

# Derbyshire Dales Impact Report

## April - September 2023



<b>People accessing the Citizens Advice Service</b>	<b>1,045</b>
<b>Client contacts</b> (appointments and sessions carried out with clients)	<b>2,930</b>
<b>Clients' problems tackled</b>	<b>7,031</b>

### Age of clients

<25 yrs	5%
25-29 yrs	5%
30-34 yrs	8%
35-39 yrs	6%
40-44 yrs	8%
45-49 yrs	8%
50-54 yrs	10%
55-59 yrs	12%
60-64 yrs	11%
65+	27%

### Gender of clients

Female	63%
Male	37%

### Ethnicity of clients

White	98%
Asian, Mixed & Other	2%

### Health of clients

<b>Disabled or Long Term Health Condition</b>	65%
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<b>Benefits &amp; Grants Secured</b>	£1,127,967
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<b>Debt Managed</b>	£302,902
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### Issues by type

Benefits & Tax Credits	3,040
Benefits Universal Credit	1,400
Charitable support/foodbanks	118
Consumer Goods & Services	106
Debt	647
Discrimination & Hate & GVA	23
Education	30
Employment	195
Financial Services & Capability	288
Health & Community Care	187
Housing	290
Immigration & Asylum	11
Legal	122
Other	10
Relationships & Family	199
Tax	61
Travel & Transport	63
Utilities & Communications	241
<b>Grand Total</b>	<b>7,031</b>


### In the past two quarters we...

 Assisted **234** clients make a claim for PIP

 Dealt with **1,400** issues surrounding Universal Credit

 Gave employment advice to **36** clients on pay & entitlements at work.

 Helped **63** clients with homelessness issues

 Dealt with **220** issues around fuel (gas, electric, water, oil)

# Our response to the cost-of-living crisis

Citizens Advice Derbyshire Districts is experiencing unprecedented demand for our services as people grapple with the cost-of-living crisis. People struggling the most are having to choose whether to eat or heat their homes. Even with recent government support measures, we know it's going to be an incredibly tough winter for the people we help and demand for our services is likely to increase further.

Our trained advisers can help people find a way forward with advice on benefits, employment, housing, debt and money issues. We have a dedicated energy advice team who are able to identify savings for people through behavioural changes, as well as helping people access the latest grants, trust funds, schemes and other local support.

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## Did you know we can also help by...



**Issuing free pre-payment meter energy vouchers**



**Reducing water bills via the big difference scheme**



**Making referrals for food parcels**

**Providing sim cards with up to six months worth of free data, calls and texts**



## Case Study...

Andy works in a local cafe, and lives in private rented accommodation with his partner and young daughter. Andy works 35 hours a week with frequent overtime. He is paid minimum wage. His partner works 16 hours a week for minimum wage.

Andy has been diagnosed with MS and is finding it both mentally and physically draining to continue to work long hours but cannot afford to live if he doesn't work. Before rent, energy bills, transport fares and food prices rose significantly, they never had a lot of spare cash, but could just about cover their costs each month.

The couple's energy provider went into administration a few months ago, and they were automatically shifted over to a new provider. Even after doing extensive meter tests, negotiating a payment plan, and reducing energy consumption as much as possible, their gas and electric bill has soared to over £120 per month.

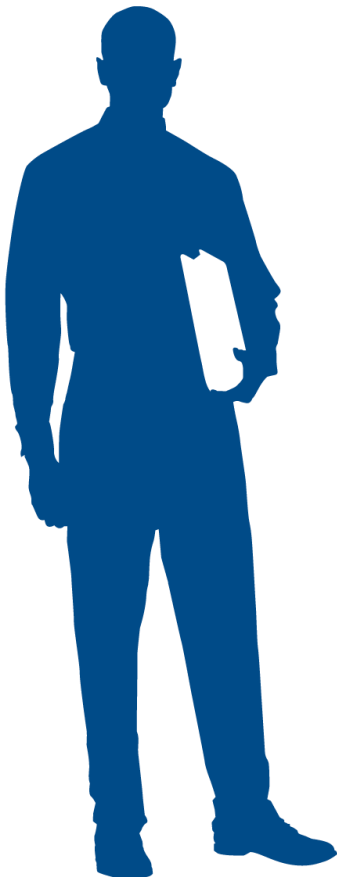
Andy attended Citizens Advice for support. He said that they were spending more than they were earning and were worried that their debts were spiralling out of control.

We referred Andy to the local food bank and the Derbyshire Discretionary Fund for emergency crisis intervention.

We completed a benefit check which identified entitlement to Universal Credit and Personal Independence Payment. Citizens Advice assisted Andy to apply for Universal Credit increasing the household income by **£137.69pw**. We also assisted him to apply for Personal Independence Payment, he was awarded the standard rate - daily living component of **£68.10pw** and the standard rate of the mobility component - **£26.90pw**.

Andy was referred to our debt team to help him budget and manage his debts. Citizens Advice assisted him to make applications to various charities for help to pay off their utility arrears of £325 and assisted him to complete a Discretionary Housing Payment application to pay off their rent arrears which were £400.

Andy was also referred to our expert energy team who advised him in relation to cheaper tariffs and gave him energy saving advice.



### Financial Outcomes:

#### **Income gained:**

Universal Credit:	<b>£7,159.88</b>
PIP:	<b>£4,940</b>
Total:	<b>£12,099.88 per year</b>

#### **Debts written off:**

Utility arrears:	<b>£325</b>
Rent arrears:	<b>£400</b>
Total:	<b>£725 written off</b>

## Case Study...



Sue is an 80 year old retired widower who lives alone in a property she owns outright. She has type 1 diabetes, osteoporosis and is vulnerable to falls. She receives state pension, Pension Credit and a small private pension.

Sue called us for help to increase her income or find a grant to help finance repairs she needed on the exterior of her home. Sue was unable to afford the repairs, which was causing her additional stress and anxiety.

We advised about local grants available including the Exceptional Pressure Grant, AGE UK Grants and the Rural Action Derbyshire Hardship Fund. We also advised about the availability of budgeting loans through DWP.

A referral was made to the Rural Action Derbyshire Hardship Fund and she was successfully awarded **£300** to help pay for the repair work to be carried out.

Through our holistic advice we also identified that Sue had an entitlement to Attendance Allowance due to the impact of her health conditions. We assisted her with a claim and she was successfully awarded the lower rate of **£3,541.20 per year**.

This additional money will allow Sue to continue to live independently for longer and have a positive impact on her living conditions and mental health.

### **Financial Outcomes:**

Attendance Allowance lower rate - **£68.10** per week

**Total annual income increase £3,541.20**

**Call our freephone Adviceline on:**

**0808 278 7954**

open Monday-Friday 9am-4pm

You can access via text relay by calling **18001** then our Adviceline number. You can access us online at:

**[www.citizensadvisederbyshiredistricts.org.uk](http://www.citizensadvisederbyshiredistricts.org.uk)**