

High Peak Impact Report

April - September 2021



People accessing the Citizens Advice Service	1,437
Client contacts (appointments and sessions carried out with clients)	4,960
Clients' problems tackled	12,848

Age of clients

<25 yrs	6%
25-29 yrs	6%
30-34 yrs	9%
35-39 yrs	8%
40-44 yrs	7%
45-49 yrs	8%
50-54 yrs	10%
55-59 yrs	10%
60-64 yrs	14%
65+	22%

Gender of clients

Female	58%
Male	42%

Ethnicity of clients

White	98%
Black, Asian, Mixed & Other	2%

Health of clients

Disabled or Long Term Health Condition	59%
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Benefits & Grants Secured	£2,304,557
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Debt Managed	£1,366,302
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Issues by type

Benefits & Tax Credits	4,480
Benefits Universal Credit	1,836
Consumer Goods & Services	148
Debt	3,252
Discrimination & Hate & GVA	54
Education	29
Employment	319
Financial Services & Capability	744
Health & Community Care	180
Housing	570
Immigration & Asylum	33
Legal	151
Other	233
Relationships & Family	238
Tax	51
Travel & Transport	127
Utilities & Communications	376
Grand Total	12,821

These past two quarters we...

	Assisted 253 clients make a claim for PIP
	Dealt with 1,836 issues surrounding Universal Credit
	Gave employment advice on 79 issues on dismissal, redundancy and the furlough scheme
	Helped 35 clients with homelessness issues
	Dealt with 266 issues around fuel needs including customer complaints, tariffs and problems with supply

Case Study...

Frank who is 67 years old and has care of his dependent grandson approached us wanting some advice. Frank explained that he was finding it financially difficult to cope and wanted to know if he could apply for any financial help in addition to the Tax Credits and Child Benefit, he received for his grandson in addition to his own state retirement pension.

He explained that making ends meet with his current income was causing him some stress and anxiety which he was finding it increasingly difficult to cope with. To advise him further we explored his circumstances and established that he had multiple health conditions including COPD and that he was recovering from a stroke.

Frank was advised that he should claim Attendance Allowance (AA). With our help to guide him through the application process Frank was awarded AA. Because of his AA award Frank became eligible for pension credit as well as full Council Tax Reduction (CTR).

His situation is now much improved, the stress and anxiety he was experiencing has been alleviated and he can now concentrate on bringing up his grandson.



Outcome:

Pension Credit awarded £67.30 pw

Council Tax Reduction £24.46 pw

Attendance Allowance £60.00 pw

Total income gained: £7,891 pa

Case Study...

Tyler wanted advice because her husband was abusive towards her. She was signposted to appropriate agencies and given advice from us on her situation, how she could access legal advice and mediation.

Tyler then contacted us again to ask how she would manage financially if she left the marital home to live and what benefits she may be entitled to as she had now secured a private rented property. A benefit check established that she should get full housing benefit (HB) and council tax reduction. (CTR)

Having given assistance to apply for HB and CTR a decision was made that she wasn't eligible for HB due to the equity in the marital home. We assisted our client in challenging this decision on the basis that she was entitled to HB due to her circumstances in having to flee because of domestic violence. The outcome was that her housing benefit was e-assessed and awarded in full. This has to be reviewed in 26 weeks depending on our clients' circumstances and how her issues have progressed. She is fully aware that should she have further difficulties with this she can come back to use for advice.

Because of her health conditions we explored her entitlement to attendance allowance and assisted her to apply. This was successful and she was awarded the high rate. This now meant that she was eligible for pension credit. She was

empowered to call the DWP and backdate her claim to the date the attendance allowance was awarded. She was also directed to apply for a blue badge online at Derbyshire County Council's website.

We have assisted our client over a period of eight months resulting in her having an increased ongoing income from Attendance Allowance, Pension Credit and at least 26 weeks of housing benefit. This along with the security and peace of mind of moving into new accommodation away from her abusive husband - as well as knowing she can get help and advice from Citizens Advice to her full rights and responsibilities has meant our client is in a much better place financially and emotionally.



Outcome:

Attendance Allowance of £4,659.20 pa

Pension Credit of £3,369.60 pa

At least 26 weeks of housing benefit amounting to £2,444.00

Total income gained: £10,472.80 pa