

Benefits & Debt Advice Project

Hastings and Rother CCG

12 Months Apr 17 – Mar 18



Headline Figures

- £5,872,673 annualised benefit income realised for residents
- 5,650 individuals received benefits advice
- 81% of respondents reported improved mental wellbeing
- £2,386,899 total debt managed for 428 individuals
- 11,215 household members benefited from benefits and debt advice

Helpline - 0333 344 0681

- 4,191 people contacted the helplines
- 5,901 different benefit enquiries dealt with
- PIP, ESA and Universal Credit most common benefit enquiries
- 56% of callers lived in the most deprived wards
- 74% of callers had long term health conditions
- Depression and mobility issues most common long term health conditions

Casework: Helping people with complex benefit issues

- 1,951 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

- 82 outreach sessions
- 74 outreach sessions delivered from a GP Practice or NHS location
- 283 people received advice at Outreach sessions
- 129 people identified as requiring Casework support
- 63% of people lived in the most deprived wards
- 96% of people had long term health conditions

Target Groups

- 806 older people received advice to support their independence
- 822 people at risk from homelessness received benefits advice
- 4,485 people with long term health conditions received benefits and debt advice
- 1,277 families with children received benefits and debt advice

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

- 428 people supported with debt advice
- 6 debts per client
- £2,386,899 of debt managed for all clients
- £1,766,020 of debt written off
- 99% of people lived in most deprived wards

Briefings, Presentations and Events

- 5 Briefings to 61 East Sussex Better Together staff, Frailty teams and Children's Services
- 16 briefings delivered to other organisations including multiple self-help groups, Optivo, Orbit, the National Audit Office and Hastings Borough Council
- In total briefings delivered to 146 staff, volunteers and residents

Benefits Awareness & Training

- 21 sessions delivered to health and social care organisations
- 133 staff and patients at respiratory physio groups and pain clinics
- 38 sessions to other organisations including ASC older people's services, foster carers, and Hastings & Rother councils
- Over 560 staff, volunteers, carers and residents benefitted from these sessions

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 secured for Expert Service clients between April – December 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 £12 per client

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Development Work

- Produced Universal Credit briefing paper
- Reviewed current IMD Ward data to ensure valid and appropriate monitoring and reporting
- 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
- Working with University of Brighton on academic evaluation study
- Produce business case for continuation funding for Expert Support Service
- Produced a B&DAP press release for NHS England

Case Study

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 Benefits & Debt Project enquiries, please contact:

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