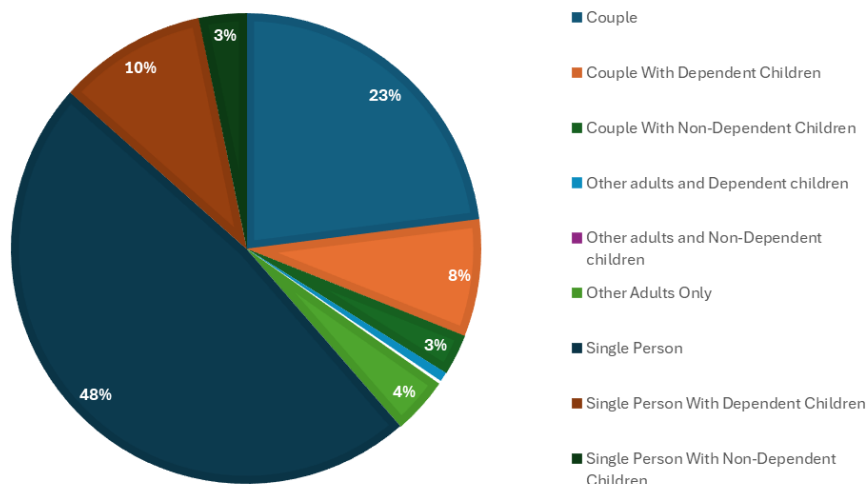
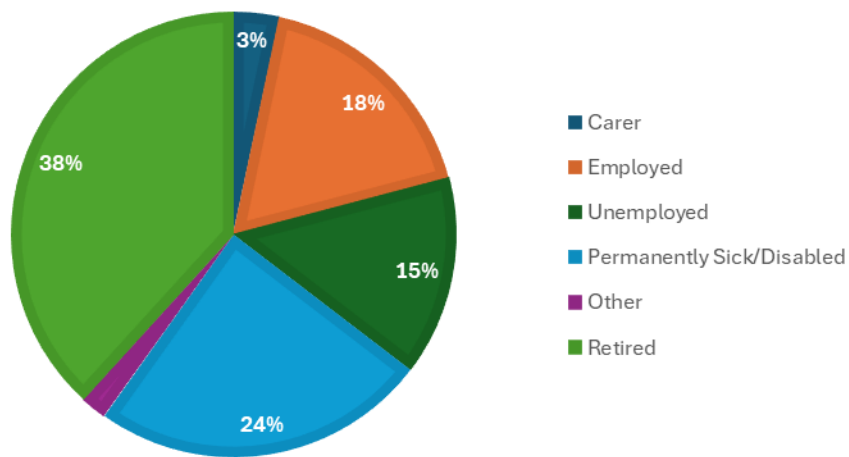


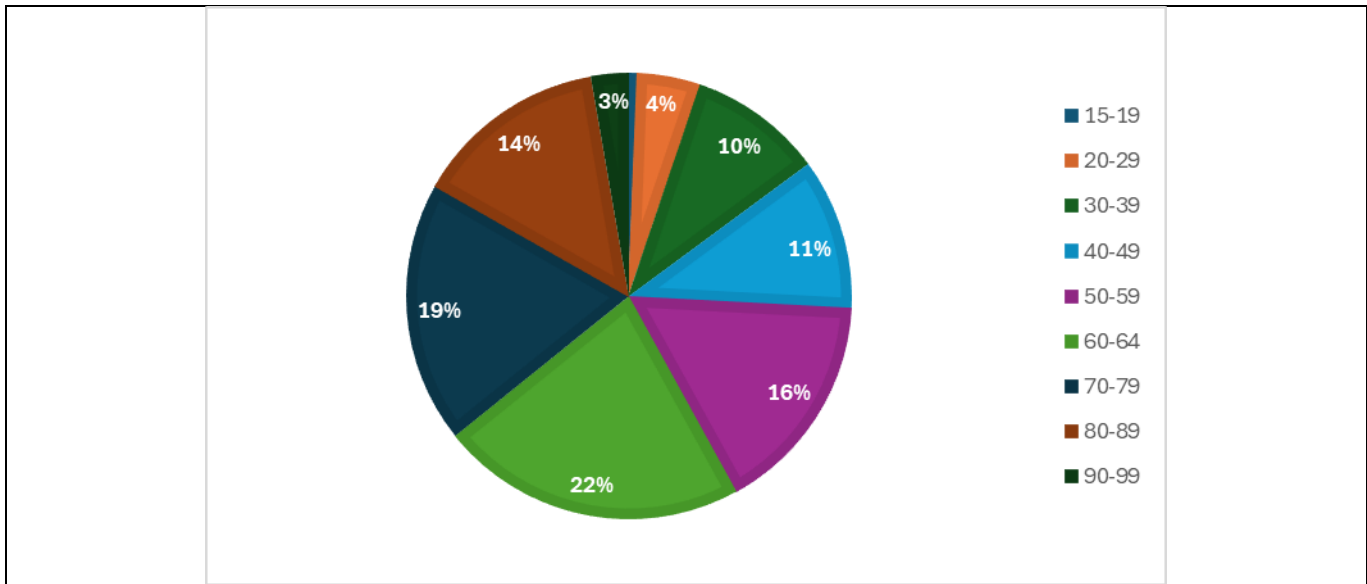
Information about Home & Well was shared with the new manager for Home Instead Fareham & Gosport to show how we can support their clients. A Home & Well discussion was had with Sue Mulcahy, Health & Employment Lead at Portsmouth City Council. Our Advisors in East Hampshire, Gosport and Southampton continue to attend regular onsite visits to promote the service and support patients on-site.

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

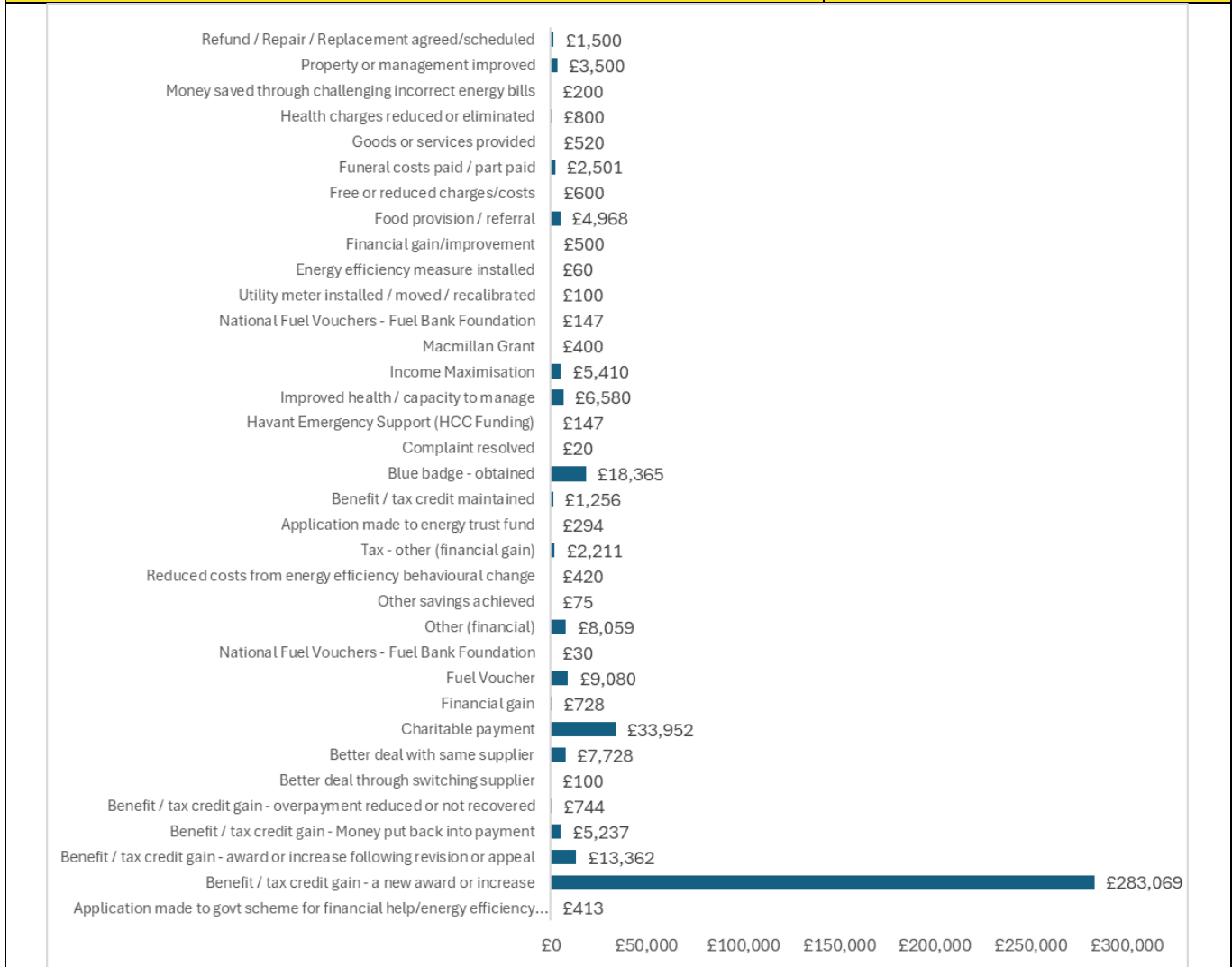
Headline Statistics	Apr 20 – Sep 24	Q2	Sep
Total number of clients assisted by the service	7726	752	273
Total number of Priority Service Register sign ups	5714	610	212
Total number of energy-related tools clients assisted with	4792	464	217
Clients provided with debt advice or referrals	2221	167	62
Clients provided with welfare benefit advice or checks	4992	489	187
Clients provided with generalist advice	5060	553	211

Client Profiles Q1





Income Gained for clients Q2 **£413,077**



Energy Tools & Advice - Breakdown	Apr 20 – Sep 24	Q2	Sep
Applications to Portsmouth Water Social Tariff	1424	182	67
Applications to Southern Water Social Tariff	2611	308	113
Applications to Southeast Water Social Tariff	492	54	21
Applications to Water Debt Repayment Tariffs	184	17	5
Applications for the Warm Home Discount	691	63	38
Applications for Winter Fuel Payment	441	49	30
Clients provided with behavioural energy advice or referral	2279	298	121
Clients provided with advice or assistance on switching tariffs	269	54	28
Carbon Monoxide Awareness Conversations completed	1645	185	69
Carbon Monoxide Awareness Surveys completed	714	158	59
Carbon Monoxide Alarms gifted	154	35	13
Referrals for Help to Heat (FPNES) made	34	6	4
Referrals for Locking Cooker Valves made	31	6	4
Referrals for Safe & Well Visits made	258	59	24

PSR Sign Ups Q2

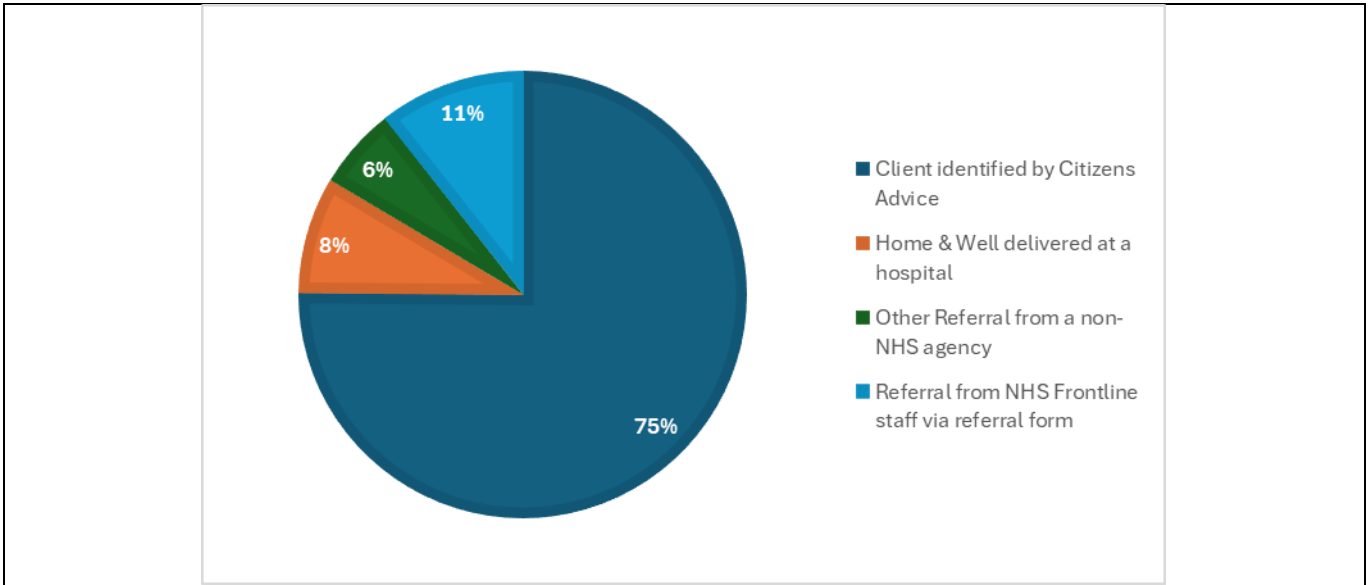
Portsmouth Water	178
Southern Water	312
South East Water	81
SSEN	344
SGN	278

Charitable Support Q2

Clients provided with charitable support (food/household)	223
Clients provided with charitable support (not food/household)	81

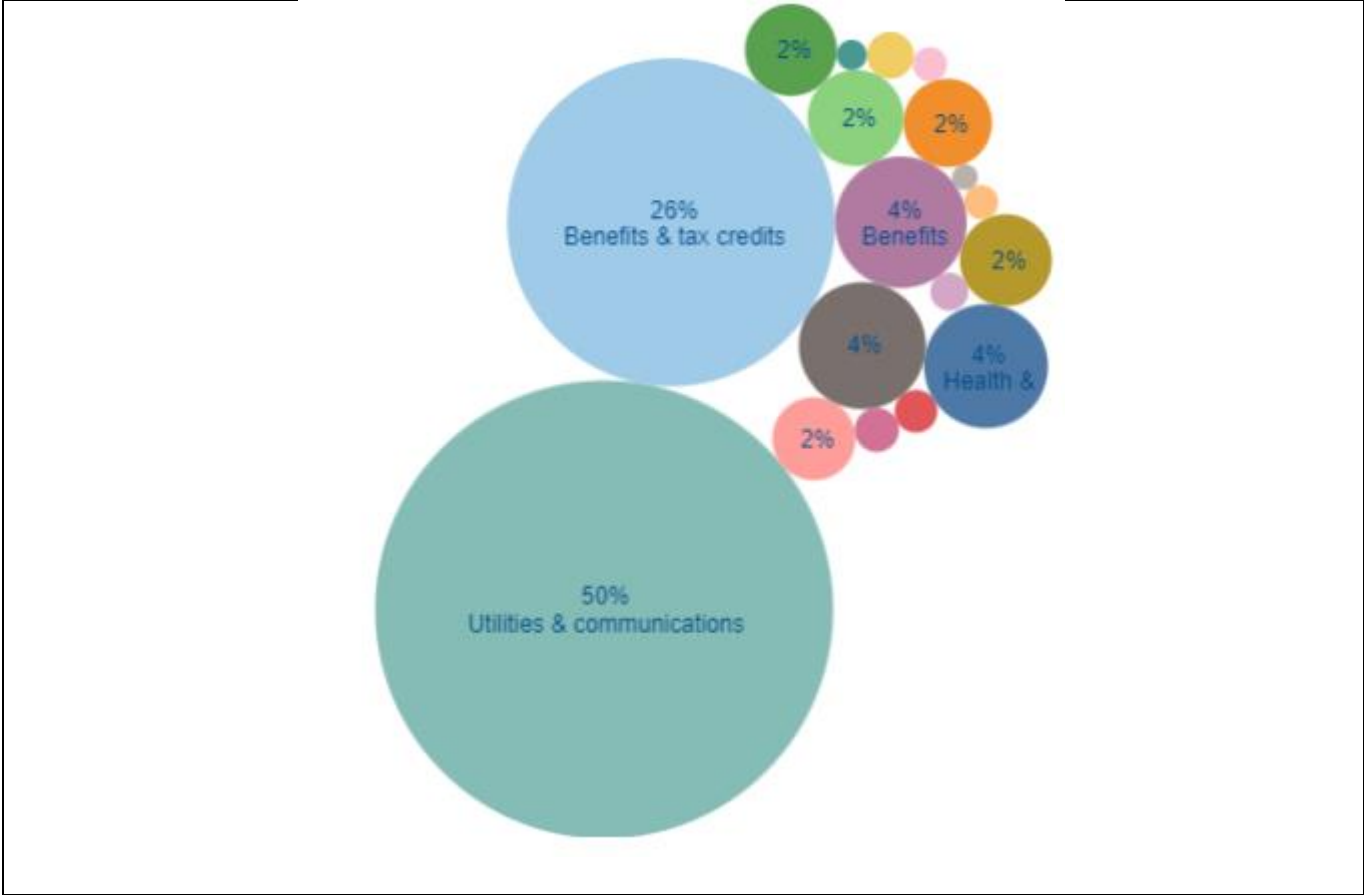
Home & Well Referrals

Client identified by Citizens Advice	75%
Home & Well delivered at hospital	8%
Referral from non-NHS agency	6%
Referral from NHS staff	11%



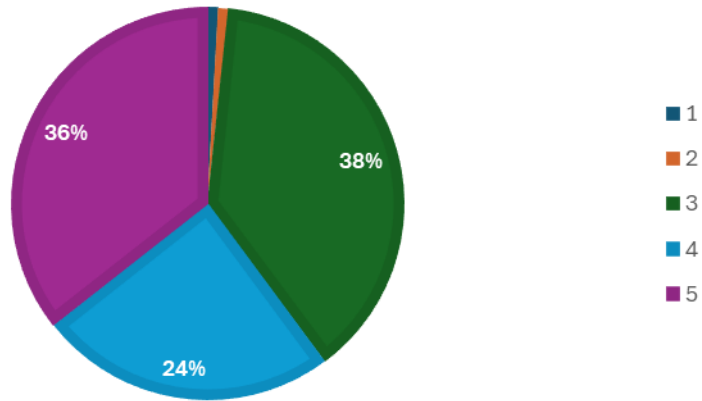
Top 5 Advice Issues Q2

1. Utilities & communications	50%
2. Benefits & tax credits	26%
3. Benefits Universal Credit	4%
4. Charitable Support & Food Banks	4%
5. Health & community care	4%

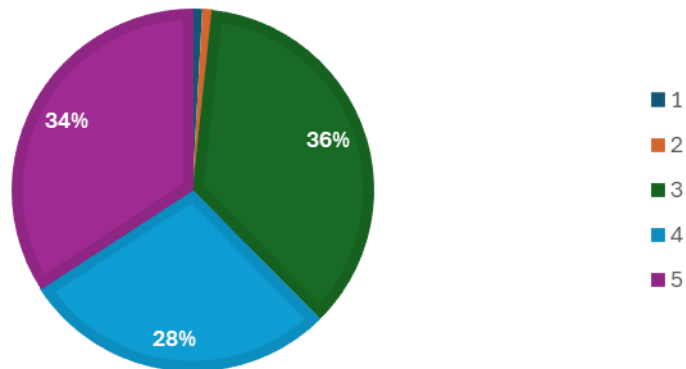


Mental Health Q2 - Where 1 is not at all, and 5 is totally agree

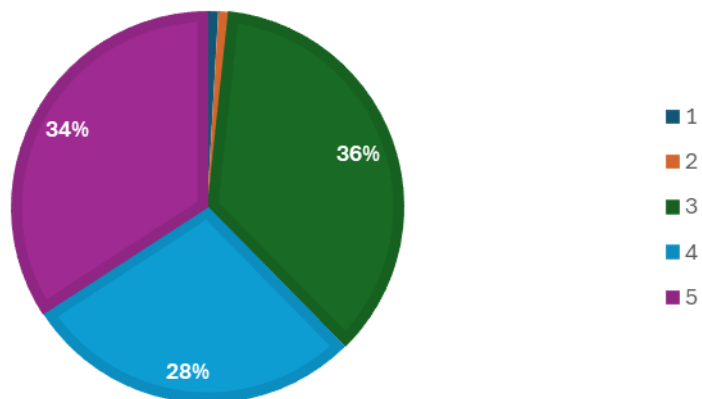
CLIENT FEELS MORE OPTIMISTIC ABOUT THE FUTURE?



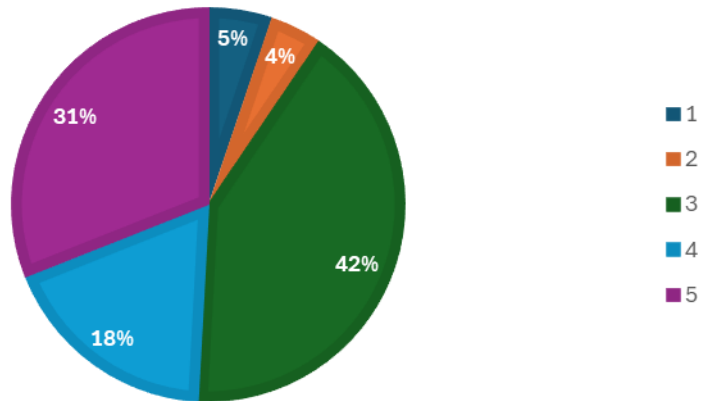
CLIENT FEELS MORE CONFIDENT IN THEIR ABILITY TO DEAL WITH THEIR PROBLEMS?



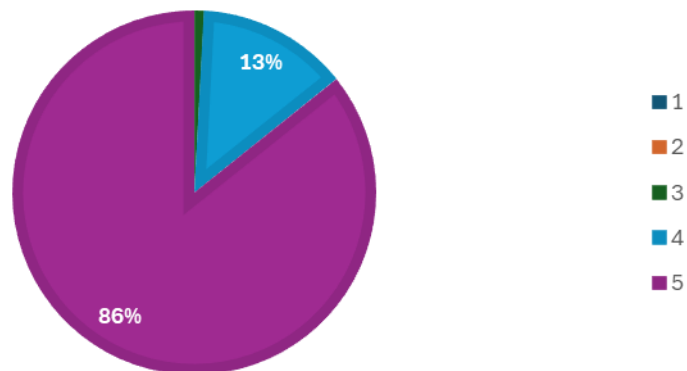
CLIENT FEELS BETTER ABLE TO COPE AT HOME?



CLIENT FEELS ABLE TO MANAGE THEIR HEATING NEEDS?



CLIENT KNOWS WHERE TO GO FOR HELP IF THEY NEED IT?



Case studies

Riley contacted the local office for support in getting their boiler and heating repaired for the winter. Riley lives alone in a bungalow on an equity release scheme where they don't have mortgage payments but doesn't receive any income on the equity release either.

A home visit was arranged for Riley, during this a benefit check was completed, this showed they were eligible for Pension Credit and Council Tax Support. An application was completed with Riley.

Riley also presented with debts for their bank overdraft with daily charges being incurred, council tax, car insurance, TV licence and others. An initial debt assessment was completed, and Riley was referred to a debt caseworker in the local office to help further.

A referral was made to the Environment Centre for support with their boiler replacement and hopefully they will receive a grant to get the heating back on for winter.

An application was made to the Priority Services Register as Riley is of pensionable age, with health conditions. Additionally, an application was made to Portsmouth Water and Southern Water Essentials Tariff to help reduce their bill.

Due to Riley having no money available, the Home & Well Advisor put in an application to provide a £75 food shopping voucher. As well as this, an application was made for support with their energy bill, Riley has received £149 towards their energy bills.

Cameron got in touch with Citizens Advice as they needed help applying for local benefits. Cameron is a single young person not able to work and their main income is benefits.

The Home & Well Advisor explored Cameron's circumstances to ensure they are getting all the support that they are entitled to.

As Cameron had recently moved into a new property and is on low income, it was identified that Cameron is eligible for a social water tariff, which would reduce their monthly bill by 45%. In addition, as Cameron is on disability benefits, we registered them with the Priority Service Register for their utility providers, to make sure they are a priority if any disruptions occur.

It was also checked that Cameron was on the best energy tariff, therefore they were referred for energy advice.

Cameron was grateful for the help they received.

Rory was referred to the Home & Well as they were struggling with debt to Southern Water and Portsmouth Water. Rory is deaf and communicates using BSL, they can't work due to this, a face-to-face appointment was booked and Language Line was used to connect with a BSL interpreter.

Rory receives payments of Employment Support Allowance (ESA) and Personal Independence Payment (PIP) each month, though they believed they should be getting more ESA. Rory's main concerns were their water arrears as they do not have much income due to not being able to work and having no savings. Rory was worried about how they were going to pay off their debts, whilst also putting money towards mortgage payments, food and necessities. An appointment was booked so Rory can discuss their ESA payments being too low in more detail.

After exploring their circumstances, an application was made to their water company's social tariffs to help manage their debts. The Advisor put an application in for Southern Water's Essentials tariff which would provide a discount of at least 45% of their future bills. An application was also completed for Portsmouth Water's Helping Hand social tariff, which is for people in receipt of certain benefits, one of which being PIP.

To further help the Rory's situation, they were registered on the Priority Services Register to ensure they would be a priority in the event of a power or water outage. A referral was also made for a free carbon monoxide alarm specifically for people with impaired hearing, the alarm uses a built-in flashing strobe and vibrating pillow pad system to alert her.

Rory thanked Home & Well for the help with this, they felt a lot more confident about their water arrears afterwards and feel a lot more confident about managing their water bills and energy in the future.