



Citizens Advice Hampshire Quarter 3 2024-25

The Home & Well team have successfully supported over 8396 clients* since the project started, and more than 6403 of these have been signed up to the Priority Service Register.

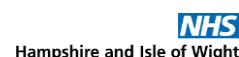
In quarter three, we have recorded that over 51% of clients are aged 60 and above. 73% of clients assisted by the service had a disability or long-term health condition. In October 2024, Home and Well Advisers from CA Havant delivered an informative presentation at the East Hampshire and Havant Voluntary Sector Health & Wellbeing Forum, as well as undertaking some useful Home & Well networking with those on other stands.



In November, Judy Beaunier joined CA East Hampshire as their new Home & Well Adviser. Jo Green also joined Citizens Advice Hampshire as the new Business Development Manager.

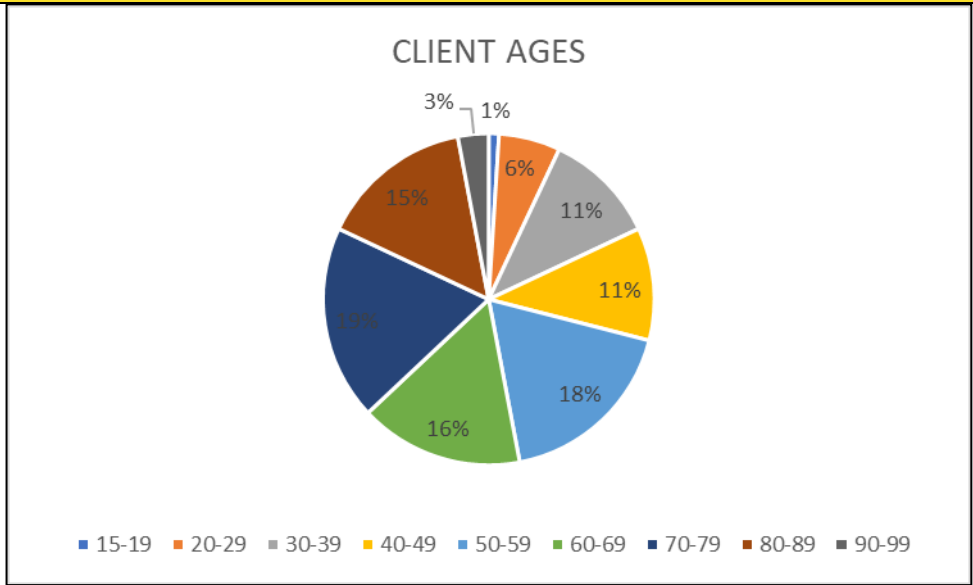
Also in November, Angela Gill, in partnership with Age UK Portsmouth, delivered a presentation on behalf of Community First about Close Encounters (a social isolation project). Topics included Home & Well and Social Prescribing. The interactive presentation took place at the University of Portsmouth for c30 final year Paramedic Undergraduates.

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

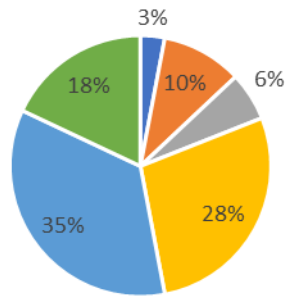


Headline Statistics	Apr 20 – Dec 24	Q3	Dec
Total number of clients assisted by the service	8396	670	160
Total number of Priority Service Register sign ups	6403	689	400
Total number of energy-related tools clients assisted with	5349	557	144
Clients provided with debt advice or referrals	2352	131	30
Clients provided with welfare benefit advice or checks	5490	498	138
Clients provided with generalist advice	5607	547	150

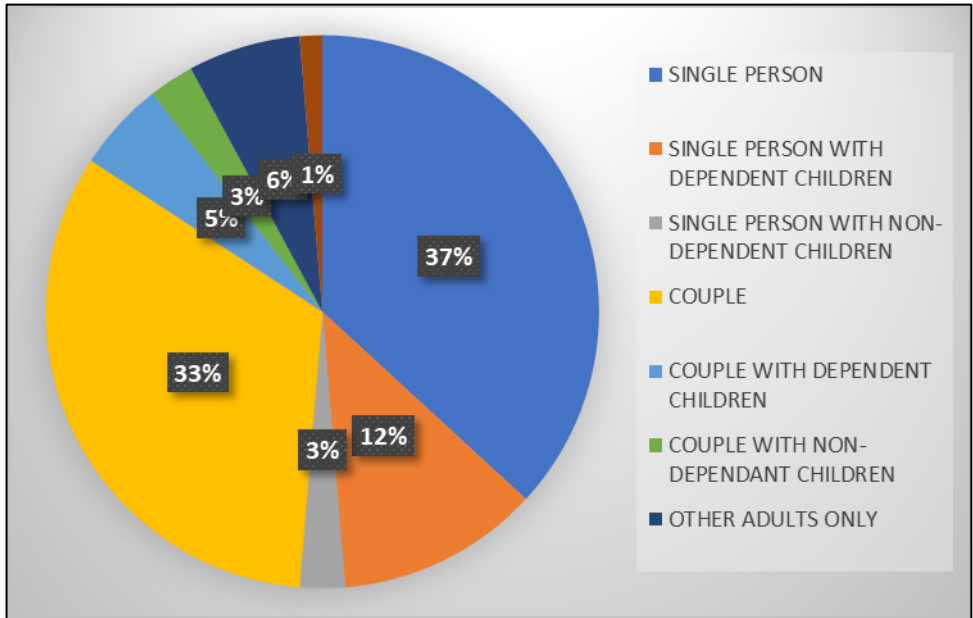
Client Profiles Q3



CLIENT OCCUPATION



■ Carer ■ Employed ■ Unemployed ■ Permanently Sick/Disabled ■ Other ■ Retired ■



Income Gained for clients Q3			£361,032			
	Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client	
£300 Pensioner payment	1	1	£300	£300	£300	
Application made to govt scheme for financial help/energy effic	3	2	£300	£100	£150	
Benefit / tax credit gain - a new award or increase	81	61	£280,699	£3,465	£4,602	
Benefit / tax credit gain - award or increase following revision o	2	2	£10,718	£5,359	£5,359	
Benefit / tax credit gain - Money put back into payment	8	8	£20,779	£2,597	£2,597	
Better deal with same supplier	81	75	£13,213	£163	£176	
Budgeting change	1	1	£1,034	£1,034	£1,034	
Charitable payment	74	46	£15,935	£215	£346	
Financial gain	5	2	£1,136	£227	£568	
Fuel Voucher	61	59	£8,543	£140	£145	
National Fuel Vouchers - Fuel Bank Foundation	1	1	£147	£147	£147	
Other (financial)	10	9	£7,168	£717	£796	
Other savings achieved	4	4	£101	£25	£25	
Reduced costs from energy efficiency behavioural change	16	16	£960	£60	£60	
Grand Total	348	231	£361,032	£1,037	£1,563	

Energy Tools & Advice - Breakdown	Apr 20 – Dec	Q3	Dec
Applications to Portsmouth Water Social Tariff	1584	160	45
Applications to Southern Water Social Tariff	2844	233	59
Applications to Southeast Water Social Tariff	538	46	8
Applications to Water Debt Repayment Tariffs	206	22	10
Applications for the Warm Home Discount	752	61	14
Applications for Winter Fuel Payment	487	46	14
Clients provided with behavioural energy advice or referral	2713	434	116
Clients provided with advice or assistance on switching tariffs	346	77	21
Carbon Monoxide Awareness Conversations completed	1822	177	55
Carbon Monoxide Awareness Surveys completed	890	176	51
Carbon Monoxide Alarms gifted	178	24	8
Referrals for Help to Heat (FPNES) made	35	1	1
Referrals for Locking Cooker Valves made	37	6	3
Referrals for Safe & Well Visits made	310	52	12

PSR Sign Ups Q3	
Portsmouth Water	165
Southern Water	265
South East Water	67
SSEN	313
SGN	256

Charitable Support Q3

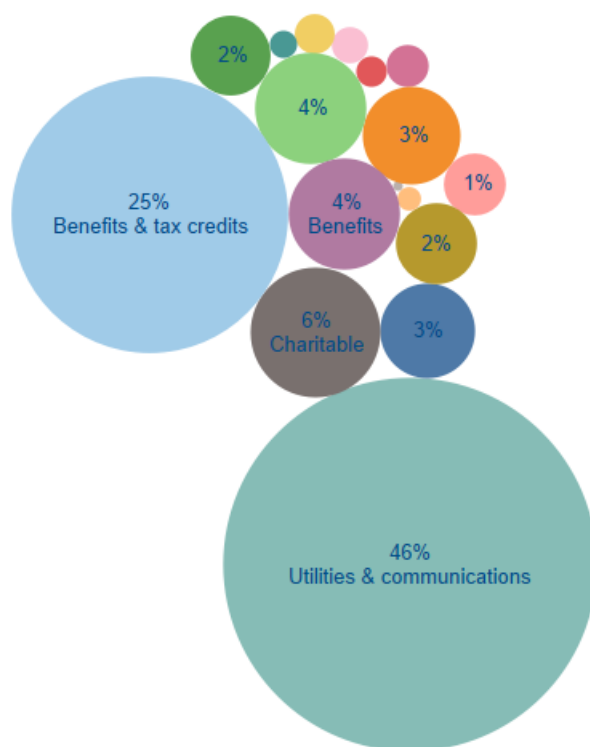
Clients provided with charitable support (food/household)	219
Clients provided with charitable support (not food/household)	75

Home & Well Referrals

Client identified by Citizens Advice	421
Home & Well delivered at hospital	32
Referral from non-NHS agency	46
Referral from NHS staff	86

Top 5 Advice Issues Q3

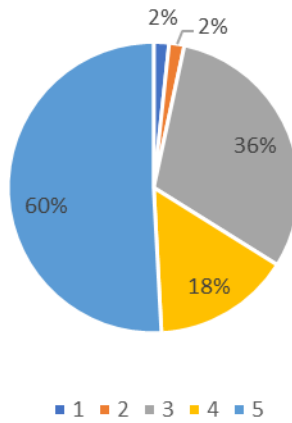
1. Utilities and Communications	46%
2. Benefits and tax Credits	25%
3. Charitable Support and Food Banks	5%
4. Consumer Goods & Services	4%
5. Debt	5%



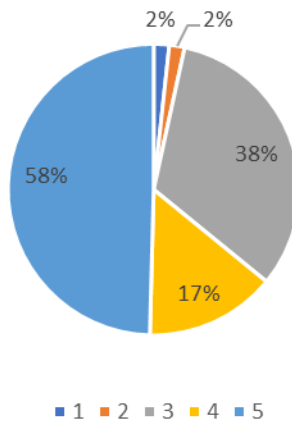
Mental Health Q3

Where 1 is not at all, and 5 is totally agree

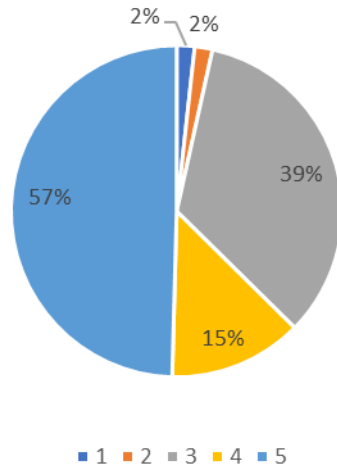
CLIENT FEELS MORE OPTIMISTIC ABOUT THE FUTURE



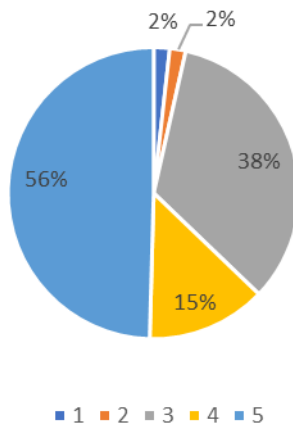
CLIENT FEELS MORE CONFIDENT IN THEIR ABILITY TO DEAL WITH THEIR PROBLEMS



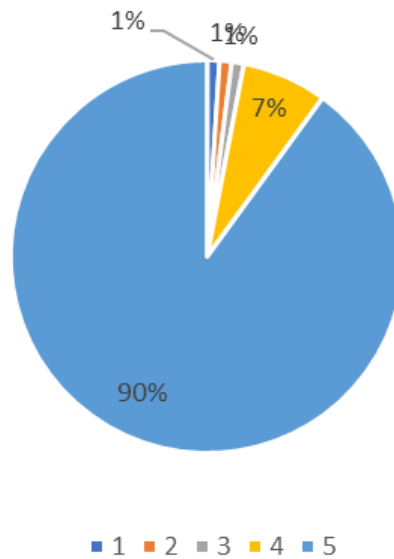
CLIENT FEELS BETTER ABLE TO COPE AT HOME?



CLIENT FEELS ABLE TO MANAGE THEIR OWN HEATING NEEDS



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



Case studies

An 84-year-old client was living alone in a rented bungalow. He was receiving a low state pension and although he had a private pension in addition to his state pension, he was struggling financially

The Adviser undertook a Pension Credit calculation with the client, which showed that he was eligible for Pension Credit. The client was additionally signposted to the Pension Credit claim line - to start a claim.

The client was additionally added to the Southern Water Essentials Tariff, which gave him a 45% discount off his future water bills, which he was grateful for. He was also added to the Priority Service Register, giving him extra support in the event of a power cut or loss of supply.

The client was grateful for all the support and requested that the Adviser recorded in writing everything that they had done for him, so that he had it for his records. The Adviser wrote the client a letter and posted it to him.

The client was also given the Citizens Advice phone number so that he could come back if he needed any further support.

The client was referred by a nurse from NHS Solent for a benefits check.

The client was 76 years old, registered blind, and lives with her husband, who is also of state pension age, has undergone major surgery and had a stroke in the past six months. They were receiving a partial state pension and a small private pension. The benefits check indicated that due to their savings, they were ineligible for Pension Credit.

The Adviser explained that they may want to consider applying for Attendance Allowance and a Disabled Facilities Grant. Information regarding eligibility, rates, and the application process was provided. The Adviser signposted the client to Adult Social Care to discuss her care needs.

Additionally, the Adviser assisted the client with a referral for a CO alarm, as they do not currently have one at home. The client was also assisted with PSR and water tariff applications. The Adviser recommended the Driving Miss Daisy service, which offers accessible transport and companionship, as a potential option for their needs. All relevant information was sent to the client's email address for her to review with her family.

A 43-year-old man, with health conditions, who lives with and cares for his pensioner mother saw an Adviser. He was referred to Home and Well by the Disability Employment Adviser from the Job Centre, who is based at a local GP surgery.

The client was given advice about his impending Limited Capacity for Work health assessment appointment with the Department of Work and Pensions. He was also given assistance to submit a PIP claim.

The client was given information about the PSRs and social tariffs for the household water bills and was registered.

After signposting from the Home and Well Adviser, the client contacted the gov.uk Civil Legal Advice team. This was for help to dispute a claim by his late stepfather's biological children on the property he lives in with his mother.

The client was referred for a Safe and Well visit from the Hants Fire Service - where smoke/CO2 alarms were subsequently installed.

Additionally, the client was referred for an emergency £39 fuel voucher from a local scheme and £49 of further top up energy vouchers from the Household Support Fund scheme.