



**Derbyshire
Districts**

Impact Report 22/23

Derbyshire Dales



Our work in Derbyshire Dales...

We are proud to celebrate another successful year of helping people across Derbyshire Dales.

We have seen a dramatic increase in the number of people needing our services in 2022/23, providing advice to 1,648 people with more than 12,000 issues. Increasingly the issues families are facing are becoming more complex and difficult to resolve but we always endeavour to get the best outcome for all our clients.

Many thanks to our amazing team of staff and volunteers who remain reliably committed to help the residents of Derbyshire Dales through a difficult year ahead.

**£1.9million
secured in
benefits and
grants**

**12,471
problems
tackled**

**1,648
people
helped**

**£995,569
debt
rescheduled
or written
off**

Cost of living

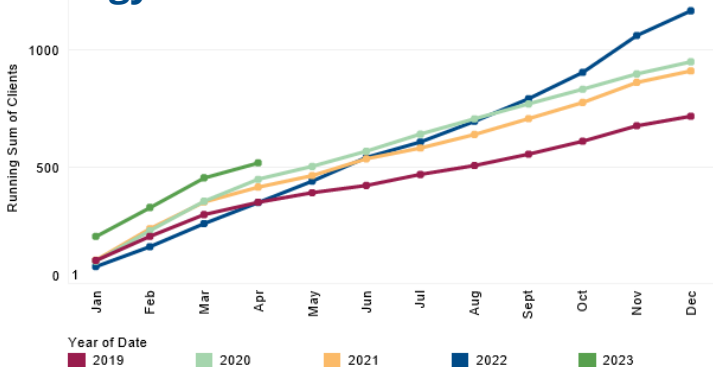
Britain is facing its biggest cost of living crisis in decades. At Citizens Advice Derbyshire Districts, we've seen more people coming to us for help with crisis support, energy problems and not having enough money to make ends meet than ever before.

As prices rise, people make more and more difficult decisions about what to cut back on and where they need to rely on community support, because they don't have enough to live on.

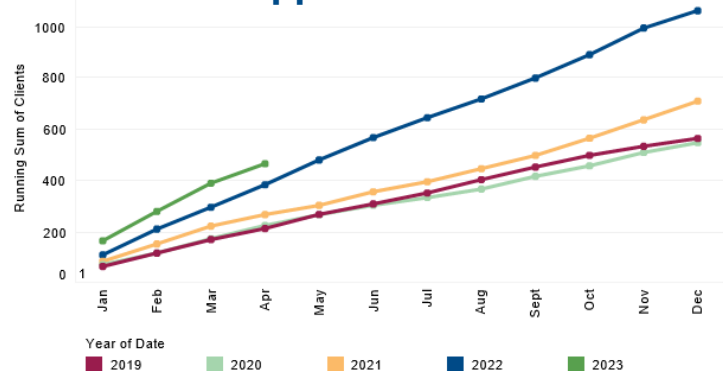
In 2022/23 we have seen a sharp increase in families needing charitable support or help with paying their energy bills. Rising energy costs are forcing lower income families onto more expensive prepayment meters which is particularly concerning, as we are also seeing more people who can't afford to top up their energy prepayment meter - effectively disconnecting themselves.

Cost of living issues over time

Energy



Charitable support and food banks



Our advisers can help you find a way forward with advice on energy, benefits, debt and money issues, housing, access to grants, schemes, and other support. Issuing free pre-payment meter energy vouchers Providing sim cards with up to six months' worth of free data, calls, and text.

Chloe Doxey, Chief Officer

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 Derbyshire Dales 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.



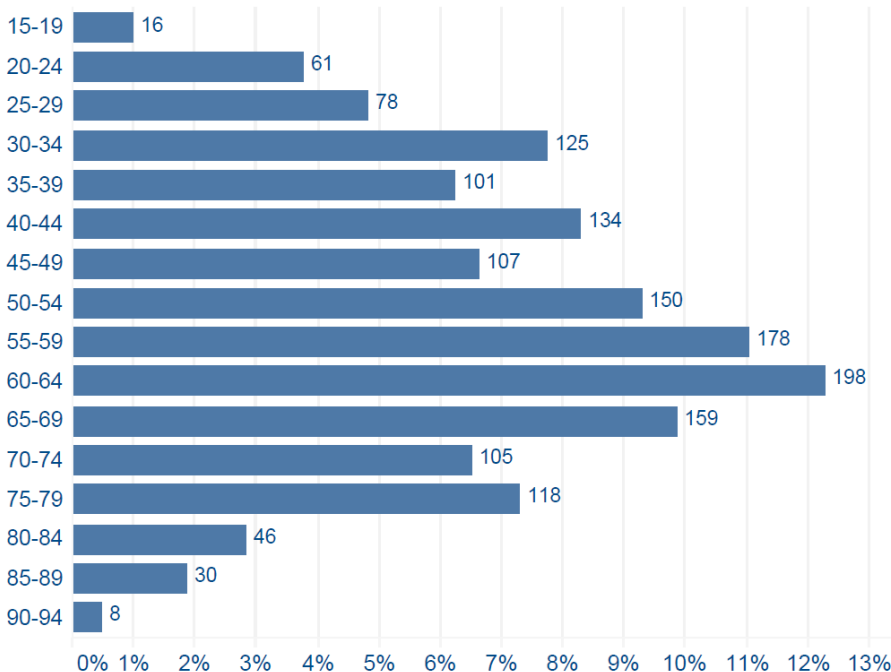
Clients by gender



Clients with a disability or long term health condition



Clients by age



“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”



Derbyshire Dales in detail...

In the last year we have:

Dealt with
5,045
enquiries
relating to
Benefits, Tax
Credits and UC

Handled
688
queries about
limited
capability to
work

Tackled over
275
issues relating
to Council Tax
arrears

Helped with
1,224
PIP related
issues

Graham is single and lives on his own. He receives his state pension and lives in council accommodation. When he contacted Citizens Advice Derbyshire Districts, he mentioned that he had health conditions. Our adviser explored his health conditions with him further, Graham confirmed that he had COPD which affected his ability to manage his day-to-day activities. He also explained how difficult it was for him to get dressed or to get a shower.

It was suggested that he might be eligible for Attendance Allowance and during the appointment we helped him complete the application form; the application was successful and Graham was awarded the lower rate of **£61.85** per week. He was also advised that there were other passported benefits such as pension credit. Passported benefits are additional benefits that some people are entitled to because of their entitlement to certain benefits.

A full benefit check was carried out for Graham, the result of which was that he was also awarded Severe Disability Premium with Pension Credit for **£121** per week; full housing benefit and council tax reduction for **£94** per week. His new benefit awards also entitled him to the cost-of-living payments.

Graham came to see us a few weeks later. He talked about how it was unbelievable how much the extra money has helped him to enjoy his life again. He said that he was now able to go out; book a taxi; pay someone to do his shopping for him and to pay someone to help with things that he was finding difficult to manage. Graham was then further signposted to adult care at Derbyshire County Council to get his needs assessed further. He was extremely pleased with the support he received from us and thanked our adviser.

Financial outcomes:

Total weekly income: **£276.85**

Total Annual income: **£14,396.20**



93 people came to us
for advice about
divorce and separation



We helped **55** people
to address their rent
arrears

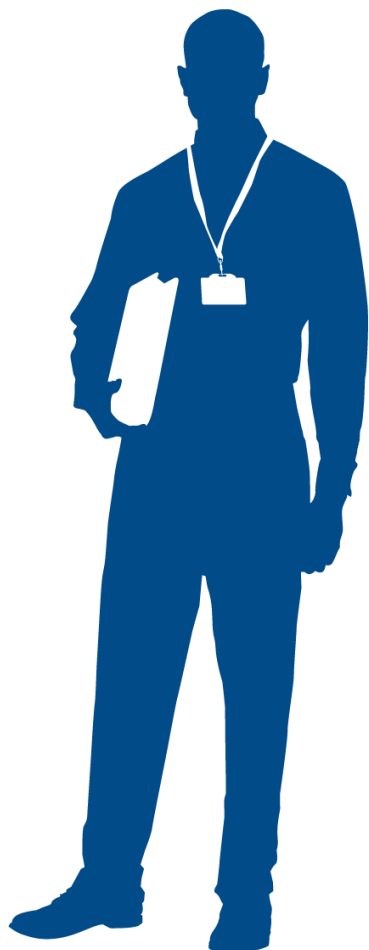


176 people needed
our help to access
community care



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	4,484
Benefits Universal Credit	2,027
Charitable Support & Food Ban..	263
Consumer goods & services	217
Debt	2,024
Education	55
Employment	347
Financial services & capability	782
GVA & Hate Crime	21
Health & community care	272
Housing	577
Immigration & asylum	24
Legal	187
Other	31
Relationships & family	298
Tax	104
Travel & transport	139
Utilities & communications	619
Grand Total	12,471

Benefits, Tax Credits and Universal Credit

In the face of rising living costs it has been no surprise that the most significant area for advice has been benefits. Sickness and disability benefits account for the majority of issues we see. However, we have seen an increase in people seeking advice on general benefit entitlement to check they are receiving everything they are entitled to because of difficulties arising from the cost of living.

The demand for help with Universal Credit has remained strong with many people claiming it for the first time. Our Help to Claim (HTC) service has dealt with this demand to ensure that our clients have been able to get full support in Derbyshire Dales.

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	%
Matlock St Giles	234	14
Matlock All Saints	188	12
Wirksworth	161	10
Darley Dale	154	9
Bakewell	110	7
Ashbourne South	104	6
Ashbourne North	63	4
Masson	63	4
Hathersage and Eyam	57	4
Bradwell	49	3
Stanton	44	3
Tideswell	41	3
Lathkill and Bradford	40	2
Winster and South Darley	40	2
Hartington and Taddington	34	2
Litton and Longstone	31	2
Dovedale and Parwich	31	2
Carsington Water	25	2
Calver	25	2
Chatsworth	24	2
Brailsford	22	1
Clifton and Bradley	21	1
Doveridge and Sudbury	20	1
Norbury	18	1
Hulland	15	1



Through our energy projects we have provided over **8,074** energy savings tips on things such as turning off appliances, part filling kettles, insulating doors and using LED light bulbs.

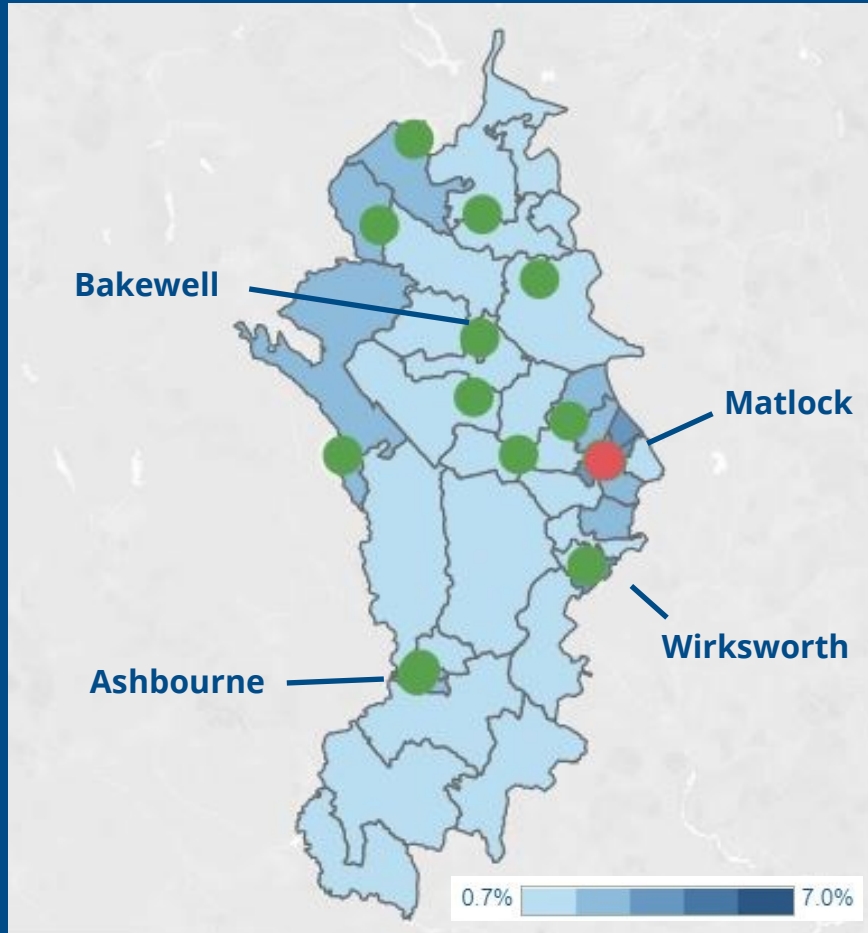
Total estimated **savings** for our clients as a result of **energy saving tips** last year was more than **£292,016**.



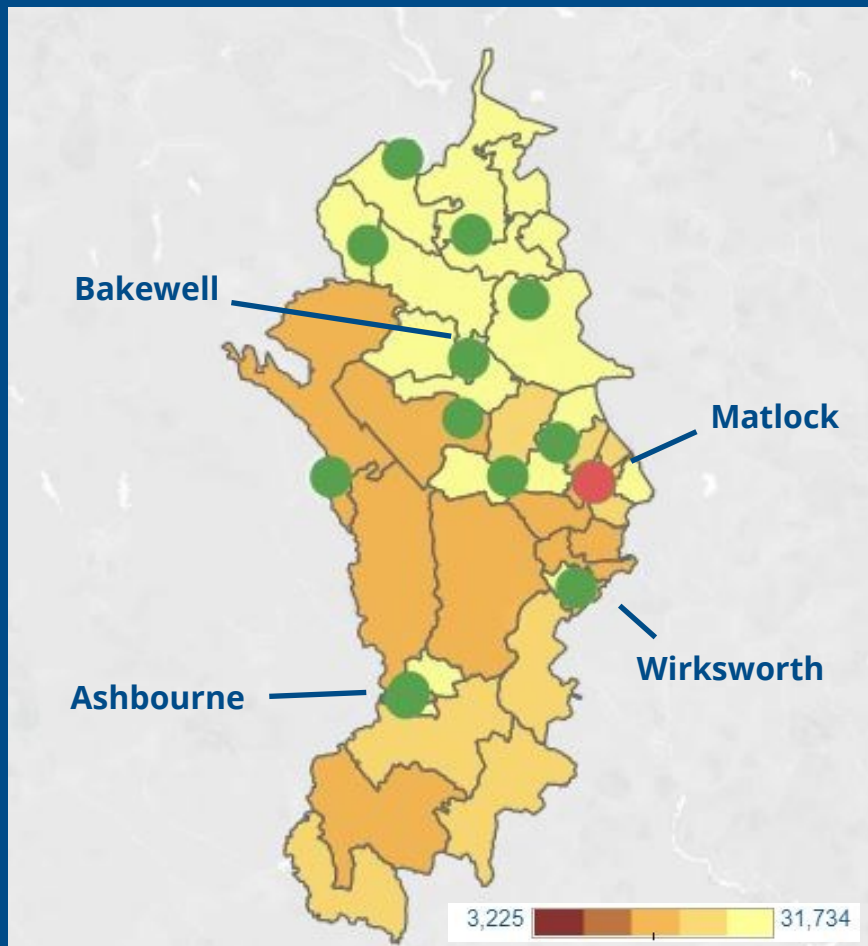
Ward	Issues tackled	%
Matlock St Giles	1860	15
Matlock All Saints	1366	11
Wirksworth	1208	10
Darley Dale	1112	9
Bakewell	1035	8
Ashbourne South	783	6
Ashbourne North	558	5
Tideswell	458	4
Masson	447	4
Dovedale and Parwich	407	3
Bradwell	375	3
Stanton	366	3
Lathkill and Bradford	345	2
Hathersage and Eyam	282	2
Winster and South Darley	291	2
Hartington and Taddington	257	2
Litton and Longstone	236	2
Clifton and Bradley	189	2
Hulland	158	1
Carsington Water	149	1
Calver	145	1
Chatsworth	142	1
Brailsford	134	1
Norbury	99	1
Doveridge and Sudbury	98	1

The community we serve...

Clients helped:



Index of multiple deprivation:



Our advice office:

Citizens Advice Matlock
Town Hall
Bank Road
Matlock
DE4 3NN

Our advice outreaches:

Ashbourne

Ashbourne Surgery held at St Oswald Church Centre

Bakewell

Bakewell Medical Centre

Baslow

Baslow Health Centre

Darley Dale

Darley Dale Medical Centre

Hartington

Hartington Surgery

Hope Valley

Bradwell Surgery
Eyam Surgery

Matlock

Imperial Road Surgery
Lime Grove Medical Centre

Tideswell

Tideswell Surgery

Wirksworth

Hannage Brook Medical Centre

Winstar

Winstar Surgery

Youlgreave

Youlgreave Surgery



The difference we make...

Nigel initially contacted us by telephone, after a friend recommended calling. He said that he was worried about the cost of heating and wanted to know if there was any financial help available. He had already received the £300 Cost of Living Payment and vouchers for EON prepayment meters but was finding it hard to meet his energy bills, meaning he was prioritising energy costs over buying food and was drawing on his pension every two weeks instead of every month. Nigel has health conditions and is supposed to watch his diet but finds this difficult as the food is expensive.

Nigel gets state retirement pension with pension credit along with help towards rent and council tax, in addition he has a top-up to pay towards rent for their council-rented property. His water supplier is United Utilities and he wanted to know if he was eligible for any help with this bill by way of a reduced tariff.

Nigel attended an appointment at his GP surgery. Along with the above issues, he also revealed that he had recently received an online message said to be from a friend but later found out this was a scam. He was informed on what action to take should this happen again - he was given details on identifying and protecting himself from further scams along with the relevant telephone numbers for Citizens Advice. He was also emailed the same information.

It became apparent at the appointment that he may be eligible to claim attendance allowance (AA). Nigel was encouraged to initiate this claim himself - he was provided with the telephone number to ring for an application pack. A subsequent appointment was made to help him complete the form. Completion and assessment of this by the Department for Work and Pensions resulted in an award of **£92.40pw**. This was backdated to the date of the initial claim. He was also advised to contact pension credit and their local authority to update and re-calculate their benefit entitlement, and was given the relevant contact details for this.

A benefit check had previously showed he was not entitled to any new benefits. However, a change of circumstances (the AA award) meant that he was now entitled to new benefits - this included increased pension credit, full housing benefit to cover all his rent and full council tax reduction. The adviser also assisted Nigel to apply for a gold card for bus travel, along with a blue badge.

In addition, Nigel was given the details to contact United Utilities. The form he received and completed meant a reduction in his water bill, which were capped at an affordable amount.

He is now able to afford his bills and has extra income to allow him to look after his diet and health much better. He is fully aware of the extensive help and advice that Citizens Advice can give, whilst at the same time enabling him to carry out tasks within his own capability.

Financial outcomes

Total weekly income: £189.23

Total annual income: £9,839.96



Our value to society...

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

£2.54

in savings to government and public services (fiscal benefits)

£27.54

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:



£404,205 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.

Social value to the NHS our services bring by reducing the use of mental health and GP services and keeping people in work: **£1,169,535**.

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.



Over 65's Project...

This year we have developed and expanded our over 65's 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 **663** clients with **2,188** issues, gaining them in total **£1,512,168** in unclaimed benefits, which gives an average income gain of **£2,280** 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 National Grid 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 **£1,000,000** 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)...

We continue to work with DCHS with the Derbyshire Citizens Advice services to develop a project that provides support and advocacy to young families and referred patients who have 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 **£850,000** 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.



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 **14,652 calls per year** across Derbyshire Districts. Our Adviceline is often a lifeline to many vulnerable and disadvantaged clients who otherwise may have difficulty accessing the service.

The service is provided by trained staff and volunteers and is a flexible, immediate service which is usually the first point of call for our clients - particularly by people unable to leave home easily due to ill health, caring commitments, working hours or isolated rural locations.

Freephone Adviceline

0808 278 7954

Monday to Friday, 9am to 4pm.



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.

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.

If you're interested in volunteering with us, you can find more information and register your interest at citizensadvisederbyshiredistricts.org.uk/get-involved/volunteering/.



**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 Derbyshire Dales.

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

**Derbyshire Dales District Council
Derbyshire County Council
Derbyshire Public Health Locality Partnership**

**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

Matlock: Town Hall, Bank Road, Matlock DE4 3NN

Access to advice wherever you are in Derbyshire Dales...

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

Open 9am - 4pm, 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 Derbyshire Dales we run **19** advice sessions a week in GP surgeries, and community facilities in...

**Ashbourne - Bakewell - Darley Dale - Matlock
Wirksworth - Winster - Youlgreave**

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

Over 65's Champion

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



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



Power Up

in conjunction with **nationalgrid**

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

**citizens
advice**

**Derbyshire
Districts**