

CASH Report 2020-21 Q2

We have seen a number of our volunteers taking time off as restrictions were lifted in this quarter. We have, however, 6 new trainee advisers in the process of being trained to boost our numbers and a further possible 8 trainees due to start in January. Supporting trainees can reduce the capacity of existing advisers as they have to provide feedback and discuss cases but it is worth it to ensure a quality service going forward.

Core Client contacts	Q1	Q2	Q3	Q4	TOTAL
Total core client contacts	1130	1211			
Average daily contacts (Target =30)	22	23			

Projects 2019-20	Q1	Q2	Q3	Q4	TOTAL
Healthwatch Surrey	69	64			
Help to Claim (UC)	58	80			
Money Advice: Clients	30	56			
Social Prescribing: New clients	13	18			
Existing clients	51	57			
*Shielded clients	26				
Financial Gain/ Income maximisation*	£82,404	£43,755			
Debts written off or rescheduled*	£684				

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

Forms assisted with 2020-21	Q1	Q2	Q3	Q4	TOTAL
Personal Independence Payment	4	4			
Attendance Allowance	10	9			
Employment Support Allowance	1	0			
DLA/Child DLA	0	1			
Other forms (Blue badge, DHP, etc)		6			
Universal Credit 50 (fitness for work)	0	0			
Mandatory Reconsiderations	4	1			
Appeals	2	3			
TOTAL	21	24			

Emergency Support	Q1	Q2	Q3	Q4	EoY
Foodbanks					
Referrals	31	39			
No. in household	70	84			

Examples of how we help our clients

The problem

Karen was an elderly woman living alone with no family or friends living locally. She wanted help to complete an Attendance Allowance form. Karen had applied for the benefit a few years ago but was unsuccessful. She was very anxious and worried about sharing her difficulties and being honest about how hard she was finding certain things.

What we did

We established a comfortable rapport and built up a good relationship on the few calls before completing the form so when the time came Karen was feeling much more relaxed. It took 2 ½ hours to complete the form over the phone and Karen was appreciative of the support with this, as she said she would have not been able to complete it on her own. It also allowed her to think about areas of her daily living that she struggles with and we looked at ways she might be able to make things easier. Karen was awarded the higher rate of Attendance Allowance. Which meant she was able to afford to get someone to help her in the home to clean and do odd jobs that she finds difficult.

The problem:

Sarah and her teenage daughter, both struggle with reading and writing. Her income had been low but her work had now stopped due to Covid-19 and, despite moving to Universal Credit last year, she was struggling to manage a deficit budget.

What we did

We successfully applied for a Discretionary Housing Payment award on her behalf so her council tax & rent arrears were written off. Also her rent shortfall (due to the over-occupancy charge) was covered for 6 months. We helped her to increase her rent figure on her Universal Credit account and appealed successfully for it to be backdated to her rent change in April. We also provided her with energy advice (as part of the Energy Advice Project) and she knows to apply for the Warm Home Discount with her supplier when the scheme opens. Her rent account with Accent is now in credit and she is able to manage her budget.

The problem

Deborah had been widowed, leaving her with 5 children. She had tried to manage financially but had fallen into debt due to an incorrect decision regarding her Universal Credit.

What we did

We negotiated with DWP on her behalf and she has now received a large back payment (over £13,000) of Universal Credit that she was entitled to after the death of her husband last year. This followed escalation of the issue to Thérèse Coffey Secretary of State for Work & Pensions via our local MP Michael Gove. We also advised Deborah about the benefits cap and of changes to her benefits if her eldest child leaves college to start work. Deborah is now out of debt and can buy a second laptop to help her children with home learning. She is also hoping to be able to afford a second hand car to help with finding work as she understands that she needs to work at least 16 hours a week to increase her income and enable the benefit cap to be lifted.