

# Benefits & Debt Advice Project

Hastings and Rother CCG

9 Months Apr - Dec 2017



## Headline Figures

- £4,284,359 annualised benefit income realised for residents
- 4,111 individuals received benefits advice
- 86% of respondents reported improved mental wellbeing
- £2,106,191 total debt managed for 307 individuals
- 8,052 household members benefited from benefits and debt advice

## Helpline - 0333 344 0681

- 2,978 people contacted the helplines
- 4,176 different benefit enquiries dealt with
- PIP, ESA and Universal Credit most common benefit enquiries
- 57% 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

- 1,446 people received face to face casework support
- 77% 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

- 61 outreach sessions
- 53 outreach sessions delivered from a GP Practice or NHS location
- 234 people received advice at Outreach sessions
- 108 people identified as requiring Casework support
- 60% of people lived in the most deprived wards
- 96% of people had long term health conditions

## Target Groups

- 571 older people received advice to support their independence
- 611 people at risk from homelessness received benefits advice
- 3,255 people with long term health conditions received benefits and debt advice
- 877 families with children received benefits and debt advice

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

- 307 people supported with debt advice
- 6 debts per client
- £2,106,191 of debt managed for all clients
- £633,686 of debt written off
- 99% of people lived in most deprived wards

## Briefings, Presentations and Events

- 4 Briefings to over 40 East Sussex Better Together staff, Frailty teams and Children's Services
- 13 briefings delivered to other organisations including multiple self-help groups, Optivo and Orbit
- In total briefings delivered to over 130 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
- 29 sessions to other organisations including ASC older people's services, foster carers, and Hastings & Rother councils
- Over 500 staff, volunteers, carers and residents benefitted from these 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 secured 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 £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
- Benefits & Debt Advice Project (B&DAP) screen saver sent to ESCC Libraries
- 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 B&DAP supports people to address health and financial factors
- Updated the business case for additional Expert Benefits Caseworkers

## Case Study

Mr C, 44, has experienced poor physical health, fluctuating mental health and cluster headaches since he was a young man. He was brought up in the care system, which he describes as a traumatic experience. He has experienced street homelessness on a number of occasions. More recently he has returned to rough sleeping after experiencing further tragedy with the death of a young family member and not coping or having the skills to deal with the situation he was in.

The client does not engage with professional services due to his perception of being constantly not listened to, and as a consequence his health issues have never been dealt with.

Since being involved with Home Works and being referred to the Benefits & Debt Project the client has been supported to manage the transition from Employment Support Allowance to Universal Credit. The client also successfully applied for Personal Independence Payment and was awarded standard rate daily living component.

The adviser also supported Mr C to successfully claim for back-dated benefits.

This has created an element of trust with the client, and we have been able to show that support services can listen to and support him with issues he is not able to manage on his own. He is now ready and willing to engage with other health and social care professionals who will support him with his mental health, cluster headaches and physical health conditions.

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

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