

Wrexham and District Citizens Advice

Acton Outreach

Q4. Jan 2024 - Mar 2024

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.

Citizens Advice Wrexham is an operating name of Wrexham and District Citizens Advice Bureaux. Charity registration number 1080737. Company limited by guarantee. Registered number 3950747 England. Authorised and regulated by the Financial Conduct Authority FRN: 617805. Registered office: 35 Grosvenor Road, Wrexham, LL11 1BT



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

113 people from the Acton Outreach area have received advice in Q4 of this financial year. Of those 33 attended the outreach in person. Numbers are back on a par with previous quarters which is positive, and suggests that the dip in Q3 was an anomaly possibly related to the Christmas season..

Unique Clients from Acton Area	Q1	Q2	Q3	Q4	Yr to date
Current year Apr 23 - Mar 24	90	98	90	113	302
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	624	1675
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	33	94
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	59	361
Previous year Apr 22 - Mar 23	23	42	62	128	255

Case Study

Background

Client presented at Acton outreach having received a visit from a bailiff that morning following non payment of a court fine. Our client had in fact paid the initial court fine but at a late stage in the process and the debt had already been passed on to a debt collection agency who had sent out a bailiff which incurred a further charge.

What we did and how it made a difference

Our client requested assistance in dealing with this and looking at further debts. We were able to discuss this situation with our internal debt team and contacted not only the bailiff but the Debt collection agency speaking to their welfare team.

The court fine was put on hold while investigations were taking place. Having this put on hold improved client situation and put them at ease. They have mental health conditions as well as children with additional learning needs and found the situation they were in very worrying and was worsening their mental health. With our intervention client was put at ease.

Outcome

Our client had other debts and in total owes an estimated £7,500. Our client is currently mid way through dealing with these debts with our debt team.

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>	84	38
<i>Benefits Universal Credit</i>	12	11
<i>Charitable Support</i>	17	11
<i>Consumer goods & services</i>	159	33
<i>Debt</i>	70	16
<i>Education</i>	0	0
<i>Employment</i>	23	12
<i>Financial services & capability</i>	18	9

<i>GVA & Hate Crime</i>	1	1
<i>Health and community care</i>	9	8
<i>Housing</i>	17	9
<i>Immigration & asylum</i>	2	1
<i>Legal</i>	11	8
<i>Other</i>	8	8
<i>Relationships & family</i>	18	11
<i>Tax</i>	1	1
<i>Travel & transport</i>	2	1
<i>Utilities & communications</i>	172	
Total	624	

Top 5 Benefit Issues	No	Top 5 Debt Issues	No
<i>Personal independence payment</i>	34	<i>Debt Assessment</i>	9
<i>General Benefit Entitlement</i>	15	<i>Credit, store & charge card debts</i>	9
<i>Disability Living Allowance</i>	12	<i>Other debt</i>	7
<i>Attendance Allowance</i>	9	<i>Council Tax Arrears</i>	6
<i>Initial Claim</i>	4	<i>Rent Arrears - LA or ALMO</i>	6

Outcomes

From within the Acton outreach area we have maximised client's income by £119,864 during this period, some of which is estimated at this point.

We have identified £16,000 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.

Advisors have been undertaking training in Outcomes recording to ensure that going forward as we have identified that in the past Outcomes have not always been captured.

Outcomes Q4	Clients	Total Value	Avg outcome
<i>Income gain inc. benefit/tax credit new award or increase</i>	34	£119,864	£1,517
<i>Reimbursements, services, loans</i>	30	£34,185	£311
<i>Debt write off</i>	1	£16,000	£16,000
<i>Other</i>	58	£61,434	£266

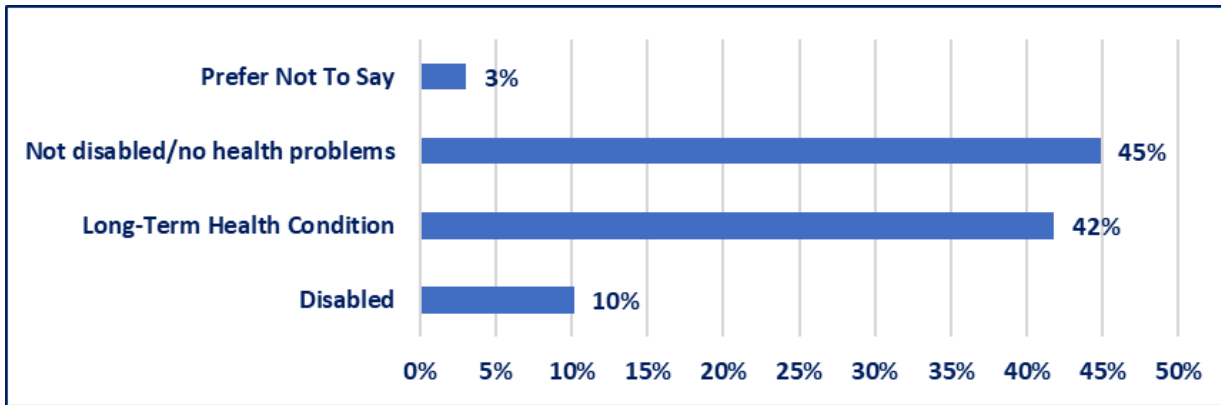
Outcomes	Q1	Q2	Q3	Q4	Total for year
<i>Income gain inc. benefit/tax credit new award or increase</i>	£71,106	£114,428	£58,830	£119,864	£375,289
<i>Reimbursements, services, loans</i>	£7,468	£2,390	2,100	£34,185	£46,208
<i>Debt write off</i>	0	£210	£200	£16,000	£16,410
<i>Other</i>	£43,827	£12,377	£15,030	£61,434	£132,667
Total	£122,401	£131,868	£69,071	£232,483	£570,574

Client background

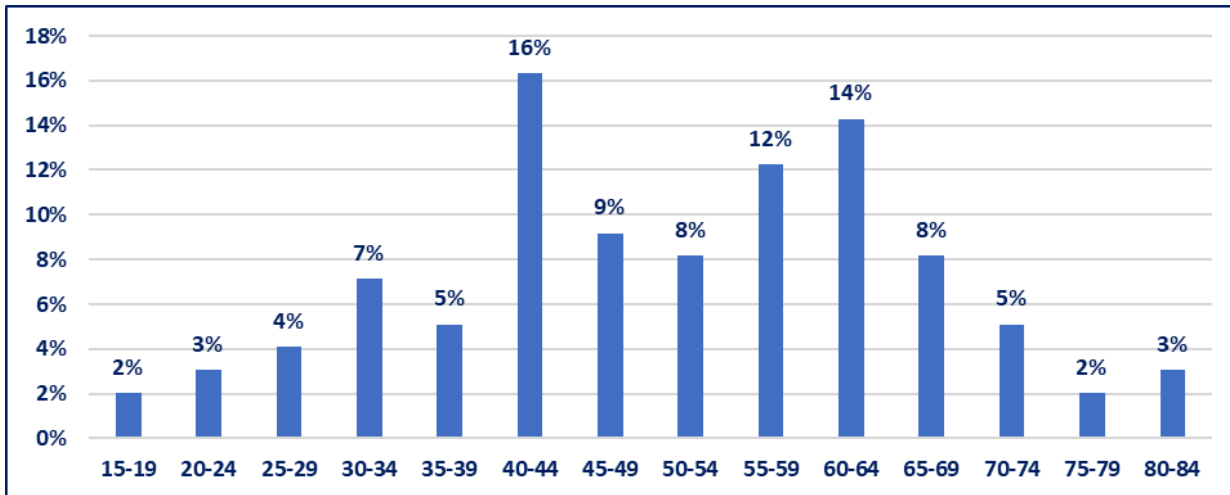
Gender



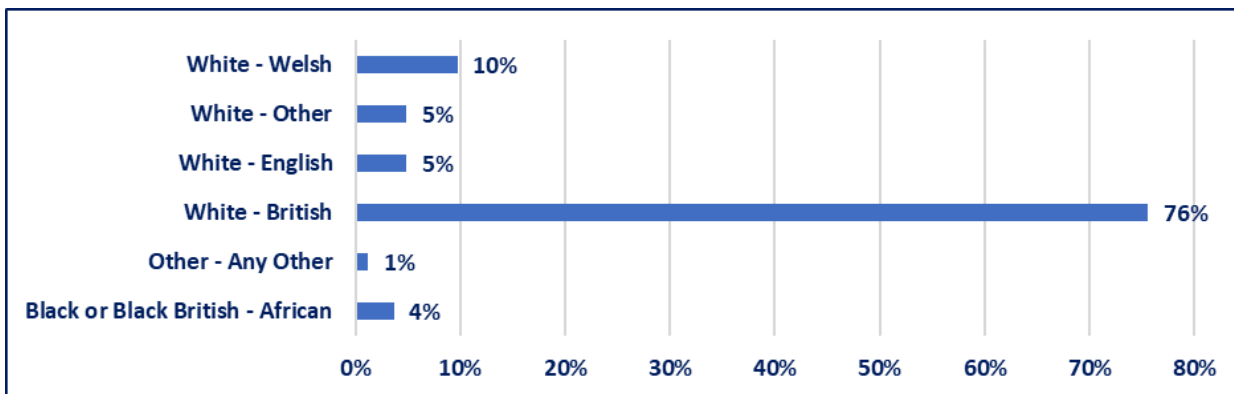
Disability



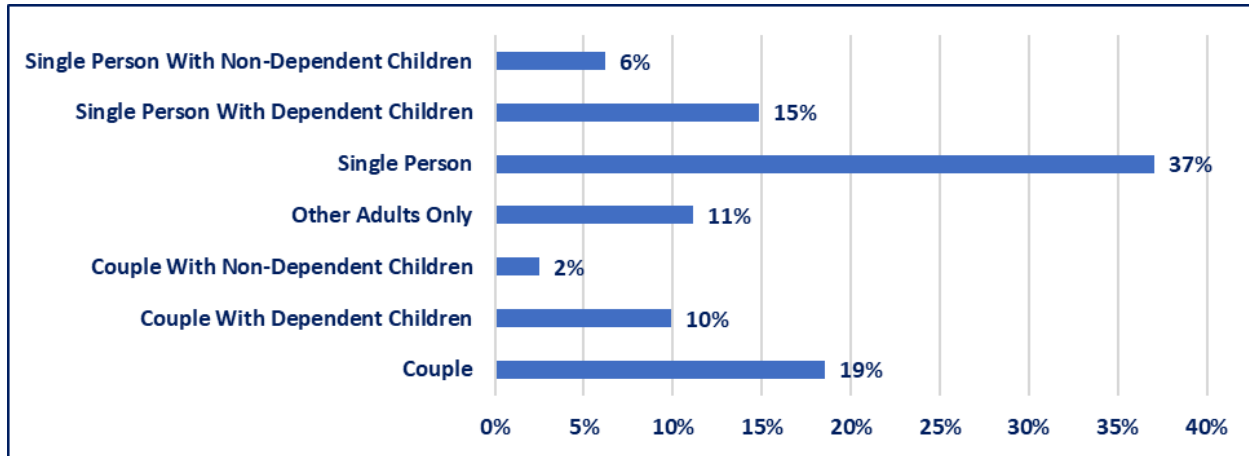
Age



Ethnicity



Household type



Housing Tenure

