

## Headline Figures

- £2,565,129 annualised benefit income realised for residents
- 2,747 individuals received benefits advice
- 82% of respondents reported improved mental wellbeing
- £1,407,113 total debt managed for 196 individuals
- 5,317 household members benefited from benefits and debt advice

## Helpline - 0333 344 0681

- 1,980 people contacted the helplines
- 2,582 different benefit enquiries dealt with
- PIP, ESA and Universal Credit most common benefit enquiries
- 56% of callers lived in the most deprived wards
- 71% of callers had long term health conditions
- Depression and mobility issues most common long term health conditions

## Casework: Helping people with complex benefit issues

- 900 people received face to face casework support
- 79% of casework clients lived in the most deprived wards
- 83% of casework clients had long term health conditions

## Outreach Services: Advice delivered from a health or community setting

- 42 outreach sessions
- 34 outreach sessions delivered from a GP Practice or NHS location
- 165 people received advice at Outreach sessions
- 67 people identified as requiring Casework support
- 69% of people lived in the most deprived wards
- 98% of people had long term health conditions

## Target Groups

- 375 older people received advice to support their independence
- 406 people at risk from homelessness received benefits advice
- 2,093 people with long term health conditions received benefits and debt advice
- 577 families with children received benefits and debt advice

# Benefits & Debt Advice Project

Hastings and Rother CCG

6 Months Apr - Sep 2017



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

- 196 people supported with debt advice
- 6 debts per client
- £1,407,113 of debt managed for all clients
- £402,728 of debt written off
- 98% of people lived in most deprived wards

## Briefings, Presentations and Events

- Briefings to East Sussex Better Together staff and Children's Services
- 10 briefings delivered to other organisations including Optivo and Orbit
- In total briefings delivered to over 60 staff, volunteers and residents

## Benefits Awareness & Training

- 6 sessions delivered to health and social care organisations
- 33 staff and patients at Respiratory Physio groups and Pain Clinics
- 18 sessions to other organisations including Hastings & Rother Councils and Care for the Carers
- 235 staff, volunteers and residents

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

- 641 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 April – September were £1,570,127
- For every £1 invested in our Expert Services we generated £23 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
- Introduced a new dedicated Older Peoples Service

## Case Study 1

Mr S is 54 years old who has alcohol dependency. He has multiple long term medical conditions including vascular dementia and mobility problems. He had been living on the streets for a year, but following a stroke was taken into a care home.

The care home manager called the helpline because Mr S has not had any income for several months and were also concerned that Mr S was unable to act for himself and would struggle to manage any benefit claims. A caseworker visited Mr S but he was unable to provide any details about his background. The caseworker then met a relative who advised that Mr S's benefits were stopped because he did not attend a medical appointment. The caseworker helped the relative to become an appointee for Mr S.

The caseworker put the relative in touch with the armed forces charity SSAFA, who made a small grant to Mr S. Payment of Employment and Support Allowance was reinstated and arrears for six months were paid. The care home manager told the caseworker that Mr S was more settled and happier knowing he had a regular income and his relatives were now in contact with him. The benefit claim was now being managed without any problems by the appointee.

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](mailto:barry.cooper@sussexcommunity.org.uk)