

Benefits & Debt Advice Project

Eastbourne, Hailsham and Seaford CCG 12 Months Apr 17 – Mar 18



Headline Figures

- £2,549,984 annualised benefit income realised for residents
- 4,447 individuals received benefits advice
- 79% of respondents reported improved mental wellbeing
- £2,029,744 total debt managed for 277 individuals
- 7,984 household members benefited from benefits and debt advice

Helpline - 0333 344 0681

- 2,583 people contacted the helplines
- 4,532 different benefit enquiries dealt with
- PIP and ESA most common benefit enquiries
- 52% of callers lived in the most deprived wards
- 66% of callers had long term health conditions
- Depression and varied physical most common long term health conditions

Casework: Helping people with complex benefit issues

- 982 people received face to face casework support
- 63% of casework clients lived in the most deprived wards
- 64% of casework clients had long term health conditions

Outreach Services: Advice delivered from a health or community setting

- 104 outreach sessions
- 29 outreach sessions delivered from a GP Practice or NHS location
- 214 people received advice at Outreach sessions
- 84 people identified as requiring Casework support
- 85% of people lived in the most deprived wards
- 86% of people had long term health conditions

Target Groups

- 1,952 older people received advice to support their independence
- 533 people at risk from homelessness received benefits advice
- 3,412 people with long term health conditions received benefits and debt advice
- 743 families with children received benefits and debt advice

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

- 277 people supported with debt advice
- 6 debts per client
- £2,029,744 of debt managed for all clients
- £414,218 of debt written off
- 70% of people lived in most deprived wards

Briefings, Presentations and Events

- 6 briefings to 63 East Sussex Better Together staff including Proactive Care and Frailty teams, occupational therapists and health and key workers
- 14 briefings delivered to other organisations including Optivo, Sussex Housing and Hastings, Eastbourne and Wealden Council staff and National Audit Office
- 71 staff, volunteers and residents

Benefits Awareness & Training

- 10 sessions delivered to 85 staff from ESBT services including Respiratory Physio groups, STEPS and Mental Health accommodation services
- 36 sessions delivered to 620 staff, volunteers and residents including EBC council staff, substance misuse services and a young mothers hostel

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

- 1,393 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 '17 and March '18 were £5,998,220
- For every £1 invested in our Expert Services we generated £24 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
- 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 with all Eastbourne Council Tax letters
- Met with Joseph Rowntree Foundation to discuss destitution and how the B&DAP supports people to address health and financial factors
- Working with University of Brighton on academic evaluation study
- Established new project development plan and sent project updates to over 200 local VCS organisations
- Produced a B&DAP press release for NHS England

Case Study

Kim was referred to us for help appealing her DLA application for her 2 year old son. Kim's son had life-saving surgery in March 2017. Although the surgery was successful, her son is still in a lot of pain and requires round the clock care.

Kim had previously applied for Disability Living Allowance (DLA) but both the claim and reconsideration were refused because of lack of evidence. We contacted the hospital that treated her son and the Paediatrician now in charge of his care to ask for their expert opinions and both provided written evidence.

We forwarded this evidence to the DWP and instead of waiting for an appeal date we contacted them directly and requested they review the claim once again. They agreed and within days Kim was informed that her son had been awarded the highest rates for both the care and mobility components. As a consequence of now receiving her DLA entitlement, Kim is now also entitled to additional benefits that will enable her to meet all her son's needs.

Kim was relieved to not have to deal with the stress of attending a Tribunal and to have the additional financial support that will allow her to provide the best possible care for her son.

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

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