

Wrexham and District Citizens Advice

Acton Outreach

Q3. Oct 2023 - Dec 2023

Cyngor Ar Bopeth Wrecsam yn enw gweithredol ar Wrecsam a'r Cylch. Rhif elusen Gofrestredig 1080737. Cwmni Cyfyngedig Trwy Warant .Rhif 3950747 Lloegr . Wedi'i awdurdodi a'i reoleiddio gan yr Awdurdod Ymddygiad Ariannol FRN: 617805. Swyddfa gofrestredig: 35 Ffrodd Grosvenor, Wrecsam, LL11 1BT.

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Main Aims

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities of the services available to them, or through an inability to express their needs effectively and equally. To provide holistic advice to the community ensuring that individuals have access to everything that they are entitled to. To exercise a responsible influence on the development of social policy and services, both locally and nationally. With a main focus to help bridge the gap for those who are experiencing any barriers to advice.

Service Delivered

Face to face drop in service at Acton Community Centre and remote service for people living in the Acton Outreach area.

Breakdown of statistics

90 people from the Acton Outreach area have received advice in Q3 of this financial year. Of those 17 attended the outreach in person. It is unclear the reason for the drop in attendance during Q3 aside from the outreaches being closed for 3 weeks over Christmas. We are reviewing and increasing our publicity.

Unique Clients from Acton Area	Q1	Q2	Q3	Q4	Yr to date
Current year Apr 23 - Mar 24	90	98	90		219
Previous year Apr 22 - Mar 23	97	99	83	126	299
Issues Clients from Acton Area	Q1	Q2	Q3	Q4	Yr to date
Current year Apr 23 - Mar 24	373	397	291		1050
Previous year Apr 22 - Mar 23	341	358	331	445	1464
Unique Clients attending Outreach	Q1	Q2	Q3	Q4	Yr to date
Current year Apr 23 - Mar 24	42	33	17		68
Previous year Apr 22 - Mar 23	6	15	15	31	49
Issues clients attending Outreach	Q1	Q2	Q3	Q4	Yr to date
Current year Apr 23 - Mar 24	118	116	67		301
Previous year Apr 22 - Mar 23	23	42	62	128	255

Case Study

Background

The client came to Outreach to find out if he is entitled to claim any benefits. The client has long covid which placed him in a coma in 2020. He is married, has a mortgage on his home and had been in long term employment but was recently made redundant. The client has not claimed benefits before.

What we did and how it made a difference

We advised the client about possible benefits entitlements. We talked about contribution based benefits not being means assessed against other household income or savings where he can add his limited capabilities to work.

We advised the client of disability benefits he could apply for which are applicable to his age group, that are not means tested and wouldn't prevent him from working.

Outcome

The advisor explained to the client the benefits application process. The client felt able to process the application on their own and was reassured that he could contact us at any time if he needed assistance with the application process or further advice.

Issues

The figures below show the issues being presented by clients from the Acton area, including those who attended the Outreach sessions.

Issues	No	Clients
<i>Benefits & tax credits</i>	103	36
<i>Benefits Universal Credit</i>	13	7
<i>Charitable Support</i>	11	7
<i>Consumer goods & services</i>	22	10
<i>Debt</i>	48	18
<i>Education</i>	0	0
<i>Employment</i>	5	4
<i>Financial services & capability</i>	6	4
<i>GVA & Hate Crime</i>	0	0

<i>Health and community care</i>	3	2
<i>Housing</i>	27	16
<i>Immigration & asylum</i>	0	0
<i>Legal</i>	3	3
<i>Other</i>	4	4
<i>Relationships & family</i>	25	9
<i>Tax</i>	0	0
<i>Travel & transport</i>	1	1
<i>Utilities & communications</i>	20	6
Total	291	

Top 5 Benefit Issues	No	Top 5 Debt Issues	No
<i>Personal independence payment</i>	45	<i>Other Debt</i>	9
<i>General Benefit Entitlement</i>	30	<i>Fuel Debts</i>	7
<i>Disability Living Allowance</i>	8	<i>Debt Assessment</i>	7
<i>Limited capability for work entitle,</i>	7	<i>Council Tax Arrears</i>	4
<i>Other benefit issues</i>	4	<i>Rent Arrears - LA or ALMO</i>	3

Outcomes

From within the Acton outreach area we have maximised client's income by £53,131 during this period, some of which is estimated at this point.

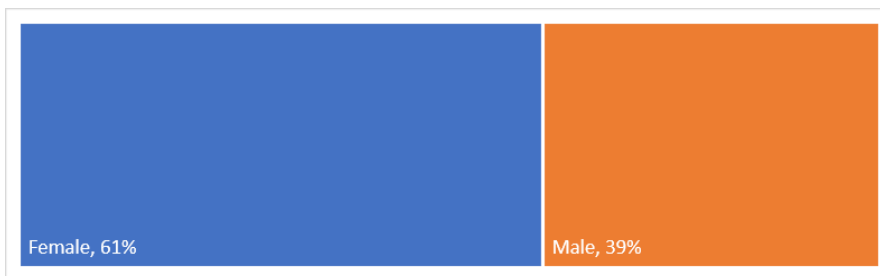
We have identified £200 worth of debts that clients have been assisted with either writing off through insolvency methods (Debt Relief Order) or setting up repayment plans where appropriate.

Outcomes Q3	Clients	Total Value	Avg outcome
<i>Income gain inc. benefit/tax credit new award or increase</i>	12	£53,131	£4,420
<i>Reimbursements, services, loans</i>	6	£950	£158
<i>Other inc. writing off through insolvency methods</i>	28	£14,990	£535
Total	46	£69,071	£1,501

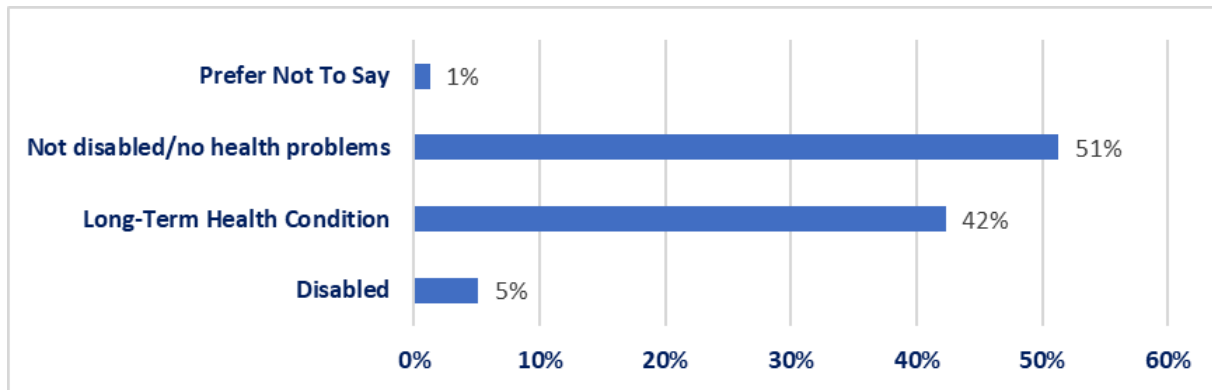
Outcomes	Q1	Q2	Q3	Q4	Total for year
<i>Income gain inc. benefit/tax credit new award or increase</i>	£71,106	£114,428	£53,131		£238,664
<i>Reimbursements, services, loans</i>	£7,468	£2,390	£950		£10,808
<i>Other inc. writing off through insolvency methods</i>	£43,827	£15,050	£14,990		£73,866
Total	£122,401	£131,868	£69,071		£323,338

Client background

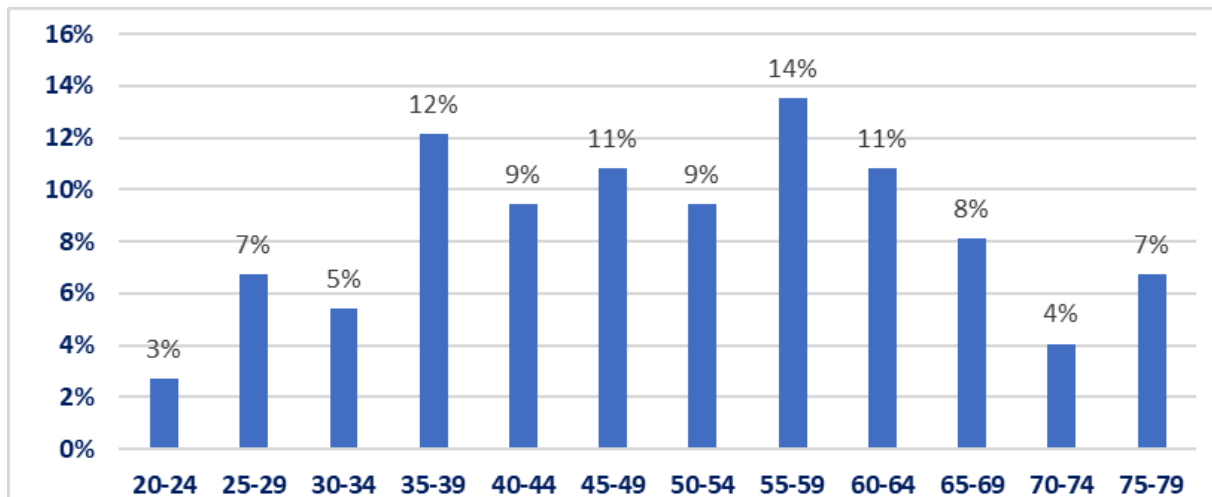
Gender



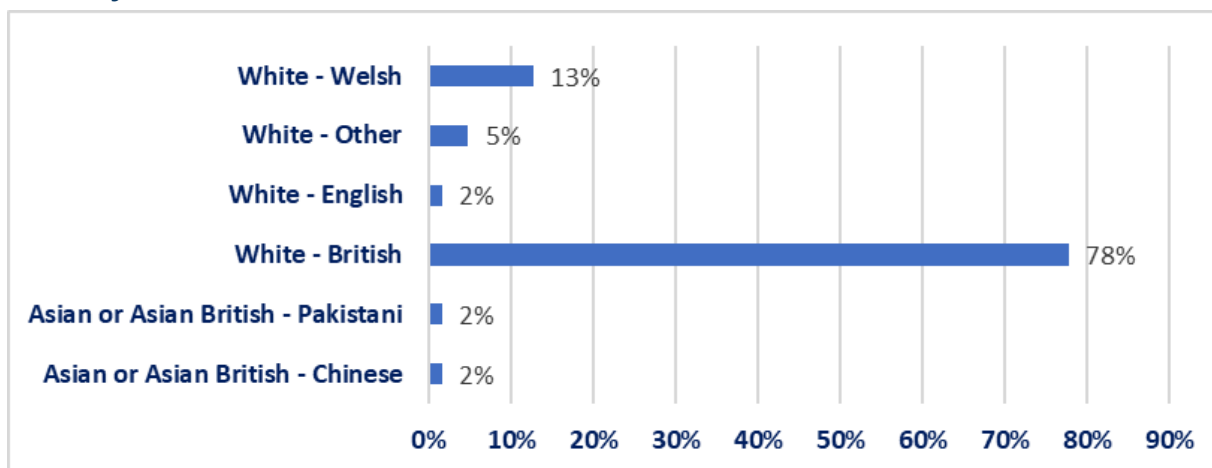
Disability



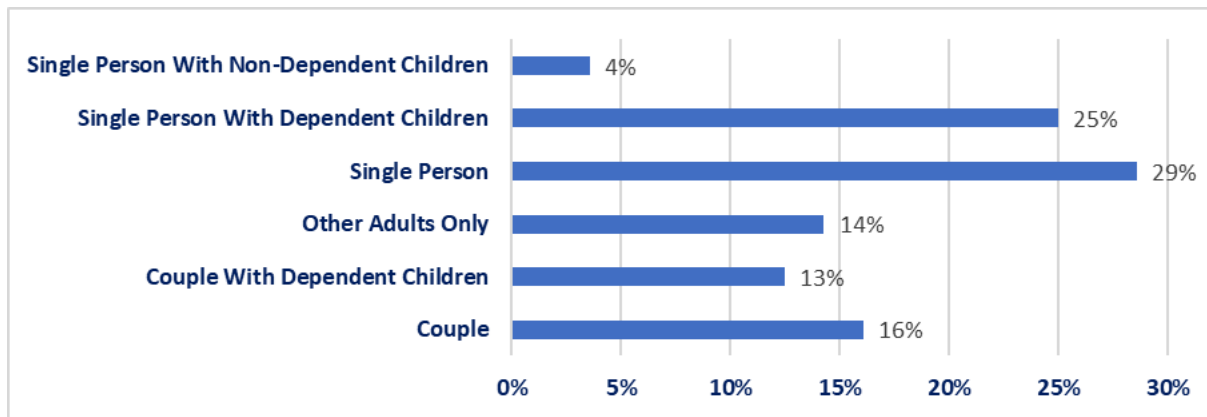
Age



Ethnicity



Household type



Housing Tenure

