


Our impact and social value in Erewash 2021/22

**“What a difference
you have made...
I can now at last move
forward.”**



**Derbyshire
Districts**

Welcome and introduction

We are proud to celebrate another successful year of helping people across Erewash. We have helped over 2,353 people with more than 19,232 issues, with the majority of clients having benefit and debt problems.

The last two years have been vastly different from previous years for everyone, including our community and organisation. The pandemic has presented a number of challenges however we have continued to deliver our services with a mix of phone advice and virtual face to face interviews.

We are now pleased to announce that all of our face to face services are fully open including all of our existing outreach projects in addition to new exciting partnerships working with community eating venues and food banks.

As more and more people face a cost of living crisis we know those on the lowest incomes will be hit hardest and our frontline advisers are already supporting people who can't afford rent, food or heating. We have invested extra resource into targeted support for clients struggling with debt and we have seen an expansion of our dedicated energy team.

We recognise that next year will present real challenges for many families and we will continue to be responsive to the needs of the local communities, however complex they may be.

Our team of dedicated staff and volunteers have ensured that we deliver a high-quality service across Cotmanhay, Ilkeston, Kirk Hallam Long Eaton, Sandiacre and West Hallam locations.

We are also grateful to our funders, who continue to ensure that we maintain our services and meet the needs of the most vulnerable people in Erewash.

Chief Officer: Chloe Doxey

Our work in Erewash

**£3.6 million
secured in
benefits and
grants**

**19,232
problems
tackled**

**2,353
people
helped**

**£918,454
debt
rescheduled or
written off**

Our clients...

Citizens Advice clients are almost five times more likely to live in poverty than the average member of the UK population.

Our work in Erewash serves some of the most economic and socially challenged wards in Derbyshire. Many people seeking our help face challenges to their physical health and mental wellbeing which are making everyday life hard.



Clients by

60% Female

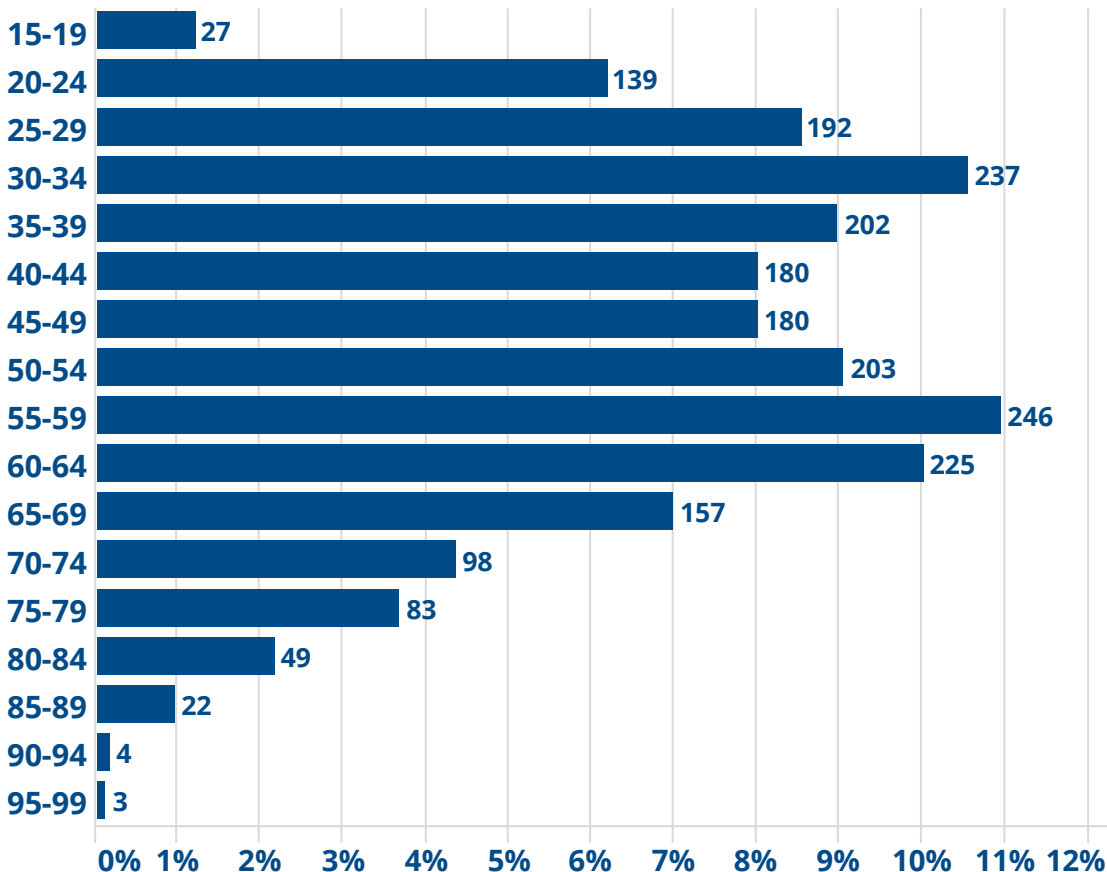
40% Male

56% of people we have helped in Erewash have a disability or long-term health condition.

26% of people with a disability or long term health condition disclosed having mental health issues.

"Thank you for helping me to find a way out and plan for the future... Knowing there is help when I need it is reassuring and I feel confident to move on with my life"

Clients by age



Erewash in detail...

In the last year we have:

Dealt with
9,918
enquiries
relating to
Benefits, Tax
Credits and UC

Handled
642
queries about
limited
capability to
work

Tackled over
648
issues relating
to Council Tax
arrears

Helped with
2,429
PIP related
issues

Jill, recently retired due to long term health conditions, lives alone in a private rented property that she has been renting for over a decade. Jill was capable of dealing with complex information and she had internet access at home. Jill booked a telephone appointment with us as soon as she was informed that her home would now be managed by a letting agent and rent would be increased by 40%.

Jill explained that she had not been able to sleep for over a week after realising that she would not be able to afford her new rent along with other increasing household costs. This was causing Jill anxiety and she stated that she was worried for the future. Jill had drafted a letter to her landlord detailing her circumstances and suggesting a more affordable increase in her rent.

Until recently Jill would have said that she had an excellent relationship with her landlord. She had always paid her rent on time, helped her landlord get quotes for repairs and organised annual checks which she would pay for and then be reimbursed by her landlord. Jill has also spent her own money on fixtures and fittings to keep the property up to standard.

Jill initially declined the offer of a benefit check to see if she would be entitled to any help with her rent increase stating that she knew from experience that she would not be entitled to any help with her pension income. Jill said her focus was on challenging the increase and exploring options for alternative housing. Jill was encouraged to have a benefit check and we discussed ways of maximising her income. The outcome was that Jill was entitled to help through housing benefit and council tax support that would increase her income now by the same amount as the proposed rent increase of £200 per month.

Jill was also encouraged to make a claim for Attendance Allowance due to the impact of her long- term health conditions on her daily life with an offer to help her with any forms she would have to complete. We advised Jill to also contact adult social care for an assessment of care needs and advice on aids and adaptations to help her remain living independently.

Jill was advised on the proper process a landlord must follow to increase rent and her right to appeal to a rent tribunal once notice of the rent increase had been given.

As Jill was struggling to find affordable alternative private rented accommodation, we discussed the option of social housing and how Jill could access the local housing register and bid on homes that might be more suitable for her health conditions.

Jill was very grateful for our advice, thanked our advisor saying that the worry and stress she had been feeling had been lifted and she felt more positive about the future.



84 people came to us
for advice about
divorce and separation



We helped **53** people
to address their rent
arrears



24 people needed our
help to access
community care



Our advice...

There are many reasons why people turn to our service. Often concerned about one issue, such as housing, this may well be linked to other issues such as debt, benefit, financial capability and/or employment issues. We take a holistic approach to advice, ensuring every client leaves our service empowered and ready to tackle their issues.

	Issues
Benefits & Tax Credits	6,546
Benefits Universal Credit	3,372
Consumer Goods & Services	253
Debt	3,735
Education	39
Employment	539
Financial Services & Capability	1,182
GVA & Hate Crime	73
Health & Community Care	311
Housing	1,005
Immigration & Asylum	53
Legal	281
Other	375
Relationships & Family	524
Tax	85
Travel & Transport	140
Utilities & Communications	719
Grand Total	19,232

Benefits, Tax Credits and Universal Credit

Benefits relating to health conditions and disabilities such as Personal Independence Payment and Employment and Support Allowance/UC Limited Capability for Work continue to be a significant area where advice is required. People with long term health conditions or disabilities are needing help in making and managing a claim or are seeking advice on challenging decisions. By being able to offer timely advice and practical help navigating paperwork, and online claims we are ensuring that vulnerable people are not left without financial support at times of need.

Debt

This is our second largest area of advice, with Council Tax arrears accounting for the highest number of debt enquiries followed by clients experiencing difficulties managing their fuel bills.

Non payment of Council Tax can be a key indicator of long term debt. By identifying and tackling this early we may also be able to prevent other crisis situations developing - particularly through our budgeting advice and income maximisation.

Ward	People helped	%
Larklands	268	11
Awsorth Road	206	9
Cotmanhay	180	8
Kirk Hallam & Stanton-by-Dale	173	7
Long Eaton Central	166	7
Derby Road West	143	6
Sandiacre	140	6
Derby Road East	135	6
Little Hallam	128	5
Hallam Fields	112	5
Wilsthorpe	108	5
Sawley	100	4
Ockbrook & Borrowash	94	4
West Hallam & Dale Abbey	87	4
Nottingham Road	80	3
Shiple View	73	3
Draycott & Risley	70	3
Breaston	51	2
Little Eaton & Stanley	39	2

Through our energy projects we have provided over **3,770** energy savings tips on things such as turning off appliances, part filling kettles, insulating doors and using LED light bulbs.

Total estimated **savings** for our clients as a result of **energy saving tips** last year was more than **£96,942**.

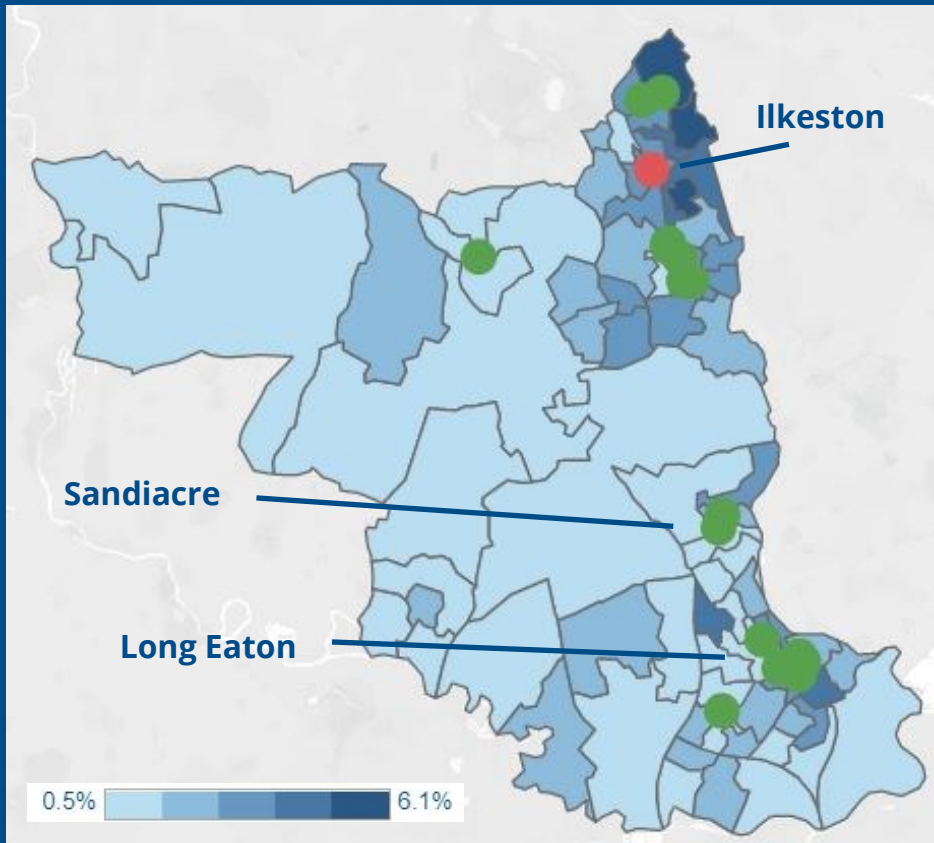


Ward	Issues tackled	%
Larklands	2333	12
Awsorth Road	1962	10
Kirk Hallam & Stanton-by-Dale	1450	8
Long Eaton Central	1389	7
Sandiacre	1387	7
Cotmanhay	1327	7
Derby Road West	1153	6
Little Hallam	965	5
Derby Road East	952	5
Sawley	929	5
Hallam Fields	853	4
Wilsthorpe	746	4
Ockbrook & Borrowash	728	4
Draycott & Risley	704	4
West Hallam & Dale Abbey	699	4
Shiple View	577	3
Nottingham Road	501	3
Breaston	359	1
Little Eaton & Stanley	218	1



The community we serve...

Clients helped:



Our advice office:

Citizens Advice Ilkeston
Castledine House
5 Heanor Road
Ilkeston
DE7 8DY

Our advice outreaches:

Cotmanhay

Cotmanhay Children's Centre
Cotmanhay Surgery

Ilkeston

Adam House Surgery
Charnos Family Support Centre
Eden Surgery
Gladstone House Surgery
Ilkeston Health Centre
Littlewick Medical Centre

Kirk Hallam

Kirk Hallam Community Centre

Long Eaton

Aitune Medical Practice
College Street Medical Practice
Golden Brook Practice
Long Eaton Family Support Centre
Long Eaton Health Centre
Moir Medical Centre
Parkview Medical Centre
Petersham Community Hall

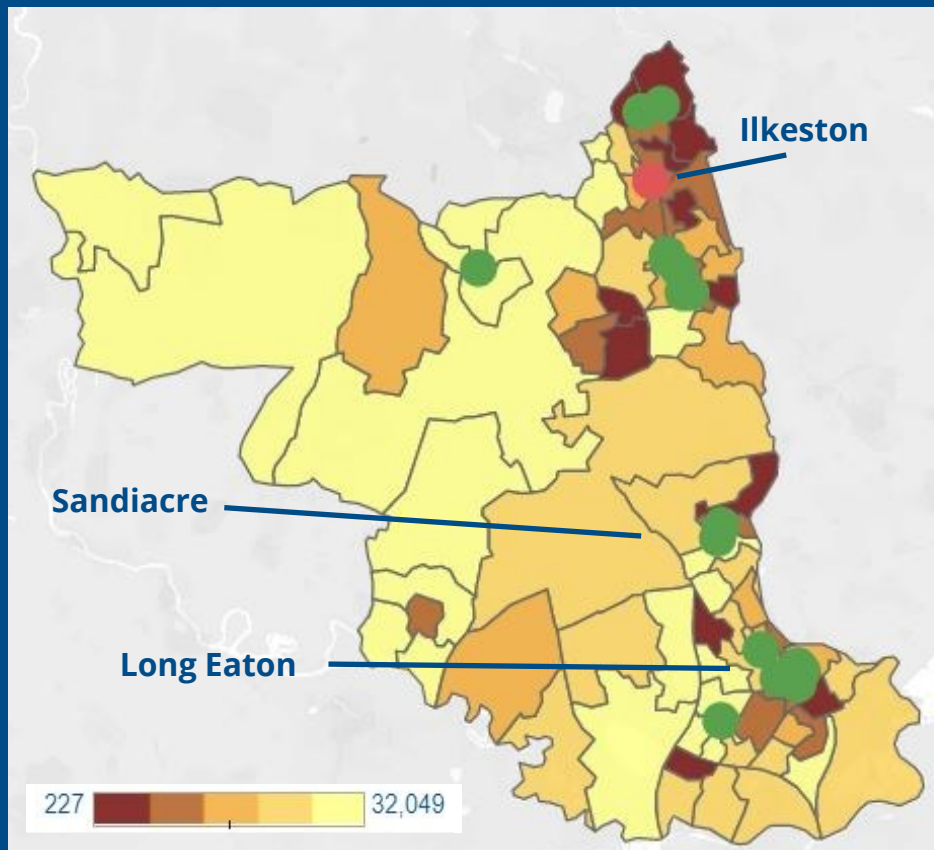
Sandiacre

Sandiacre Library

West Hallam

West Hallam Medical Centre

Index of multiple deprivation:



The difference we make...

Chantelle made a telephone appointment to speak with the GP Outreach worker at her local GP Surgery. She had a Review Form to complete for her Personal Independence Payment and asked how she could get an extension to return this as she was waiting for a family member to complete it with her. Chantelle explained that having to complete the form was causing her anxiety and she felt overwhelmed by the situation.

The Adviser explained to Chantelle that they could complete the form over the telephone with her and that even though face-to-face appointments were on hold due to Covid restrictions, Citizens Advice were still there to support and help people.

The Adviser explored how Chantelle's mental health was affecting her. Chantelle explained that it was made worse by her housing situation as she lived in a block of flats which were noisy. Also, a neighbour in the flats was noisy at night, shouted at Chantelle and other tenants, and kept banging on her door. Chantelle explained that she had complained to her local housing association landlord, who was trying to resolve the situation. Chantelle explained to the Adviser that she felt she could not continue living there as her mental health was deteriorating and she needed to live somewhere quieter and closer to family members. Chantelle explained that she had spoken with her local Council about moving and they stated she would have to register on-line. Chantelle stated that this was one more thing which she could not cope with, on top of dealing with her benefits. She did not have internet access and did not have much hope about moving.

The Adviser explained that they could assist Chantelle in registering with Home Options for housing under their lettings scheme. The Adviser made the on-line application with Chantelle over the phone, explaining in the application how Chantelle's current housing situation was affecting her health and the impact this was having on her, informing that she needed to move for medical reasons. With Chantelle's agreement, the Adviser was able to obtain a supporting letter from her GP as the GP knew how the situation was adversely affecting Chantelle's mental health. The Adviser explained that Chantelle should be awarded Band B as she met the criteria, which was next to the highest band and so she should have a good chance of finding more suitable accommodation.

Chantelle was awarded Band B. The Adviser checked advertised accommodation on the website each week and discussed with Chantelle if any were suitable and whether she wanted to apply for any suitable properties. After 6 weeks a flat became available near to Chantelle's family and in a quiet location. The Adviser made the bidding application on her behalf, and it was successful.

Separately, the Adviser completed the PIP Review Form over the phone with Chantelle, then posted the form to her to check, sign and post back to PIP. The renewal was successful, and her PIP benefit was maintained.

Chantelle said she was so thankful for all the help from Citizens Advice: that she had called to discuss a benefit form but by the Adviser exploring things with her, her whole situation had improved. She stated that she was amazed how much the worker could do with her without meeting her face to face, such as completing forms over the telephone and on-line, due to lockdown.

Financial outcome for maintained benefits:

PIP Enhanced Rate Daily Living	£89.60
PIP Standard Rate Mobility	£23.70



Our value to society...

For every £1 invested in our charity, we generated:

£2.42

in savings to
government and
public services
(fiscal benefits)

£25.56

in wider economic
and social benefits
(public value)

£12.45

in financial value to
the people we help
(specific outcomes to
individuals)

Our savings to the public purse include:



£331,746

saved by local government, through reducing
homelessness

Maximising the income for those we help prevents more costly intervention. This helps reduce financial difficulty, promotes inclusion and benefits the economy.

This is only one fraction of our true value. We also:

- help clients negotiate local processes, such as welfare reform changes
- help local authority rent and council tax arrears to be rescheduled, and reduce the associated administrative costs

Our **community outreach service** is particularly focussed on tackling the root cause of problems **before** they develop into health and crisis issues.

We deliver advice sessions in most of the **GP surgeries** and **community venues** across Derbyshire Districts. Across such a rural patch this allows us to reach many socially and geographically isolated people that we otherwise would be unable to help in a face to face setting.



9 out of 10 people who contacted Citizens Advice said that we helped them **find a way forward** and **3 in 4** of those people said they could not have resolved their issues **without our help** and advice.

Older Persons Project...

This year we have developed and expanded our older persons champion project further, working across our four local authority areas in Derbyshire offering telephone advice to over 65's. Our trusted referral partners include: the Alzheimer's Society, Derbyshire Carers association, social prescribers, and adult social services.

In total we have helped **650** clients with **1,541** issues, gaining them in total **£1,249,298** in unclaimed benefits, which gives an average income gain of **£1,921** per client per year. The enquiries have mostly involved benefits such as Attendance Allowance and Pension Credit, but have also encompassed travel and transport issues, lasting power of attorneys, health and community care as well as utilities and communication issues.



Energy Advice...



We offer a range of energy related services, including local one to one advice, a partnership with Western Power Distribution to provide telephone advice to vulnerable people on their priority services register and a regional energy lead project where we provide training and information to front line workers.

We cover everything energy related including: switching supplier, how to use a smart meter, accessing emergency credit, how to insulate your home, how to access schemes and grants, practical energy savings tips, carbon monoxide safety advice and much more.

In total through our energy projects we have assisted over **2,000** clients to save over **£850,000** in total. In addition, we trained **300** frontline workers across Derbyshire on energy awareness, how to spot fuel poverty with their clients and how to refer them to us for ongoing assistance.

Partnership project with Derbyshire Community Health Service (DCHS)...

This year, Derbyshire Community Health Service (DCHS) worked with the Derbyshire Citizens Advice services to develop a project that provides support and advocacy to young families and referred patients suffering from Long Covid. Advice is given on a range of social, legal and financial issues within Derbyshire.

A designated fast track phone advice service has been developed so that front line health workers can get immediate help for families needing support. Over **£600,000** additional money has been claimed for the families referred into the service. This speedy intervention has been proven to achieve the ambition of improving the health and reduce the health inequalities of families referred, thus enabling the wider social determinants of health to be addressed.

In recognition of the success of this new project Derbyshire Citizens Advice were finalists in the National Health Service Journal Awards for 'Most impactful Project Addressing Health inequalities'.



The value of volunteering...

Our volunteers are central to our success. Without them Citizens Advice Derbyshire Districts couldn't be the force for change that it is. Their dedication enables us to provide such a comprehensive advice service as well as our responsive campaigns and social policy work.

In Erewash many of our volunteers have continued to work remotely from home contributing to the success of our organisation in an unprecedented year.

But the value and benefits of volunteering aren't just limited to the charity and the community - our volunteers tell us they benefit too! Increased companionship, work ready skills, a sense of purpose, combating loneliness, developing local links and embracing new technology are just some of the reasons why people volunteer with us.



Virtual Advice...

This year we have trialled a virtual advice service in our Matlock, Ilkeston and Buxton offices. The purpose of the project was to provide a covid secure service that replicated our usual face to face services. Our clients attend our offices as they usually would, but instead of sitting face to face with an adviser they are greeted by an adviser on a video screen. The appointment then takes place in the same way as face to face services would. This model has allowed us to help those clients who would otherwise have struggled to access us via our Adviceline.

Over 20 volunteers have given their time during the pandemic to ensure our virtual advice service was a success.

Adviceline...

Our **Adviceline** is a vital facility which we have expanded and strengthened over the last year, to a position where we now answer over **14,200 calls per year** across Derbyshire Districts. During the pandemic our Adviceline has been a lifeline to many vulnerable and disadvantaged clients.

This flexible, immediate service is usually the first point of call for our clients - particularly used by those people unable to leave home easily due to ill health, caring commitments, working hours or isolated rural locations.

The service is staffed by staff and volunteers, who during the last year have been working remotely from home to continue to deliver the service to our clients.

Our **Adviceline** is open from **9.00am - 4.00pm Monday to Friday.**

Freephone:

0808 278 7954



**Thank You!
to everyone
helping us help
our
communities**

We are a charity for our local community, giving free, confidential, independent and impartial advice to everyone living and working in Erewash.

We are extremely grateful to our funders, partners and stakeholders whose generosity and support enables us to deliver our much needed services.

**Derbyshire County Council
Derbyshire Public Health Locality Partnership
Erewash Borough Council
Big Kirk Hallam**

**We couldn't continue to do what we do without you.
Thank you.**



Chloe Doxey, Chief Officer

On behalf of everyone at Citizens Advice Derbyshire Districts



An open door on the high street

We provide weekday appointments at our Erewash advice centre

Ilkeston: Castledine House, Heanor Road, Ilkeston DE7 8DY

Access to advice wherever you are in Erewash...

Our telephone adviceline is a first response service for the whole of Erewash and wider Derbyshire Districts area.

Open 9.00am - 4.00pm, Monday-Friday.

FREEPHONE
0808 278 7954



Help and support in the heart of your community



Our **outreach advice service** is one of the largest and most comprehensive in the country with more than 80 outreach locations across Derbyshire Districts.

In Erewash we run **19** advice sessions a week in GP surgeries, and community facilities in...

Cotmanhay - Ilkeston - Kirk Hallam
Long Eaton - Sandiacre - West Hallam

Unless stated, please enquire at your local advice centre or call our adviceline for more information about our projects and services.



Money Advice

We can advise you on long term debt options and explain how to deal with your creditors

Older People's Champion

Advice and support on claiming benefits for residents over the age of 65



Money Sorted in D2N2

We will help improve your skills, knowledge and confidence with different money issues so you are in a better position for the future



Power Up in conjunction with

WESTERN POWER DISTRIBUTION



To ensure that vulnerable people receive impartial advice on energy, money, benefits and health

Pension Wise

0808 146 7709 or www.pensionwise.gov.uk/en

Free and impartial government guidance about your defined contribution pension options



Pension wise



Help to Claim

0800 144 8444

We can support you in the early stages of your Universal Credit claim, from the application, through to your first payment

citizens advice

Derbyshire Districts