Citizens Advice Hampshire
Quarter 2

The Home & Well team have successfully supported over 10,173 clients* since the project started, and more than 84% of these have been signed up to the Priority Service Register.

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

In Quarter 2, we have recorded that over 59% of clients are aged 60 and above. 68% of clients assisted by the service had a disability or long-term health condition.

Hospital Engagement

- **59** clients were seen in a hospital setting
- **95** clients were referred from NHS staff using the direct referral form
- **41** referrals were made from non-NHS agencies

Home & Well Progress Update

- In July a productive **'Building Stronger Local Networks: Enhancing Referral Pathways' (North Hampshire)** pilot, North Hampshire networking meeting was held at Basingstoke Discovery Centre, supported by CA Basingstoke and the British Red Cross.

- **Spotlight on Eastleigh** - over recent months **Bethan** - Home & Well Adviser, CA Eastleigh, has been working with the housing association **Abr**i, giving talks at some retirement housing complexes they run within the Eastleigh Borough. Bethan spoke to residents about benefit advice, income maximisation, the social tariffs for water, phone, and broadband, as well as giving fuel advice and information about Priority Services Registration. Bethan also attends the monthly **Princess Royal Trusts Carer Hubs**, in Eastleigh and recently gave a similar H&W themed talk to the **carers** attending this event, which they found very interesting.

- Jo Green & Angela Gill were invited to a '**Vertical Working and the Integrator Function Workshop**' in Basingstoke, coordinated by Hampshire Hospitals NHS Foundation Trust (HHFT). They have been supported by Shirlene Oh, HHFT, to raise awareness re H&W support across the HHFT footprint. (H&W also supported HHFT's National Neighbourhood Health Implementation Application and their Neighbourhood Care co-production activities.)

- Engagement this quarter has included a H&W Awareness Briefing for HHFT Allied Health Professionals in August + an exploratory visit to Alton Community Hospital, in September.

Home & Well's 5 Year Celebration Event

The purpose of the event was to…

- Celebrate five years of the Home & Well project, recognising contributions from staff, volunteers, and partners – who have supported 10,000+ vulnerable people countywide.
- Share client and stakeholder insights and identify future collaboration opportunities.

The Keynote Speaker was **Dame Clare Moriarty**, Chief Executive, Citizens Advice - who highlighted the:-

  - **Dedication** of the Home & Well Advisers and Leads
  - **Power** of sustained partnerships.
  - **Holistic**, person-centred approach of Home & Well.
  - **97%** of beneficiaries feel able to access needed services.
  - way Home & Well **aligns with NHS goals**: shifting care to homes, focusing on prevention, and addressing health inequalities.

There were **18 Market Stalls** – where information was shared and networking took place.

Key Themes were…

- Partnership & Collaboration, Person-Centred Care, Health & Wellbeing Integration, Empowerment & Access

The Interactive Roundtable Breakout Groups Explored:-

a. What's working well / needs improvement?

- *Strengths*: Home visits, partnerships, referrals, hospital coverage.

- *Improvements*: More staff hours, better links with services, increased awareness.

b. How to support more vulnerable people?

- Expand team, boost marketing, increase hospital hubs.

c. Future collaboration ideas

- Long-term funding, more local authority referrals, partnerships with schools, energy firms, safeguarding hubs.

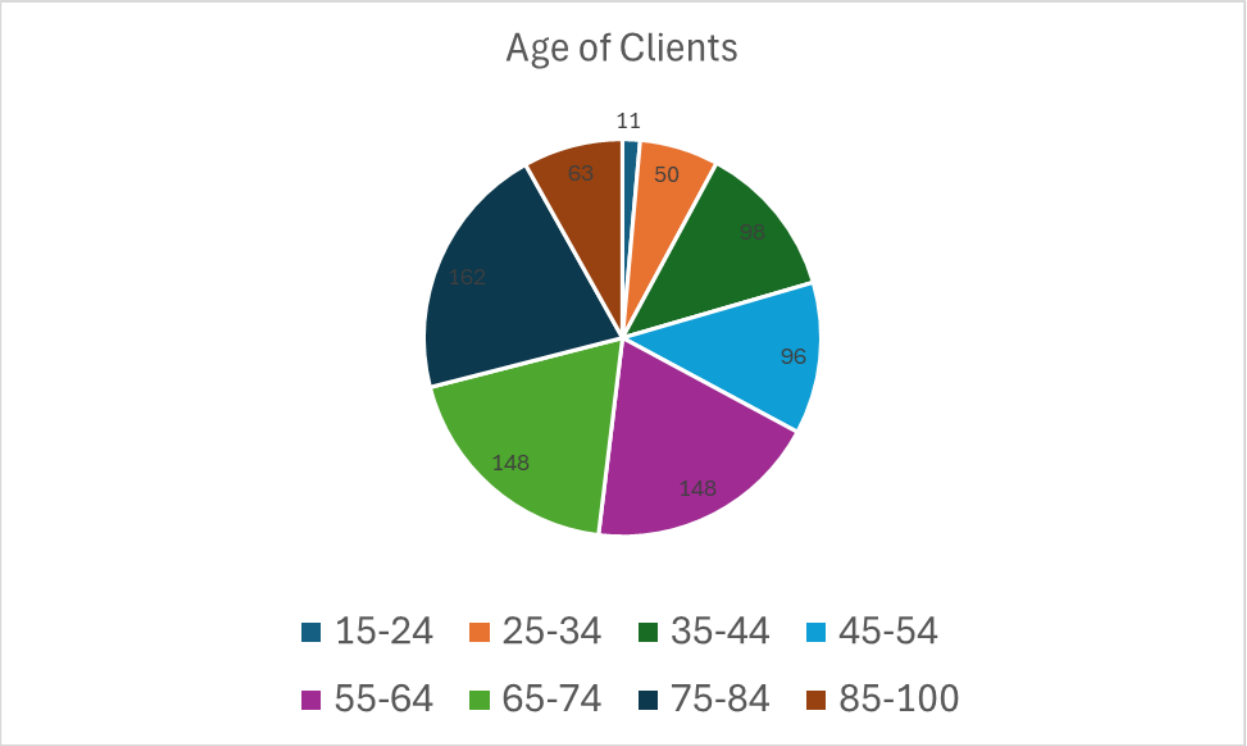
To find out more about the Celebration Event, visit Home & Well's Homepage.

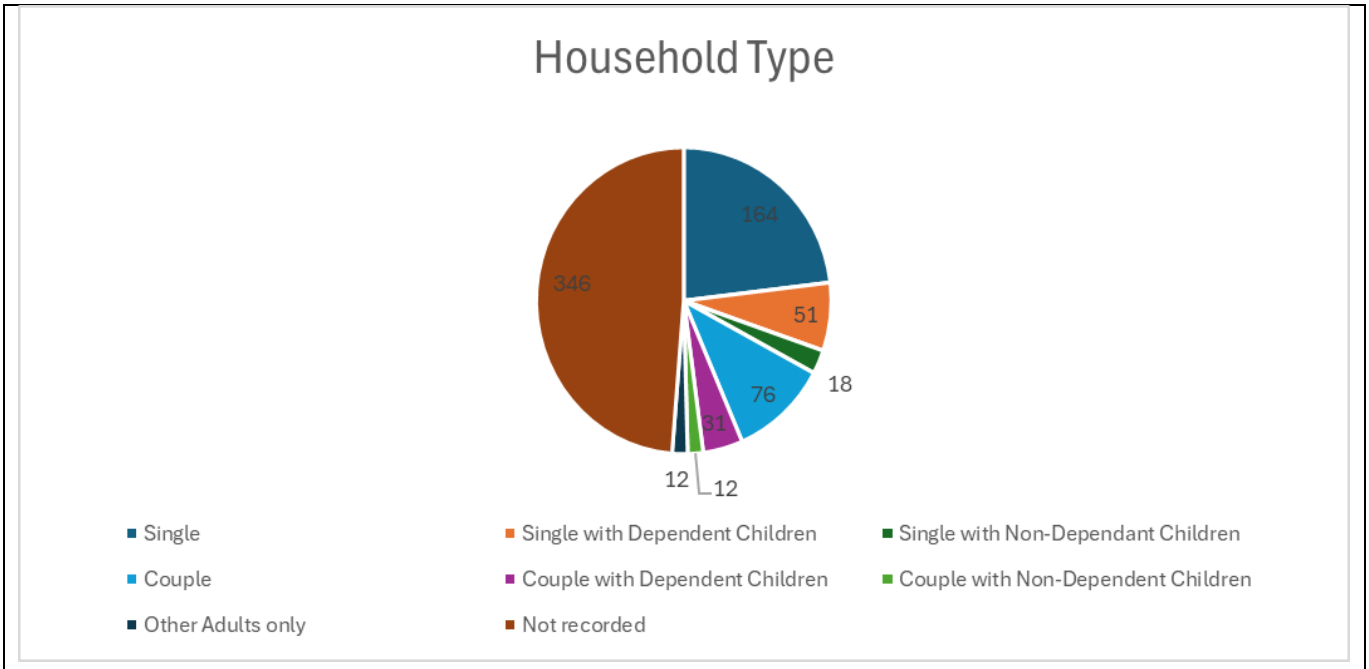
Home & Well Celebration Event in Pictures

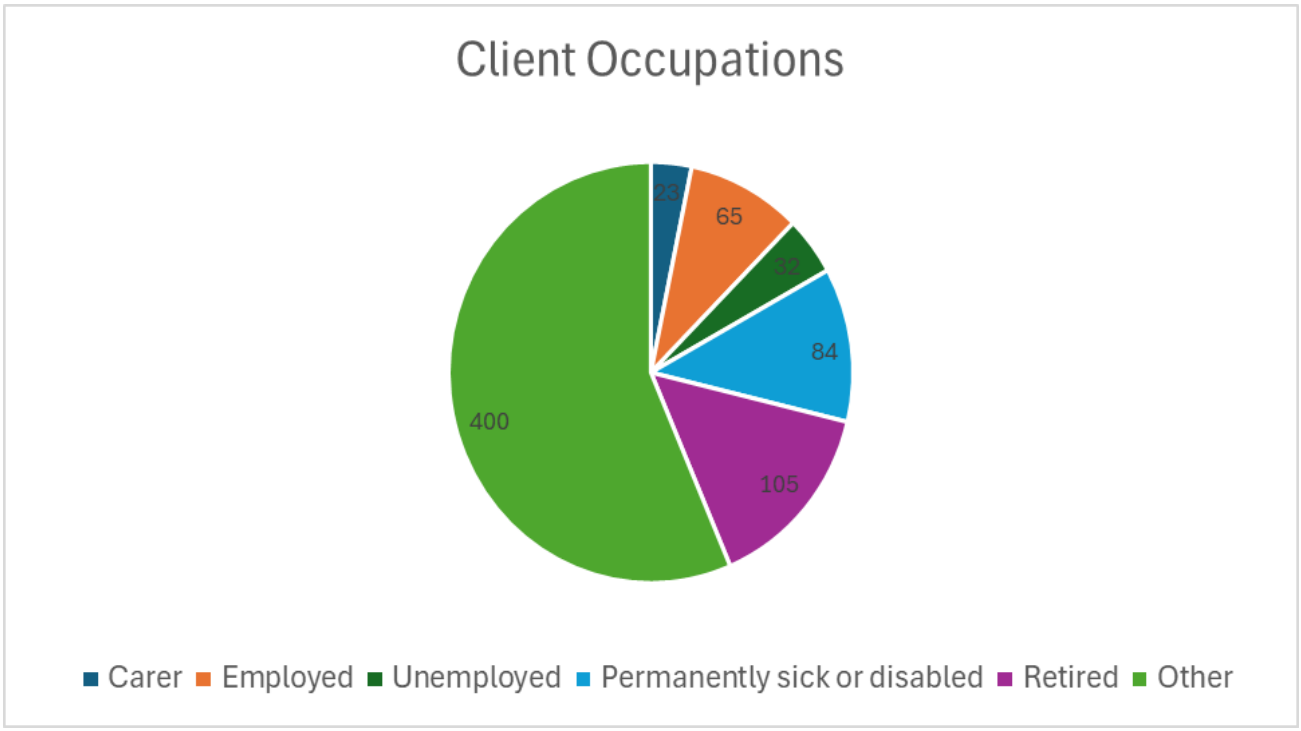
SGN Your gas. Our network. Scottish & Southern Electricity Networks south east water WATER for LIFE from Southern Water. NHS Hampshire and Isle of Wight citizens advice Hampshire

Headline Statistics	Apr 20 – Sep 2025	Q2	Sept 2025
Total number of clients assisted by the service	10173	453	211
Total number of Priority Service Register sign ups	10245	985	387
Total number of energy-related tools clients assisted with	6787	518	181
Clients provided with debt advice or referrals	3797	543	171
Clients provided with welfare benefit advice or checks	7181	584	178
Clients provided with generalist advice	7442	623	196

Client Profiles Q2




Household Type
164
51
18
76
31
12
12
346
Single
Single with Dependent Children
Single with Non-Dependant Children
Couple
Couple with Dependent Children
Couple with Non-Dependent Children
Other Adults only
Not recorded


Client Occupations
23
65
32
84
105
400
Carer
Employed
Unemployed
Permanently sick or disabled
Retired
Other

Income Gained for Clients Q2	£550,854

All outcomes

Category
Income gain

Type of outcome
All

One off / ongoing
All

Outcomes

	Income gain				
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
£300 Pensioner payment	1	1	£0	£0	£0
Benefit / tax credit gain - a new award or increase	114	84	£457,149	£4,010	£5,442
Benefit / tax credit gain - award or increase following revision o..	2	2	£2,798	£1,399	£1,399
Benefit / tax credit gain - Money put back into payment	6	6	£2,469	£412	£412
Benefit / tax credit gain - overpayment reduced or not recovered	1	1	£612	£612	£612
Better deal through switching supplier	1	1	£0	£0	£0
Better deal with same supplier	69	56	£7,213	£105	£129
Charitable payment	21	10	£47,614	£2,267	£4,761
Complaint successful	1	1	£0	£0	£0
Financial gain	4	4	£67	£17	£17
Fuel Voucher	60	56	£9,046	£151	£162
Money recovered	1	1	£3,325	£3,325	£3,325
Other (financial)	15	10	£19,527	£1,302	£1,953
Other savings achieved	14	11	£913	£65	£83
Reduced costs from energy efficiency behavioural change	4	4	£120	£30	£30
UC claim submitted	1	1	£0	£0	£0
Grand Total	**315**	**185**	**£550,854**	**£1,749**	**£2,978**

Energy Tools & Advice - Breakdown	2024 – Sep 2025	Q2	Sept 2025
Applications to Southern Water Social Tariff	3569	233	78
Applications to Southeast Water Social Tariff	788	87	23
Applications to Water Debt Repayment Tariffs	288	9	3
Applications for the Warm Home Discount	815	18	4
Applications for Winter Fuel Payment	554	35	9
Clients provided with behavioural energy advice or referral	3779	347	126
Clients provided with advice or assistance on switching tariffs	639	99	23
Carbon Monoxide Awareness Conversations completed	2492	215	67
Carbon Monoxide Awareness Surveys completed	1382	141	45
Carbon Monoxide Alarms gifted	266	28	5
Referrals for Help to Heat (FPNES) made	48	2	0
Referrals for Locking Cooker Valves made	48	2	0
Referrals for Safe & Well Visits made	513	43	10

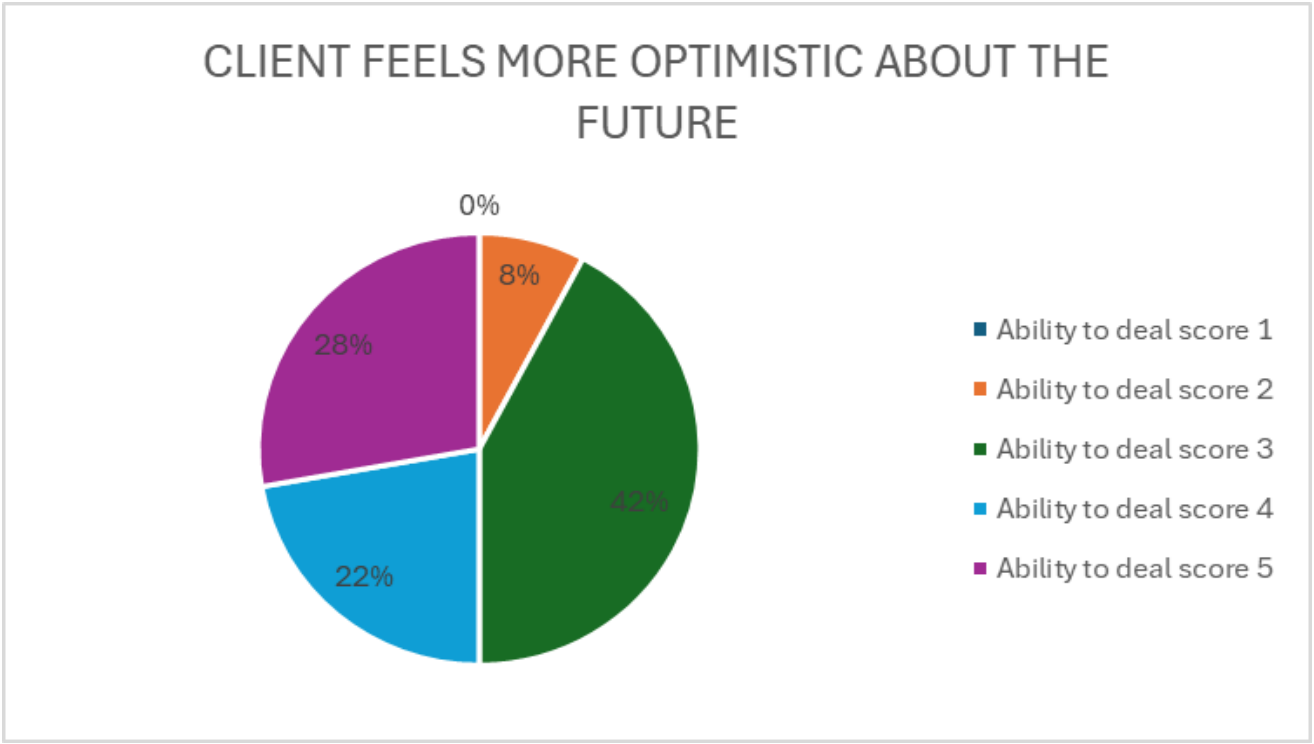
PSR Sign Ups Q2	
Southern Water	224
South East Water	95
SSEN	320
SGN	256

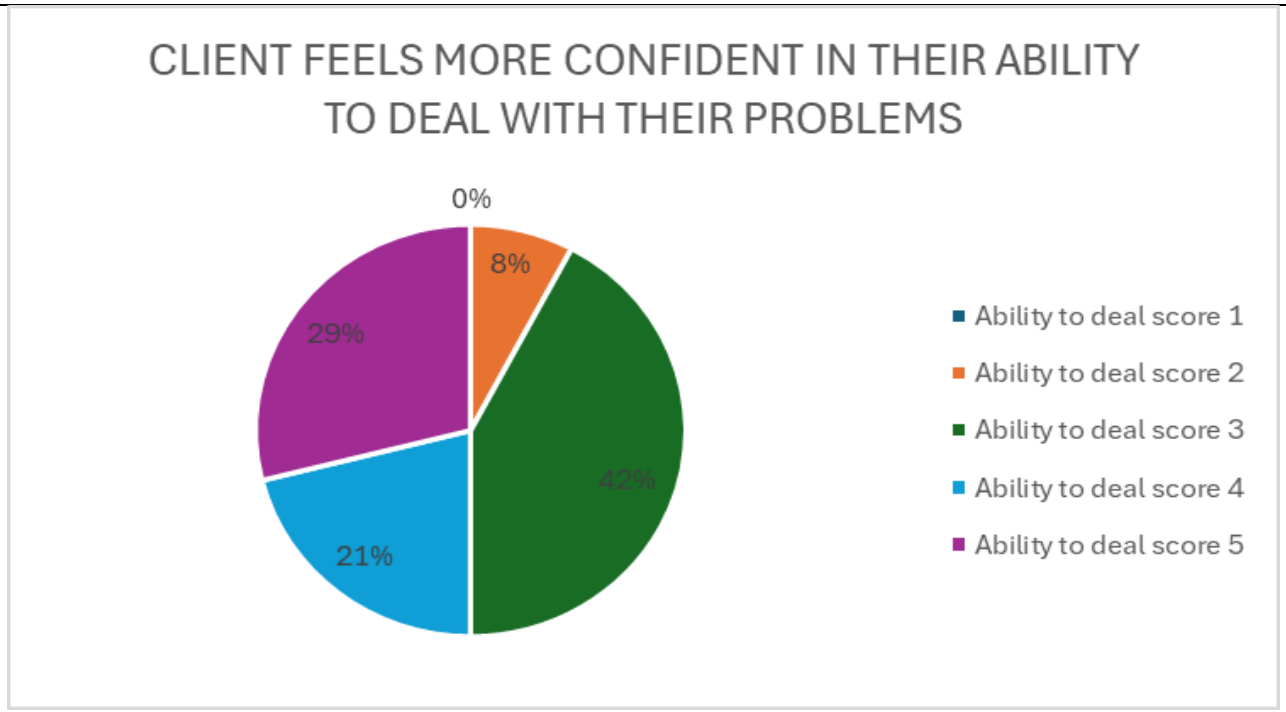
Charitable Support Q2	
Clients provided with charitable support (food/fuel/household)	201
Clients provided with charitable support (**not** food/fuel/household)	54

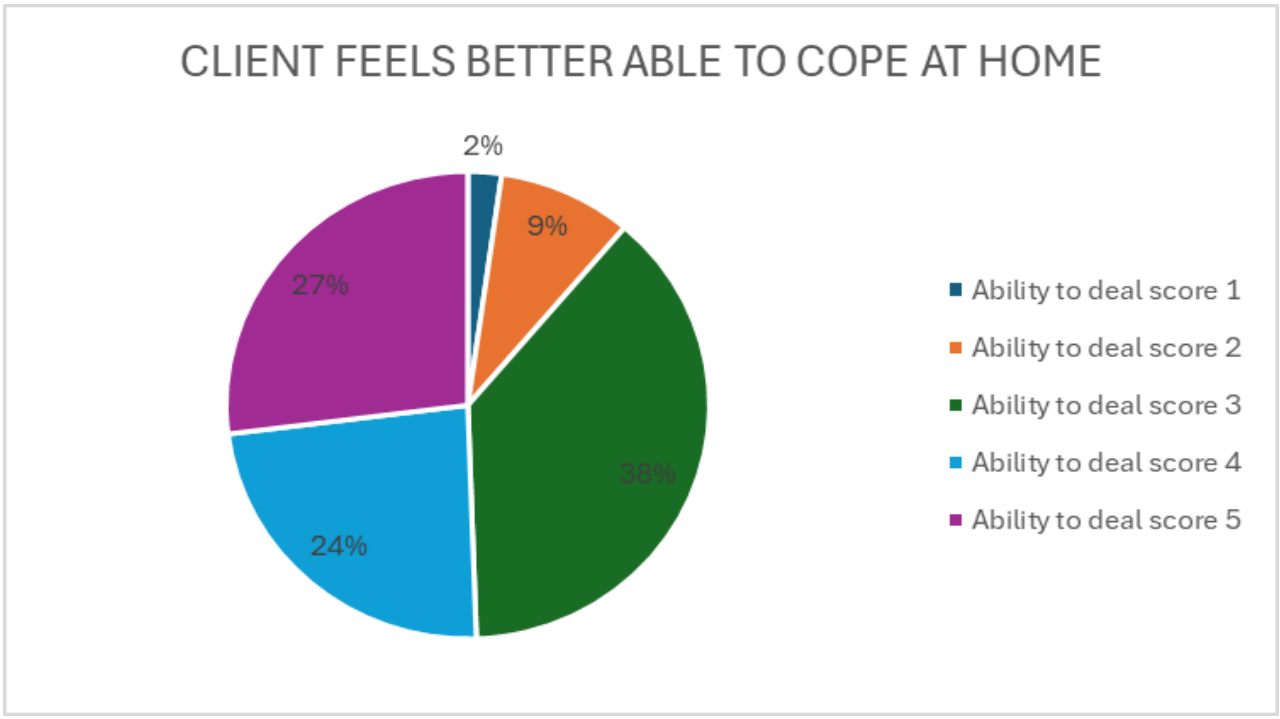
Home & Well Referrals Q2	
1. Client identified by Citizens Advice	487
2. Home & Well delivered at hospital	49
3. Referral from non-NHS agency	33
4. Referral from NHS staff	71

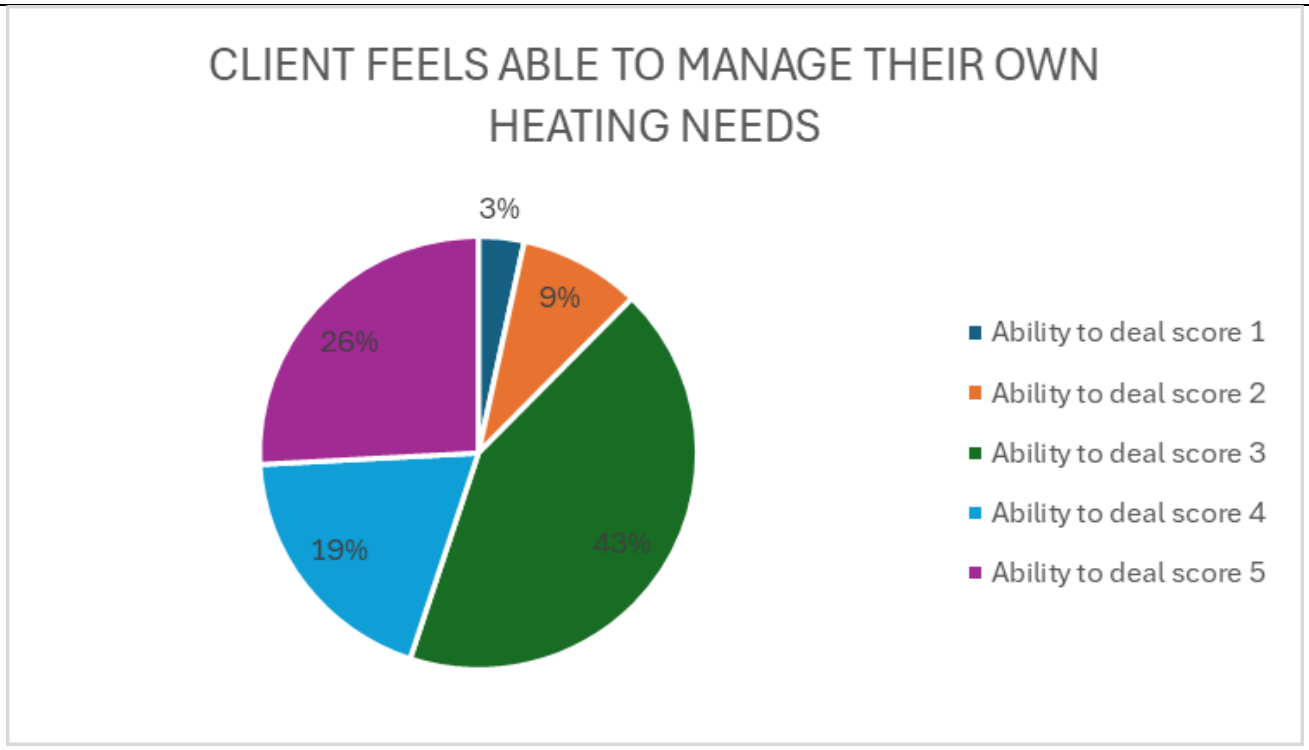
Top 5 Advice Issues Q2	
1. Utilities and Communications	1646
2. Benefits & Tax Credits	857
3. Charitable Support & Food Banks	195
4. Benefits & Universal Credit	187
5. Consumer Goods & Services	149

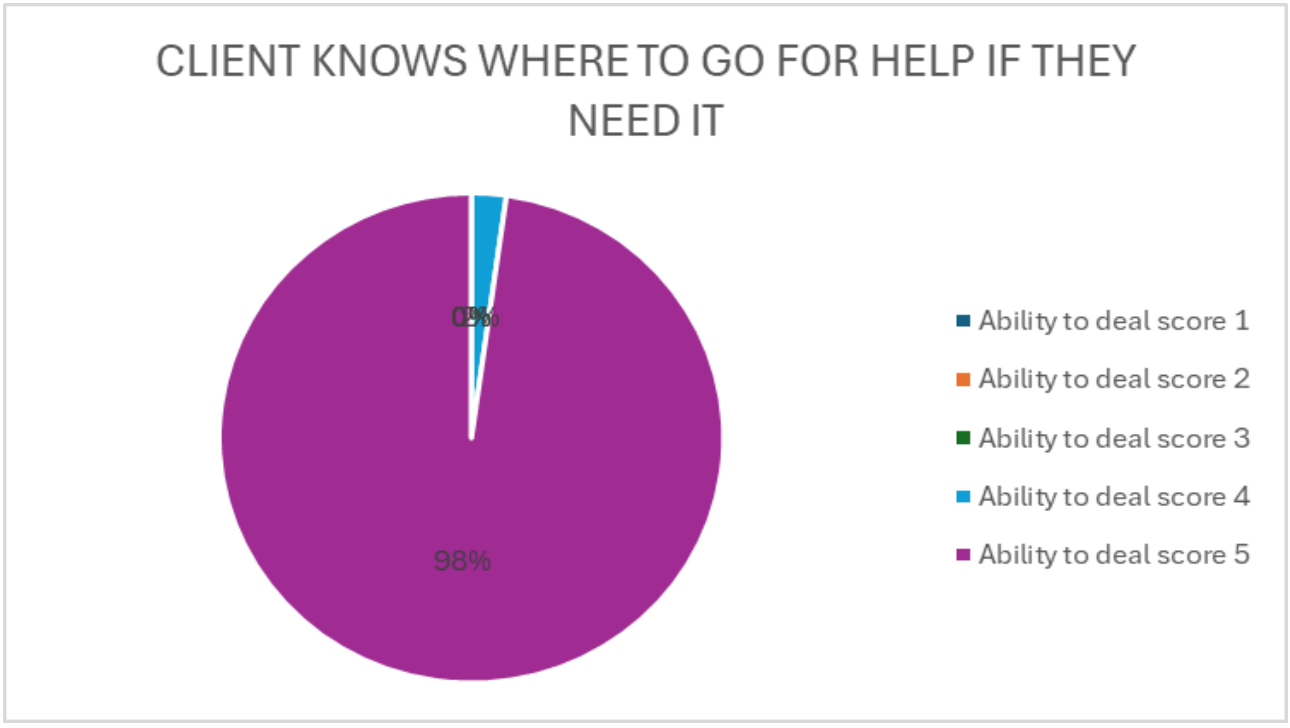
Mental Health Q2 - Where 1 is not at all, and 5 is totally agree




CLIENT FEELS MORE CONFIDENT IN THEIR ABILITY TO DEAL WITH THEIR PROBLEMS
0%
8%
42%
21%
29%
Ability to deal score 1
Ability to deal score 2
Ability to deal score 3
Ability to deal score 4
Ability to deal score 5


CLIENT FEELS BETTER ABLE TO COPE AT HOME
2%
9%
38%
24%
27%
Ability to deal score 1
Ability to deal score 2
Ability to deal score 3
Ability to deal score 4
Ability to deal score 5


CLIENT FEELS ABLE TO MANAGE THEIR OWN HEATING NEEDS
3%
9%
26%
19%
43%
Ability to deal score 1
Ability to deal score 2
Ability to deal score 3
Ability to deal score 4
Ability to deal score 5


CLIENT KNOWS WHERE TO GO FOR HELP IF THEY NEED IT
98%
Ability to deal score 1
Ability to deal score 2
Ability to deal score 3
Ability to deal score 4
Ability to deal score 5

Case studies

The client was visited at home by two members of the Home and Well team. The client had a stroke some months earlier, which had left him with mobility and speech issues. The client lives with their elderly mother and disabled father.

The client had been working prior to his stroke and had not received entitled statutory sick pay. The H&W Adviser contacted the employer and the client should now receive a payment of around £3k.

The client was not on any benefits and Universal Credit were contacted to start the claim and the H&W Adviser will follow through to ensure this is awarded. Initially, this would be £400.14 a month for the standard allowance and later the client should be able to receive an added support work group element due to not being able to work of £423.27 a month, on top of the standard allowance.

The client was also eligible for Employment and Support Allowance and this was completed during the visit. An application for Personal Independence Payments is in progress.

Referrals were made to adult services and occupational health for help at home.

As the client lived with elderly parents who owned the home, a referral to a local charity that can check smoke/carbon monoxide alarms and home security, was also made.

A debt assessment was completed with the client, but no further action was required after discussion with family members.

The client was added to the Priority Services Register, which means that the client would receive advance notice of scheduled power cuts, support in an emergency and when calling their network, but not the social water tariff - due to total income at the property.

The client lives with her partner and 2 children (aged 2 and 1) and is 8 months pregnant with her 3rd child. The couple moved into their new mortgaged home in July and her partner has now been made redundant with immediate effect.

The H&W Adviser completed a benefits check with the client that showed an entitlement to Universal Credit, the child element and council tax support. The client was assisted to make a claim. The client was advised to contact her midwife to get a Healthy Start card for each of the children.

The H&W Adviser also made the client aware of: support for mortgage interest to help with their mortgage payments, made a referral to the Caring Hands church for an 8-week food parcel support package and referred the client to the HSF scheme for £294 energy credit.

Lastly, the client was given advice about redundancy rules for her partner to check that all procedures have been followed correctly by their employer.

The H&W Adviser spoke to the client on the phone following a referral from her Care Navigator, for some advice about benefits. The client lives with her husband in an owner-occupied property with no mortgage.

The client has health problems herself and said she had a knee replacement in the past, has asthma and has had issues with her spine since 2020. She said her spine is crumbling, leaving her in constant pain. The client said she's had a few medical procedures for this, but they have not helped much and she takes pain killers every day. She is not able to stand for long and uses a perching stool when at home in order to cook. She cannot lift a pan of water to the sink and needs to make sure the work surfaces are clear so that she can slide the pan down the worktop to the sink. She also gave examples of getting dressed and said she needs to sit to dress her lower body.

The client said she has slipped in the bath/shower before, as they do not have grab rails. She said these have just been organised by their care navigator and are being installed by Hampshire County Council tomorrow, as well as an extra hand rail on their stairs.

The client suffers from depression following the death of her daughter at a young age. She also had a niece who died recently, as well as a sister and has 2 other sisters who are currently both on end of life care. She said these events have all added to her depression and being in constant pain from her spine contributes to her mental health.

She is caring for her husband full time on her own, which she said is a challenge with her spinal pain. She needs to help him get dressed, as if she puts clothes out for him to wear, he will pack them away and get out other clothes that often do not match or fit. He can no longer help with cooking as he needs supervision and he has a tendency to run away. She is unable to chase after him with her spinal pain, so this is a worry for her. (He has gone missing in the past.) He also wakes up in the night a lot and she needs to get up to supervise him.

I felt that the client and her husband would both qualify for Attendance Allowance and spoke about this to her and the process for applying. I have given her the helpline phone number and she will phone up with their NI numbers to request application forms. She is going to ask their Care Navigator to help them complete the claim forms. If their Care Navigator is unable to help, she will come back to me for help to complete this, or will request a DWP home visit.

I discussed Pension Credit with her. She felt they both fall over the threshold to apply for this, due to private pension, full state pensions and savings.

I spoke to her about the SMI discount to council tax and said that if her husband's Attendance Allowance application is awarded, then they should qualify for this. I have told her how to apply for it.

I was able to confirm that they are on the PSR's and have recently updated their medical information for this.

The client said the Attendance Allowance awards would mean a lot to them if they were to get it, as they could pay for a gardener and a cleaner to come and also pay for taxis with it.