

## **Advice on Prescription Project**

This report covers the period from 1st April 2016 to 31<sup>st</sup> Dec 2016.

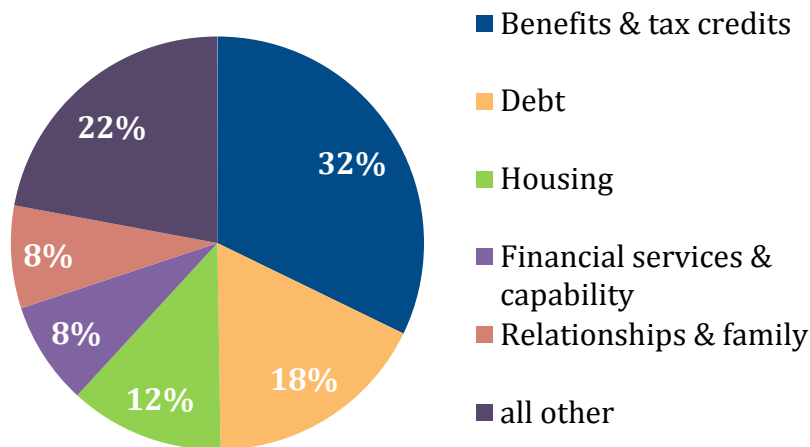
## East Barnwell Health Centre

- This is the second year of this project which runs until 31<sup>st</sup> March 2017.
- In the period from 1<sup>st</sup> April 2016 to 31<sup>st</sup> December 2016, our outreach adviser has made 119 appointments with 65 clients. 30% of new enquiries have been opened for the returning clients. She also continued to work on 44 enquiries opened in the previous period.
- Financial gains for clients totalled £153,378 for this time period and £240,171 for 2015/16. Total: £393,549.
- 57% of clients who responded to our survey reported that their problem was successfully resolved (NB: a large % of clients have on going matters – sometimes many months - so it takes longer to get to a “problem resolved”)
- 75% of those who were suffering from stress or anxiety said they were less stressed after getting help.
- 39% of respondents reported seeing their GP less following the advice session against 33% in previous year.

### Statistics:

Issues discuss during appointments	Q1-Q3 2016-17 (Apr – Dec)	Total to date:
Benefits & tax credits	127	200
Consumer goods & services	2	6
Debt	72	109
Education		1
Employment	4	17
Financial services & capability	21	50
Health & community care	25	49
Housing	29	75
Immigration & asylum	1	3
Legal	9	13
Other	20	26
Relationships & family	30	50
Tax		
Travel & transport	6	7
Utilities & communications	15	16
Discrimination		
<b>Grand Total</b>	<b>361</b>	<b>621</b>

Advice categories summary (total to date):



Outcomes:

This is a record of financial outcomes for clients for the period from April to December 2016.

Financial Outcome Category	Outcome	No of Unique Clients	Number of Outcomes	Total £ amount recorded
Debts written off	Debt write off - other	1	2	£6,936
	DRO - debt relief order	4	5	£29,582
	<b>Total</b>	<b>5</b>	<b>7</b>	<b>£36,517</b>
Income gain	Benefit / tax credit gain - a new award or increase	16	28	£84,607
	Benefit / tax credit gain - award or increase following revision or appeal	4	7	£20,377
	Better deal through switching supplier	1	1	£408
	Better deal with same supplier	1	1	£90
	Charitable payment	5	7	£2,025
	Other (financial)	3	3	£163
	Other savings achieved	1	1	£140
	<b>Total</b>	<b>25</b>	<b>48</b>	<b>£107,810</b>
Re-imbursments, services, loans	Blue badge - obtained	1	1	£0
	Bus pass obtained	1	1	£676
	Court fees waived or refunded	1	1	£180
	Financial gain/improvement	1	1	£5,000
	Food provision / referral	1	1	£30
	Free or reduced charges/costs	1	2	£254
	Goods or services provided	1	2	£400
	Refund / Repair / Replacement agreed/scheduled	2	2	£2,511
	<b>Total</b>	<b>7</b>	<b>11</b>	<b>£9,051</b>
			<b>Total</b>	<b>£153,378</b>

## Breakdown of financial outcomes for different Benefit Enquiries

Benefits		Total £ amount recorded
<b>03 Pension Credit</b>	Benefit / tax credit gain - a new award or increase	£4,118
<b>07 Housing Benefit</b>	Benefit / tax credit gain - a new award or increase	£18,329
<b>08 Child Benefit</b>	Benefit / tax credit gain - a new award or increase	£3,229
<b>10 Working &amp; Child Tax Credits</b>	Benefit / tax credit gain - a new award or increase	£12,487
<b>11 Jobseekers Allowance</b>	Benefit / tax credit gain - a new award or increase	£11,404
<b>17 Attendance Allowance</b>	Benefit / tax credit gain - a new award or increase	£8,596
<b>19 Employment Support Allowance</b>	Benefit / tax credit gain - a new award or increase	£25,101
	Benefit / tax credit gain - award or increase following revision or appeal	£10,995
<b>21 Personal independence payment</b>	Benefit / tax credit gain - award or increase following revision or appeal	£9,382
<b>22 Localised social welfare</b>	Other (financial)	£75
<b>23 Council tax reduction</b>	Benefit / tax credit gain - a new award or increase	£1,343
<b>99 Other benefits issues</b>	Other (financial)	£88
<b>Total</b>		<b>£105,147</b>

**East Barnwell Case Study:**

Client is 52 years old and living in South Cambs DC rented accommodation. He is required to leave the property due to his mother (the tenant) moving into a care home. He is not entitled to take over the tenancy and needs to find alternative accommodation so he is potentially facing homelessness.

The adviser helped him to transfer the utility bills into his own name after his mother moved into the care home and provided budgeting support while he was still in her property. This ensured he is able to stay on top of the bills. He can now manage his budget and has not got into debt since living alone.

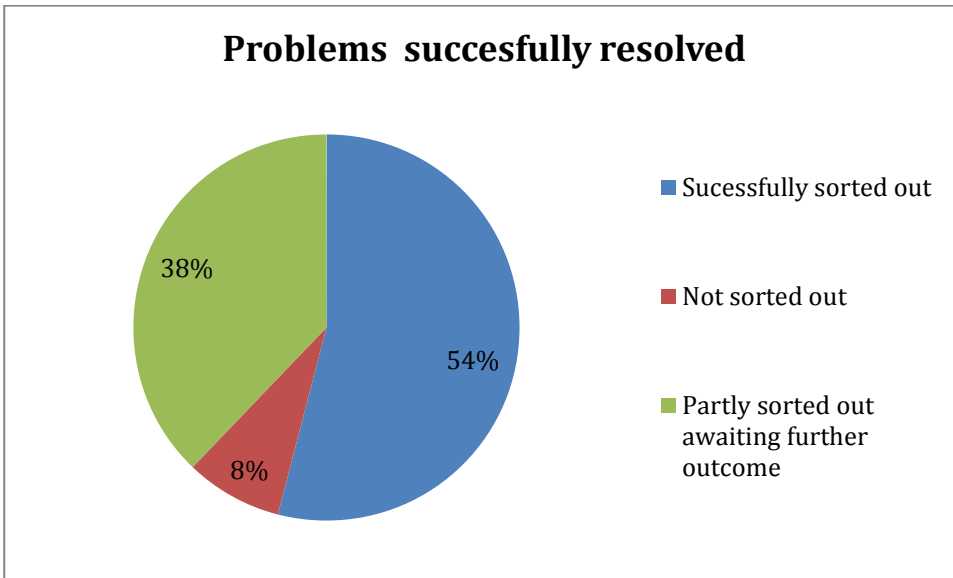
The adviser helped him register for Home-link and bid for properties online. Client has recently bid for two properties and is awaiting the outcome. He was feeling anxious about his housing status when he first sought help but is now feeling he is getting somewhere with our assistance.

The adviser also helped him to make a claim for Employment Support Allowance, a benefit he was eligible to receive due to his ill health, and he is now in receipt of £73.10pw. He is not well enough to return to work yet but has recently enrolled on a part time adult education course in Cambridge to improve his back to work skills.

The adviser has noticed a great improvement in his confidence since first coming to East Barnwell outreach. He is able to manage his finances, has started studying, is looking for somewhere else to live and his anxiety levels are greatly reduced.

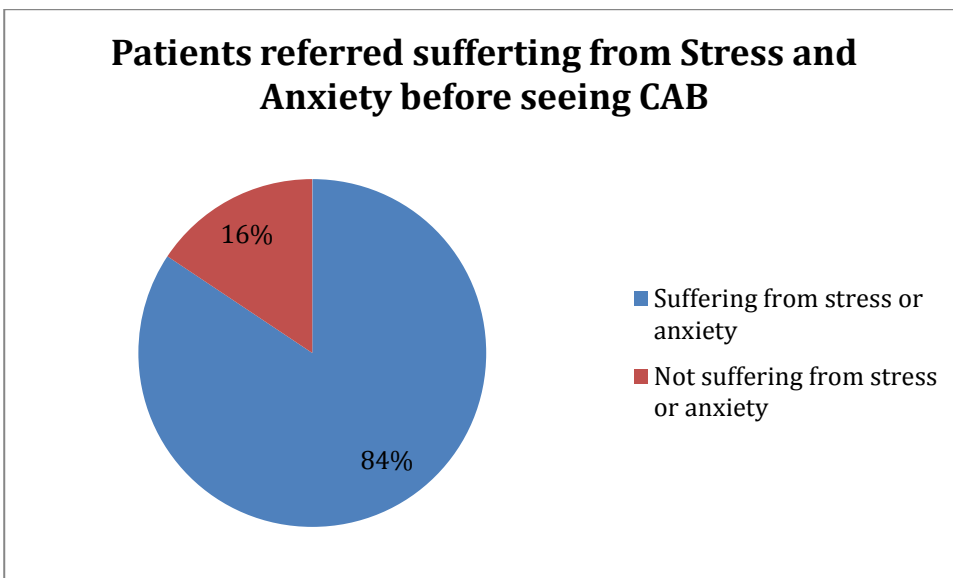
## The Patient Survey

The survey was conducted by telephone some weeks after the advice session.

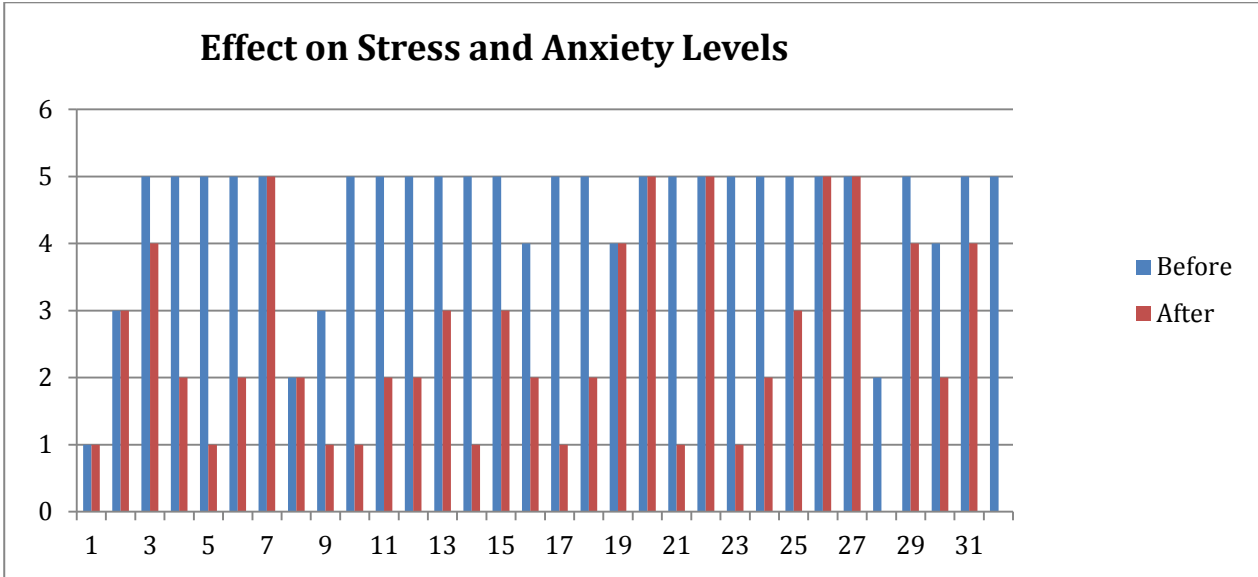


Respondents were asked 'Following your appointment with the CAB adviser was your problem successfully sorted out?'

54% said that their problem had been successfully resolved and 38% said it was partially resolved. Only 8% said that it had not been sorted out at all.

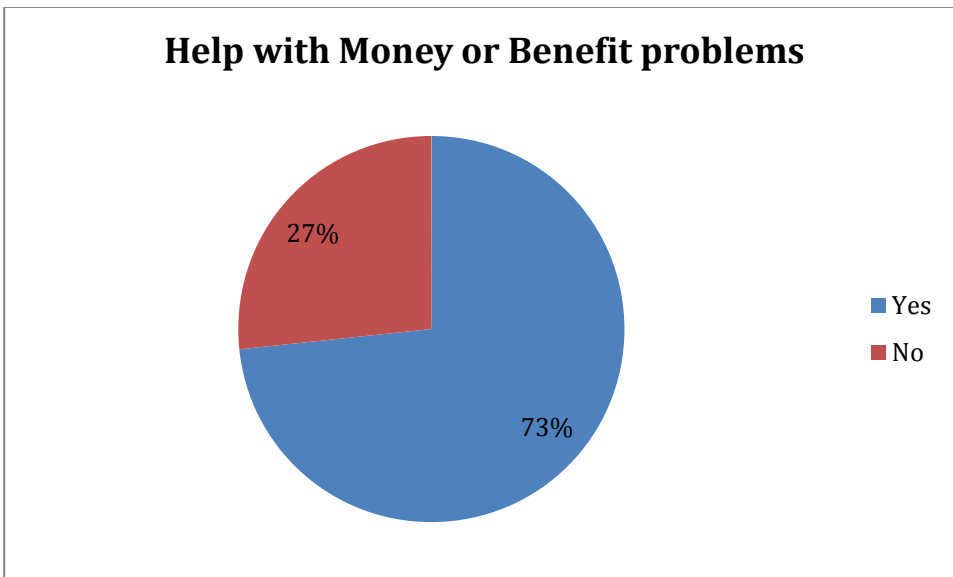


Patients were asked to say whether they had been suffering from stress or anxiety before seeing the adviser. 84 % said they had and 16% said they had not.

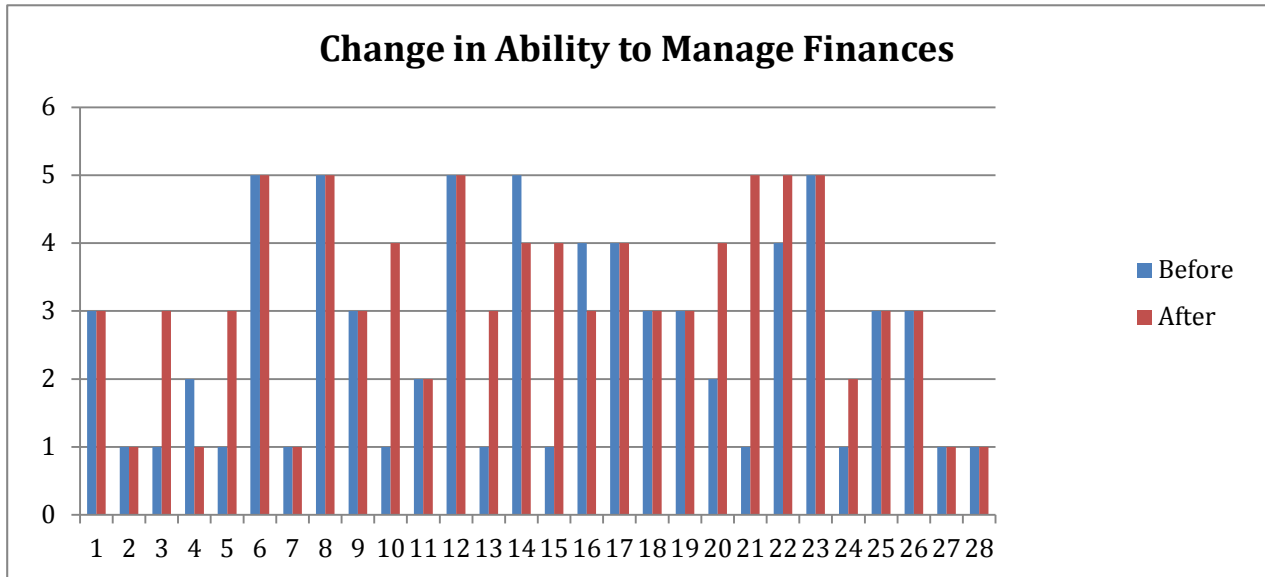


Respondents who said they had been suffering from stress or anxiety were then asked to rate the severity of this on a scale from 1 (very mild) to 5 (very high) before the session and some weeks after the advice session.

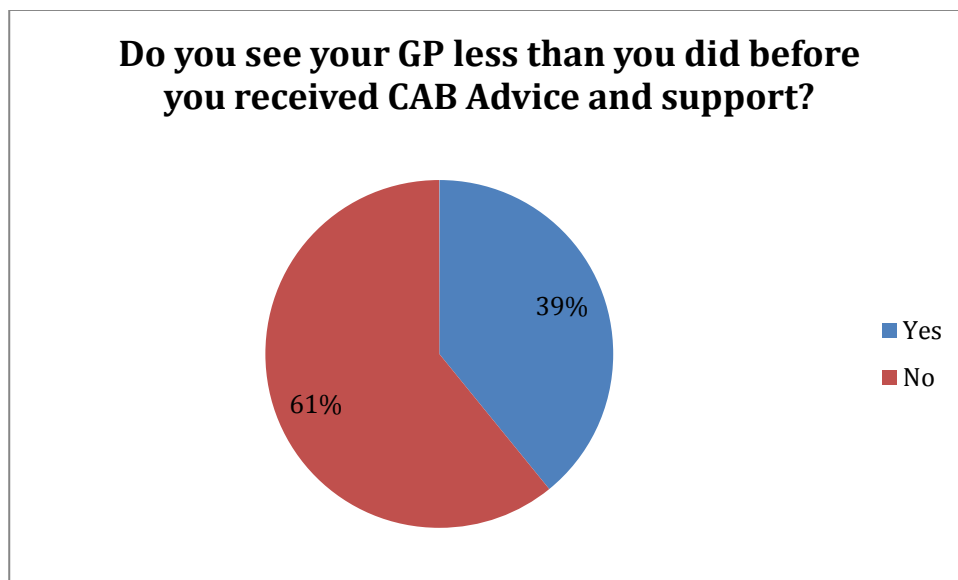
68% of patients said they were less stressed or anxious (similar to the findings in the year 1 survey) following advice.



73% of respondents said that the help they received included advice with money or benefit issues.



Respondents who had received help with money or benefit issues were asked about the effect that this has had on their ability to manage their household finances (1 – ability to manage very low, 5 – very high). Improvements were reported in 32%% of cases and across the group as whole patients rating of their ability to manage finances has increased from 2.57 to 3.21.



39% of respondents said that they now see their GP less often than they did before they saw the CAB adviser and that the advice given has moved them forward.

**Signposting**

46% of clients said they had received signposting to other organisations who may be able to give them additional help and support. These included Social Services, Bank Customer Helpline, Mental Health Line, Cambridge and Peterborough Foundation Trust.

## Client Comments

It was good. Thank you.

It is difficult to get an appointment - they should be more flexible. I would like to book another appointment with Wendy again.

More flexibility for disabled people

Wendy was absolutely great and really helped me.

Very helpful. I was very happy with the adviser. She was understanding but assertive, she went out of her way to help me. CAB helped me massively and if I had not received the support I did, I may be dead by now. I have no negative feelings and I am very grateful for all the support CAB has given me, I finally have my life together and I have not had that for an extremely long time.

Service provided very beneficial

Everything was fine. As I have not received response yet I am a bit anxious but it is not a CAB fault.

The help was very good. I really appreciated it.

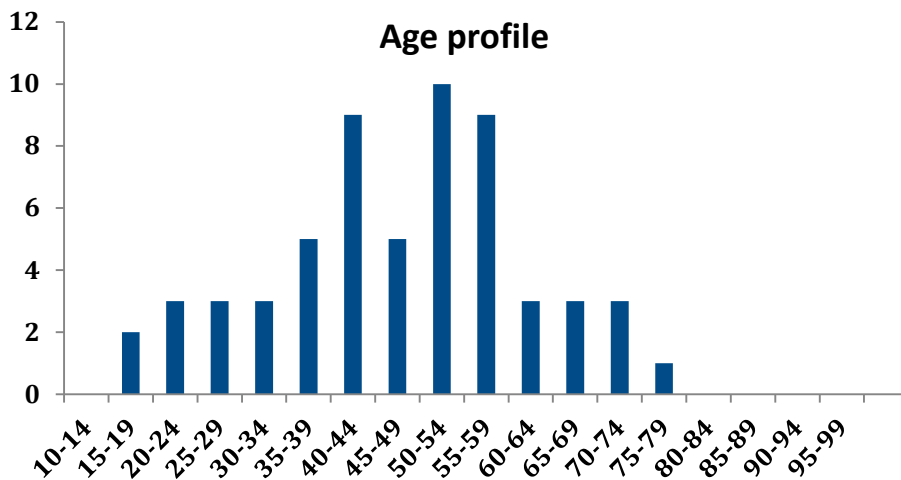
The Adviser is a lovely lady. She has done everything she could. I am very thankful.

Everything is great at the moment.



East Barnwell Surgery Clients Monitoring Information:

Gender	Clients	%
Female	31	52%
Male	29	48%
Unknown\Not Recorded	5	
<b>Total</b>	<b>65</b>	<b>100%</b>



Disability	Clients	%
Disabled	12	23%
Long-term health condition	28	54%
Not disabled/no health problems	12	23%
Not recorded/not applicable	1	
Unknown/withheld	12	
<b>Total</b>	<b>65</b>	<b>100%</b>

Type of Disability	Clients	%
Cognitive Impairment	0	0%
Deaf	0	0%
Hearing Impairment	0	0%
Learning Difficulty	2	5%
Mental Health	9	23%
Physical Impairment (non-sensory)	3	8%
Visual Impairment	2	5%
Long-Term Health Condition	19	48%
Multiple Impairments	2	5%
Other Disability or Type Not Given	3	8%
Not recorded/not applicable	25	
<b>Total</b>	<b>65</b>	<b>100%</b>

## Nuffield Road Medical Centre

The Nuffield Road Medical Centre Advice Service opened on 9<sup>th</sup> June 2016 and these statistics cover the period 9<sup>th</sup> June 2016 until 31<sup>st</sup> December 2016 in its first year.

Our adviser received 31 client referrals from GPs and other medical staff in this period and we were able to arrange 29 appointments with clients of these in this period. 12 additional appointments have been arranged but clients cancelled or were 'no shows'. (Number of clients for Q3 2016-17 – 14)

33% of patient who responded to our survey reported that their problem was successfully resolved and additional 50% said their problems have been resolved partly.

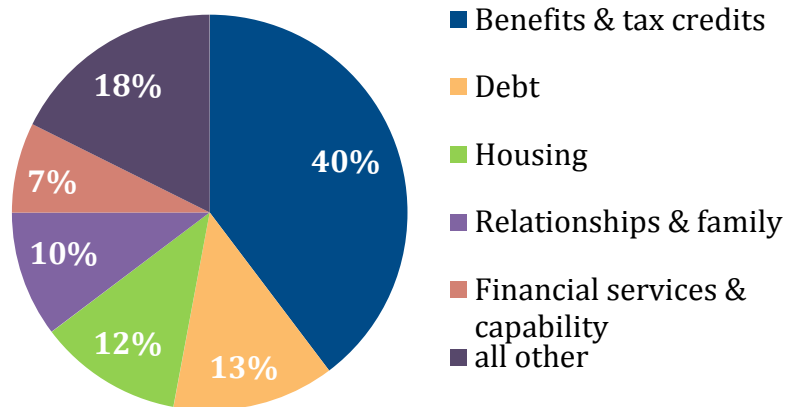
75% of those who were suffering from stress or anxiety when they saw the adviser said they were less stressed afterwards.

50% of respondents reported seeing their GP less now following the advice session

The breakdown of the issues discussed during appointment below:

Issues discuss during appointments	Total to date
Benefits & tax credits	27
Consumer goods & services	1
Debt	9
Education	2
Employment	
Financial services & capability	5
Health & community care	1
Housing	8
Immigration & asylum	
Legal	
Other	3
Relationships & family	7
Tax	
Travel & transport	
Utilities & communications	2
Discrimination	3
<b>Grand Total</b>	<b>68</b>

Breakdown of the enquiries types:



Outcomes:

Record of financial outcomes for clients for the period from June to December 2016:

Financial Outcome Category	Outcome	No of Unique Clients	Number of Outcomes	Total £ amount recorded
Debts written off	DRO - debt relief order	4	4	£44,221
	<b>Total</b>	<b>4</b>	<b>4</b>	<b>£44,221</b>
Income gain	Application made to govt scheme for financial help/energy efficiency measures	1	2	£580
	Benefit / tax credit gain - a new award or increase	3	4	£16,150
	Benefit / tax credit gain - award or increase following revision or appeal	2	3	£8,282
	Charitable payment	2	2	£270
	<b>Total</b>	<b>6</b>	<b>11</b>	<b>£25,282</b>
			<b>Total</b>	<b>£69,503</b>

## Breakdown of financial outcomes for different Benefit Enquiries

Benefit type	Outcome	Total £ amount recorded
07 Housing Benefit	Benefit / tax credit gain - a new award or increase	£2,548
10 Working & Child Tax Credits	Benefit / tax credit gain - award or increase following revision or appeal	£3,751
17 Attendance Allowance	Benefit / tax credit gain - a new award or increase	£4,280
18 Carers Allowance	Benefit / tax credit gain - a new award or increase	£3,229
19 Employment Support Allowance	Benefit / tax credit gain - award or increase following revision or appeal	£4,531
99 Other benefits issues	Benefit / tax credit gain - a new award or increase	£6,093
<b>Total</b>		<b>£24,432</b>

**Nuffield Road Medical Centre Case Study:**

Client has been referred to us by his GP at the Nuffield Road Medical. He was 33 years old, single and classed as homeless. His problems started just over a year ago when his relationship with his partner broke down and this resulted in him having an undiagnosed breakdown. This led to him suffering from severe anxiety and depression and at that time his issues were still undiagnosed. Due to this the client was unable to hold down his job, because his anxiety prevented him from carrying out his duties. This is the first time that the client has not worked. The knock on effect was that the clients fell behind on his rent and other bills, ultimately leading to his eviction from the property.

Currently he has been granted access to his daughter 1 day per week (who he sees at his parents). His relationship with his father was very strained, largely down to his father's view of "the way he now is" which includes him developing a stutter.

Client's anxiety means that he was not able to deal with people therefore being in a hostel/ night shelter has been a situation that he can't face. It also meant that going to the City Council offices to get help from staff about his situation e.g. advisers/ housing officers, was almost impossible for him because he found it too stressful.

First we have made an application to Central Aid to request funds for the client to buy a winter coat because the only clothing he had wasn't warm enough for this time a year. He was granted £100 worth voucher for clothing.

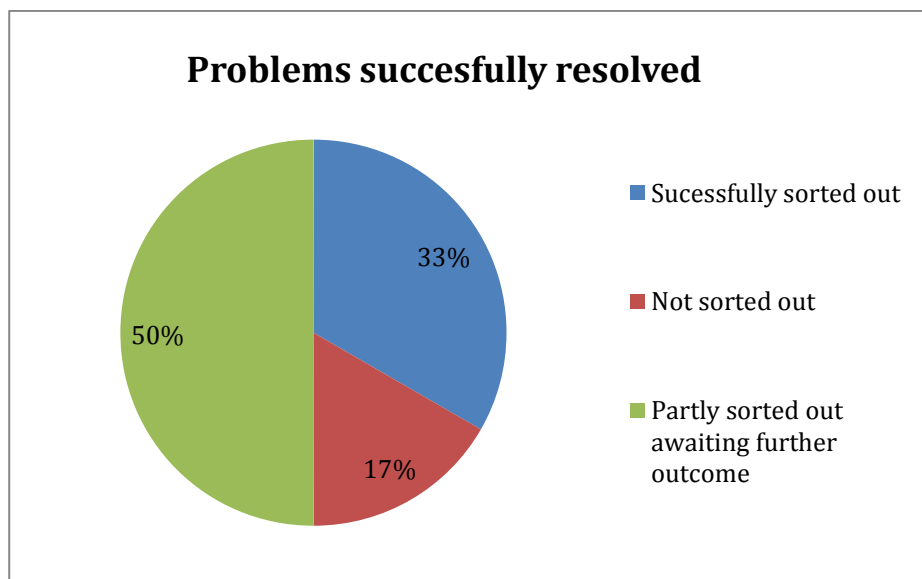
We made a homelessness application on his behalf but this was rejected by the council. We were informed that client would need to go to the City offices in order to speak to a housing officer. He also would need to do a Home-link application. Due to the clients mental state he was unable to attend a meeting with a Council officer so we contacted Cambridge Street and Mental Health Outreach Team for help. After exchanging some emails and presenting the situation it was agreed

that single homeless temporary accommodation would not be suitable because it involves sharing facilities with other tenants which would result in further stress and anxiety. At the same time the housing officer agreed to meet the client with our advisor at the Nuffield Road Medical Centre.

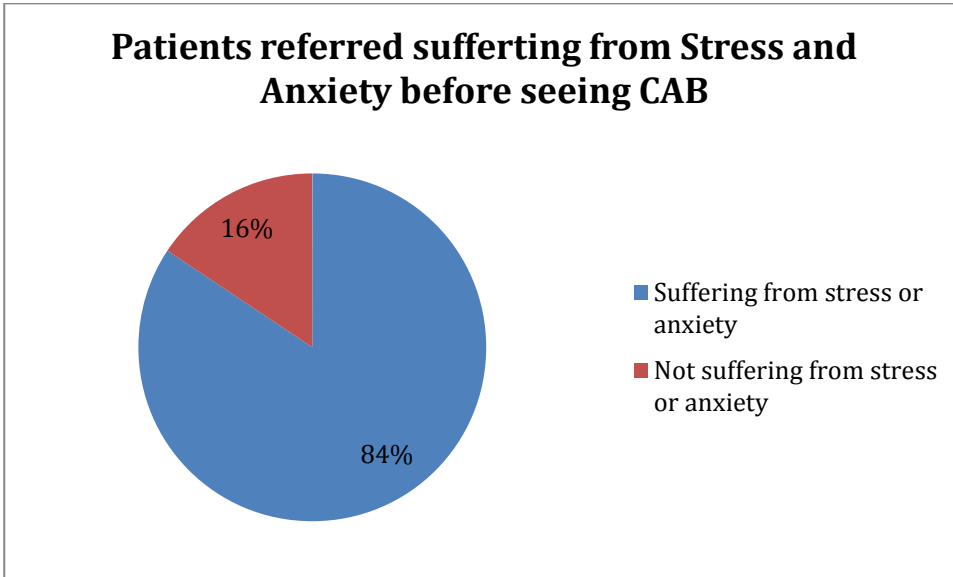
During the interview the housing officer agreed that the client had not made himself intentionally homeless and also agreed that as he has severe mental health issues they had a duty to find him a temporary place to stay. The result was that the client was offered a self-contained unit in a hostel. The housing officer also said that he would refer the client to a support group based there.

Client is now housed, has correct benefits, able to see his daughter and starting to feel better.

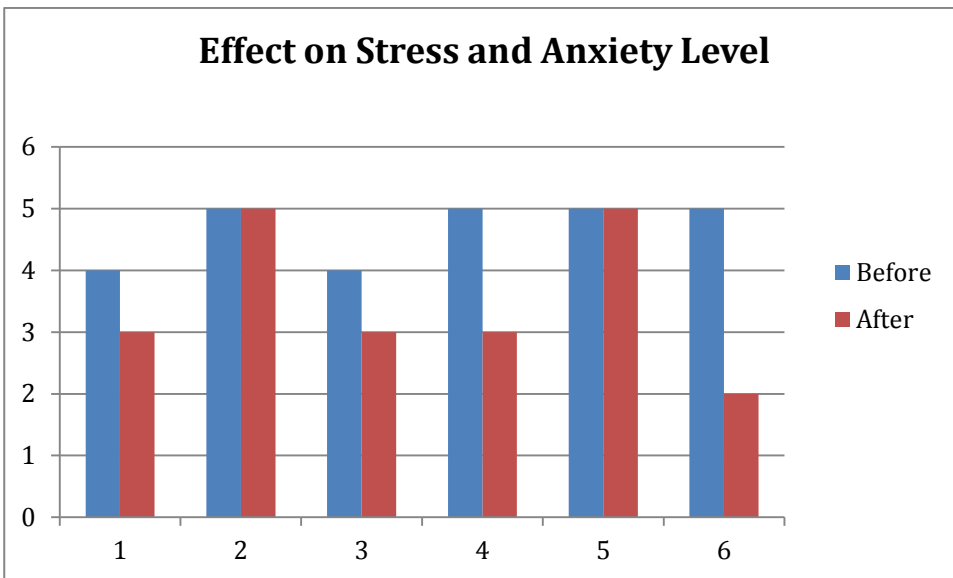
### The Patients Survey



Respondents were asked ‘Following your appointment with the CAB adviser was your problem successfully sorted out?’  
 33% said that their problem had been successfully resolved and 50% said it was partially resolved. Only 17% said that it had not been sorted out at all.

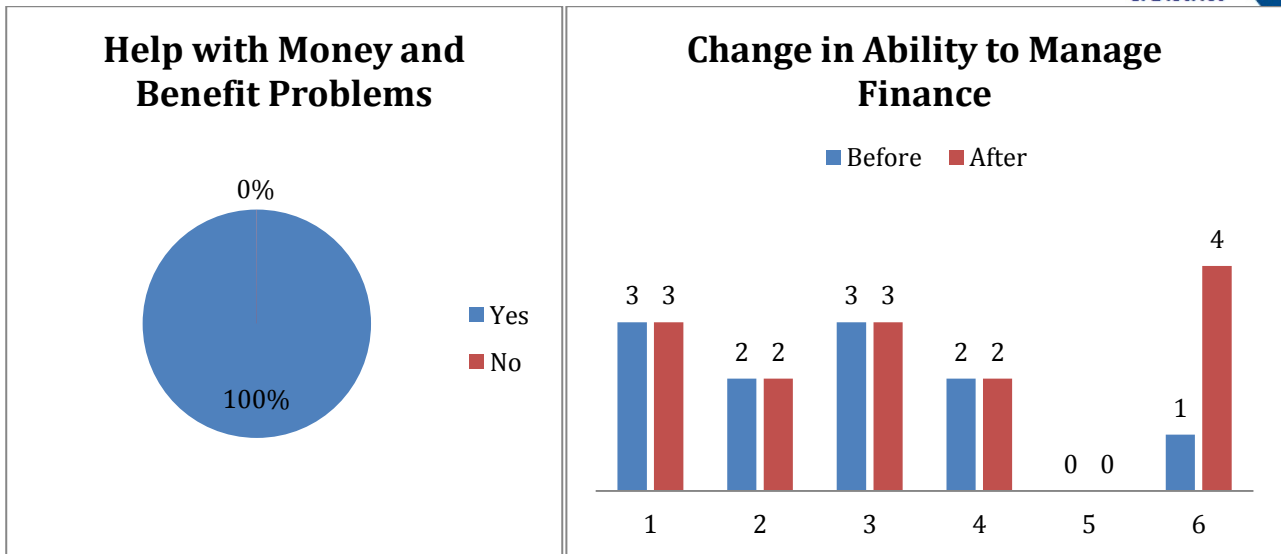


Patients were asked to say whether they had been suffering from stress or anxiety before seeing the adviser. 84 % said they had.

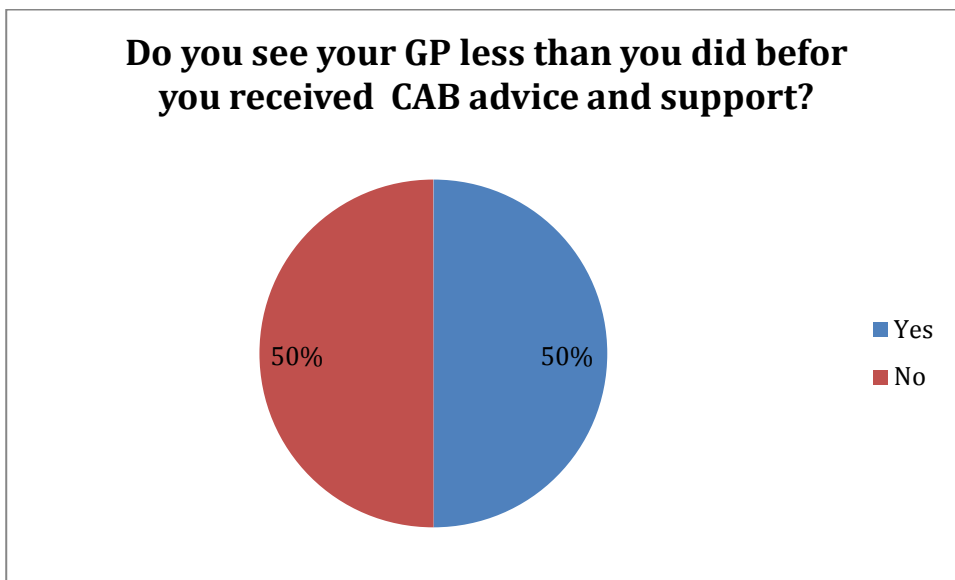


Respondents who said they had been suffering from stress or anxiety were then asked to rate the severity of this on a scale from 1 (very mild) to 5 (very high) before the session and some weeks after the advice session.

75% of patients said they were less stressed or anxious (similar to the findings in the year 1 survey).



All respondents reported they received help with money or benefit issues. We have also asked them about the effect that this has had on their ability to manage their household finances (1 – ability to manage very low, 5 – very high). Improvements were reported by respondents in 16% of cases and across the group as whole patients rating of their ability to manage finances has increased from 2.67 to 3.17.



50% of respondents said that they now see their GP less often than they did before they saw the CAB adviser.



## Signposting

50% of respondents they had received signposting to other organisations who may be able to give them help and support.

These included Social Services and Housing Tenancy Supporting Groups.

## Client Comments

Found the service helpful, got to the bottom of my problem quickly and reason not received money for months.

Really good, very convenient.

Service is very helpful and worthwhile. Has helped me a lot. Really grateful.

Completely satisfactory service.

I don't have much to say, guy I saw was nice and understanding. I would like to make an appointment ahead as I am anxious about other issues.

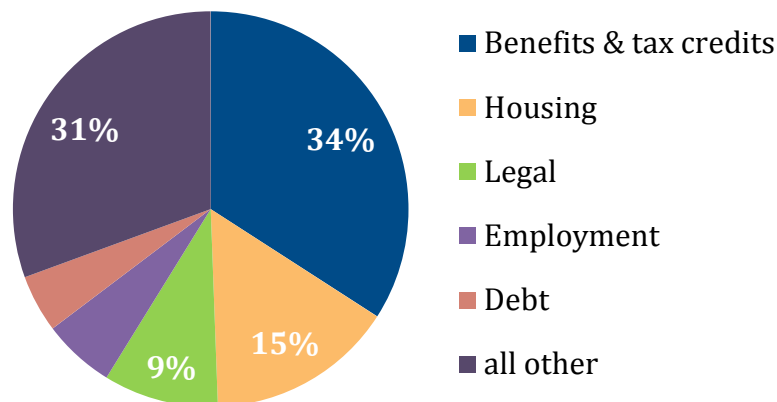
## Meadows Community Centre

The Meadows Community Centre project has been opened on 3<sup>rd</sup> August 2016 and report provides stats for the period to 31<sup>st</sup> December 2016 and was to help with referrals from Arbury GP surgery.

So far our adviser has seen 31 clients at that outreach and advised on a total of 85 different issues. The breakdown of these is shown below.

Issues discuss during appointments	Total to date
Benefits & tax credits	29
Consumer goods & services	3
Debt	4
Education	2
Employment	5
Financial services & capability	2
Health & community care	
Housing	13
Immigration & asylum	3
Legal	8
Other	2
Relationships & family	3
Tax	
Travel & transport	2
Utilities & communications	3
Discrimination	6
<b>Grand Total</b>	<b>85</b>

Breakdown of the enquiries types:



**Outcomes:**

Record of financial outcomes for clients from August to December 2016:

Financial Outcome Category	Outcome	No of Unique Clients	Number of Outcomes	Total £ amount recorded
Income gain	Benefit / tax credit gain - a new award or increase	2	2	£13,388
	Benefit / tax credit gain - award or increase following revision or appeal	1	1	£1,100
	Benefit / tax credit gain - Money put back into payment	1	2	£6,994
	Charitable payment	1	1	£60
	<b>Total</b>	<b>4</b>	<b>6</b>	<b>£21,542</b>
Re-imbursments, services, loans	Benefit / tax credit loan agreed	3	3	£291
	Cancellation – successful	1	1	£1,700
	Goods or services provided	1	1	£30
	<b>Total</b>	<b>4</b>	<b>5</b>	<b>£2,021</b>

Breakdown of financial outcomes for different Benefit Enquiries

Benefits	Outcome	Total £ amount recorded
07 Housing Benefit	Benefit / tax credit gain - Money put back into payment	£6,994
	<b>Total</b>	<b>£6,994</b>
10 Working & Child Tax Credits	Benefit / tax credit gain - a new award or increase	£9,587
	Benefit / tax credit gain - award or increase following revision or appeal	£1,100
	<b>Total</b>	<b>£10,687</b>
19 Employment Support Allowance	Benefit / tax credit gain - a new award or increase	£3,801
	<b>Total</b>	<b>£3,801</b>
<b>Total</b>		<b>£21,482</b>

**Meadows Community Centre Case study:**

The client came to see us because her Child Tax Credit (CTC) payments had stopped and she did not know why. The client previously contacted HMRC who asked if she had sent back a form, which she was previously told by them not to complete. They sent another form and the client returned it and HMRC reported that all was fine. However, her CTC was still not being paid. She contacted HMRC and was told that Concentrix were now dealing with the matter and working on an investigation. The client had not received any correspondence from Concentrix at this stage.

She phoned Concentrix and was informed that she was under investigation because they believed that another person was living her and her daughter. The background was that the client had completed a mutual exchange to swap social housing with the individual they claimed still lived at property. Concentrix asked the client to send them evidence that she was living there alone which she did – by recorded delivery. Two weeks later she phoned Concentrix and was told that they had not received the evidence and that they were handing the case back to HMRC.

The client has missed out on £620 of CTC over a 2.5 month period. A budgeting loan repayment comes out of her income support. She has debts with electricity/gas, broadband, phone, Brighthouse, water arrears and 2 credit cards. She has stopped repayments after her CTC was stopped, because it put her into financial hardship. The client reports that she suffers from 'severe depression'.

We phoned HMRC on the client's behalf and explained the situation and the client's financial hardship. HMRC said that the paperwork the client sent as proof that she lived alone was received by them on 22nd September. They offered the client an emergency payment of £100 for the next day and a further payment in two weeks'. Due to financial hardship, HMRC prioritised the client's mandatory reconsideration to be completed within 2 weeks. Client claim was successful and her benefits sorted out.

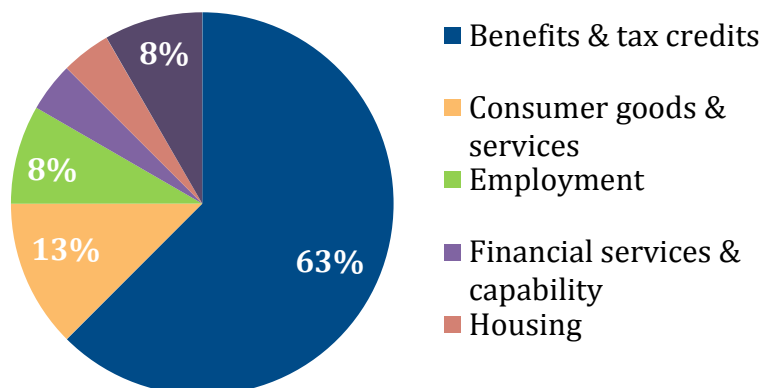
## Trumpington Pavilion

The Trumpington Pavilion project has been opened in September 2016 and report provides stats for the period to 31<sup>st</sup> December 2016. Unfortunately the Trumpington GP Surgery was unable to offer space but we hope to move into the new GP surgery and community centre once finished and opened in April 2017.

Our advisers have met 11 clients during this period and discussed 24 different issues with them.

Issues discussed during appointments	
Benefits & tax credits	15
Consumer goods & services	3
Debt	
Education	
Employment	2
Financial services & capability	1
Health & community care	
Housing	1
Immigration & asylum	1
Legal	
Other	
Relationships & family	
Tax	
Travel & transport	
Utilities & communications	1
Discrimination	
<b>Grand Total</b>	<b>24</b>

Breakdown of the enquiries types:



To date there has been one non confirmed financial outcome which is PIP award (enhanced rate of daily living component - £82.30 per week and enhanced rate of mobility component - £57.45 per week) which is an equivalent of £7267 per year. Case study based on this case below.

Although the service has been slow to take off we believe the location has affected the demand. However, the first week back after Christmas our advisor saw 4 clients in one session (cases not included in this report).

### **Case study – Trumpington Pavilion:**

Client attended drop-in to discuss moving from Disability Living Allowance (DLA) to PIP.

Client was 67 and retired. She was suffering from systemic lupus which causes physical disabilities and various health issues including problems with her lungs. She was also suffering from depression and anxiety. Client was receiving DLA on a higher rate of care and mobility components. She said that she has been on DLA since 2000/01 when she went through a stressful but successful appeal with help from Citizens Advice.

Client has received a letter informing her that her DLA is due to stop and inviting her to apply for PIP.

Client also said that she visited Australia for 45 days and she was concerned that this might affect her eligibility for PIP. We have checked residence rules and confirmed that her overseas trip will not affect her eligibility for PIP.

We have also informed client that she needs to start her PIP claim as soon as possible. We explained that client will receive a PIP2 form and invited her to call us for an appointment to complete the form once she has received it. We have informed client that she will need to provide up to date medical evidence to support her claim.

Our advisor helped her to complete PIP form. On the basis of the information provided, the client should be awarded enhanced rate of daily living component and enhanced rate of mobility component of PIP which would result in a contribution of benefits of £7,267 which will help the client to pay for the additional support she needs.