

## Headline Figures

- £1,475,096 annualised benefit income realised for residents
- 1,319 individuals received benefits advice
- 80% of respondents reported improved mental wellbeing
- £870,099 total debt managed for 106 individuals
- 2,848 household members benefited from benefits and debt advice

## Helpline - 0333 344 0681

- 971 people contacted the helplines
- 1,106 different benefit enquiries dealt with
- PIP, ESA and Universal Credit most common benefit enquiries
- 56% of callers lived in the most deprived wards
- 76% of callers had long term health conditions
- Depression and mobility issues most common long term health conditions

## Casework: Helping people with complex benefit issues

- 516 people received face to face casework support
- 78% 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

- 22 outreach sessions
- 22 outreach sessions delivered from a GP Practice or NHS location
- 89 people received advice at Outreach sessions
- 25 people identified as requiring Casework support
- 68% of people lived in the most deprived wards
- 100% of people had long term health conditions

## Target Groups

- 165 older people received advice to support their independence
- 210 people at risk from homelessness received benefits advice
- 1,088 people with long term health conditions received benefits and debt advice
- 312 families with children received benefits and debt advice



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

- 106 people supported with debt advice
- 6 debts per client
- £870,099 of debt managed for all clients
- £264,028 of debt written off
- 100% of people lived in most deprived wards

## Briefings, Presentations and Events

- Briefings to East Sussex Better Together staff and Children's Services
- 5 briefings delivered to other organisations including Optivo and Orbit
- In total briefings delivered to over 40 staff, volunteers and residents

## Benefits Awareness & Training

- 3 sessions delivered to health and social care organisations
- 10 staff and patients at Respiratory Physio groups and Pain Clinics
- 9 sessions to other organisations including Hastings & Rother Councils and Care for the Carers
- 130 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
- Agreed client health data requirements for new Expert Support Service

## Case Study 1

Miss A is a single woman in her 40s living in a privately rented 1 bed flat. She is recovering from cancer, is currently undergoing treatment and unable to seek employment. Miss A was a full time carer for a family member when she was diagnosed with cancer. She consequently undertook evasive surgery with on-going treatments and now needs assistance with her own care and wellbeing.

The client was referred by Citizens Advice into our Debt service for people with long term health conditions. Our adviser carried out a full benefit check and the client was supported to make successful PIP and DHP applications – the additional benefits greatly improved her ability to manage her bills and shopping to help with her condition, and reduced her anxiety and depression.

Miss A also had debts of over £17,000, made up of both priority and non-priority debts. After discussing all options we supported Miss A to proceed with a Debt Relief Order. This was successful and meant the client avoided legal enforcement action.

*“Huge thanks for your expertise, support, knowledge and ability to give me my life, happiness and future back.”*

Miss A

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

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