

High Peak Impact Report

April - September 2023



People accessing the Citizens Advice Service	1,720
Client contacts (appointments and sessions carried out with clients)	5,130
Clients' problems tackled	14,640

Age of clients

<25 yrs	5%
25-29 yrs	6%
30-34 yrs	8%
35-39 yrs	8%
40-44 yrs	7%
45-49 yrs	7%
50-54 yrs	9%
55-59 yrs	12%
60-64 yrs	11%
65+	26%

Gender of clients

Female	61%
Male	39%

Ethnicity of clients

White	97%
Black, Asian, Mixed & Other	3%

Health of clients

Disabled or Long Term Health Condition	65%
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Benefits & Grants Secured	£3,206,101
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Debt Managed	£734,517
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Issues by type

Benefits & Tax Credits	6,601
Benefits Universal Credit	1,770
Charitable Support & Food Banks	399
Consumer Goods & Services	164
Debt	1,968
Discrimination & Hate & GVA	27
Education	22
Employment	425
Financial Services & Capability	524
Health & Community Care	262
Housing	1,046
Immigration & Asylum	31
Legal	265
Other	35
Relationships & Family	376
Tax	62
Travel & Transport	164
Utilities & Communications	499
Grand Total	14,640

These past two quarters we...



Assisted **318** clients make a claim for PIP



Dealt with **557** issues surrounding Universal Credit



Gave employment advice on **57** issues on dismissal, redundancy and dispute resolution



Helped **73** clients with homelessness issues



Assisted **170** clients in applying for charitable and discretionary support

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. We're experiencing the most significant increases in the need for energy advice. 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...

Cally is 58 years of age and has been rough sleeping and was homeless. This was exacerbated by the fact that she had not been taking her medication. Cally had no money and came in to see us because of the absolute desperate state she was in. She really did not know who else to approach. She came in for help because she saw our sign on the window of our premises. She had never used the services of Citizens Advice before but was aware that we “could do something” before she got into “real trouble”.

Support given

We started by making Cally a cup of coffee and gave her some biscuits as she was cold and she had not eaten for some time. We then carried out further exploration of her circumstances. We ascertained that she had a social worker whom she had not engaged with for some time. Because Cally did not know the details of her social worker, we contacted Adult Social Care, and were then able to communicate directly with her social worker. Cally's brother had her medication and on reaching out to him, he agreed to come to our premises with her medication.

Because of our partnership with the local food bank we were able to swiftly obtain a food parcel. We helped Cally make an application to the Derbyshire Discretionary Fund for an emergency cash payment. Cally said she had made a homeless application but had been “refused”. We contacted the local authority homelessness team who explained that Cally had not been refused housing, but that they were awaiting confirmation from her GP regarding her health issues. As we have an outreach worker based at her GP surgery we were able to use their links to rapidly obtain the medical evidence required to support Cally's homeless application as a vulnerable person. Once this was obtained, accommodation was offered to Cally in a sheltered housing appropriate to her needs. Further appointments were made at Cally's GP surgery with our adviser for help with benefits and charitable funding to assist in the setting up of a new home.



Potential negative impacts:

- Risk of worsening health condition because of lack of medication and food
- Continued homelessness
- Non engagement with Adult Social Care
- Potential negative impact on local community
- Continued deterioration of personal wellbeing

Positive Impacts:

- Wellbeing provided by having a safe and secure home
- Full engagement with Adult Social Care
- Better able to afford to eat healthily
- Less stress and worry
- Reduced risk factors for worsening physical and mental health problems
- Less chance of negative impact on local community

Case Study...



Amira's husband has had to give up driving because of visual impairment. He needs frequent medical appointments in relation to his health issues and getting about is a challenge as they live in a rural location. Amira also has health conditions and neither of them claim any Disability Benefits. They wanted to know if they could get financial help to cover the cost of taxis so they could attend their medical appointments. Neither of them are of working age, nor are they digitally capable.

Support given

In order to maximise their income we carried out a full benefit check and identified that both of them may be eligible for Attendance Allowance. We assisted them with the process of making these claims as well as asking Adult Social Care to carry out a review of their social care needs, leading to household equipment and adaptations being provided. We then helped them to claim Carer's Allowance for each other. Because they were entitled to claim Carer's Allowance they became eligible to claim Pension Credit. This in turn gave them entitlement to full Council Tax Support and a free TV Licence. Because of their vulnerability we helped them contact their utility supplier to register on the Priority Services Register. All of this was carried out within a space of four months. Through holistic advice their initial enquiry was addressed. **Overall they are better off by £12,431.52 per year which equates to £239.06 per week.**

Potential negative impacts:

- Risk of worsening health conditions
- Risk of missed medical appointments
- Risk of worsening mental health
- Risk of untreated medical/undiagnosed medical conditions
- Increased isolation and vulnerability

Positive impacts

- Less stress and worry for both Amira and her husband
- Maintained independence
- Ability to meet the costs of attending medical appointments
- Improved health due to decrease in financial worry
- Financial security
- Improved general wellbeing and personal relationship