



Derbyshire  
Districts

# Impact Report 22/23

## Erewash



# Our work in Erewash...

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

We have seen a dramatic increase in the number of people needing our services in 2022/23, providing advice to 2,612 people with more than 22,500 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 Erewash through a difficult year ahead.

**£3.9million  
secured in  
benefits and  
grants**

**22,888  
problems  
tackled**

**2,612  
people  
helped**

**£858,015  
debt  
rescheduled  
or written  
off**

## Cost of living

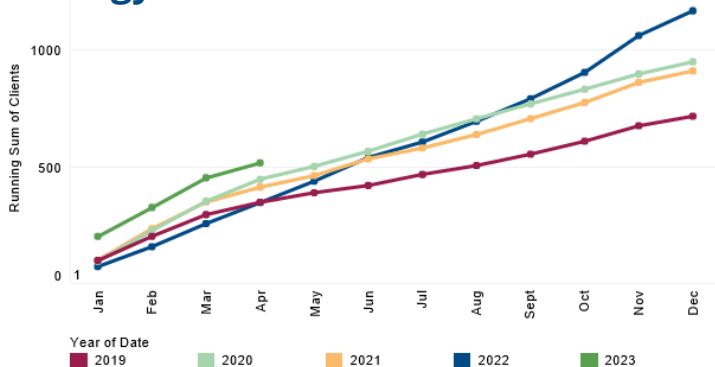
Britain is facing its biggest cost of living crisis in decades. At Citizens Advice Derbyshire Districts, we've seen more people coming to us for help with crisis support, energy problems and not having enough money to make ends meet than ever before.

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.

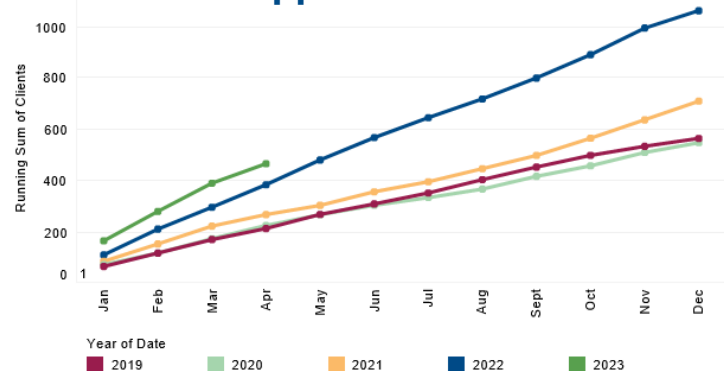
In 2022/23 we have seen a sharp increase in families needing charitable support or help with paying their energy bills. Rising energy costs are forcing lower income families onto more expensive prepayment meters which is particularly concerning, as we are also seeing more people who can't afford to top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



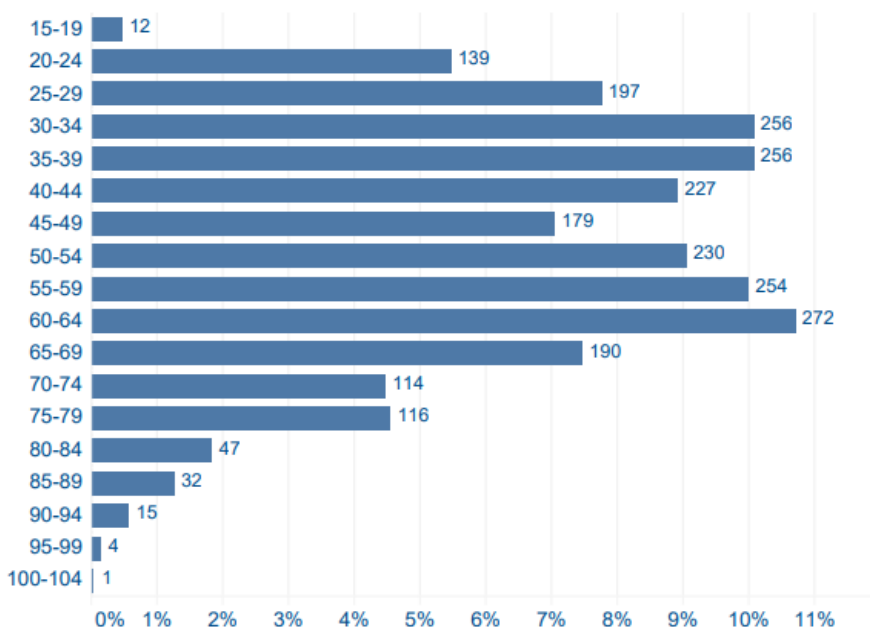
## Clients by gender



## 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”



# Erewash in detail...

## In the last year we have:

Dealt with  
**12,204**  
enquiries  
relating to  
Benefits, Tax  
Credits and UC

Handled  
**750**  
queries about  
limited  
capability to  
work

Tackled over  
**710**  
issues relating  
to Council Tax  
arrears

Helped with  
**3,047**  
PIP related  
issues

Our client is 74 years old and lives with their partner in a house they own outright. They were referred into our service by a support worker who is working with both our client and their partner. The cost of living situation was making it difficult for our client to manage their household budget. They were not in debt but were concerned how they would continue to manage. The client's partner has dementia and is receiving Disability Living Allowance (DLA) middle rate care and lower rate mobility. Our client has multiple health conditions and is in receipt of the higher rate of Attendance Allowance. They were referred to us for advice and help to check that they were receiving all the welfare benefits that they were entitled to.

At the first appointment a full benefit check was carried out by our adviser. This showed that our client's were not in receipt of their full entitlement. We established that our client's were not receiving all the benefit premiums in their benefits calculation that they were entitled to and they should be receiving Pension Credit (PC). A claim for PC would significantly increase their household income and passport to other help and benefit entitlement.

We helped our client make a claim for Pension Credit fully outlining their circumstances. This was initially miscalculated by the Pension Service and required several calls by us and further contact with our client to resolve the situation. Once this was resolved we helped our client notify the Local Authority of their change in circumstances and they were awarded full Council Tax Support.

We further assisted our client get a disabled parking space outlined outside of their home and helped to claim for a Blue Badge. Our adviser looked at other ways of maximising income checking utility tariffs, ensuring all government cost of living help had been received and making a claim for help towards their water bill through the Severn Trent Water Big Difference scheme. We also signed our client up to the Priority Services Register.

Following our work with the client their household **income increased by £12,579 per year** alleviating the financial and emotional pressure they were experiencing giving them peace of mind they would no longer struggle financially.



**90** people came to us  
for advice about  
divorce and separation



We helped **103** people  
to address their rent  
arrears

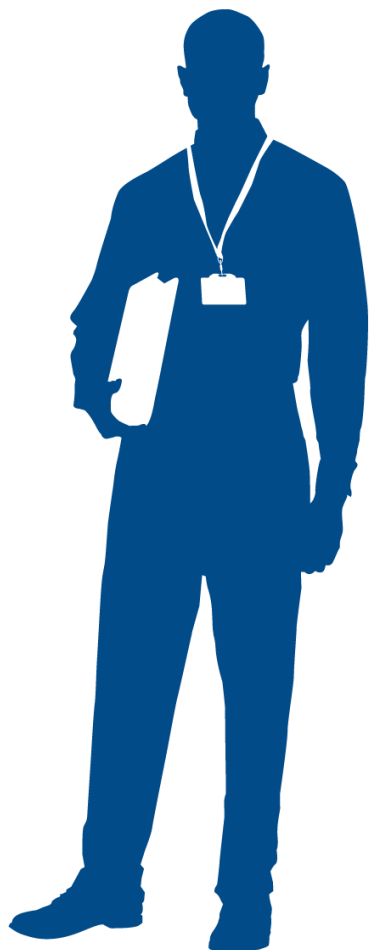


**48** people needed our  
help to access  
community care



## 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	8,499
Benefits Universal Credit	3,705
Charitable Support & Food Ban..	537
Consumer goods & services	420
Debt	4,430
Education	30
Employment	462
Financial services & capability	914
GVA & Hate Crime	70
Health & community care	493
Housing	922
Immigration & asylum	54
Legal	282
Other	47
Relationships & family	503
Tax	107
Travel & transport	137
Utilities & communications	1,276
<b>Grand Total</b>	<b>22,888</b>

### 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 Erewash.

### 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	312	12
Kirk Hallam & Stanton-by-Dale	215	8
Awsorth Road	209	8
Cotmanhay	209	8
Long Eaton Central	171	7
Sandiacre	156	6
Derby Road West	152	6
Little Hallam	150	6
Hallam Fields	146	6
Wilsthorpe	136	5
Sawley	122	5
Derby Roast East	120	5
West Hallam & Dale Abbey	94	4
Shipley View	87	3
Ockbrook & Borrowash	86	3
Draycott & Risley	79	3
Nottingham Road	71	3
Breaston	51	1
Little Eaton & Stanley	46	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**.

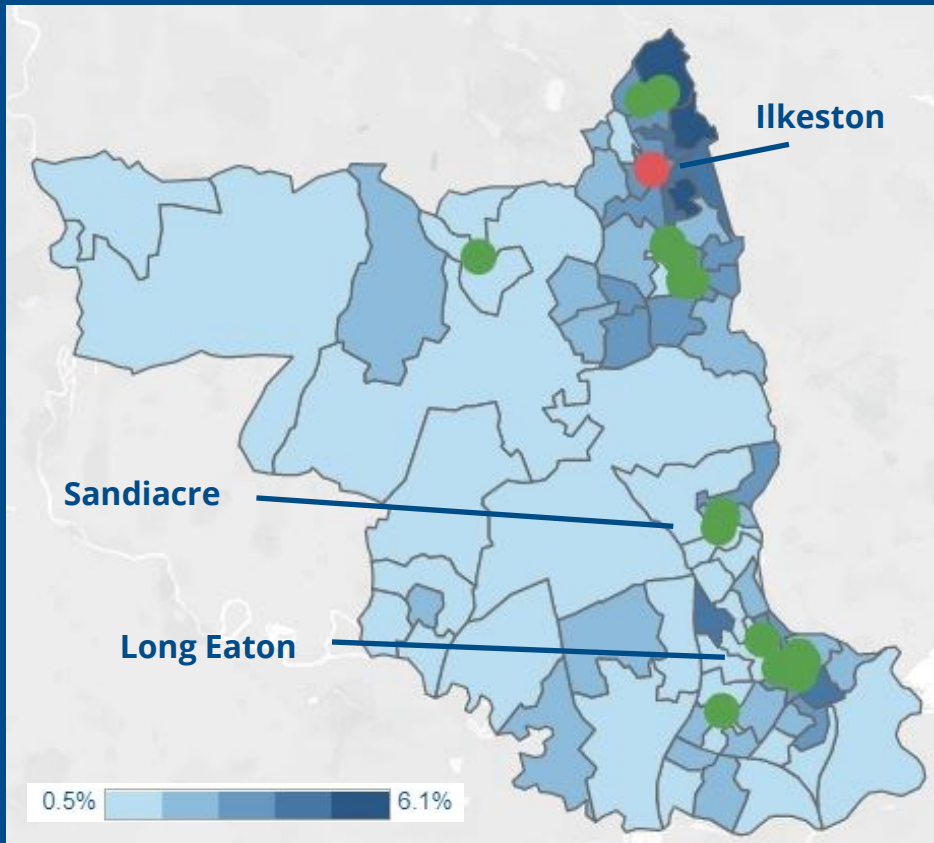


Ward	Issues tackled	%
Larklands	2717	12
Cotmanhay	2300	10
Kirk Hallam & Stanton-by-Dale	1904	8
Awsorth Road	1692	7
Long Eaton Central	1665	7
Derby Road West	1487	6
Little Hallam	1437	6
Hallam Fields	1355	6
Sandiacre	1344	6
Wilsthorpe	1109	5
Derby Road East	1053	5
Sawley	1035	5
Ockbrook & Borrowash	963	4
Draycott & Risley	669	3
West Hallam & Dale Abbey	598	3
Nottingham Road	558	3
Shipley View	458	2
Breaston	303	1
Little Eaton & Sawley	241	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

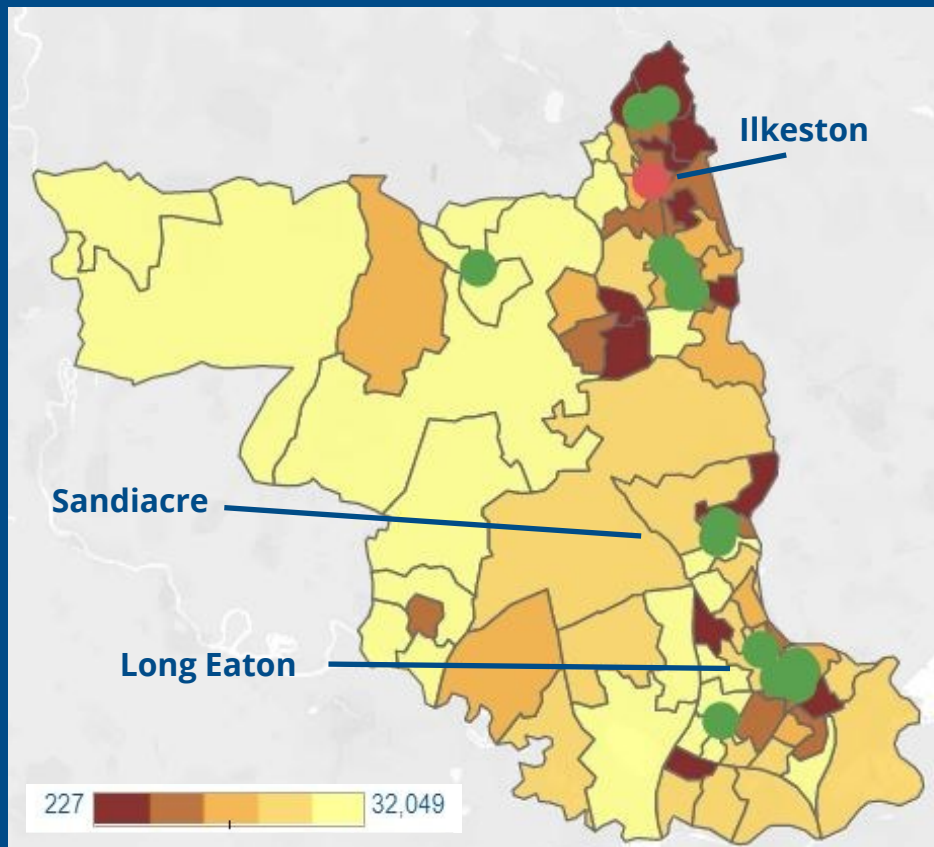
### Sandiacre

Sandiacre Library

### West Hallam

West Hallam Medical Centre

## Index of multiple deprivation:



## The difference we make...

Mary a local pensioner attended the drop in session at one of our Outreach community venue advice sessions. It was suggested to her by staff at the Outreach venue that she come to see us for help and advice.

Mary was very distressed and informed our adviser she was facing financial difficulty and had lost hope. She felt that she had left it too late to resolve her situation.

Our adviser looked through her paperwork and quickly established she was not receiving means tested benefits she was eligible to claim. She had not been receiving housing benefit or council tax support for nearly eight months despite having a prior claim.

We contacted her landlord and ascertained that her prior claim had closed following information from the DWP. On disclosure we ascertained that the information provided by the DWP was in error and we instantly raised this as a dispute with view to backdating. We await the decision on backdating.

We supported Mary with a new claim for Housing Benefit and Council Tax Support. £90.90pw Housing Benefit was awarded along with £20.43 Council Tax Support covering the full liabilities. Mary had been paying the liabilities for eight months from her own income leaving little left over.

We made an application for the Big Difference Scheme and were able to reduce Mary's water rate liability by 90%.

We also referred Mary to the Western Power Distribution priority services register.

Next our advisor identified that Mary may be eligible for Attendance Allowance and we supported with a new claim. She was recently awarded £101.75pw Higher Rate. This in turn increased her pension guarantee credit award by £76.40pw.

In total her **income** has now **increased annually by £15,052.94**.

This has made a huge difference to Mary combined with the reduction in her water rates.

Mary thanked our adviser and the Community Centre who continue to support with their community shop and befriending groups, café and services all local and accessible to Mary. Mary stated she is now feeling like a cloud has been lifted and she is hopeful for the future.





## 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:

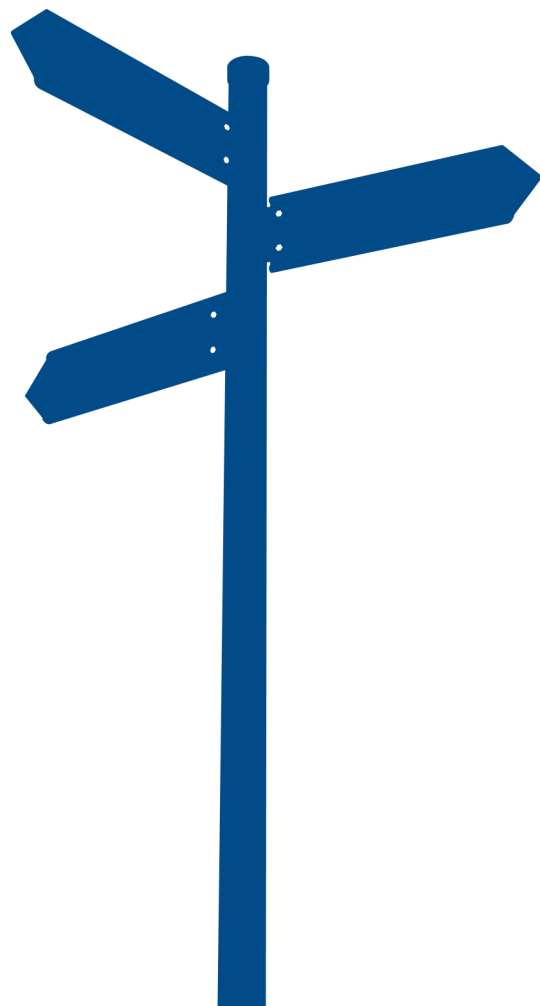
- help clients negotiate local processes, such as welfare reform changes
- help local authority rent and council tax arrears to be rescheduled, and reduce the associated administrative costs

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/](http://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 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 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 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

### 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](http://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**