

Citizens Advice Surrey Heath Q.2 report 2019/20

Core Client contacts	Q1	Q2	Q3	Q4	TOTAL
Total core client contacts	1410	1584			
Average daily contacts (Target = 28)	29	30			

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

Projects 2019-20	Q1	Q2	Q3	Q4	TOTAL
Healthwatch Surrey	133	107			
Help to Claim (UC)	39	30			
Money Advice:					
New clients	20	27			
Existing clients	36	36			
Social Prescribing:					
New clients	55	58			
Existing clients	36	46			
Independent Living Adviser:					
Home Visits	43	50			
Bagshot drop-ins	13	8			
SureStart appts	6	1			
Chobham appts	1	1			
Other	13	13			
Financial Gain*	£8,226	£5,283			
Income maximisation*	£125,795	£77,962			
Debts written off or rescheduled*	£9,070	£12,456			

*These are minimum figures based on the feedback we have received from clients for Money Advice and ILA

Emergency Support	Q1	Q2	Q3	Q4	EoY
Foodbanks					
Referrals	45	43			
No. in household	87	82			
Surrey Crisis Fund					
CAB assisted telephone apps	3	TBA			
CAB assisted internet apps	5	TBA			
Approved by LAS	7	TBA			
LAS cards distributed	7	TBA			
TOTAL LAS APPS IN SH	8	TBA			

Forms assisted with 2019-20	Q1	Q2	Q3	Q4	TOTAL
Personal Independence Payment	20	19			
Attendance Allowance	21	24			
Employment Support Allowance	5	5			
DLA/Child DLA	5	2			
Universal Credit 50 (fitness for work)	5	5			
Mandatory Reconsiderations	8	7			
Appeals	9	3			
TOTAL	73	65			

Examples of how we help our clients

The Problem

Rita was in her fifties and lived alone. In the 1990s she was involved in a road traffic accident that had left her with mobility issues and severe short-term memory loss. She was very vulnerable and had let a couple of strangers move in and 'cuckoo' her home to deal drugs. Fortunately her neighbour reported this to the police and they were removed but she had a home visit for her PIP review while they were there and the amount was reduced to Standard Rate Daily Living and Standard Mobility. Consequently, she was struggling financially

What we did

We supported Rita to make a Mandatory Reconsideration and, when that failed, we lodged an appeal. The case was held at Aldershot Court in July and we accompanied the client, as she was not confident to attend court alone. The appeal was successful and Rita's PIP was reinstated to the enhanced rates of daily living and mobility which meant she was more financially resilient and better able to cope.

The problem

Zeta was an EU national working part-time in a local café. She was a single parent with two children and was claiming Universal Credit (UC), which she received in June and July. She came to see us as she had received no UC payment in August and this had left her short of money for rent and food

What we did:

With Zeta's permission we looked at her UC Client journal which appeared to include incorrect income figures for August from her employer. We contacted the Job Centre and arranged for Zeta to attend a meeting to complete the relevant dispute form. A week later the issue had not been resolved so we telephoned the UC helpline and asked them to review the dispute form during the call. They confirmed Zeta was eligible for a payment of over £800. Due to the hardship experienced by Zeta, we required that the payment be expedited and consequently it was made as a same-day payment. Zeta was very relieved and able to pay off her rent arrears and buy food.

The problem

Carl was a retired gentleman with multiple health issues including alcohol dependency. He was lonely and isolated at weekends as well as struggling financially and was not receiving his state pension.

What we did:

We sorted out his pension and ensured he received the back payment he was entitled to which was in the region of £8,000. Our Wellbeing Adviser discussed options with him and introduced him to the Windle Valley Saturday Club. When he attended he felt the clients were older than him and he wasn't sure he fitted in but he offered to do some baking for the group. The organisers encouraged him to do this and help out with some of the activities as well as the day trips. Our Adviser also helped him to apply for a Bus Pass, Rail card and Mobility Scooter. He now feels he has a purpose, as well as company and the ability to get out and about.

The problem

Anne had suffered a stroke which has left her paralysed down one side and wheelchair bound. English was not her first language. She and her husband lived in a private rented property spread over two floors but she was now unable to get up the stairs so was sleeping in the living room and reliant on a commode. She had applied to the Housing Register for more suitable accommodation with two bedrooms, due to her care needs and the space for specialist medical equipment, but had been only given permission to bid for one-bedroom properties

What we did:

We helped Anne review the Council Housing Allocation policy and drafted a letter on her behalf requesting a review of the Council's decision to only allow for a one bed property. We helped her assemble the relevant supporting medical information. As a result, the Council reviewed their decision and agreed the couple could bid for a two-bedroom property. They have now secured a property which is suitable for Anne's needs.