



Headline Figures

- £1,957,598 annualised benefit income realised for residents
- 2,277 individuals received benefits advice
- 77% of respondents reported improved mental wellbeing
- £1,260,253 total debt managed for 169 individuals
- 4,579 household members benefited from benefits and debt advice

Helpline - 0333 344 0681

- 1,501 people contacted the helplines
- 1,906 different benefit enquiries dealt with
- PIP, ESA and Universal Credit most common benefit enquiries
- 51% of callers lived in the most deprived wards
- 73% of callers had long term health conditions
- Depression and mobility issues most common long term health conditions

Casework: Helping people with complex benefit issues

- 758 people received face to face casework support
- 82% of casework clients lived in the most deprived wards
- 86% of casework clients had long term health conditions

Outreach Services: Advice delivered from a health or community setting

- 31 outreach sessions
- 27 outreach sessions delivered from a GP Practice or NHS location
- 109 people received advice at Outreach sessions
- 38 people identified as requiring Casework support
- 65% of people lived in the most deprived wards
- 97% of people had long term health conditions

Target Groups

- 596 older people received advice to support their independence
- 310 people at risk from homelessness received benefits advice
- 1,927 people with a long term health condition received benefits and debt advice
- 451 families with children received benefits and debt advice

Benefits & Debt Advice Project

East Sussex Better Together

Q2 Jul - Sep 2017



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

- 169 people supported with debt advice
- 6 debts per client
- £1,260,253 of debt managed for all clients
- £326,273 of debt written off
- 78% of people lived in most deprived wards

Briefings, Presentations and Events

- Briefings to East Sussex Better Together staff and Children's Services
- 11 briefings delivered to other organisations including Optivo, Orbit, Sussex Housing and Eastbourne Council Children's Forum
- 38 staff, volunteers and residents

Benefits Awareness & Training

- 6 sessions delivered to health and social care organisations
- 46 staff and patients at Respiratory Physio groups and Pain Clinics
- 15 sessions to other organisations including British Lung Foundation
- 248 staff, volunteers and residents

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 secured 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



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 W is 65 years old and lives in a privately rented accommodation. She suffers from epilepsy, depression and anxiety following two heart attacks and has had a pace maker fitted. When Mrs W came to us for advice and assistance she had no day or night care needs and a benefit check confirmed that she was receiving the correct benefits.

Mrs W has numerous non-priority debts totalling approximately £18,000 and had been in a Debt Management Plan (DMP). She had not provided her true expenditure when arranging a previous DMP and the repayments were unaffordable. We were assisting Mrs W to obtain information regarding her debts and to complete a Debt Relief Order application when she had to go into hospital for heart surgery. We subsequently supported her with a successful Attendance Allowance claim to help with her care needs. A further benefit check identified that her Pension Credit will increase with Severe Disability Premium.

The increased income will improve her quality of life, provide her with the means to pay for personal care and to manage her financial commitments. Mrs W advised us that she feels less anxious about her debts and it has led to improvements in her mental health condition.

We are continuing to support Mrs W to re-assess her income and expenditure and discuss her debt options.

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

Barry Cooper - Welfare Benefits Project Manager 07977336610

barry.cooper@sussexcommunity.org.uk