

The following includes our average core client contacts plus a breakdown of activities offered to residents and funded outside of our core funding, but which nevertheless contributes to supporting our key staff/overheads and takes place during our usual opening hours.

Local Assistance Scheme – via CAB

2018/19	Q1 (cum)	Q2(cum)	Q3(cum)	End of Year	
CAB assisted telephone apps	2	2	TBC		
CAB assisted internet apps	8	12	TBC		
Approved by LAS (internet)	9	13	TBC		
LAS cards distributed	7	12	TBC		
TOTAL LAS APPS IN SH	17	20	TBC		
Foodbanks	Q1	Q2	Q3	Q4	EoY
Referrals	35	34	34		
No. in household	60	65	66		

Project 2017/18	Annual Target	Q1	Q2	Q3	Q4	TOTAL	%
Healthwatch Surrey	240	98	49	61			

Independent Living Adviser April 2018- March 2019						
	Q1	Q2	Q3	Q4	Total	
Home Visits	40	24	39			
Bureau appointments	7	4	5			
Bagshot drop-ins	21	16	11			
SureStart Centre appts	11	6	1			
Chobham appts	-	2	1			
Telephone	6	11	3			
Letter/Email	3	5	0			
Financial Gain*	£7,578	£6,780	£165			
Income Maximisation*	£31,637	£35,739	£52,307			

*These are minimum figures based on the feedback we have received from clients.

Forms assisted with 2017-18	Q1	Q2	Q3	Q4	TOTAL
Personal Independence Payment	16	22	21		
Attendance Allowance	4	22	17		
Employment Support Allowance	1	9	5		
DLA/Child DLA	3	2	3		
Mandatory Reconsiderations	9	12	4		
Appeals	6	11	9		
TOTAL	39	78	59		

Core Client contacts	Q1	Q2	Q3	Q4	TOTAL
Total core client contacts	1,411	1,615	1,373		
Average daily contacts	29	32	29		

How did we help our clients?

The problem – Housing and Health

A client was referred to us by Homegroup. He was alcohol dependent with a number of significant health issues and his father had just died, leaving him feeling overwhelmed and unable to cope with the aftermath of his father's. He was living in the family home which was an Accent property, but he was not eligible for direct succession rights. He had a lot of unopened correspondence and had forms to fill in regarding his housing but was too anxious to address them.

What we did:

Our Money Advice Caseworker (MAC) and Wellbeing Adviser (WA) worked together to encourage the client to open his post and organise the contents as a first step. They went through the housing forms and called Accent to clarify when he had an appointment with them. They encouraged him to book an appointment with his GP to get some support with his anxiety and alcohol dependency, following up to ensure he attended. With their support he was then able to discuss the issues relating to his housing and bills. Our MAC negotiated with all agencies on the client's behalf. As a result probate application was avoided and the client was able to stay in his family home while his housing office helped him to downsize. She assisted him in applying for Universal Credit to help with his housing expenses going forward. During one of his appointments the client mentioned he felt unsteady on his feet so our WA discussed ways to address this and proposed he purchase a shopping trolley. He did this on his way home and said "it was the best £30 he had every spent". She continues to work with him and has referred him to Catalyst for help with his alcohol addiction.

The problem – Benefits

Client was introduced to ILA during a home visit to her mother. She was in her fifties, deaf and with a disability that severely affected her hands. She was her elderly mother's carer but had also been trying to run a boarding Cattery from their family farm. However, this was proving too difficult due to her health issues. She was feeling lonely and isolated and was worried about coping financially.

What we did:

Our ILA helped the Client apply for Personal Independence Payment and she is awaiting the outcome of this. Client was advised that if she gives up the Cattery she should be eligible to apply for Carers Allowance and the Client is considering this option. The Client said that she did not go out much, did not use a computer or have internet access so our ILA referred her to the our Wellbeing Adviser and a successful home visit was arranged to discuss activities and services that she might like to engage with.

The problem - Benefits

She lives in a social housing and cares for her disabled husband but had never previously claimed benefits. Client came to us for advice on benefits having been made redundant from her part-time job.

What we did

We completed a benefits check which indicated that the client could claim Universal Credit, Council Tax Reduction and Carer's Allowance.

Although the client had internet access, she lacked confidence and requested help applying online for Universal Credit. We provided digital support to set up her Universal Credit account and submit her claim. The client was also informed how to progress her claims for Carers Allowance and Council Tax Reduction.

A follow-up appointment was arranged to give the client some personal budgeting support during which we helped her apply for the warm home discount.

The problem – Employment

The Client was made redundant from his job in a local branch of a national restaurant when it closed in November. He came to Citizens Advice as has felt he had not been paid what he was owed in terms of outstanding holiday pay and pay in lieu of notice.

What we did

We reviewed the documentation from the client's former employer and the amounts received. The client appeared to be owed an additional £300. As English was not the client's first language, we telephoned the Head Office to make them aware of the issue and they agreed to contact the client to discuss the matter further. In case this did not resolve the issue satisfactorily we drafted a letter that the client could send to his former employer highlighting the discrepancy and requesting payment of monies owed. The client has since been paid the full outstanding amount.