

Benefits & Debt Advice Project

Eastbourne, Hailsham and Seaford CCG 6 Months Apr - Sep 2017



Headline Figures

- £1,017,891 annualised benefit income realised for residents
- 2,060 individuals received benefits advice
- 75% of respondents reported improved mental wellbeing
- £795,860 total debt managed for 117 individuals
- 3,637 household members benefited from benefits and debt advice

Helpline - 0333 344 0681

- 1,278 people contacted the helplines
- 2,153 different benefit enquiries dealt with
- PIP and ESA most common benefit enquiries
- 50% of callers lived in the most deprived wards
- 68% of callers had long term health conditions
- Depression and varied physical most common long term health conditions

Casework: Helping people with complex benefit issues

- 472 people received face to face casework support
- 75% of casework clients lived in the most deprived wards
- 74% of casework clients had long term health conditions

Outreach Services: Advice delivered from a health or community setting

- 21 outreach sessions
- 17 outreach sessions delivered from a GP Practice or NHS location
- 37 people received advice at Outreach sessions
- 24 people identified as requiring Casework support
- 81% of people lived in the most deprived wards
- 91% of people had long term health conditions

Target Groups

- 782 older people received advice to support their independence
- 228 people at risk from homelessness received benefits advice
- 1,582 people with long term health conditions received benefits and debt advice
- 324 families with children received benefits and debt advice

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Expert Debt Service: For people with physical/mental health conditions

- 117 people supported with debt advice
- 5 debts per client
- £795,860 of debt managed for all clients
- £224,896 of debt written off
- 67% of people lived in most deprived wards

Briefings, Presentations and Events

- Briefings to East Sussex Better Together and Proactive Care Practitioner staff
- 9 briefings delivered to other organisations including Optivo, Sussex Housing and Eastbourne Council Children & Young Peoples Forum
- 40 staff, volunteers and residents

Benefits Awareness & Training

- 22 sessions delivered to organisations including Respiratory Physio and Pain Clinic groups and Eastbourne Foodbank
- 351 staff, volunteers and residents received free awareness and training sessions

ESBT Project Data – Staff & patient engagement and value for money

- 665 direct engagements with ESBT staff and patients including training sessions, health and social care professional referrals/enquiries, and number of people attending outreach sessions delivered from health locations
- Financial gains generated for Expert Service clients between April – September were £1,512,605
- For every £1 invested in our Expert Services we generated £22 in financial gains for each of our clients
- Helpline engagement costs are under £12 per client

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Development Work

- Presented at East Sussex Financial Inclusion Steering Group
- Produced Universal Credit briefing paper for residents and professionals
- Secured funding for EHS Debt Service until March 2018

Case Study 1

Mr W was referred to the Benefits & Debt Project via his HomeWorks Support Worker. He has a number of significant mobility and health conditions has great difficulty undertaking daily personal care activities.

As part of the Disability Living Allowance (DLA) – Personal Independence Payment (PIP) welfare reform, Mr W had his DLA claim stopped and was required to make a new claim for PIP. Mr W was awarded PIP but at a significantly lower rate than his previous DLA award.

We supported Mr W with a Mandatory Reconsideration asking the DWP to reconsider their decision. The decision was not changed so we assisted Mr W to appeal the decision. The appeal was successful and Mr W has now been awarded the enhanced rate of care.

This was a three month process that Mr W was unable to pursue on his own.

“Having my care component back to the enhanced rate as it was before enables me to be able to afford the petrol for the car we have through the Motability scheme. Being able to use the car means I can get out and about and I don’t become socially isolated.

Also now that this has been sorted it out I am far less stressed and anxious about budgeting for the rest of our bills for our home and which will also assist me to keep a good hold on my mental health”.

If you would like further information on briefings, training or have any general Welfare Benefit Project enquiries, please contact:

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