



Citizens Advice Hampshire

Quarter 3

The Home & Well team have successfully supported over 10,809 clients* since the project started, and more than 78% 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 3, we have recorded that over 56% of clients are aged 60 and above. 69% of clients assisted by the service had a disability or long-term health condition.

Hospital Engagement

- **29** clients were seen in a hospital setting
- **85** clients were referred from NHS staff using the direct referral form
- **65** referrals were made from non-NHS agencies

Home & Well Progress Update

October



- Joanne Green, Business Development Manager, CitAH and Havant Local Citizens Advice Home & Well Advisers, Stephanie Bradbeer and Rosie Blackburn (photos above) promoted H&W at the East Hampshire, Havant and Alton, Voluntary Sector Health & Wellbeing 'Networking & Showcase Event'.

- Home & Well Mobilisation Manager, Angela Gill, represented Home & Well at the productive, North & Mid Hampshire Annual Healthcare Partnership Day at the Warren Centre, Micheldever. The networking and partnership session was hosted by Alex Whitfield, Chief Executive of Hampshire Hospitals NHS Foundation Trust. The workshop included a focus upon increasing VCSE engagement and collaboration over the coming year.
- Other Home & Well engagement included: - Meetings with the Hampshire & IoW Dementia Alliance, Karen Bangs – Staff Wellbeing Lead, Hampshire Hospitals NHS Foundation Trust (HHFT). Joanne Green also attended the SGN Safe & Warm Winter Readiness Event (Online)

November

- Sam Mabbott, Chief Executive at Citizens Advice Hart and Joanne Green – presented at a board meeting of the Hampshire & IoW Integrated Care Board (HIOW ICB). It was a very positive session, with a Q&A session afterwards including a discussion on Home & Well's value to the NHS.



- Joanne attended the Fareham & Gosport Voluntary Sector Health Forum, networking and taking part in the updates for Home & Well.
- Joanne also engaged with the Primary Care Network team at the Andover Health Hub, to talk about Home & Well and encouraging use of the direct referral form. Joanne Green, presented with Test Valley colleagues Tom James (Operations Manager) and Alex Turner (Financial Capability and Digital Exclusion Adviser). It is pleasing to see direct referrals now coming through from the Andover Community Treatment team and Mental Health team.
- Other engagement and meetings related to Home & Well included:- Dementia Alliance Workshop, SGN Vulnerability and Carbon Monoxide Allowance (VCMA) Partner Engagement session (Income Maximisation), a meeting with the Shaw Trust, and an update presentation (including Home & Well) to the Hampshire Autism Steering Group.

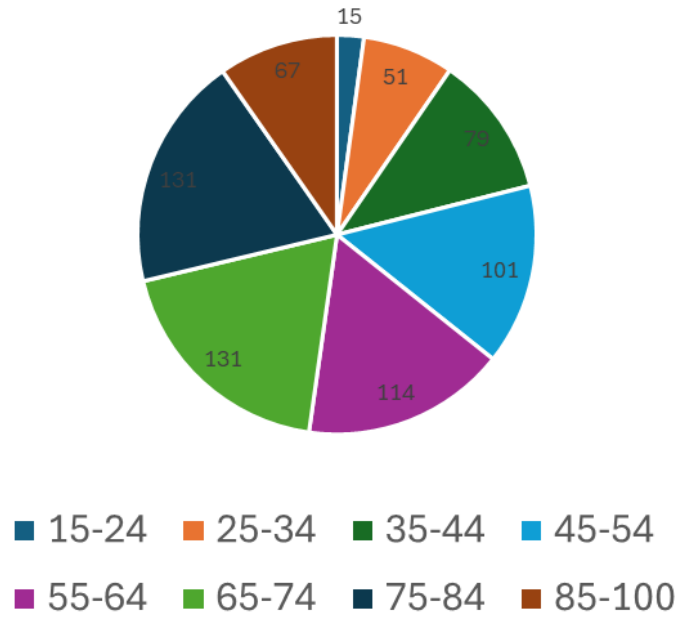
December

- Joanne attended a session entitled ‘Developing our approach to neighbourhood health’ at the Business Hub, Andover College. The meeting was attended by local Test Valley councillors, senior members of the NHS (both primary and secondary care) and local social prescribers and VCSE sector teams.
- There was a positive inaugural meeting and we are hoping to develop a pilot initiative - with Home & Well supporting Hampshire Hospitals NHS Foundation Trust staff in 2026. We are very happy to extend this to any staff teams in Primary or Secondary Care countywide – just get in touch! We have also offered to brief HHFT’s Integrated Discharge Team re Home & Well, when their staffing capacity allows.
- Angela attended a ‘National Academy of Social Prescribing’ Webinar on Social Prescribing and Neighbourhood Health - on behalf of the Hants & IoW Social Prescribing Network. During the Webinar Angela also highlighted the supportive, collaborative, delivery model, and positive outcomes of Home & Well, to the c500 attendees.

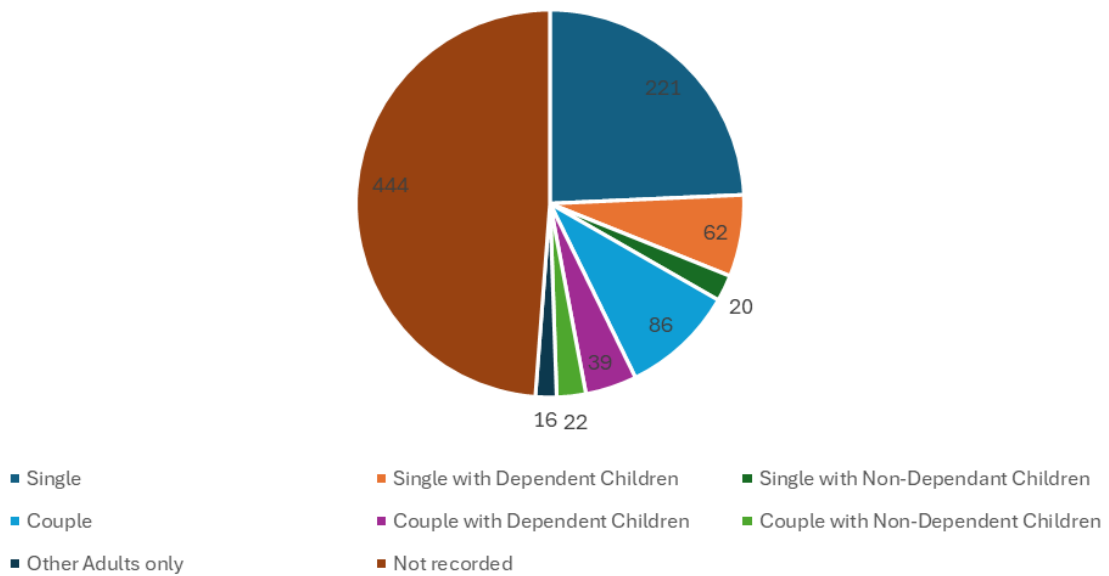
Headline Statistics	Apr 20 – Dec 2025	Q3	Dec 2025
Total number of clients assisted by the service	10809	636	157
Total number of Priority Service Register sign ups	11465	1220	264
Total number of energy-related tools clients assisted with	7412	625	279
Clients provided with debt advice or referrals	4314	517	117
Clients provided with welfare benefit advice or checks	7717	536	128
Clients provided with generalist advice	8027	585	142

Client Profiles Q3

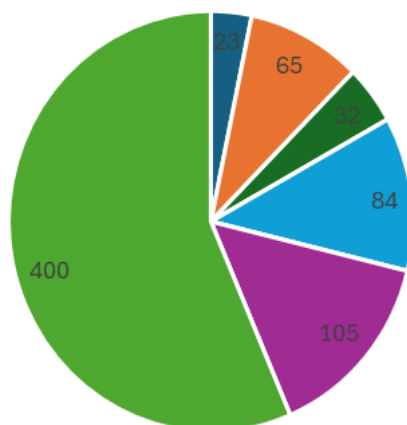
Age of Clients



Household Type



Client Occupations



■ Carer ■ Employed ■ Unemployed ■ Permanently sick or disabled ■ Retired ■ Other

Income Gained for Clients Q3

£468,033

Outcomes

	Income gain				
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
£150 Council Tax Rebate	1	1	£1,800	£1,800	£1,800
Application made to govt scheme for financial help/energy effic	4	4	£600	£150	£150
Benefit / tax credit gain - a new award or increase	88	67	£382,024	£4,341	£5,702
Benefit / tax credit gain - award or increase following revision o	1	1	£5,741	£5,741	£5,741
Benefit / tax credit gain - Money put back into payment	10	10	£2,984	£298	£298
Better deal through switching supplier	2	1	£0	£0	£0
Better deal with same supplier	55	47	£6,469	£118	£138
Budgeting change	2	2	£0	£0	£0
Charitable payment	26	22	£4,554	£175	£207
Complaint successful	1	1	£0	£0	£0
Financial gain	11	9	£315	£29	£35
Fuel Voucher	68	66	£40,127	£590	£608
Household Support Fund	5	5	£1,470	£294	£294
Other (financial)	14	9	£18,889	£1,349	£2,099
Other savings achieved	1	1	£0	£0	£0
Reduced costs from energy efficiency behavioural change	25	23	£3,060	£122	£133
UC claim submitted	1	1	£0	£0	£0
Grand Total	315	197	£468,033	£1,486	£2,376

Energy Tools & Advice - Breakdown	Apr 20 – Dec 2025	Q3	Dec 2025
Applications to Southern Water Social Tariff	3819	250	45
Applications to Southeast Water Social Tariff	849	61	14
Applications to Water Debt Repayment Tariffs	302	14	7
Applications for the Warm Home Discount	847	32	7
Applications for Winter Fuel Payment	575	21	2
Clients provided with behavioural energy advice or referral	4104	325	73
Clients provided with advice or assistance on switching tariffs	720	81	17
Carbon Monoxide Awareness Conversations completed	2715	223	51
Carbon Monoxide Awareness Surveys completed	1515	133	25
Carbon Monoxide Alarms gifted	292	26	7
Referrals for Help to Heat (FPNES) made	48	0	0
Referrals for Locking Cooker Valves made	51	3	3
Referrals for Safe & Well Visits made	551	38	9

PSR Sign Ups Q3	
Southern Water	212
South East Water	67
SSEN	262
SGN	210

Charitable Support Q3	
Clients provided with charitable support (food/fuel/household)	307
Clients provided with charitable support (not food/fuel/household)	71

Home & Well Referrals Q3

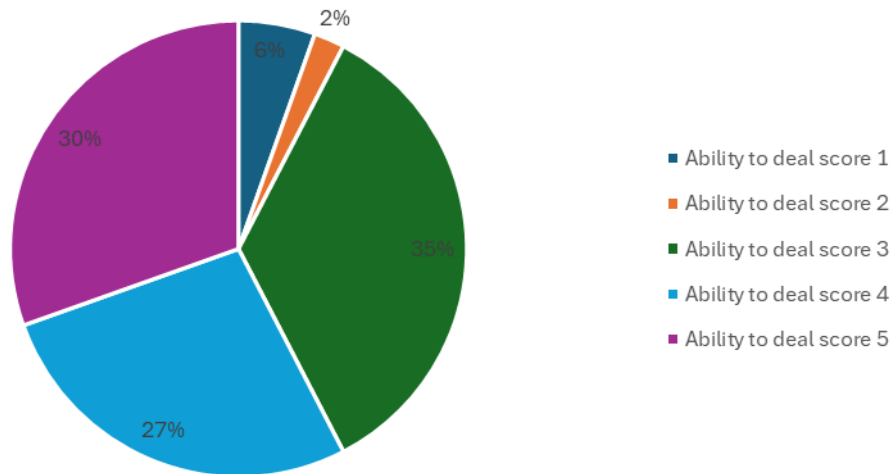
1. Client identified by Citizens Advice	433
2. Home & Well delivered at hospital	29
3. Referral from non-NHS agency	65
4. Referral from NHS staff	85

Top 5 Advice Issues Q3

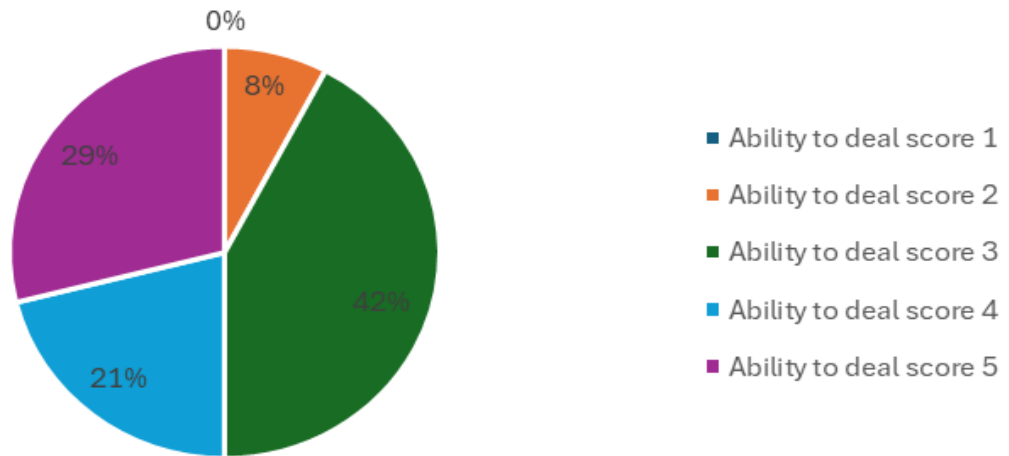
1. Utilities and Communications	1423
2. Benefits & Tax Credits	855
3. Charitable Support & Food Banks	288
4. Consumer Goods & Services	147
5. Benefits & Universal Credit	134

Mental Health Q3 - Where 1 is not at all, and 5 is totally agree

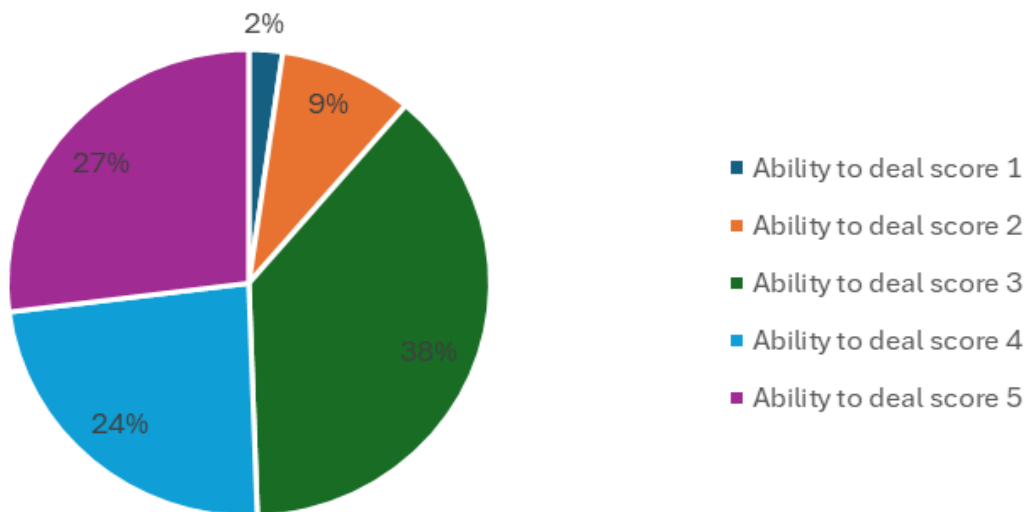
CLIENT FEELS MORE OPTIMISTIC ABOUT THE FUTURE



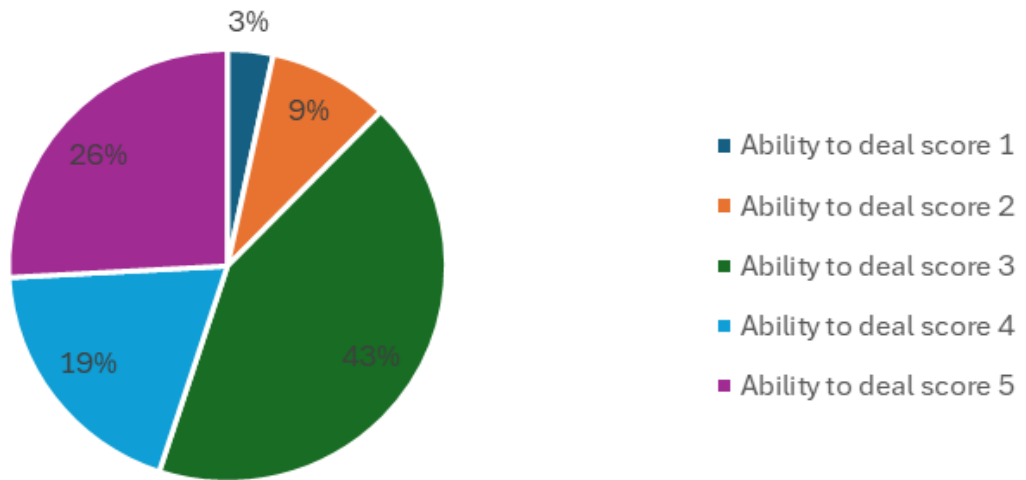
CLIENT FEELS MORE CONFIDENT IN THEIR ABILITY TO DEAL WITH THEIR PROBLEMS



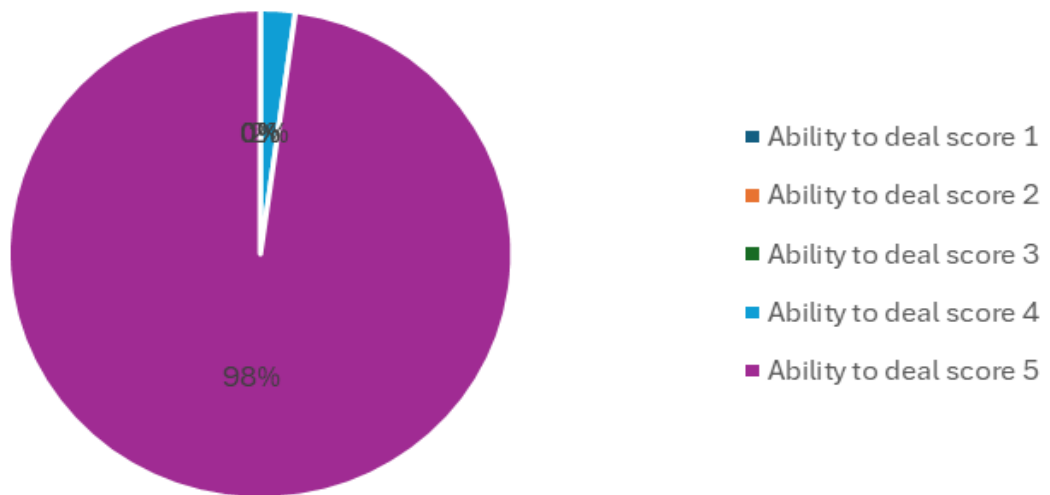
CLIENT FEELS BETTER ABLE TO COPE AT HOME



CLIENT FEELS ABLE TO MANAGE THEIR OWN HEATING NEEDS



CLIENT KNOWS WHERE TO GO FOR HELP IF THEY NEED IT



Case studies

The referred client wanted to reduce some of her energy and water debt. She also wanted help with energy costs and to see if she can maximise her income.

The client has been diagnosed with stage 4 renal failure which has a serious impact on her ability to manage her daily life including her employment. The client works for 3 hrs a day as a breakfast chef - she claims Universal Credit to top up her low income. The client stated that when she returns home after work, she is totally exhausted, but she realises that her employment offers her a routine, contact with others and a sense of purpose.

The client stated she has had poor mental health due to her diagnosis and that she has lost close family members who have all passed away within a short time frame. The client has accessed support from her social prescriber and from italk.

The client stated that she has a 23yr old son who helps her out with her care needs. I advised that her son could claim Carers Allowance or Universal Credit, but any help with this was declined. The client claims Universal Credit and Personal Independence Payment (mobility and daily living elements).

The client has significant water services debts, which should have been included in her Debt Relief Order. The H&W adviser spoke with the local Citizens Advice debt adviser who gave the client advice for this. The client stated that she has a debt with her energy provider (Octopus) of £1083. The client is currently paying £212.00 pm.

Her monthly bill without the debt would reduce to £60-70 if her debt was addressed. Because of her health condition, it is important the client has a warm home, The H&W adviser offered a H&W fuel voucher to help with fuel costs and also, referred her to the Energy Team for advice and a further Household Support Fund voucher.

The client has tried to save fuel costs by purchasing an oil radiator as this may mean she doesn't have to use her gas supply. She has also stated that she has purchased a second-hand barbeque as an alternative to using gas or electric in the home.

The client gave the H&W Adviser permission to register her for the Priority Service Register (PSR) – and the client will complete the water companies PSR additionally.

The client was offered other H&W advice by email - such as general home safety, CO risks, alarms and a fire safety check.

The client called a local Citizens Advice office due to her Universal Credit being stopped. The client has 5 children and was unable to top up her meters, so had no gas or electric.

The H&W Adviser called the client who confirmed that she had under £2 on her meters. They discussed a fuel bank foundation voucher and the client gave her consent for application to be completed and voucher to be sent to her by text.



The client was provided with advice regarding the Universal Credit issue, Council Tax arrears and repayment. Also, an emergency food bag and fuel bank foundation voucher

The client was extremely grateful for the call and the support from the H&W Adviser, as she had been very stressed as to how she would cope until her UC issue was resolved. There is ongoing support with the local Citizens Advice office.

The client's husband died a few months ago. She came in for a face-to-face appointment, as she was not sure if she was now entitled to any additional benefits, or if she is already getting everything she is entitled to.

The client is living in a 2-bedroom Housing Association property. She is receiving Housing Benefit and Council Tax Reduction already, but was not sure if she was getting the right amounts of these.

The H&W Adviser did an online benefit check with the client, which showed that what she is getting in Housing Benefit and Council Tax Reduction, is in line with what the benefit calculation showed.

The benefit calculation showed that the client could be eligible for Attendance Allowance. She has a lot of health issues but had not been aware that she could be claiming Attendance Allowance. The H&W Adviser went through the application form with the client to check her eligibility, confirming that she should be eligible and should therefore make a claim. The client is to phone the Attendance Allowance helpline and will contact Citizens Advice if she would like to make an appointment to have help completing the claim form.

The client was not sure whether she was on the Priority Service Registers, but the H&W Adviser was able to confirm that yes, she was on these already.

The client was grateful for the support of Home & Well, and said that if she gets awarded Attendance Allowance, then she will be able to pay for a gardener and cleaner, which would help her a lot.