

## Citizens Advice Surrey Heath Report 2021-22 Q3

Core Client contacts	Q1	Q2	Q3	Q4	TOTAL
<b>Total core client contacts</b>	1812	1756	1615*		
<b>Average daily contacts (Target =30)</b>	36	33	30 (44 inc. HSF)		
<ul style="list-style-type: none"> <li>This figure does not include contacts re the Household Support Fund which generated an additional 736 contacts.</li> </ul>					
Hardship Fund - £10,000	No. of awards this quarter	Amount this quarter	Cumulative number of awards to date	Cumulative amount awarded	
Bagshot	1	4.99	2	£49.99	
Frimley	0	0	2	£90.00	
Old Dean	1	40	8	£316.50	
Frimley Green	2	113	3	£123.00	
Town	3	100	11	£380.50	
West End	0	0	3	£70.00	
St Michaels	2	110	6	£230.00	
Watchetts	1	40	3	£115.00	
Heatherside	0	0	2	£60.00	
Chobham	0	0	1	£16.50	
Parkside	0	0	1	£100.00	
Windlesham	1	40	1	£40.00	
Mytchett	1	50	1	£50.00	
<b>TOTAL AWARDS</b>	<b>12</b>	<b>£497.99</b>	<b>44</b>	<b>£1641.49</b>	
<b>Amount remaining at end of Qtr3</b>				<b>£8358.51</b>	

The following is a breakdown of activities offered to residents and funded outside of our core funding, but which nevertheless contributes to supporting our key staff/overheads.

Projects 2021-22	Q1	Q2	Q3	Q4	TOTAL
<b>Healthwatch Surrey experiences*</b>	20	17	20		
<b>Help to Claim (UC initial claims)</b>	35	60	66		
<b>Money Advice/MaPS debt advice</b> Clients supported	42	38	38		
<b>Social Prescribing:</b> Clients supported	66	78	109		
<b>Independent Living clients</b>	24	34	24		
<b>Home visits/outreach</b>	27	29	42		
<b>Financial Gain/ Income maximisation**</b>	£106,165	£56,262	£166,063		

<b>Debts written off or rescheduled**</b>		£42,255	£96,245		
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\*Experiences are being captured as client stores this year and are being counted differently. Our target is 60 stories for the year. \*\*These are minimum figures based on the feedback we have received from clients for Money Advice and ILA

<b>Emergency Support</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>EoY</b>
<b>Foodbanks</b>					
Referrals	31	47	70		
No. in household	70	93	140		

<b>Disability Forms assisted with</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>TOTAL</b>
New forms	44	62	82		
Mandatory Reconsiderations/Appeals	7	8	14		
<b>TOTAL</b>	<b>51</b>	<b>70</b>	<b>96</b>		

## How we help our clients:

<b>The Problem</b>	<b>What we did</b>	<b>The result</b>
<p><b>Claire</b> had been living in a private rented flat above a shop since September 2018. Her water bills had recently leapt from £200 to £500 for six months and she was struggling to find the extra amount. She had discovered that the shop below her flat had the switch to her water in it and was able to turn the water on and off. She was due to move out of the property and was concerned about the bill. She had tried to speak to her water company but they were not helpful.</p>	<p>Claire had never read her water meter so we helped her locate it and send a screenshot and last bill to her water company. We suggested she check for leaks and we contacted her water company to get them to come out and check if the meter was working properly or if there was a possible crossed supply with the shop below. The water company discovered that the water supply was incorrectly shared with the shop downstairs so couldn't be metered.</p>	<p>Claire was given a £2,000 refund and the water company said they would contact the landlord on her behalf to resolve the water issue. Claire was greatly relieved both to have the refund and the problem resolved.</p>
<p><b>Ria and Mani</b> were in financial trouble and struggling to make ends meet. English wasn't their first language and they had a disabled son to support</p>	<p>We helped them apply for a Discretionary Housing Payment for rent and Council Tax arrears and also successfully applied for a grant for Support for Vulnerable Renters after contacting their landlord and the Council. We also contacted the son's school and got information to help them to apply for Disability Living Allowance for their son and explained the latest changes to their Universal Credit payments</p>	<p>Ria and Mani had their rent arrears of £3,000 paid off as a result and the family are no longer at risk of eviction.</p>
<p><b>Marie</b> had asked for help in completing the form for Attendance Allowance for her husband who had recently been diagnosed with</p>	<p>We helped Marie to complete the application form and during discussions, told her about the Camberley Care volunteer drivers</p>	<p>Marie's husband was awarded the higher rate of AA and they got in touch with the Parkinsons society for additional support.</p>

<p>Parkinsons. They were confused about what the diagnosis would mean and he had given up driving so they were having to get buses for medical appointments</p>	<p>scheme and the Parkinsons Support group. We also offered to help organise a telephone call with their GP and put them in touch with SHBC handyman service to help them make adaptations to their home to cope with Marie's husband's condition.</p>	<p>They also used Camberley Care to get to their next hospital appointment and found this much less stressful than taking the bus. altogether they felt less anxious and better able to cope with the diagnosis.</p>
<p><b>Carrie</b> was a single mum with three children on Universal Credit. She was struggling financially and had run up some significant debt on her credit cards as well as having taken out a couple of loans that she couldn't now repay</p>	<p>We helped Carrie to draw up a realistic budget and looked at ways she could maximise her income and reduce her expenditure. However, a Debt Relief Order was identified as the most suitable option so we confirmed her eligibility and helped her prepare the necessary paperwork.</p>	<p>Carrie's debts were written off so she was better able to manage her day to day living costs and her budget.</p>