

Erewash Impact Report

April - September 2023



People accessing the Citizens Advice Service	1,677
Client contacts (appointments and sessions carried out with clients)	4,861
Clients' problems tackled	13,530

Age of clients

<25 yrs	7%
25-29 yrs	7%
30-34 yrs	10%
35-39 yrs	10%
40-44 yrs	9%
45-49 yrs	7%
50-54 yrs	10%
55-59 yrs	10%
60-64 yrs	11%
65+	19%

Gender of clients

Female	59%
Male	41%

Ethnicity of clients

White	94%
Black, Asian, Mixed & Other	6%

Health of clients

Disabled or Long Term Health Condition	63%
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Benefits & Grants Secured	£2,395,792
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Debt Managed	£596,085
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Issues by type

Benefits & Tax Credits	5,089
Benefits Universal Credit	2,267
Charitable Support & Foodbank	278
Consumer Goods & Services	191
Debt	2,412
Education	23
Employment	302
Financial Services & Capability	545
GVA & Hate Crime	48
Health & Community Care	312
Housing	768
Immigration & Asylum	25
Legal	219
Other	26
Relationships & Family	430
Tax	33
Travel & Transport	133
Utilities & Communications	429
Grand Total	13,530

These past two quarters we...



Assisted **282** clients make and manage a claim for PIP




Dealt with **2,267** issues surrounding Universal Credit



Gave employment advice on **37** issues on dismissal and redundancy



Helped **80** clients with homelessness issues



Dealt with **382** issues around fuel needs including customer complaints, tariffs and problems with supply

Our response to the cost-of-living crisis

Citizens Advice Derbyshire Districts is experiencing unprecedented demand for our services as people grapple with the cost-of-living crisis. People struggling the most are having to choose whether to eat or heat their homes. Even with recent government support measures, we know it's going to be an incredibly tough winter for the people we help and demand for our services is likely to increase further.

Our trained advisers can help people find a way forward with advice on benefits, employment, housing, debt and money issues. We have a dedicated energy advice team who are able to identify savings for people through behavioural changes, as well as helping people access the latest grants, trust funds, schemes and other local support.

Did you know we can also help by...



Issuing free pre-payment meter energy vouchers



Reducing water bills via the big difference scheme



Making referrals for food parcels

Providing sim cards with up to six months worth of free data, calls and texts



Case Study...

Tony and his wife Joyce came in to see us because they were struggling financially. Tony had recently been diagnosed with cancer and was undergoing treatment. His ability to take care of himself was diminished because of this and they were faced with the additional burden of increased heating costs in order to keep Tony warm. Joyce was concerned about this, as well as topping up her rent each month as their Housing Benefit did not cover all of her rent. We were able to carry out a full benefit check. This showed that Joyce was in receipt of Attendance Allowance, they had some Housing Benefit and were paid full Council Tax Reduction. We identified that Tony could claim Attendance Allowance for himself.

We provided full assistance in making a successful Attendance Allowance claim for Tony and this was awarded at the highest rate. Because of this and the fact that they were now both in receipt of Attendance Allowance, the amount of money the law says they need to live on was increased. This made them eligible for Pension Credit which they were not previously in receipt of. We assisted them in making their claim for Pension Credit which they were awarded. This in turn entitled them to passported benefits such as Cost-of-Living Payments and Disability Cost of Living Payment. We then requested an increase in Housing Benefit, as due to their health conditions, they required a bedroom each. Their Housing Benefit was increased from £393.90 to £498.64 a month.

Based on our intervention, Tony and Joyce are now **£339.61** a week better off. This equates to a yearly increase of **£17,659.72** plus Cost-of-Living Payments and Disability Cost of Living Payment. Importantly their initial concern and stress about how they could manage financially was addressed and the couple can now focus on themselves.

Financial Outcomes:

Attendance allowance (Tony):	£5,291 per year
Pension credit (Tony and Joyce):	£12,368.72 per year
Housing benefit increase:	£1,256.84 per year
Total annual income increase	£18,916.56



Case Study...



Doris is 79 years old and lives on her own in a rented property. She has arthritis and limited mobility. She receives state pension, a small private pension and Attendance Allowance.

Doris has no savings and is finding the rising cost of living a struggle, especially the cost of food and energy whilst living alone.

We undertook a benefit check for Doris to see what she was entitled to, this showed she had an unclaimed entitlement for Pension Credit.

Our adviser helped Doris with the entire process, including accessing, completing and submitting the form to the DWP. Her award was successful and she received **£41.57** per week.

As a result of her successful claim for Pension Credit, she was also eligible for a free TV Licence. We also helped her to understand how to save money on her energy bills by making some behavioural changes, such as turning off radiators in unused rooms and not leaving appliances on standby.

Financial Outcomes:

Pension Credit: **£2,161.64 per year** income gain

Free TV license: **£159 per year** saving

Call our freephone Adviceline on:

0808 278 7954

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