

Public Health Advisory Service Report 22/23

Includes GP, Community Wellness, foodbank and additional
Contain Outbreak Management Funding outcomes



Funded by

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Derbyshire County Council Public Health Advisory Service

Introduction from Councillor Carol Hart, Derbyshire County Council

Derbyshire Public Health has remained firmly committed to the commissioning of Advisory Services for over 28 years. Throughout this time the service has played a crucial role in reducing health inequalities and supporting those who are most vulnerable. The continued investment by Derbyshire County Council has ensured the service has remained firmly and successfully embedded in GP Surgeries and a range of community venues across Derbyshire.

This has included the delivery of advice sessions in multiple community settings alongside a virtual offer, raising the profile and the accessibility of the service to different audiences, for example:

-  We have strengthened referral links with Derbyshire Discretionary Fund enabling crisis point interventions and long-term solutions to an immediate problem.
-  Funded the provision of wrap around advice in local foodbanks across the County, by tackling issues that make individuals and families vulnerable to hunger and mitigating continued reliance on foodbanks.
-  We have utilised additional Contain Outbreak Management Funding to meet the needs of residents experiencing difficulties because of Covid-19 related self-isolation.

These approaches have never been more important. The impact of the pandemic compounded by significant cost of living pressures has inevitably led to a rise in the number of Derbyshire residents struggling to meet basic essential costs such as food, heating, and rent/housing expenses. Such complex financial and social pressures have highlighted the need to address the wider determinants of health, tackle the root causes of ill health, reduce health inequalities, and promote wellbeing amongst Derbyshire communities.

We are proud to report that Derbyshire's Public Health Advisory Service is held in high esteem by service-users and health and social care professionals alike. It is often used as an example of good practice nationally. Investment in timely advice is a cost-effective, preventative approach that reduces the likelihood of future, expensive long-term interventions.

Councillor Carol Hart

Cabinet Member - Health & Communities, Derbyshire County Council

GP Project 2022/23

Our work in GP surgeries

Placing Citizens Advice caseworkers in GP Surgeries helps resolve financial and social problems that affect health if they are not addressed. The people we see in GP Surgeries are very different from those in our mainstream service. They are more likely to be sick or disabled, have mental health problems, be contacting us for the first time, often with complex issues across a range of matters including debt, housing, health and access to services. Wider changes to laws, practice and what is happening in our communities all affect the nature and demands on advice. Problems are becoming harder and more time consuming to resolve but our case studies show the positive impact on health and wellbeing.

Our advisers undergo continuous professional development and awareness training throughout the year to complement their recognised advice training. All staff have undergone training on all aspects of the benefits system and emergency debt work. Our training involves benefits, debt, employment, housing, energy and consumer issues. Additional training is given around Mental Health and Wellbeing, Suicide Awareness, GDPR and Giving Good Debt Advice. In addition, individual advisers have attended awareness events around Alcohol, Gambling, Loan Sharks, Scams and Human Trafficking. Advisers need these skills in order to best meet the complex 'multi-issue' problems presented at GP Surgery in a fully holistic manner.

All Local Citizens Advice check their Quality of Advice on a monthly basis using a random selection of cases via the Citizens Advice Casebook system which are assessed by experienced Supervisors and Managers. All cases are then independently assessed by a national audit team. All Derbyshire offices continue to meet the required standards.

The project continues to exceed targets and is used as an example of good practice nationally. Changes in client behaviour following the pandemic have seen an increase in a request for advice over the phone in some cases, particularly with families who may still be self-isolating or extremely clinically vulnerable. We remain flexible in how we deliver the service for these clients, however a return to face to face service has been welcomed by the majority of GP practices across Derbyshire. The service costs on average £120 per client, £23 per issue. For every £1 invested we see over £10 additional income per client.



Key outcomes at a glance



We helped 7,180 clients with their problems (a cost of £120 per client).

A person who contacts Citizens Advice with a new problem during a specified period.



We dealt with 38,023 enquiries (a cost of £23 per enquiry).

An enquiry counts the number of issues or problems that a client seeks help with. Many clients have more than one issue or problem, even if the only perceived problem is, for instance, debt. Within a debt problem there may be a housing issue (possible eviction due to rent arrears), a utilities issue (possible disconnection due to arrears) and a money-lending issue (illegal doorstep lending). We count this as three enquiries as there are three separate legal issues, demanding different and separate courses of action.



We helped clients secure an extra £8,656,963 of additional income.

This is mainly made of benefit gains, consumer and other forms of compensation, warm home discounts/energy savings, water social tariffs, payments arising from employment, insurance pay outs, tax refunds, charitable payments, discretionary funding and other income gains.

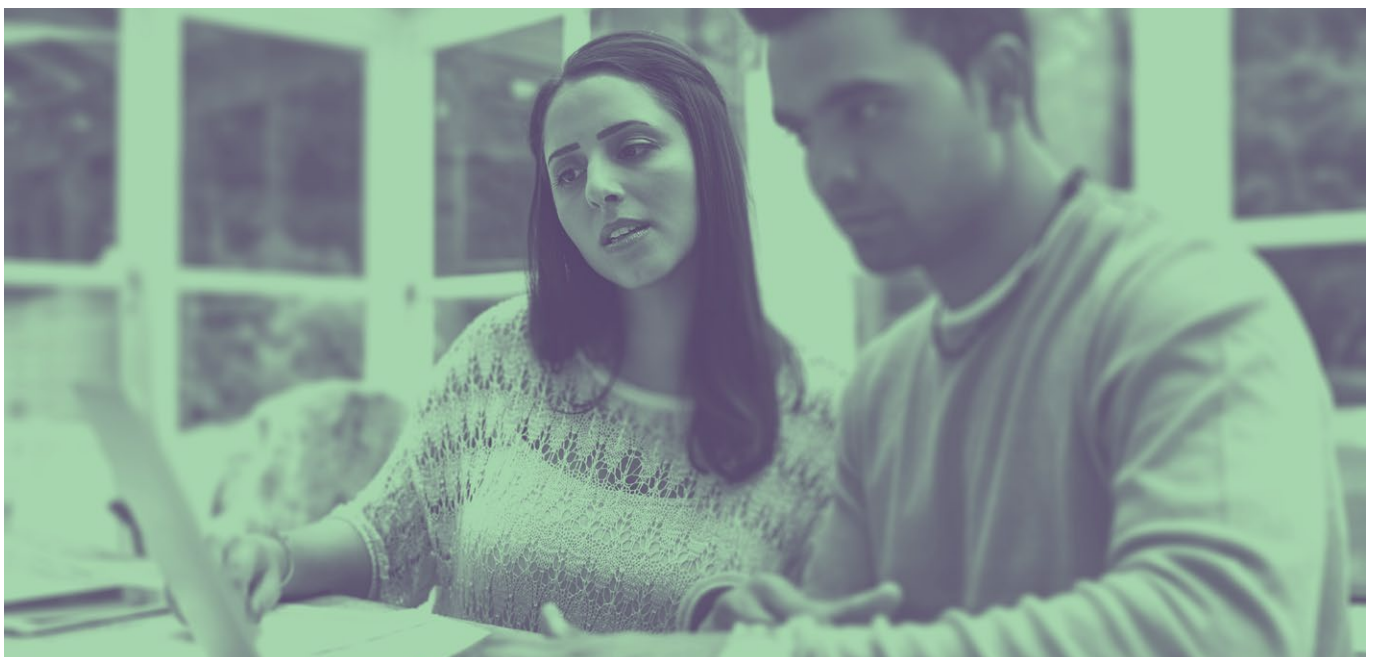
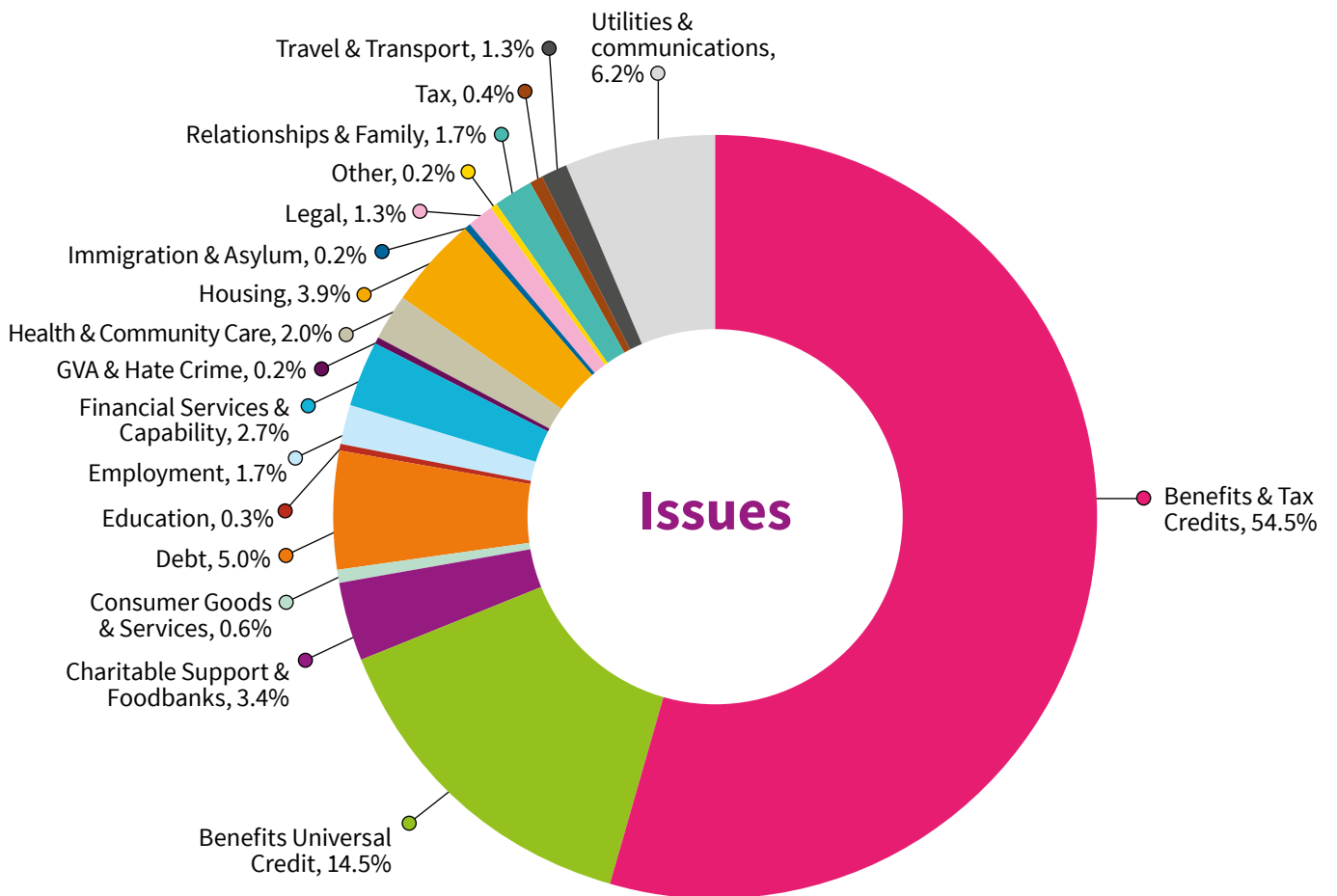


We helped clients in negotiating £2,759,316 of debt to be rescheduled or written off.

This is the amount of debt that is brought under control, reduced, or written off to enable households to stabilise their financial situation and avoid harmful enforcement proceedings including homelessness, disconnection, imprisonment, legal actions, or financial penalties.

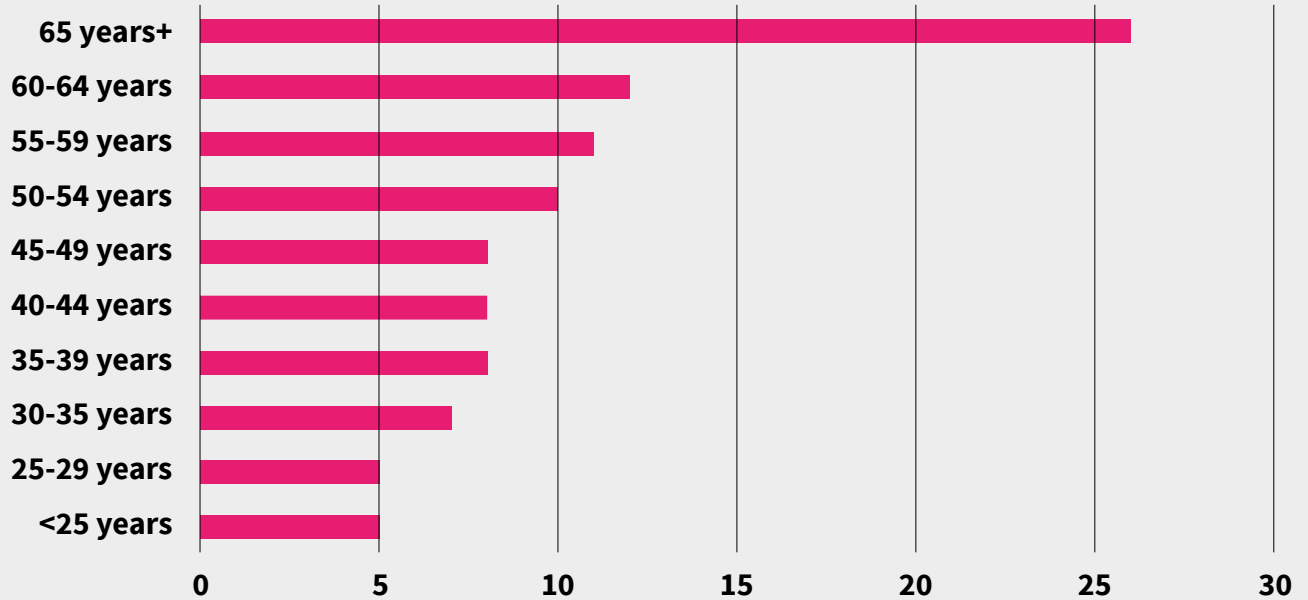


Breakdown of Issues and Client Profile – GP Project

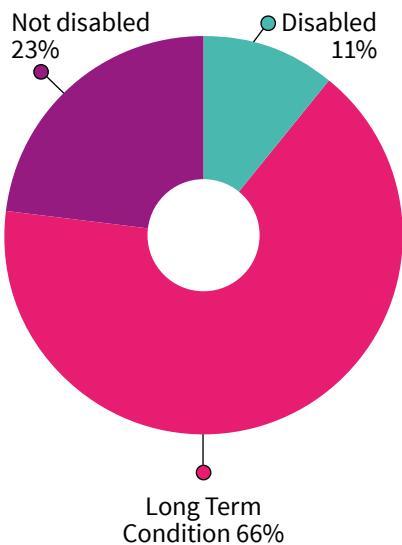


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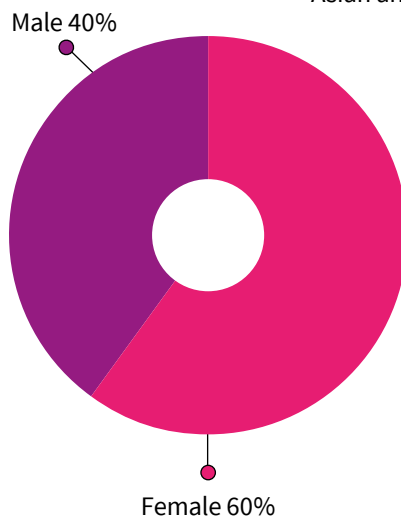
Age



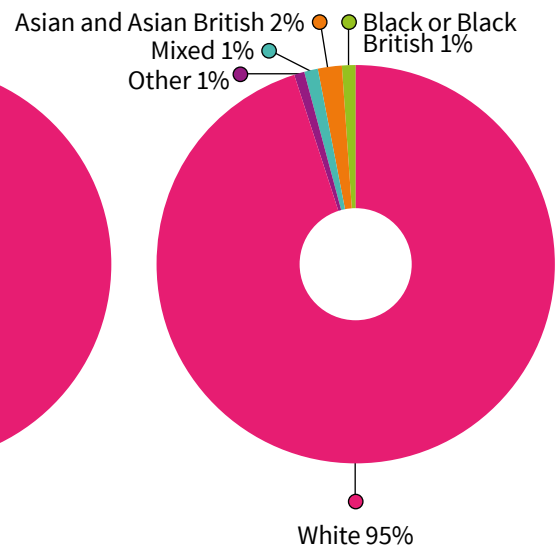
Disability



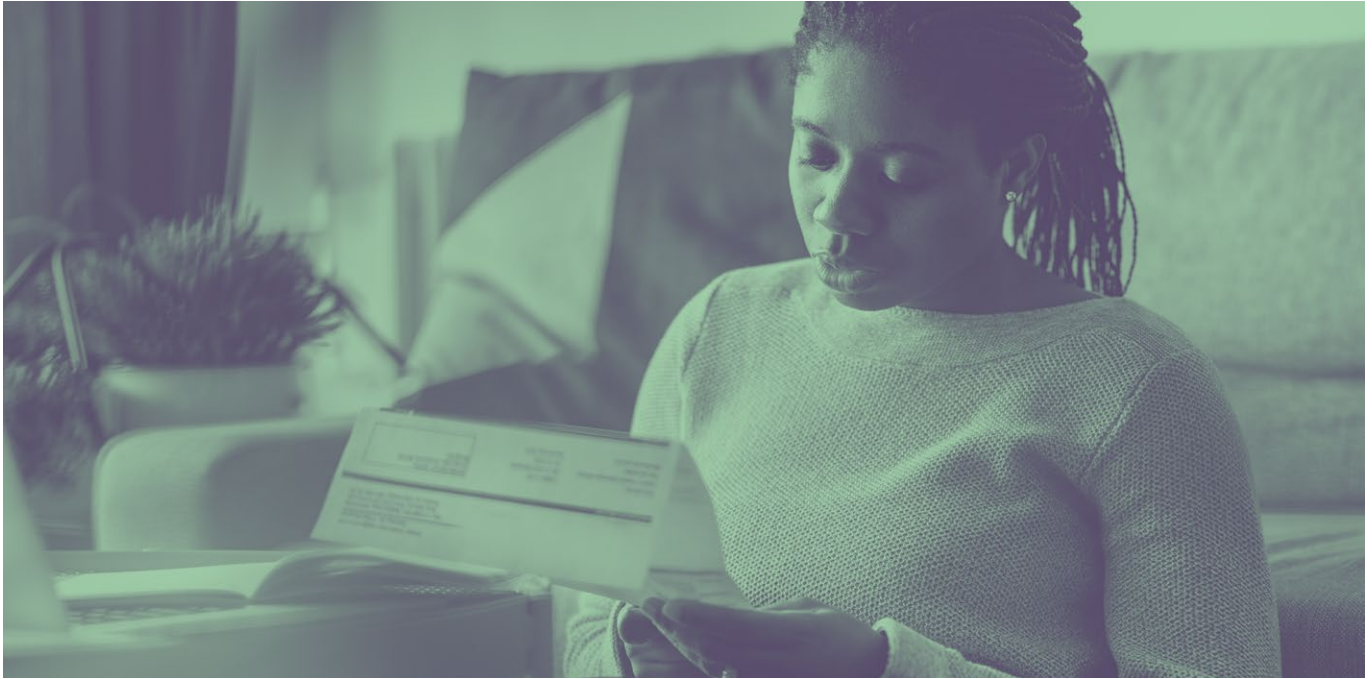
Gender



Ethnicity



Trends in Debt Advice



A worrying development in 2022-2023, was inevitably the rise in the number of Derbyshire residents who were struggling to meet the basic costs such as food, heating, lighting but also basic essential bills such as rent/housing costs, council tax and water bills. Unfortunately, these cost of living pressures then manifest as medium to long term problems, as more people fall into debt. Sadly, there may be further hardship down the line.

A majority of people we currently advise about financial hardship have a ‘negative budget’, that is, they cannot currently meet the cost of ongoing essential commitments, even before they consider repayments on existing debts.

When debts are owed on priority commitments such as rent, energy, council tax and court fines, the amounts owed can seem relatively small and insignificant. However, when enforcement and debt collection commences on these priority debts, the consequences can be severe as residents face potential risks from homelessness, bailiff action, loss of access to energy, or even imprisonment. These risks directly threaten our physical and mental wellbeing.

We have recently seen Energy Suppliers forcibly impose prepayment meters on households in financial hardship, resulting in families being unable to afford to access heating and lighting. There is evidence that some households may resort to high-cost unaffordable credit to pay for essential bills. This is not sustainable. People with lower disposable incomes find that because of poor credit ratings, creditors will either refuse credit or only allow them to borrow small amounts, at very high interest rates, leading to a much tougher situation and larger debt later.

The strength of the Public Health Advisory Service is that local residents have access to timely advice, not only about much needed income maximisation measures but also about effective debt advice strategies, including access to in-house debt specialists.

Cost of living

Britain is facing its biggest cost of living crisis in decades. At Citizens Advice Derbyshire Districts, we've seen more people coming to us for help with crisis support, energy problems and not having enough money to make ends meet than ever before.

As prices rise, people make more and more difficult decisions about what to cut back on and where they need to rely on community support, because they don't have enough to live on.

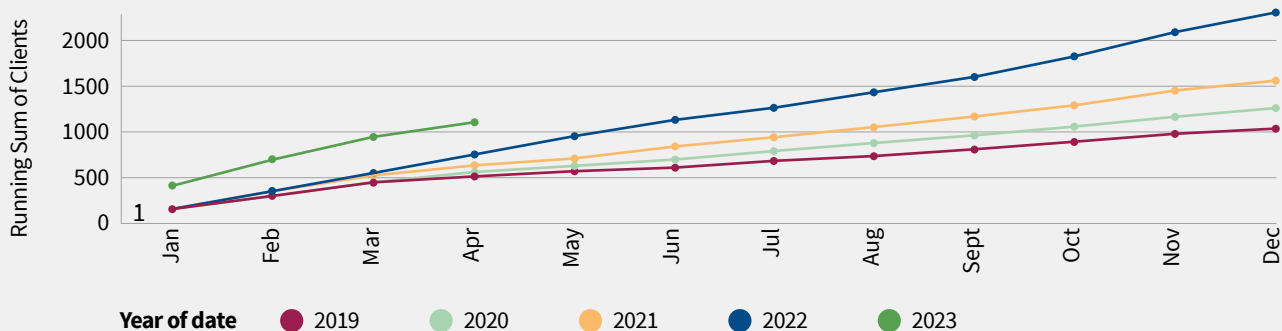
In 2022/23 we have seen a sharp increase in families needing charitable support or help with paying their energy bills. Rising energy costs are forcing lower income families onto more expensive prepayment meters which is particularly concerning, as we are also seeing more people who can't afford to top up their energy prepayment meter - effectively disconnecting themselves.

Top issues - latest 3 months to previous year

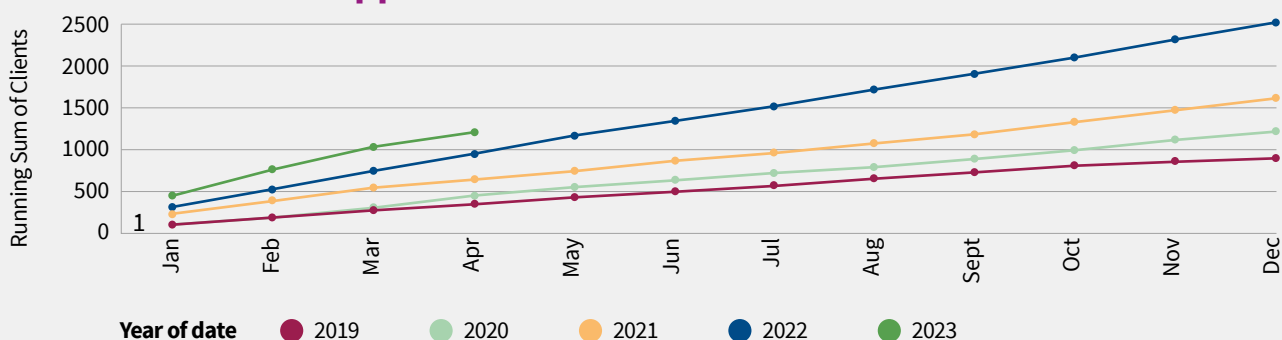
Top 5	Cost of Living Issues	Latest 3 Months	3 Months Last Year	Change	% Change
1	Personal independences payment	1,423	1,292	131	10%
2	Charitable support & Food Banks	943	752	191	25%
3	Energy	791	606	185	31%
4	Council tax reduction	774	676	98	14%
5	Housing element	493	385	108	28%
	Total of all Clients with a COL issue	3,861	3,337	524	16%

The total is for all clients with any cost of living issue, not just the Top 5.

Energy cumulative



Charitable support and food banks cumulative



1. Grace's Story

Grace is 51 years of age and lives on her own in council rented property.

She is unemployed and receives Employment Support Allowance, Housing benefit and Council Tax Support. Grace has mental health issues and is Bipolar. She also has Chronic obstructive pulmonary disease (COPD).

Grace is finding it difficult to pay for food and energy costs. She is scared to use energy for heating, cooking, and hot water because it is unaffordable. Grace has used high-cost credit to meet household bills and has debts of £3,675. She cannot meet debt repayments. When she is stressed, she does not want to go out.

Support Given

Grace was referred to a GP Project Adviser by her General Practitioner. She was advised and supported to claim the disability benefit, Personal Independence Payments. The Adviser arranged for Grace to receive help from the Foodbank. The Adviser identified that Grace needed specialist support with her debt problems. Grace was supported to apply for a Debt Relief Order. This is a form of insolvency relief that will effectively write off all the debt that Grace has incurred. Grace was registered with her energy supplier's priority service register as a vulnerable customer. She was helped with a charitable application to fund the fees required to apply for the debt relief order. As a result of advice, additional financial gains worth £4,680 per annum, and one-off financial support were achieved. Debts to the value of £3,675 were written off.



Potential negative impacts on health and wellbeing:



- Risk of worsening health conditions.
- Risk of missed bills and debt for priority debts.
- Risk of debt enforcement from non-priority creditors.
- Destitution, lack of food, heating.
- Risk will no longer be able to live independently in event of mental health crisis.
- Anxiety, stress and negative impact on mental health.
- Increased social isolation.
- Cold home increases risk of cardiovascular, respiratory disease.
- Cold home can worsen mental health, reduction in sense of empowerment, control over life. Risk of anxiety and depression.
- COPD worsened by not eating properly, stress and not being active.
- Food insecurity linked to diabetes and other health conditions.
- Stress linked to poor mental health, memory loss and negative effect on circulatory, nervous, and endocrine systems.

Positive impacts:



- Better able to afford to eat healthily, store food, and live in warm home.
- Better able to budget for essentials.
- Less stress and worry
- Increased independence
- Grace is better able to get out to visit friends and attend medical appointments.
- Increased confidence to manage in the home.
- Grace knows where to get timely help in the future to avoid crisis.

Potential positive impacts on health and wellbeing:



- Reduced risk factors for worsening lung disease.
- Stronger social connections improve brain health.
- Improved mental health and wellbeing.
- Reduced risk of crisis and susceptibility to anxiety and depression.
- Increased confidence to manage in the home.
- Grace knows where to get timely help in the future to avoid crisis.

2. The difference we make...

Circumstances

Client 77 years living in her own home owned outright. Client has various health issues that have been getting steadily worse, her daughter helps her most days. She receives state pension, her late husband's private pension and 25% council tax discount. Client was struggling and wondered if there was anything that she could claim.

Intervention

At the first interview the client wasn't entitled to any further benefits. She did not require a food parcel. From the exploration at the interview we informed the client that she could make a claim for Attendance Allowance. At a second appointment we completed the Attendance Allowance claim form with the client and estimated that she would receive the lower rate. 10 weeks later the client did receive the lower award of £68.10 per week, £3,541.20 per year plus a back date of £681 as a lump sum. We completed a further benefit check which showed that the client would receive £66.08 per week Pension Credit (because of the added Severe Disability Premium) £3,436.16 per year and full Council Tax Reduction of £17.93 per week, £932.36 per year.

An overall total increase in income for the client of £152.11 per week, £7,909.72 per year.

Potential negative impacts on health and wellbeing:



- Worry of not enough money having a negative impact on mental and physical health.
- Not being able to get about very easily due to lack of income and being reliant on others to help.
- The continual burden on her family to help her and becoming the cared for and carer rather than mother and daughter.
- Not having heating on when needed again exacerbating physical health conditions and the cold causing further health complications.
- Not being able to eat well and healthily potentially causing weight issues and an ability for immune system to work well.
- Isolation as cannot afford to get out and about without being reliant.

Potential positive impacts on health and wellbeing:



- Positive impact on her physical and mental health as less worry about money.
- Able to pay for care and be less of a burden on her daughter, able to have a better relationship.
- Able to pay for taxis becoming more independent and easier to travel.
- Able to have the heating on a little higher and for longer, helping with health conditions.
- Able to eat better food and regular meals, leading to an improvement in health.
- Ability to get out and about more easily to see people.



3. The difference we make...



Circumstances

Client had recently been relocated to our area for their protection and could not disclose their location. The client was in receipt of the standard element of Universal Credit (UC) in addition to the Housing Costs Element.

Intervention

We carried out an initial debt assessment and provided benefits advice. It was identified that the client had a number of priority and non-priority debts so, after giving initial debt advice she was referred to our specialist debt caseworker.

We informed the client that we could advance with insolvency proceedings whilst keeping her identity private; we successfully applied for a PARV order to prevent any details being made public. The debt caseworker made a successful application for a Debt Relief Order (DRO).

Meanwhile we identified that the client could be entitled to additional Universal Credit payments due to ill health via the Limited Capability for Work Related Activity element and assisted her to complete the application, which was successful.

We also assisted the client to make a claim for Personal Independence Payment and the client was awarded the Standard Rate of both components (Daily Living and Mobility).

Outcomes of advice

£27,723.04 Debt written off via a DRO

£373.97 New PIP award per month
(£4,487.64 p/y)

£354.28 Increased UC payments per month
(£4,251.36 p/y)

Potential negative impacts on health and wellbeing:



- Negative impact on health due to continued creditor contact and harassment.
- Less money for food costs so continuing reliance on food banks.
- Continuing trauma because of reminders of the past with each contact from creditors.
- No additional money available for client to pay for rising energy costs.
- Potential debt enforcement action taken by creditors.

Potential positive impacts on health and wellbeing:



- Client better able to manage finances so less worry and therefore less impact on her mental health.
- Client's identity remained protected throughout, so she and her family remained safe from further harm.
- Additional income means that the client is now more financially secure and the DRO has given a clean slate to start building up a new life.
- An end to worry about creditors finding and disclosing her location.

4. The difference we make...

Circumstances

Client has significant physical health conditions which impact on her ability to carry out daily living activities as well as affecting her mobility. With the help of her daughter she had completed a claim for Personal Independence Payment (PIP) which had been refused so she approached us for help to challenge the decision.

Intervention

We completed a mandatory reconsideration (MR) request with the client and advised that we expected that her circumstances should give entitlement to the standard rate of both components of PIP. Unfortunately, the MR was turned down by the DWP decision maker, so we assisted to prepare an appeal to the tribunal service. We advised client on gathering evidence and what to expect as part of the appeal. At appeal the client was awarded the standard rate of both components with a backdated award to January 2021 when she made the initial claim for PIP.

The client's PIP award gives annual income of £4,487.60 and she also received a backdated amount of £5,235.53.

Potential negative impacts on health and wellbeing:



- The length of time taken to challenge the decision and go through the appeals stage causes increased anxiety for the client, without assistance she may have decided not to pursue a claim and not been awarded the benefit she is entitled to.
- Client unable to buy enough food/unable to buy nutritious food so declining health.
- No additional money available for client to pay for support with care or other needs so quality of life declines.
- Client unable to heat her home adequately without getting into debt and client spends a significant amount of time at home.

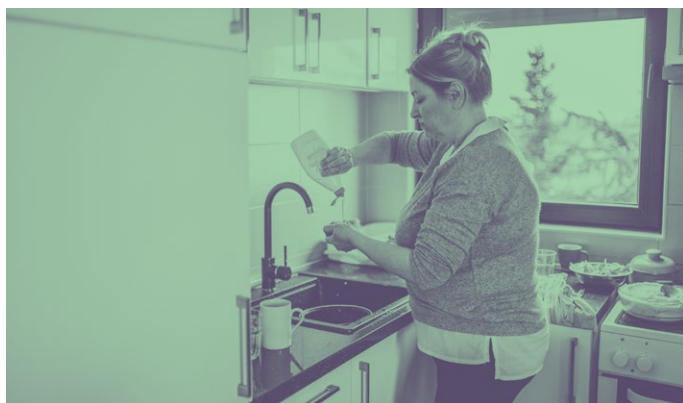
Potential positive impacts on health and wellbeing:



- Client better able to manage finances so less worry and therefore less impact on her physical and mental health.
- Being able to have the heating on more regularly, client spends a lot of time in the house, and this is important for her to be warm.
- More freedom and independence.
- Ability to pay for care or assistance she needs which will improve her quality of life.
- All the above having a positive impact to help her better manage her own health.



5. Lisa's Story



Lisa 36 years of age and lives with her two children in private rented housing.

She works part time, and her employment income is topped up by Universal Credit. She receives Child Benefit. Lisa has mental health issues and has physical health issues.

Lisa has been stressed by the challenge of trying to meet the cost of basic essentials. She also has an ongoing dispute with her ex-partner about the children and financial issues, including maintenance. Lisa was off sick recently and as a result, incurred significantly high energy bills (£500) due to the amount of time she was at home. Lisa also owes money on Council Tax (£200) and Water (£300). She is worried about using heating at home.

Support Given

Lisa was referred to a GP Project Adviser by her General Practitioner. She was advised and supported to claim the disability benefit, Personal Independence Payments. The Adviser checked Lisa's entitlement to Universal Credit which showed a significant underpayment compared to the entitlements she should have been receiving. Arrangements were made to challenge the Department of Work and Pensions (DWP). The Adviser assisted Lisa to negotiate affordable repayments of energy and council tax. Lisa was helped to apply to the Big Difference Scheme, a reduced water cost social tariff that helps people manage water debt. Lisa was registered with her energy supplier's priority service register as a vulnerable customer. She was also referred to sources of specialist housing and relationship advice. As a result of advice, additional financial gains worth £8,780 per annum, and one-off financial support were achieved. Debts to the value of £1,000 were managed.

Potential negative impacts:



- Risk of worsening health conditions.
- Risk of missed bills and debt for priority financial commitments.
- Risk of debt enforcement including use of bailiffs.
- Destitution, lack of food, heating.
- Impact on the wellbeing and educational attainment of her children.
- Anxiety, stress and negative impact on mental health.
- Increased social isolation.

Potential negative impacts on health and wellbeing:



- Cold home increases risk of cardiovascular, respiratory disease.
- Cold home can worsen mental health, reduction in sense of empowerment, control over life. Risk of anxiety and depression.
- Cold home linked to asthma, lung disease and slow cognitive development in children.
- Food insecurity linked to diabetes and other health conditions.
- Stress linked to poor mental health, memory loss and negative effect on circulatory, nervous, and endocrine systems.

Positive Impacts:



- Better able to afford to eat healthily, store food, and live in warm home.
- Better able to budget for essentials.
- Less stress and worry
- Increased independence.
- Improved lives for her children.
- Increased confidence to manage in the home and can afford social activity.
- Lisa knows where to get timely help in the future to avoid crisis.

Potential positive impacts on health and wellbeing:



- Reduced risk factors for lung and other diseases.
- Stronger social connections improve brain health.
- Improved child wellbeing and better educational performance if children are warm and not hungry.
- Improved mental health and wellbeing.
- Reduced risk of crisis and susceptibility to anxiety and depression.

6. The difference we make...

Circumstances

Client living with a daughter of 12 years in a property that she owns outright. Client receives Universal Credit (standard allowance and child element), Child Benefit, and Council Tax Reduction including 25% discount. No maintenance as father is deceased.

Client has many health issues and has requested help in completing a Personal Independence Payment form. Her daughter has anxiety and is currently awaiting an autism diagnosis.

All support and care in place including support for her daughter.

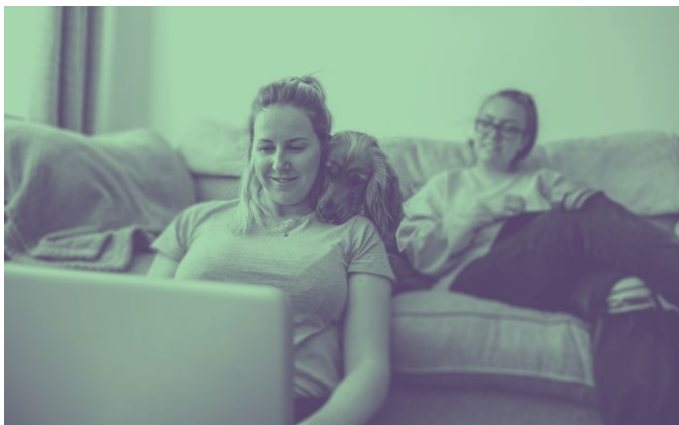
Intervention

We completed the PIP form and based on the answers we estimate that the client can achieve both enhanced rate mobility and daily living giving an income of £172.75 per week and £8,983 per year.

After completing the PIP form we discussed Limited Capability for Work Related Assessment under UC. We believe that the client qualifies to be placed in this group, informed her how to get an assessment and offered help with the form. Should the client be successful she will receive a further £90.11 per week and £4,685.72 per year.

We also discussed and sent links to the client about claiming Disability Living Allowance for her daughter – no estimate made at this point. Offered help with the form should she decide to claim.

Potential total increase in income for the client of £262.86 per week and £13,668.72 per year.



Potential negative impacts on health and wellbeing:



- Client remains stuck unable to best help herself and her daughter, leading to more anxiety and helplessness, which may also exacerbate her other conditions.
- Client unable to buy enough food leading to a poor diet for both her and her daughter and a reliance on food banks.
- Client unable to heat her home adequately without getting into debt and client spends a significant amount of time at home.
- Client reliant on help with travel to hospital appointments and shopping, may lead to missed appointments.
- Client may not be able to put things in place for her daughter or again being reliant on others, the feelings of helplessness that may come with this would have an impact on her health.
- Clients' daughter may miss appointments or be unable to do activities so easily outside of the home, leading to a negative impact on her health.

Potential positive impacts on health and wellbeing:



- Client better able to manage finances so less worry and therefore less impact on her physical and mental health.
- Able to afford trips to hospital using taxis rather than being reliant on others, client cannot physically use public transport alone.
- Ability to afford healthier food, leading to better health and weight management.
- Being able to have the heating on more regularly, client spends a lot of time in the house, and this is important for her to be warm.
- More freedom and independence.
- Ability to help her daughter in a better way with support for her health and finances, so the daughter can do activities that are good for her.
- Client feeling happier so that she can better support her daughter.
- All the above having a positive impact to help her better manage her own health.

Wellness Project 2022/23

Our work on the Wellness project

This year we have seen a gradual return to our community venues across Derbyshire following the closures due to the pandemic. We are now delivering our advice from a mixture of Children's Centres, Community Centres, libraries and community support venues in addition to providing advice to referred clients from the Derbyshire Discretionary Fund Team, Live Life Better Derbyshire and other health and social care professionals.

Working closely with the Derbyshire Discretionary Fund Team on a pilot referral project has helped strengthen links between the services and established a clear joined up pathway of support for families with immediate need. Our service has enabled us to be involved and provide the crisis point intervention that may see a long-term solution to an immediate problem.

The pilot was a huge success and further demonstrated how our service has made a difference to those clients that wouldn't necessarily have accessed our services previously.

The Wellness project is an excellent example of how we can deliver our advice services to different audiences as the variety of settings is so broad. Working in community venues helps us to raise the profile of the service to a younger audience, particularly through our work in Children's Centres and libraries.

All Local Citizens Advice check their Quality of Advice on a monthly basis using a random selection of cases via the Citizens Advice Casebook system which are assessed by experienced Supervisors and Managers. All cases are then independently assessed by a national audit team. All Derbyshire offices continue to meet the required standards.



Key outcomes at a glance



We helped 3,326 clients with their problems (a cost of £101 per client).

A person who contacts Citizens Advice with a new problem during a specified period.



We dealt with 15,491 enquiries (a cost of £22 per enquiry).

An enquiry counts the number of issues or problems that a client seeks help with. Many clients have more than one issue or problem, even if the only perceived problem is, for instance, debt. Within a debt problem there may be a housing issue (possible eviction due to rent arrears), a utilities issue (possible disconnection due to arrears) and a money-lending issue (illegal doorstep lending). We count this as three enquiries as there are three separate legal issues, demanding different and separate courses of action.



We helped clients secure an extra £3,274,102 of additional income.

This is mainly made of benefit gains, consumer and other forms of compensation, warm home discounts/energy savings, water social tariffs, payments arising from employment, insurance pay outs, tax refunds, charitable payments, discretionary funding and other income gains.

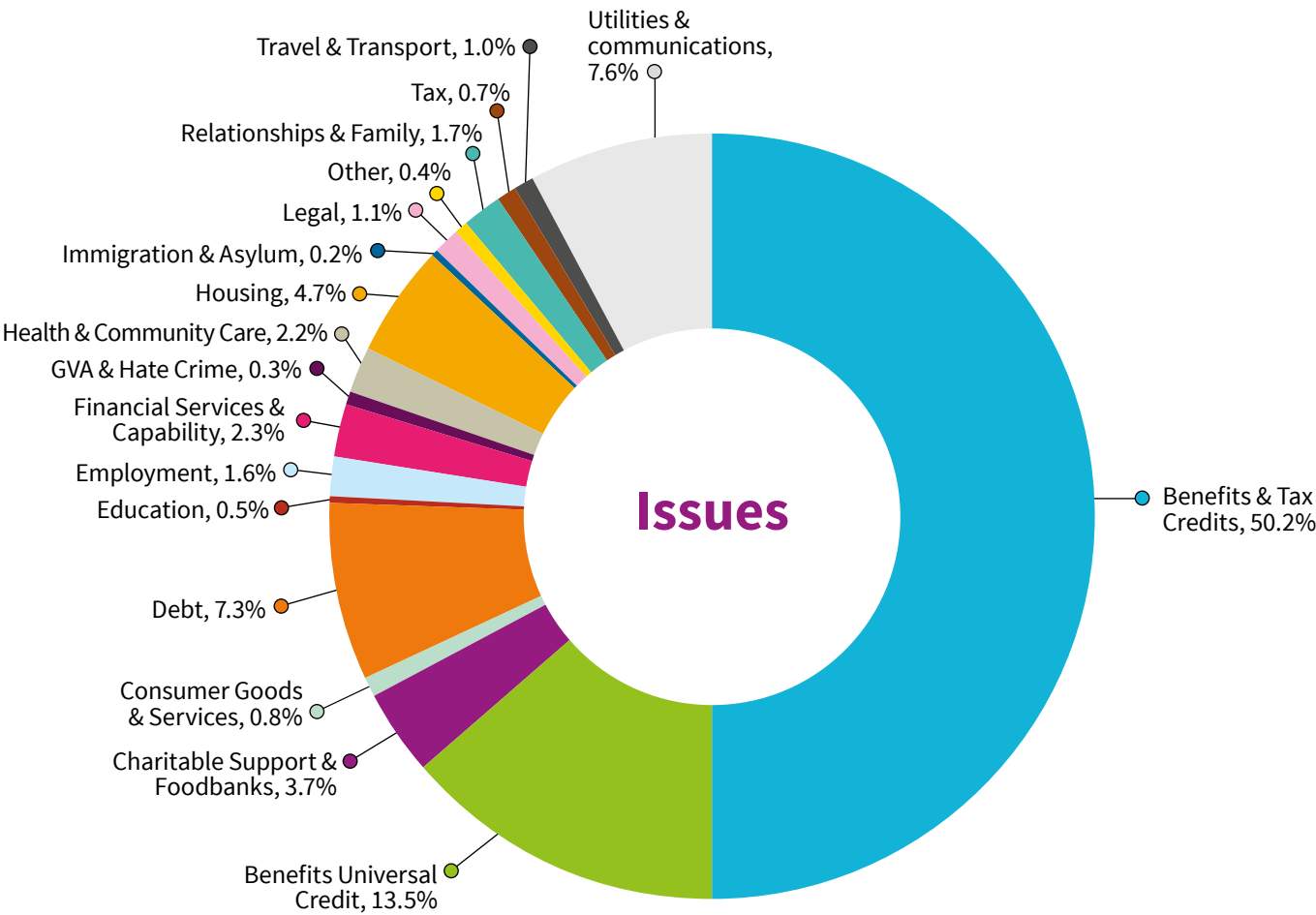


We helped clients in negotiating £1,049,206 of debt to be rescheduled or written off.

This is the amount of debt that is brought under control, reduced, or written off to enable households to stabilise their financial situation and avoid harmful enforcement proceedings including homelessness, disconnection, imprisonment, legal actions, or financial penalties.

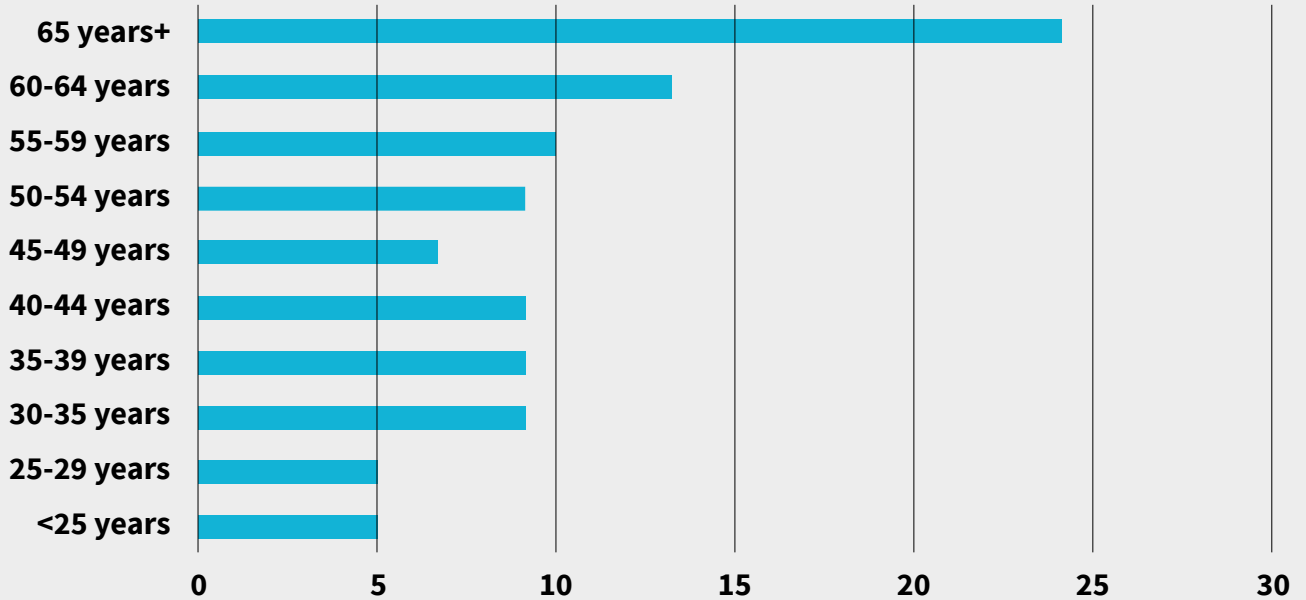


Breakdown of Issues and Client Profile – Wellness Project

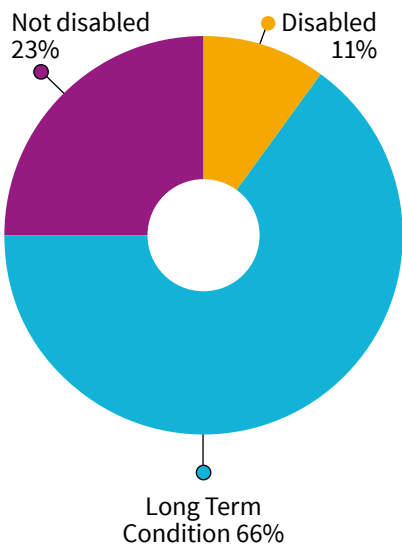


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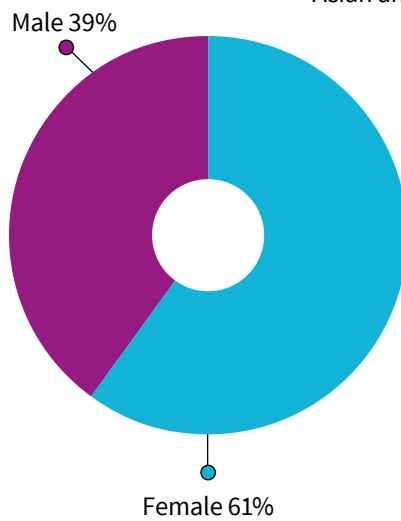
Age



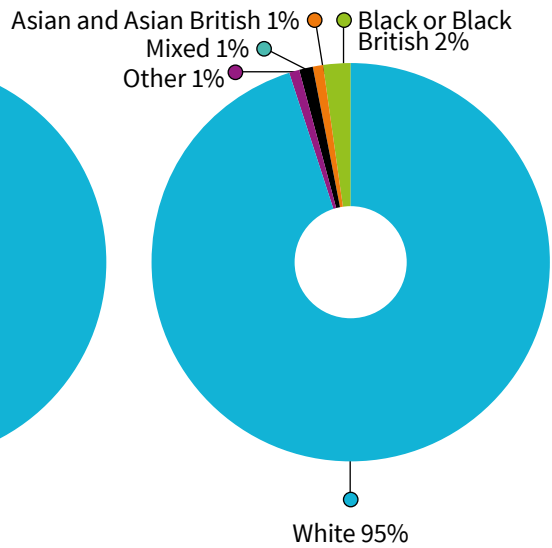
Disability



Gender



Ethnicity



1. The difference we make...

Circumstances

Client approached us for help with an energy issue, she is single and living in housing association rented property, her main income is from State Retirement Pension. The client has long term health issues that impact on daily living tasks. The client's electricity prepayment meter has stopped working and client is unable to top up. The client had attempted to reach a resolution with the provider but without success and was worried about an unaffordable bill arriving as the meter was still supplying energy.

Intervention

We assisted by contacting the supplier to register a complaint and asked that the meter is repaired or replaced, client is supported with ongoing payments including the redemption of cost of living vouchers and is placed on the vulnerable household register. We also asked that client is compensated for the inconvenience.

We discussed eligibility for Attendance Allowance, it is likely client will be entitled to low rate AA £61.85p/w, this would impact on Pension Credit entitlement through the addition of a premium giving an additional income of £66.85p/w plus passported benefits. We discussed Warm Home Discount and as client is in receipt of Housing Benefit they are entitled to the £150. The client hadn't been aware of this previously.

Discussed passported benefits; Dental approx. £100p/a, Optical approx. £100p/a, plus other benefits (ie when 75 a free TV Licence).

Outcomes of advice

Energy supplier contacted and complaint raised.
 AA applied for £61.85 p/w (£3,216 p/a).
 PC entitlement on receipt of AA £66.85 p/w (£3,476 p/a).
 Increase to full Housing Benefit and Council Tax Reduction.
 Dental £100 p/a approx.
 Optical £100 p/a approx.
 Warm Home Discount £150.
 Annual benefit gained: £7,154.32.

Potential negative impacts on health and wellbeing:

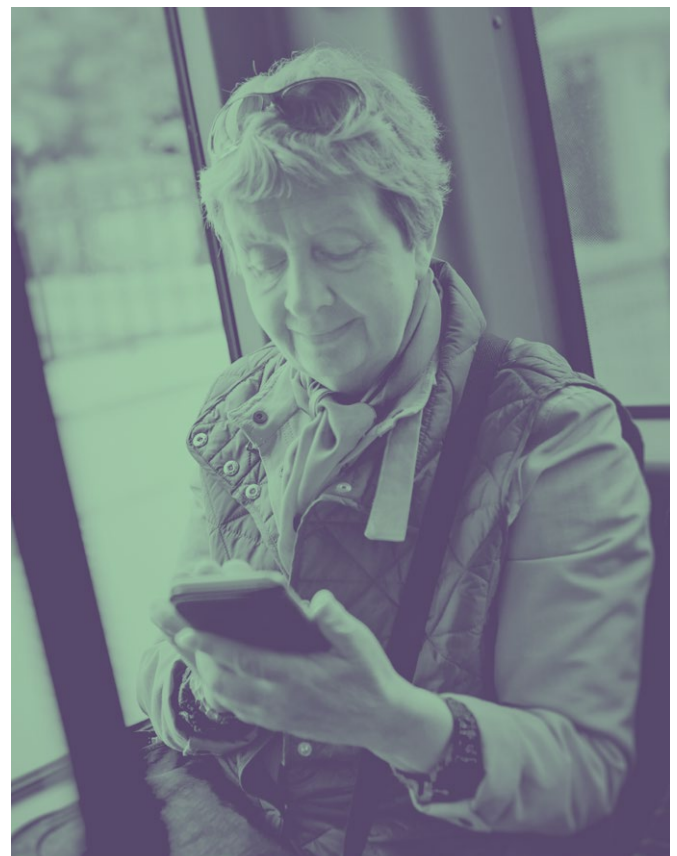


- Negative impact on health due to continued worry about potential impact of faulty energy meter.
- Less money for food costs so increased risk to health from poor diet.
- Potential for health issues to go untreated due to unaffordability of optician/dental charges.
- No additional money available for client to pay for rising energy costs.
- Potential debt enforcement action taken by utility provider due to accumulating energy bill because of faulty meter.

Potential positive impacts on health and wellbeing:



- Client has been relieved of the worry of what would happen with her energy supplier and so her mental health has improved.
- Client has significant increase in benefit income as well as additional health costs via pension credit.
- Faulty meter fixed and allowing client to top up properly.



2. Carl's Story

Carl is 51 years of age and lives on his own in housing association rented property.

He is unemployed and receives Universal Credit, including a Housing element allowance as well as Council Tax Support.

Carl is currently trying to manage on £368 per month. He has mental health issues.

Carl is finding it difficult to pay for food and, in particular to meet the cost of energy. He rations his use of energy because it is unaffordable.

Support Given

Carl was referred to a Community Wellness Adviser by Derbyshire Discretionary Fund. Carl was advised and supported with an emerging financial crisis, with assistance arranged to receive help from the Foodbank and for a Fuel Voucher to help pay for energy. The Adviser identified that Carl was not fit for work. Arrangements were put in place for Carl to claim a limited capability for work element within Universal Credit. Carl was registered with his energy supplier's priority service register as a vulnerable customer. Carl was helped with a charitable application to a fund for a working refrigerator. As a result of advice, additional financial gains worth £4,680 per annum, and other one-off financial support were received.

Potential negative impacts:



- Risk of developing health conditions.
- Risk of missed bills and debt.
- Destitution, lack of food, heating.
- Risk will no longer be able to live independently in event of a severe mental health crisis.
- Anxiety, stress and negative impact on mental health.
- Increased social isolation.

Potential negative impacts on health and wellbeing:



- Cold home increases risk of cardiovascular, respiratory disease.
- Cold home can worsen mental health, reduction in sense of empowerment, control over life. Risk of anxiety and depression.
- Food insecurity linked to diabetes and other health conditions.
- Stress linked to poor mental health, memory loss and negative effect on circulatory, nervous, and endocrine systems.

Positive impacts:

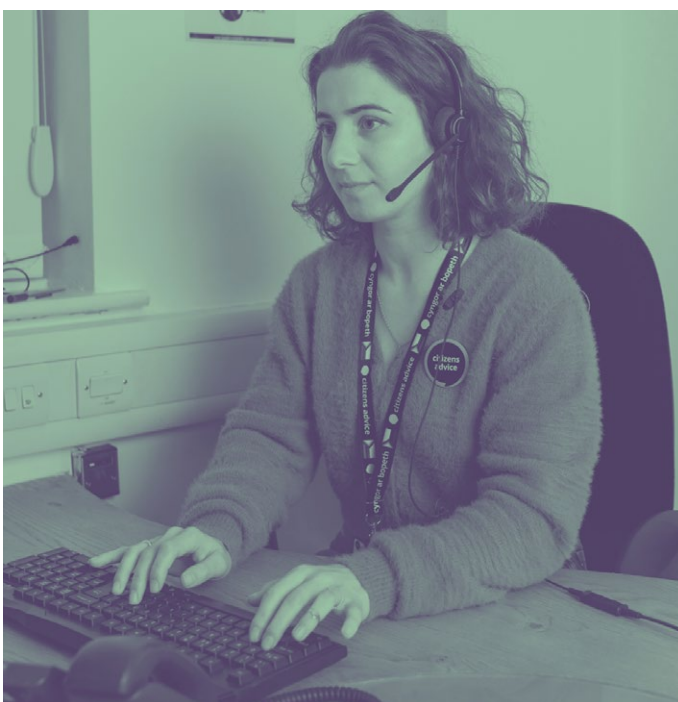


- Better able to afford to eat healthily, store food, and live in warm home.
- Less stress and worry.
- Increased independence.
- Carl is better able to get out to visit friends and attend social groups.
- Increased confidence to manage in the home.
- Carl knows where to get timely help in the future to avoid crisis.

Potential positive impacts on health and wellbeing:



- Reduced risk factors for disease.
- Stronger social connections improve brain health.
- Improved mental health and wellbeing.
- Reduced risk of crisis and susceptibility to anxiety and depression.



3. June's Story

June is 75 years of age and lives with her husband. They own their property.

June has severe arthritis, tremors and is vulnerable to falls.

The couple have limited income from state and occupational pensions. They have less than £1,000 in savings.

They are struggling with cost of living issues, meeting essential bills and, in particular to meet the cost of energy.

Support Given

June was referred to a Community Wellness Adviser by her social care worker. This led to a series of home visits and practical advice. June was advised and supported with claiming the disability benefit, Attendance Allowance. Claims for benefits were also made for Pension Credit and Council Tax Support. The Adviser also ensured that June joined her energy supplier's priority service register as a vulnerable customer. June was supported to claim the Warm Home Discount that reduces energy bill liability. As a result of advice, June and her husband received additional financial gains worth £9,350 per annum, as well as backdated entitlements.



Potential negative impacts:



- Worsening of health conditions.
- Risk of missed bills and debt.
- Destitution, lack of food, heating.
- Risk that June will no longer be able to live independently.
- Anxiety, stress and negative impact on mental health.
- Increased social isolation.

Potential negative impacts on health and wellbeing:



- Cold home increases risk of cardiovascular, respiratory disease.
- Cold home can worsen sensitivity to pain for those with arthritis.
- Heightened risks of falls and injury.
- Food insecurity linked to diabetes and other health conditions.
- Stress linked to poor mental health, memory loss and negative effect on circulatory, nervous, and endocrine systems.
- Tremors exacerbated by stress.

Positive impacts:



- Better able to afford to eat healthily and live in warm home.
- Less stress and worry.
- Increased independence.
- June and her husband better able to get out to visit their friends and go on short breaks.
- June safer at home.
- June and her husband know where to get timely help in the future.

Potential positive impacts on health and wellbeing:



- Reduced risk factors for disease.
- Reduced risks from falls.
- Better management of risks from arthritis and tremors.
- Stronger social connections improve brain health.
- Improved mental health and wellbeing.

Foodbank Projects 2022/23

Key outcomes of foodbank project sessions across Derbyshire

Derbyshire County Council have funded Citizens Advice services to provide advice in local foodbanks across the County. The aim is to provide good quality, impartial, free and confidential advice and information to people accessing a local foodbank. Foodbanks were selected with advice and guidance from Feeding Britain.

This is a settings approach, aiming to ensure that people in food crisis have immediate access to quality advice to tackle the issues that made them vulnerable to hunger. Enabling the right support to promote their independence and mitigate continued risk of reliance on the foodbank.

Below is a summary of people helped through this funding for each Citizens Advice in Derbyshire.

Chesterfield

The Compass Foodbank | Gussie's Kitchen and Community Pantry



Clients:
172



Contacts:
560



Issues:
1,090



Financial
gains:
£144,957



Debt
managed:
£102,327

Derbyshire Districts

Oscari Food and Community Pantry (Riddings) | Hope Community Café/Foodbank (Petersham) and referrals from St John's Church (Long Eaton)



Clients:
91



Contacts:
160



Issues:
636



Financial
gains:
£139,071



Debt
managed:
£42,338

Mid Mercia

South Derbyshire CVS (Swadlincote) | Padley Centre



Clients:
36



Contacts:
133



Issues:
184



Financial
gains:
£134,826



Debt
managed:
£15,346

North East Derbyshire

Shirebrook Foodbank | Eckington Community Pantry



Clients:
62



Contacts:
217



Issues:
313



Financial
gains:
£8,212



Debt
managed:
£6,850

Covid 19 additional Funding 2022/23

Key outcomes of additional Contain Outbreak Management Funding (COMF) across Derbyshire

We were given funding to enable Citizens Advice to recruit more staff resource to meet the needs of any clients experiencing difficulty as a result of Covid-19 related self isolation. Additional funding paid for just over 7 staff across Derbyshire.

Clients reported that they would rather receive advice over the telephone than face to face due to health restrictions. Often these clients had been self isolating and were unable to access help in any other way.

Chesterfield



Additional
resource:
1.5 FTE



Clients:
502



Contacts:
1,581



Issues:
3,808



Financial
gains:
£296,883

Derbyshire Districts



Additional
resource:
2.9 FTE



Clients:
1,124



Contacts:
2,922



Issues:
5,395



Financial
gains:
£444,096

Mid Mercia



Additional
resource:
1.5 FTE



Clients:
238



Contacts:
865



Issues:
905



Financial
gains:
£90,891

North East Derbyshire



Additional
resource:
1.5 FTE



Clients:
229



Contacts:
802



Issues: 803



Financial
gains:
£13,041

Summary

Overall Key outcomes of Public Health Advisory Service for 2022/23

Key outcomes of Citizens Advice projects collectively across Derbyshire



Help and advice given to **12,960** individuals or families



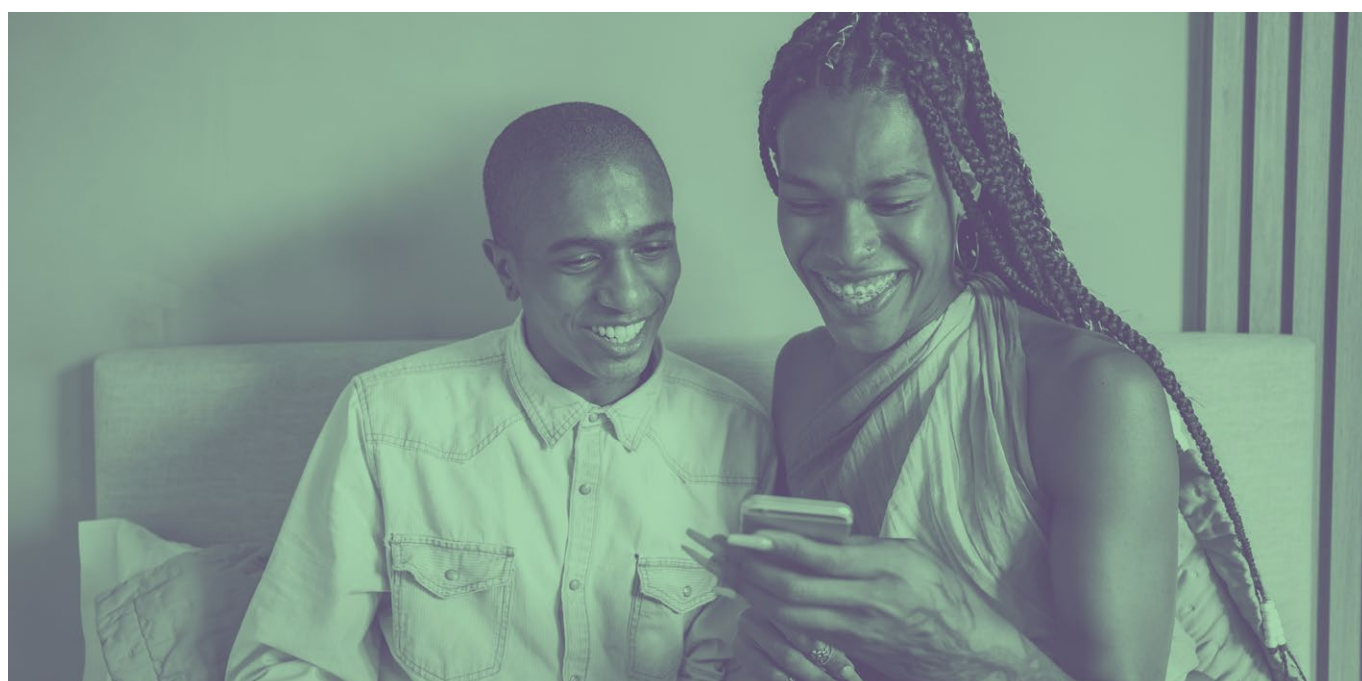
Advice given on **66,648** problems



Additional income of **£13,202,042** secured for individuals



Debts of **£3,975,383** rescheduled or written off (excludes Contain Outbreak Management Funding resource as data unavailable)



Compliments from clients

“Got an appointment quickly, they were very helpful, made me feel comfortable and they couldn’t do enough for me. Even rang me to change the appointment venue as there were stairs I couldn’t manage, very caring.”

“I’ve recommended other people to you for help with lots of problems.”

“The adviser deserves a medal. Without her, I certainly would have had a nervous breakdown.”

“Sarah is so knowledgeable, friendly, and proficient. I wouldn’t have been able to cope without her help, I wouldn’t have been able to cope with all the stress and panic, which impacts my already unstable mental health. Great service, a lifeline in time of need.”

“Ivan was a great help. We did not realise we could get Attendance Allowance. We struggle with health issues, but this will make such a big difference to us. Thank you.”

“The adviser has been extremely helpful; I couldn’t have coped on my own.”

“I really couldn’t manage without their help; I owe them a great deal.”

“Patient, knowledgeable and positive advice.”

“They have helped me so much, it took me a lot to speak out and they made me feel at ease and did most things for me; brilliant people and couldn’t have managed without and wouldn’t have sought help without them, couldn’t thank them enough.”

“Very happy with the outcome from receiving a blue badge and help with the council tax.”

“I am a very nervous person and get very anxious upon meeting people, but the gentleman that helped us fill forms in was very helpful and didn’t make me feel on edge.”

Testimonial from GPs across Derbyshire

“I just wanted to say how much I think this service is of great benefit to the patients who I believe would be lost without it.

Louise is wonderful and I would never hesitate to recommend any of our patients to see Louise and any Citizens advice I think she is brilliant.

Citizens Advice are the place people go when they don't know what to do about a situation and sometimes they can be in quite helpless situations, so to know there is somewhere where they can get help is brilliant.”

“I am emailing to express my strong support for Citizens Advice support in GP surgeries.

As a rural practice in an area with poor public transport, an ageing population and with young people who are quite isolated I think it's great that we have Louise coming out to us each week. Our appointments are usually fully booked which I think speaks for itself in how the service is valued by our patients.”

“I'm the senior partner at Sett and have worked here over 20 years now. I have always found the services that CAB provide really great at supporting our patients. Many patients come to see the GP with health issues intertwined by complex social, benefit or work problems and CAB are always there to help. These people feel utterly helpless until they contact CAB who will help them no matter who they are or what problems they have. Thank you, and please continue the fabulous work.”

“Thanks for everything Citizens Advice do - it is a crucial part of our work in General Practice to be able to guide people to use your amazing service.

It is crucial we continue to have F2F sessions in our practice for our most vulnerable patients who struggle to go anywhere else or to use online or even phone services.

Thank you so much to you and your team for supporting our patients - we really appreciate it.”



Derbyshire

Funded by

