

Benefits & Debt Advice Project

Eastbourne, Hailsham and Seaford CCG 9 Months Apr - Dec '17



Headline Figures

- £1,962,708 annualised benefit income realised for residents
- 3,030 individuals received benefits advice
- 78% of respondents reported improved mental wellbeing
- £1,359,198 total debt managed for 117 individuals
- 5,600 household members benefited from benefits and debt advice

Helpline - 0333 344 0681

- 1,771 people contacted the helplines
- 3,080 different benefit enquiries dealt with
- PIP and ESA most common benefit enquiries
- 51% 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

- 744 people received face to face casework support
- 72% of casework clients lived in the most deprived wards
- 72% of casework clients had long term health conditions

Outreach Services: Advice delivered from a health or community setting

- 38 outreach sessions
- 23 outreach sessions delivered from a GP Practice or NHS location
- 72 people received advice at Outreach sessions
- 39 people identified as requiring Casework support
- 76% of people lived in the most deprived wards
- 92% of people had long term health conditions

Target Groups

- 1,303 older people received advice to support their independence
- 361 people at risk from homelessness received benefits advice
- 2,277 people with long term health conditions received benefits and debt advice
- 483 families with children received benefits and debt advice

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

- 174 people supported with debt advice
- 6 debts per client
- £1,359,198 of debt managed for all clients
- £303,151 of debt written off
- 67% of people lived in most deprived wards

Briefings, Presentations and Events

- 5 briefings to 50 East Sussex Better Together staff including Proactive Care and Frailty teams and health and key workers
- 11 briefings delivered to other organisations including Optivo, Sussex Housing and Eastbourne and Wealden Council staff and Children & Young Peoples Forum
- 61 staff, volunteers and residents

Benefits Awareness & Training

- 34 sessions delivered to organisations including pain clinic groups, Eastbourne Foodbank and at carers events
- Over 650 staff, volunteers, carers and residents received free awareness and training sessions

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

- 899 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 – December were £2,587,803
- For every £1 invested in our Expert Services we generated £23 in financial gains for our clients
- Helpline engagement costs are under £12 per client

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Development Work

- Produced Universal Credit briefing paper for residents and professionals
- Presented at East Sussex Financial Inclusion Steering Group
- Reviewed current IMD Ward data to ensure valid and appropriate monitoring and reporting
- Secured funding for EHS Debt Service until March 2018
- New B&DAP leaflet produced and printed and delivered to health, social care, statutory and voluntary organisations and services
- Met with Joseph Rowntree Foundation to discuss destitution and how the B&DAP supports people to address health and financial factors
- Participated and contributed to Eastbourne Universal Credit network

Case Study

Mrs H, 79 has chronic asthma and severe mobility problems. She struggles with day-to-day activities. She was referred to the project by her daughter who is her full-time carer.

Mrs H's claim for Attendance Allowance had been denied. The adviser requested a Mandatory Reconsideration. This was successful and the client was awarded backdated Attendance Allowance at the higher rate.

The adviser then assisted Mrs H's daughter to apply for Carer's Allowance. Mrs H's son-in-law has Alzheimer's and needed full time care. He did receive some Disability Living Allowance (DLA) benefits. He had very limited mobility – the adviser requested the DWP to increase his disability benefits and assisted him to complete a review form. He was awarded Personal Independence Payment at the higher rate for both care and mobility.

The local council agreed a Disabled Facilities Grant worth £46,000 to adapt the property specifically for his needs. The adviser has also applied for a Discretionary Housing Payment and successfully applied for backdated Council Tax exemption as client's son-in-law has dementia.

The increase in income has meant that both Mrs H and her son-in-law can now afford to pay for appropriate personal care. This has also improved the daughter's health and wellbeing by reducing her stress and anxiety at having to care for both her mother and her husband on a full time basis.

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

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