

Benefits & Debt Advice Project

Eastbourne, Hailsham and Seaford CCG

Q2 Jul - Sep 2017



Headline Figures

- £482,502 annualised benefit income realised for residents
- 958 individuals received benefits advice
- 75% of respondents reported improved mental wellbeing
- £390,154 total debt managed for 63 individuals
- 1,731 household members benefited from benefits and debt advice

Helpline - 0333 344 0681

- 530 people contacted the helplines
- 800 different benefit enquiries dealt with
- PIP and ESA most common benefit enquiries
- 46% of callers lived in the most deprived wards
- 70% of callers had long term health conditions
- Depression and varied physical most common long term health conditions

Casework: Helping people with complex benefit issues

- 242 people received face to face casework support
- 86% of casework clients lived in the most deprived wards
- 90% of casework clients had long term health conditions

Outreach Services: Advice delivered from a health or community setting

- 9 outreach sessions
- 5 outreach sessions delivered from a GP Practice or NHS location
- 20 people received advice at Outreach sessions
- 13 people identified as requiring Casework support
- 62% of people lived in the most deprived wards
- 93% of people had long term health conditions

Target Groups

- 431 older people received advice to support their independence
- 100 people at risk from homelessness received benefits advice
- 839 people with long term health conditions received benefits and debt advice
- 139 families with children received benefits and debt advice

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

- 63 people supported with debt advice
- 5 debts per client
- £390,154 of debt managed for all clients
- £62,245 of debt written off
- 56% of people lived in most deprived wards

Briefings, Presentations and Events

- Briefing to East Sussex Better Together staff
- 6 briefings delivered to other organisations including Optivo, Sussex Housing and Eastbourne Council Children & Young Peoples Forum
- 31 staff, volunteers and residents

Benefits Awareness & Training

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

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

- 346 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 July - September were £929,700
- For every £1 invested in our Expert Services we generated £22 in financial gains for each of our clients
- Helpline engagement costs are £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
- Participated and contributed to Eastbourne Universal Credit network

Case Study 1

Mrs C is an 89 year old female living alone in her own property. She suffers from a variety of health and mobility problems including high blood pressure and arthritis. Mrs C's daughter had become concerned regarding her mother's health and social wellbeing and how her mobility had deteriorated recently. Mrs C's daughter was also concerned about her mother becoming isolated in her home.

Mrs C's daughter called the Age Concern helpline asking for benefits information for her mother. The adviser ascertained that Mrs C was struggling to pay her bills and had reduced mobility and arranged a home visit. During the appointment, and with agreement from Mrs C, the adviser contacted the DWP and was advised that Mrs C received the lower rate of Attendance Allowance. Mrs C did not realise she received Attendance Allowance.

We supported Mrs C to claim for the higher rate Attendance Allowance and for a blue badge. We also gave Mrs C details of Lifeline.

Mrs C has recently come into the Centre to attend a personal care appointment and has also had lunch in the Centre restaurant with another daughter.

Lifeline has also now been installed.

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

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