

# Hants & IoW Social Prescribing Network Webinar

## Supporting Communities Through Autumn

Wednesday 15 September 2021, 1-2pm



# Agenda

- **Welcome, Programme, Introductions & our new logo!** – *Angela Gill*
- **State of the Sector Update** – *Tim Houghton, Community First*
- **MoneyHelper, Impartial Guidance that's backed by Government -**  
*Lee Appleyard, Money and Pensions Service*
- **Home and Well – A Project Needed Now More Than Ever!** – *Janet Duggan,*  
**Citizens Advice Hampshire**
- **Affordable Warmth Service – Hitting the Cold Spots** – *Ellie Jones, The*  
**Environment Centre**
- **Date for the next Hants & IoW Social Prescribing Network Webinar –**  
**Wednesday 8 December, 1-2pm**



## Social Prescribing Network

- ❖ At December's Hants & IoW Social Prescribing Network Webinar - we hope to be able to share about initial progress re our new HSPN **webpage** then!
- ❖ Tuesday 7 September – attended really interesting Westminster Health Forum Policy Conference '**Priorities for Delivering Social Prescribing...**'

## 'State of the Sector Update'

*Tim Houghton*

Chief Executive, **Community First**

[tim.houghton@cfirst.org.uk](mailto:tim.houghton@cfirst.org.uk)



## ‘State of the Sector Update’

- **88%** of VCSE groups reported an increase in demand. Key areas;
  - \* Increase in mental health and wellbeing needs with beneficiaries being less confident and less independent
  - \* Poverty and unemployment rose and is continuing to rise
  - \* Poorer physical health was common factor amongst beneficiaries
- Nearly **70%** of Groups have adopted digital technology to deliver services
- **50%** of groups reported a decrease in volunteering which is at odds with marked increase in overall numbers and scale of volunteering during the pandemic
- Over **80%** of groups wanted opportunities to collaborate with others
- **Opportunities** to engage with the development of the **ICS** in Hampshire and IoW Thriving Communities Programme; supporting training, development and engagement



Money &  
Pensions  
Service

# Everyone making the most of their money and pensions

Lee Appleyard - South East England  
Regional Partnerships Manager

15 September 2021



# Who we are



Department  
for Work &  
Pensions

An executive non-departmental public body sponsored by the Department for Work and Pensions (DWP) with whom we also work on pensions policy.



HM Treasury

We work with HM Treasury on policy matters relating to financial capability and debt advice.



Financial Guidance  
and Claims Act

Formed by the Financial Guidance and Claims Act 2018 that established a new single financial guidance body.



Majority of our funding comes from the Financial Conduct Authority (FCA) from the levies they collect.



Money &  
Pensions  
Service

Working with NASP and NHS England nationally and in the regions with social prescriber networks to support your clients.



# Money Helper

Funded partner  
organisations

Money  
Guidance

Pensions  
Guidance

*15 years of heritage*

Commissioned Debt Advice

MoneyHelper is here to make sure customers can access high-quality money and pensions guidance as well as debt advice throughout their lives, how and when they need it.



For free guidance you can trust, we can help.

- > Benefits
- > Family & care
- > Money troubles
- > Savings
- > Everyday money
- > Homes
- > Pensions & retirement
- > Work



## Hot topics



### Coronavirus and your money

The coronavirus outbreak has been an incredibly stressful period, because although this is a health-based emergency, it's also a financial-based emergency too.



### Your legal rights when facing redundancy

Here we'll give you guidance on notice periods, gardening leave, time off for job interviews and compromise agreements.



### When can I take money from my pension?

But be aware that the earlier you start taking money out of your pension, the longer it might need to last. So it's important to think carefully about how you manage your money.

# Money Helper

Here to make your money and pension choices clearer. Here to cut through the complexity, explain what you need to do and how you can do it. Here to put you in control with impartial guidance that's backed by government and to recommend further, trusted support if you need it.

For clear money help that's on your side and free to use, just search for MoneyHelper or visit:

[MoneyHelper.org.uk](https://www.MoneyHelper.org.uk)

# Money Guidance

Let your clients know they can call us for free on our dedicated number

Talk to us live for money guidance using the telephone

 **0800 448 0814**

Welsh: [0800 138 0555\\*](tel:08001380555)

Typetalk: [180010800 915 4622\\*](tel:1800108009154622)

From overseas: [+44 20 3553 2279](tel:+442035532279)

#### Hours

Mon – Fri: **8.00am – 6.00pm**

Sat, Sun and bank holidays: **Closed**

\* Calls are free. We're committed to providing you with a quality service, so calls may be recorded or monitored for training purposes and to help us develop our services.

Talk to us live for money guidance using WhatsApp

 **+44 77 0134 2744**

Download app: [WhatsApp](#)

For help sorting out your debts, credit questions or pensions guidance. For everything else please contact us via Webchat or Telephone.

# Money Helper

Talk to us live for money guidance using web chat

 **Start web chat**

#### Hours

Mon – Fri: **8.00am – 6.00pm**

Sat: **8.00am – 3.00pm**

Sun and bank holidays: **Closed**

# Pensions Guidance



Talk to us live for pensions guidance using the telephone

 [0800 011 3797\\*](tel:0800 011 3797)

From overseas: [+44 20 7932 5780](tel:+44 20 7932 5780)

For self-employed: [0345 602 7021\\*](tel:0345 602 7021)

## Hours

Mon – Fri: **9.00am – 5.00pm**

Sat, Sun and bank holidays: **Closed**

\* Calls are free. We're committed to providing you with a quality service, so calls may be recorded or monitored for training purposes and to help us develop our services.

Talk to us live for pensions guidance using web chat

 [Start web chat](#)

## Hours

Mon – Fri: **9.00am – 6.00pm**

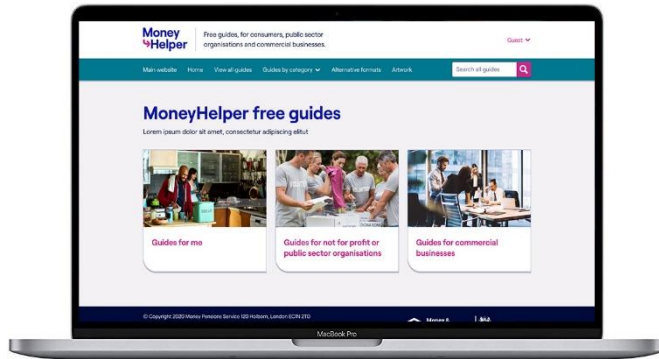
Sat, Sun and bank holidays: **Closed**

## Additional customer support – free printed money guides:

- Fee-free basic bank accounts
- Credit unions and other alternatives to payday loans
- The redundancy handbook
- You can afford a mortgage now, but what if...?
- Problems paying your mortgage
- Releasing equity from your home
- Sale-and-rent-back schemes
- Endowment mortgage compensation
- Endowment mortgage complaints
- Personal pensions
- Your pension: your choices
- Thinking of leaving your workplace pension scheme?
- Getting ready for Universal Credit in England and Wales
- Late miscarriage, stillbirth, neonatal death

### Order here:

<https://moneyadvice.service.apsmos.com/Home.html>





- 30<sup>th</sup> - Furlough ends (c. 85,000 H&IOW)
- 30<sup>th</sup> - Stamp Duty rate reduction ends
- 4 month private landlord eviction notice period ends
- World Alzheimer month

## Redundancy pay calculator

Use this redundancy pay calculator and planner to take control of your situation – whether you have recently been made redundant or if you think there's a chance your redundancy may be on the horizon.

**Get started** Complete in 10+ minutes

### What you get

A personalised summary of your legal rights and straightforward advice on how to manage your money when dealing with redundancy.



### The action plan will give you

- Specific advice tailored to your current situation
- An easy-to-understand breakdown of your legal rights
- A simple step-by-step guide to working out your money

### Steps to deal with redundancy

- Understand your rights
- Work out what you are owed
- See how long your money will last
- Check to see if you are insured
- See what benefits you could claim

## If the person you want to help has lost mental capacity

If someone really can't manage their own affairs, you can arrange to manage them for them. You'll usually be carefully monitored to make sure that you're always acting in the person's best interests, and you'll be restricted with the types of financial decisions you can make.

### What's in this guide

- What is mental capacity?
- Checking if someone has lost mental capacity
- If you're sure the person hasn't got mental capacity

## How much rent can you afford?

Renting is a significant financial responsibility, and it's important you understand this goes beyond just your rent payments. There are a lot of other costs you need to think about.

### What's in this guide

- Estimate the cost of your rent plus bills
- Draw up a budget of all your costs
- Don't forget the upfront costs

## Estimate the cost of your rent plus bills

Renting a home involves more than just being able to pay your rent.

There might be a lot of other bills you might be expected to pay as a tenant.

Your landlord might be paying for some of these directly and charging you through the rent. So, it's also important you understand what bills you're responsible for paying.

### Council Tax, utilities and service charges

- Water bills (usually paid monthly)
- Service charges (in some properties – paid monthly or annually)
- Council Tax (usually paid monthly – England, Scotland and Wales) or rates bill (NI)
- Gas and electricity bills (either by a pre-payment meter, monthly by Direct debit)

Ask the agency, landlord or previous tenant to give you estimates for these bills when you have a look around the property.

## Stamp Duty calculator

Calculate the Stamp Duty on your residential property purchase in England or Northern Ireland

You must pay Stamp Duty Land Tax (SDLT) if you buy a property or land over a certain price in England and Northern Ireland. This calculator will help you work out how much you have to pay if you are buying residential property.

If you are buying non-residential property or land, or if any of the purchasers are non-UK resident\* this calculator can't help. Instead go to [www.gov.uk/stamp-duty-land-tax](http://www.gov.uk/stamp-duty-land-tax).

\* You are treated as non-UK resident for Stamp Duty Land Tax (SDLT) if you are not present in the UK for 183 days or more in the 12 months before the effective date of the purchase.

I am

Completion date

Property Price:



- 1<sup>st</sup> – Ofgem raising price cap on standard and default tariffs
- 6<sup>th</sup> – Universal Credit pay cut by £20 a week
- 10<sup>th</sup> - World mental health day
- Free wills month

## How to save money on gas and electricity bills

Are you wasting money on your energy bills? It only takes 20 minutes to check, and it could save you up to £300 a year. You could save even more by using your gas and electricity more efficiently. Plus, find the help available if you miss a payment.

### What's in this guide

- Best ways to save on gas and electricity ↓
- Switching gas and electricity suppliers – the basics ↓
- What if I have a prepayment meter? ↓
- Make your home more energy efficient ↓
- Fixed price energy tariff vs variable rate energy tariff ↓
- Energy price cap explained ↓
- Help if you're sent a catch-up bill for energy – energy backbilling ↓
- What happens if my energy supplier goes out of business? ↓
- Struggling to pay your energy bills? ↓
- What happens if I miss a payment on my gas or electricity bill? ↓

## Money problems and poor mental wellbeing

Often, there's a link between struggling with money and poor mental wellbeing. Feeling low can make it tough to manage money, worrying about it can make you feel even worse. This guide is for you if you think poor mental wellbeing is affecting your money management.

### What's in this guide

- What is poor mental wellbeing? ↓
- How poor mental wellbeing can affect the way you deal with money ↓
- What to do if you don't feel like doing anything ↓
- How to re-balance your finances when you've been feeling down ↓
- Where you can get free debt help ↓
- Dealing with creditors ↓
- If you think you have been unfairly treated ↓
- Managing your money if you're in hospital ↓
- Benefits if you have poor mental health ↓
- How to help someone manage their money ↓
- If you want someone to help manage your money ↓
- Getting extra support for mental health ↓

## What to do when the coronavirus increase to your Universal Credit payment ends

The temporary coronavirus (COVID-19) increase to your Universal Credit payment is ending. If you're worried about how you'll manage your household budget after the extra support ends, you're not alone. But help, including free debt advice, is available.

### What's in this guide

- I need help to manage my household budget when my extra coronavirus payment ends ↓
- I'm worried about financial difficulty or debt when my extra coronavirus payment ends ↓

## I need help to manage my household budget when my extra coronavirus payment ends

You will be contacted by DWP to tell you when the extra £86.67 you've been getting each month since April 2020 will stop. If you're not sure when your last payment will be, check your Universal Credit statement, by logging on to your [online Universal Credit account at GOV.UK](#)

If you're worried about how this drop in income will affect your household budget, our free [Money Manager tool for Universal Credit](#) will help you create a personalised plan to adjust to the changes.

It covers rent or mortgage payments, managing household bills and where to find extra support and entitlements if you're on Universal Credit.

### Money Manager Tool for Universal Credit

Make the most of your Universal Credit payment with personalised help from our [Money Manager tool](#)

## Making a will and planning what to leave

When making your will, think about how much you have to leave and who gets what. This guide will help you work out the basics, so you can get started with writing your will.

### What's in this guide

- Making your will – step by step ↓
- What to do once you've made your will ↓
- Talking to your family about your will ↓
- During the conversation ↓
- Afterwards ↓




## MoneyHelper's Couch to Financial Fitness

Would you like to feel more in control of your finances? Then let us help you cut through the jargon and become more confident when it comes to making decisions about your money and pensions.

Welcome to MoneyHelper's Couch to Financial Fitness. Our free and flexible nine-week plan will help you build your confidence to manage your money.

Our weekly steps and helpful tools can help you cut your spending, develop core saving muscles, and create better habits for a long-term cash confident future.


Why not share and do it with a friend?



### Money Essentials

Let's kick things off by helping you look at your finance essentials: how to set up and maintain a budget, stay on top of your bills, cut costs and the best ways to save.


[Start now](#)



### Money Milestones

Here's where you can really flex your financial muscles, personalise your experience and make sure you establish long-term good habits. You can choose where you start, making this a truly flexible programme suited to your financial fitness levels.

Select an option... [Start now](#)



## Talk, Learn, Do:

Teaching your children about money

- 1<sup>st</sup> to 5<sup>th</sup> Stress awareness week
- 8<sup>th</sup> to 12<sup>th</sup> – Talk Money week
- 10<sup>th</sup> - World children's day
- 26<sup>th</sup> Black Friday
- 29<sup>th</sup> Cyber Monday

## What are Buy Now Pay Later purchases?

If you've ever shopped online, you've probably seen the option to 'Buy Now Pay Later' (BNPL). While it might be tempting to delay payment for something you want to buy – and the adverts can often be very enticing – it can be a slippery slope to spending more than you can afford.

### What's in this guide

- [What is Buy Now Pay Later? ↓](#)
- [Why is Buy Now Pay Later so popular? ↓](#)
- [What will I be charged? ↓](#)
- [Will Buy Now Pay Later affect my credit score? ↓](#)
- [How can I keep track of my Buy Now Pay Later purchases? ↓](#)
- [What happens if I miss a payment? ↓](#)
- [When to get debt advice ↓](#)
- [Can I use Buy Now Pay Later if I'm on a debt management plan? ↓](#)
- [How to avoid high-cost credit ↓](#)

## A simple guide to credit cards

Used well, a credit card is a secure and flexible way to pay and can be a good way to spread the cost of major purchases. But if you only make minimum payments or run up a bill you can't pay back, credit cards can be costly and can lead to a spiral of debt.

### What's in this guide

- [How does a credit card work? ↓](#)
- [Things you need to know about credit cards ↓](#)
- [Is a credit card for me? ↓](#)
- [Pros of credit cards ↓](#)
- [Cons of credit cards ↓](#)
- [Charges and fees ↓](#)



<https://adviser.moneyhelper.org.uk/en>

## Welcome to the Money Adviser Network

You've done the right thing. You're taking the first step towards getting debt advice. You are now joining the many thousands of people each year in England\* who benefit from getting advice through the Money Adviser Network.

## What is the Money Adviser Network?

Our network brings together some of the country's best known debt advice providers so you can access free, confidential and independent debt advice straight away.

You won't need to pay for the advice you receive, and speaking to us won't affect your credit rating.

## Advice you can trust

The network is run by the Money Helper, a UK arm's-length government body that helps you access free, confidential and independent debt advice.

We make sure all the debt advice services in the network hold a standard or membership accredited by us and are regulated by the Financial Conduct Authority. Everything you share with us is completely safe and private.



Get debt advice

## Face-to-face and local services

Search for a debt advice service near you. You can then set up a face-to-face appointment and speak to an expert adviser in person.

Where shown, some local services can also provide debt advice by phone.

Enter a town or postcode

Search

Use current location

List Map

39 results for "southampton"

### Southampton Citizens Advice Bureau

0.16 miles

3 Kings Park Road, SOUTHAMPTON, Hampshire, SO15 2AT

03444 111 306

<http://www.citizensadvicesouthampton.org.uk>

Telephone advice also provided. Citizens Advice also offers free, independent, confidential and impartial debt advice through their web chat service: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/chat-service-money-and-debt/>

### CAP Southampton Central Debt Centre

0.31 miles

Above Bar Street, Southampton, Hampshire, SO14 7FE

0800 328 0006

<https://capuk.org/i-want-help>

We are a charity that provides free face to face debt advice in your own home, with ongoing support available by telephone. Give our friendly team a call on 0800 328 0006 or visit capuk.org to find out more.

### No Limits (South)

0.62 miles

13 High Street, Southampton, Southampton, SO14 2DF

[www.nolimitshelp.org.uk](http://www.nolimitshelp.org.uk)

### CAP Southampton West Debt Centre

0.83 miles

Dukes Road, Southampton, SO14 0SQ

0800 328 0006

<https://capuk.org/i-want-help>

We are a charity that provides free face to face debt advice in your own home, with ongoing support available by telephone. Give our friendly team a call on 0800 328 0006 or visit capuk.org to find out more.

### CAP Marchwood Debt Centre

2.47 miles

Marchwood Village Hall, Village Centre, Marchwood, Southampton, SO40 4SX

0800 328 0006

<https://capuk.org/i-want-help>

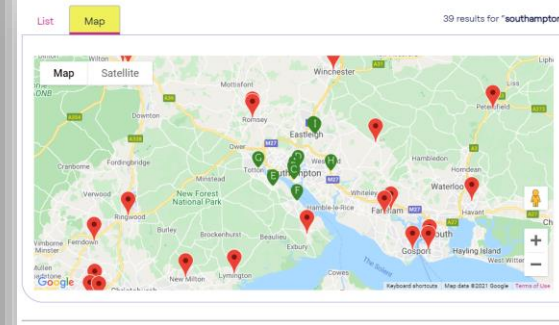
We are a charity that provides free face to face debt advice in your own home, with ongoing support available by telephone. Give our friendly team a call on 0800 328 0006 or visit capuk.org to find out more.

### New Forest Citizens Advice (Hythe)

2.84 miles

The Grove, 25 St Johns Street, Hythe, SOUTHAMPTON, Hampshire, SO45 6BZ

<https://www.moneyhelper.org.uk/en/money-troubles/dealing-with-debt/use-our-debt-advice-locator>





# Additional Support



Charity group Mental Health & Money Advice toolkit to help clients understand, manage and improve their mental and financial health. They can use it to help guide conversations with their relevant healthcare worker about their mental health and money. It can be taken to any money or debt advice appointments they may attend.

[www.mentalhealthandmoneyadvice.org/en/toolkit/](http://www.mentalhealthandmoneyadvice.org/en/toolkit/)



Social Enterprise, Income Max - helping people to maximise benefit and grant support as part of people's post-pandemic financial recovery.

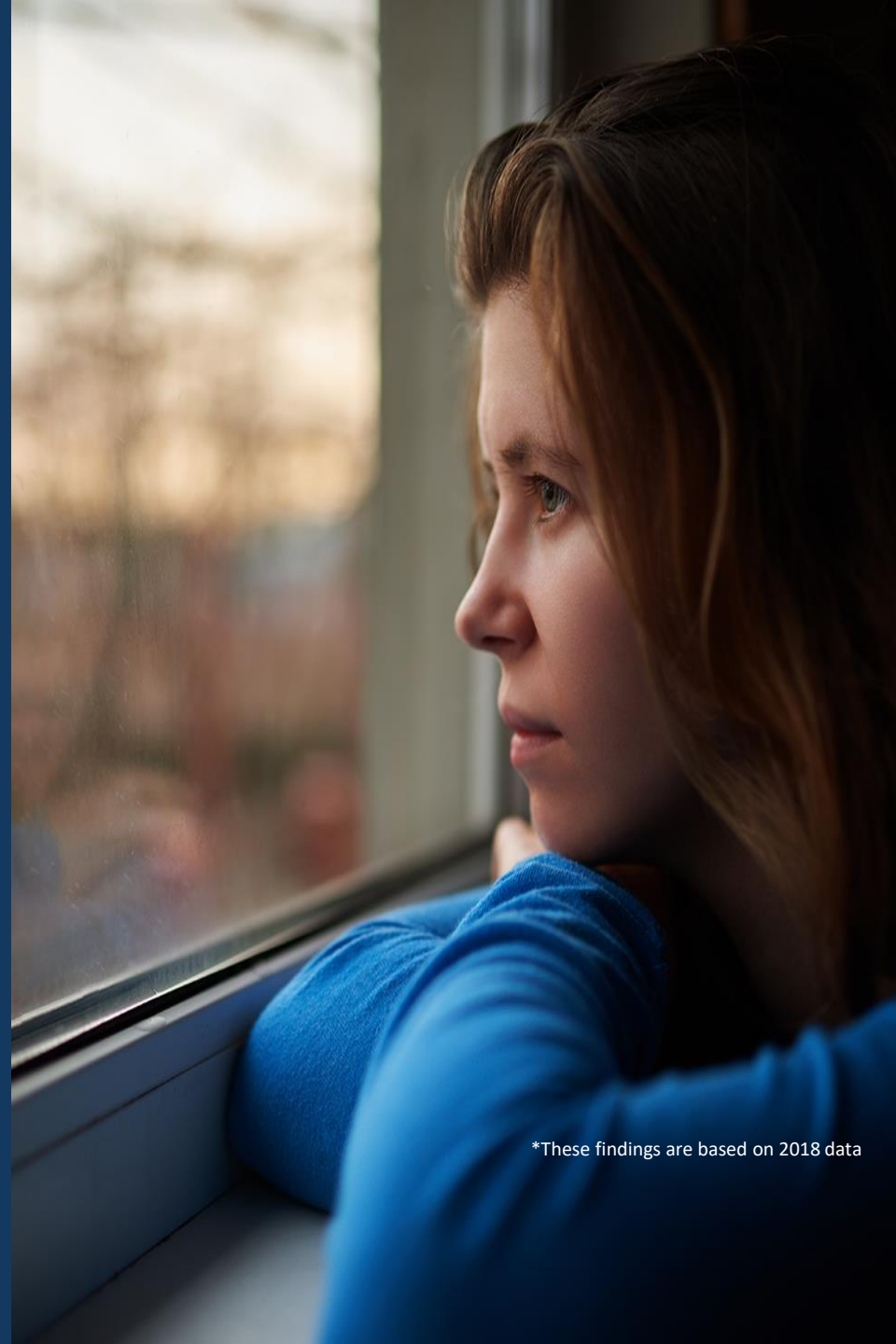
[www.incomemax.org.uk/bounceback](http://www.incomemax.org.uk/bounceback)

# Financial wellbeing

## State of play

**We know that poor financial wellbeing, affecting tens of millions of people, is holding the UK back. There are 52 million adults in this country, of whom:**

- 9m adults are either missing payments or feeling like keeping up with their bills is a heavy burden\*
- 11.5 million have less than £100 in savings;\* and
- 24 million do not feel confident making decisions about financial products and services\*



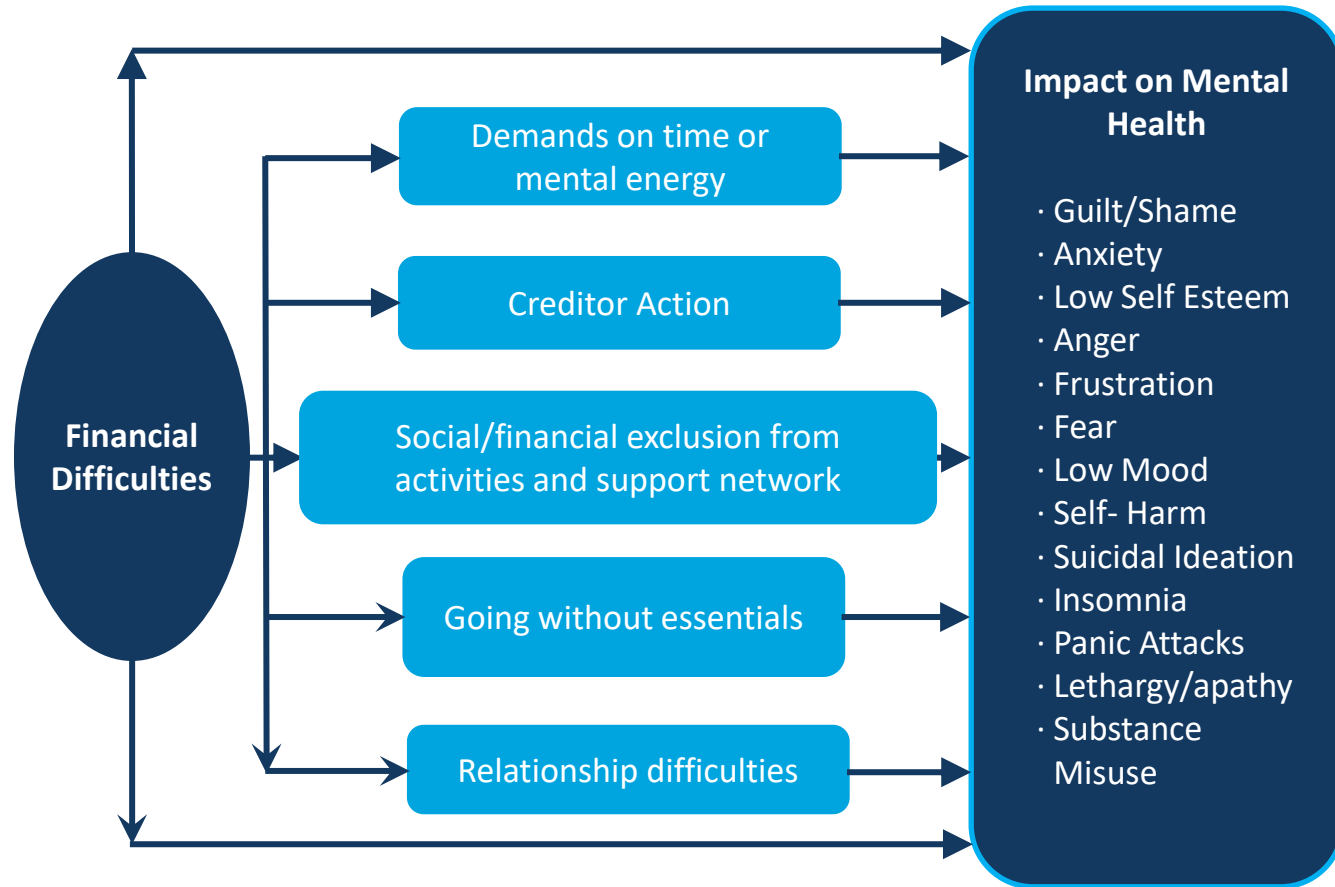
\*These findings are based on 2018 data

# Why financial wellbeing is important

Financial wellbeing is about feeling secure and in control. It is knowing that you can pay the bills today, can deal with the unexpected, and are on track for a healthy financial future.

**In short, confident and empowered.**

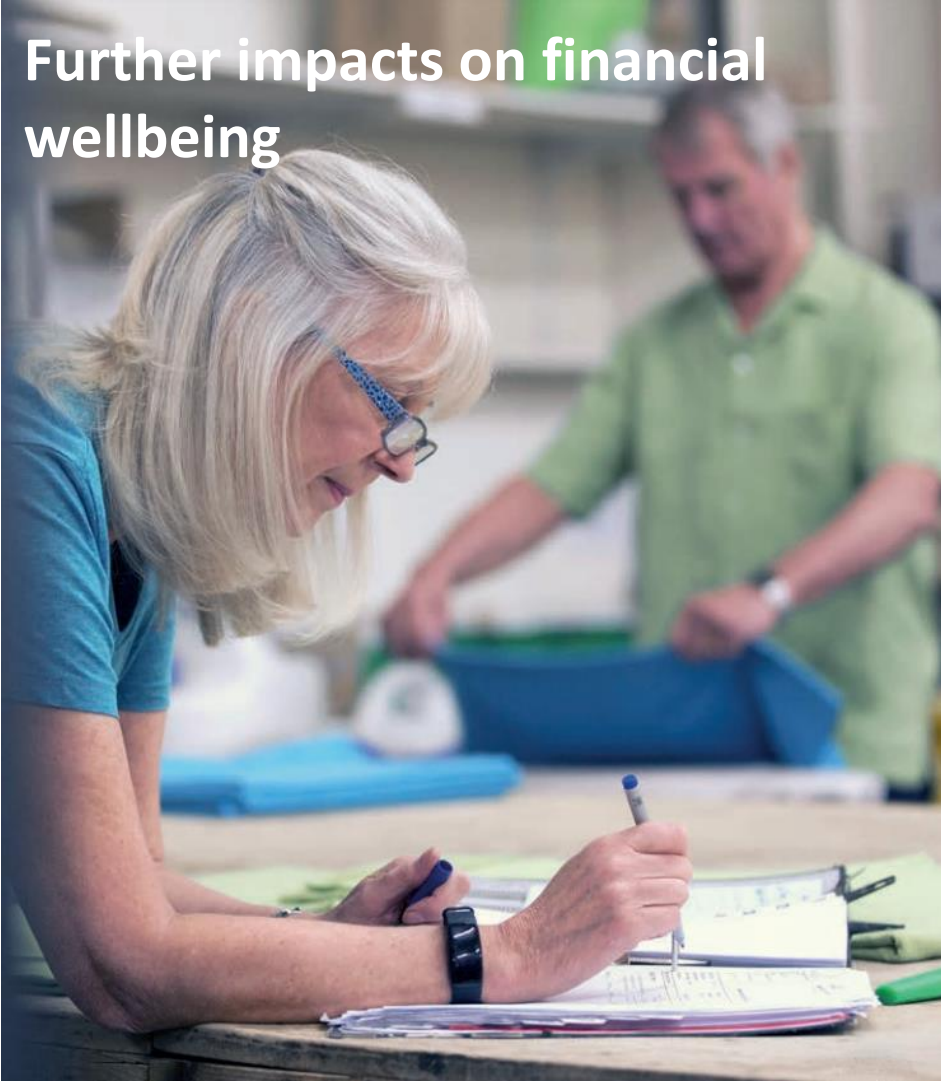
- Almost one in five (18%) people with mental health problems are in problem debt
- Half (46%) of people in problem debt also have a mental health problem. (Money and Mental Health Policy Institute, 2018)





**Life events often bring money challenges to the fore**

# Further impacts on financial wellbeing



## Money problems and poor mental wellbeing

Often, there's a link between struggling with money and poor mental wellbeing. Feeling low can make it tough to manage money, worrying about it can make you feel even worse. This guide is for you if you think poor mental wellbeing is affecting your money management.

### What's in this guide

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- [How poor mental wellbeing can affect the way you deal with money ↓](#)
- [What to do if you don't feel like doing anything ↓](#)
- [How to re-balance your finances when you've been feeling down ↓](#)
- [Where you can get free debt help ↓](#)
- [Dealing with creditors ↓](#)
- [If you think you have been unfairly treated ↓](#)
- [Managing your money if you're in hospital ↓](#)
- [Benefits if you have poor mental health ↓](#)
- [How to help someone manage their money ↓](#)
- [If you want someone to help manage your money ↓](#)
- [Getting extra support for mental health ↓](#)

## How to sort out your money if you become ill or disabled

If you're facing a health problem, your finances may be the last thing on your mind. But to avoid money worries building up, try and sort out your money situation as soon as you can. You might be entitled to sick pay, sickness or disability benefits. This guide also covers support from your local council, and where to get help with everyday costs like prescriptions, electricity and gas.

### What's in this guide

- [Help from your employer ↓](#)
- [Benefits and entitlements ↓](#)
- [Claim on insurance ↓](#)
- [Contact your gas and electricity suppliers ↓](#)
- [Help from your local council ↓](#)
- [Help with charitable grants ↓](#)
- [Review your budget ↓](#)
- [If you can't manage your money alone ↓](#)
- [Get emotional support ↓](#)

## Make your money easier to manage by yourself

If you're finding it difficult to manage your money because you have a long-term health condition or you're disabled, there are things you can do to make things easier. Follow these five steps to simpler money management.

### What's in this guide

- [Step 1 – Get paid straight into your bank account ↓](#)
- [Step 2 – Use Direct Debits and standing orders for bills ↓](#)
- [Step 3 – Make online payments or use telephone banking ↓](#)
- [Step 4 – Use online or phone banking to keep track of your balances ↓](#)
- [Step 5 – Get support from your bank ↓](#)
- [Getting someone to help you with day-to-day money ↓](#)
- [If you're worried about how much you've got to live on ↓](#)
- [If you don't have a bank account ↓](#)

## Getting informal help to manage your money

If you feel like you need a hand with sorting out your finances, there's no reason you can't ask a friend or family member for help. Lots of people do this and it can be a real weight off your mind.

### What's in this guide

- [When you need help with your money ↓](#)
- [Choosing someone to help you with your money ↓](#)
- [Help with bank accounts ↓](#)
- [Set up an ordinary power of attorney ↓](#)
- [When you won't be able to make decisions in the future ↓](#)

## If the person you want to help has lost mental capacity

If someone really can't manage their own affairs, you can arrange to manage them for them. You'll usually be carefully monitored to make sure that you're always acting in the person's best interests, and you'll be restricted with the types of financial decisions you can make.

### What's in this guide

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- [Checking if someone has lost mental capacity ↓](#)
- [If you're sure the person hasn't got mental capacity ↓](#)



I am your regional manager for the South East of England. I also lead our central NASP and NHS engagement work across South East England.

If you or your networks need to know more about our work and the support we offer, please get in touch:

[Lee.Appleyard@maps.org.uk](mailto:Lee.Appleyard@maps.org.uk)

**Regional Partnerships Manager for South East England**  
(Berkshire, Buckinghamshire, East Sussex, Hampshire, Isle of Wight, Kent, Oxfordshire, Surrey, West Sussex)



**Home & Well; A Project needed now more than ever!**

**Janet Duggan**

Business Support Manager,  
Citizens Advice Hampshire  
[jduggan@citahants.org](mailto:jduggan@citahants.org)





## Citizens Advice Mission Statement:



We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem. For everyone, for 80 years.

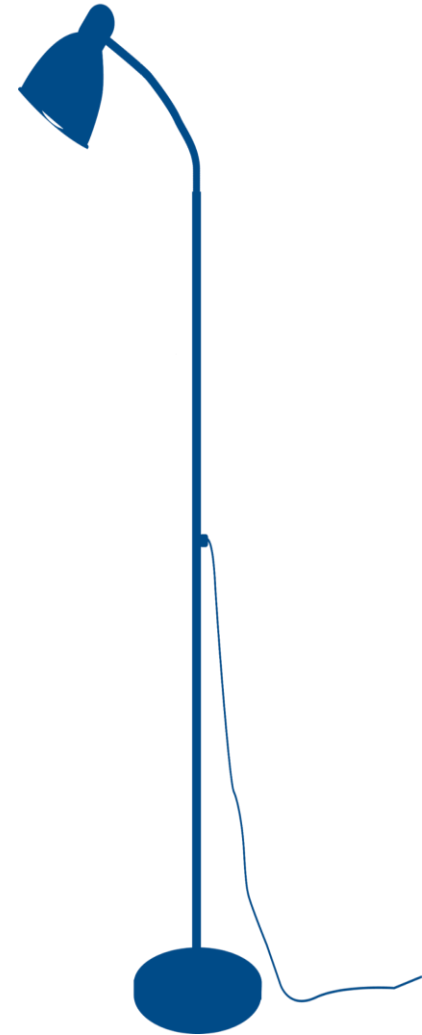
# Citizens Advice Hampshire and the Home & Well Partners...

- Clinical Commissioning Group, Hampshire, Southampton & IoW
- Scottish & Southern Electricity Networks (SSEN)
- Southern Water
- Portsmouth Water
- SGN



# What is Home & Well?

- Autumn and winter are a particularly challenging times for vulnerable people
- Returning home after a Hospital stay can cause high anxiety and exacerbate mental health issues for patients
- Cold homes, reduced water usage and anxiety due to utility bills
- By addressing these issues - speed recovery and reduce the need for re-admission



# Home & Well Citizen Advice Advisers

Our Advisers help with:

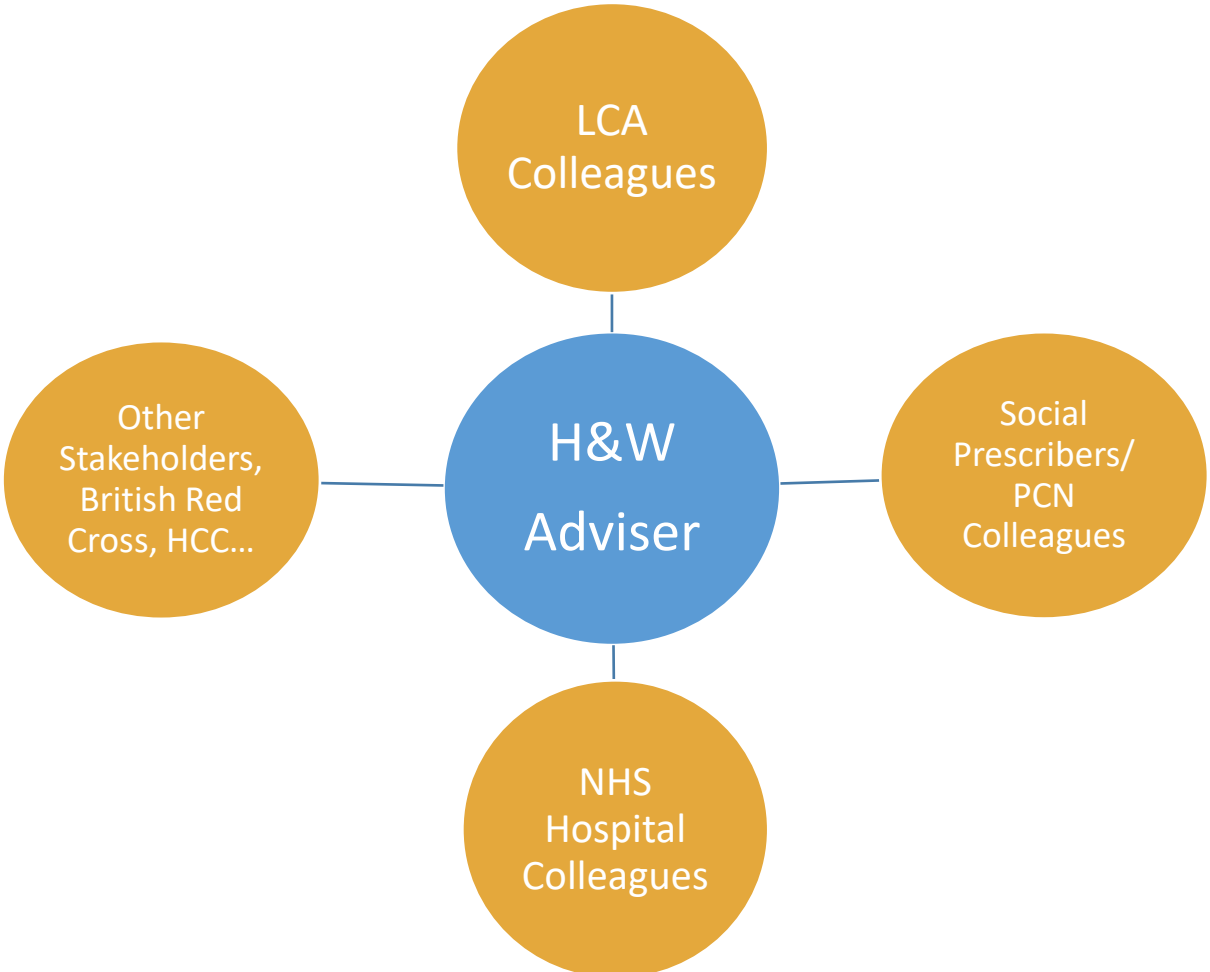
- Energy/tariff advice
- Priority Service Registration (PSR) - a service that will ensure the patients will receive additional support should they receive a power cut or water shortage
- Income maximisation
- Provide a complete wrap-around/signposting service for patients – referring to community and other organisations for a range of social issues
- Review patients' utility bills - to ensure on the best possible deal



## Adapting the model during Covid-19...

- Six months into the project a week before the big launch, Covid-19 happened!
- Adapted and developed a new way of delivering the project - Home & Well Direct
- [Link](#) to Referral Form on CitAH Website - Home & Well page
- Unable to go into Hospitals - offered the service remotely
- Started to work with Social Prescribers, GP Surgeries, OTs & Physios – Hampshire's vulnerable residents at potential risk of going into Hospital

# Home and Well Referral Routes



# How Direct Referrals are made...

Potential client identified by clinical staff



This flyer will be distributed to NHS staff with a link to a simple referral form

**Home & Well**

We want make sure you have all the help you need to be home and well and your local Citizens Advice worker is simply a click away.

**We can help by:**

- Ensuring patients are on the best deal for their energy and water bills
- Signing patients up for utility Priority Services Registers to ensure they get additional support, particularly during water/electricity outages
- Providing energy efficiency advice
- Improving mental health and reducing stress
- Helping with any financial, employment and housing concerns patients may have
- Signposting to other appropriate services according to need

Simply click [here](#).

Supported by:

Empowering your journey

The flyer features a yellow header with the 'Home & Well' logo and a list of services. It includes several small images: a person using a tablet, a person holding a document, a person using a laptop, and a person using a smartphone. The footer contains logos for NHS, Citizens Advice, and other partners, along with the slogan 'Empowering your journey'.

With patient consent - there is a simple/secure online referral form

## **Headlines April 2020 - August 2021**

- The project has supported 955 vulnerable people in Hampshire & IoW
- 713 of those were signed up to the Priority Services Register (PSR)
- 703 were provided with energy related support
- 361 also had general advice related/social issues

### **Summary Profile/Feedback from Home and Well's Clients/Patients**

- 80% of those surveyed felt more capable of coping at home
- 70% were single or living with dependent children
- 79% were retired, unemployed, had a disability/long term health condition or were a carer



# Home & Well Webpage – Patient Case Study Videos

## The project seeks to achieve the following outcomes:

- Sign up clients to the SSEN Priority Services Register (PSR)
- Sign up clients to the Water Utilities PSR and schemes/tariffs
- Develop relationships with key clinical staff to identify people who are vulnerable to the health problems associated with a cold home
- Provide short financial assessments to help the patient better understand their financial obligations
- Additional fuel poverty, energy advice and water cost advice will be tracked by the referral partner and any other specialist services will be collated statistically.
- For other signposted services these will be statistically recorded.
- Provide ongoing support to the NHS by identifying patients who can benefit from adviser intervention to ensure home setting is warm on discharge

Our view is that the project should combine all the elements of helping clients with fuel/water poverty and identifying PSR cases, whilst also providing a more holistic approach and signposting clients to services helping to tackle additional issues such as housing, employment and relationships.

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## Some client feedback demonstrates the support Home and Well provides:

*"Client has kidney failure and weakened immune system while her husband has congenital heart defect. Advised on universal credit, benefit entitlement, council tax support, PSR, water tariff, etc. Client thanked the adviser for the extensive advice given as this has given her some reassurance during this difficult time."*

## Videos about Home and Well - Case Studies - illustrating the positive effect the project is having on people's lives:



About Home and Well



Home and Well in Action



More about Home and Well

## To Conclude...

- The Home & Well Project is at a pivotal point in time
- About to recruit a new Home & Well Coordinator
- More local Citizens Advice offices are recruiting H&W Advisers
- Establishing good links with Hospitals and other clinical settings
- Looking to engage with more partners and stakeholders
- For more information contact Janet Duggan - [jduggan@citahants.org](mailto:jduggan@citahants.org)

# Information



## Citizens Advice Hampshire's Home and Well Project



<https://citahants.org/partners/home-and-well/>



[jduggan@citahants.org](mailto:jduggan@citahants.org)



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07599 101007





the Environment Centre (*tec*)  
you ■ your business ■ your community

## **tEC Affordable Warmth Services**

Hants & IoW Social Prescribing Webinar

Ellie Jones, Engagement Officer



/theEnvironmentCentre.tEC



@tECSouthampton

Call: 02380 336172

We aim to:

- Reduce carbon emissions
- Encourage sustainability
- Improve air quality
- Help people keep warm and well in their homes.

Not-for-profit  
Strategy  
Independent  
Impartial  
Engagement  
Policy  
Advice  
Information  
Proactive  
Community  
Projects

We deliver affordable warmth services in Southampton, Portsmouth and wider Hampshire



**Southampton**  
**Healthy Homes**

**SWITCHED ON**  
PORTSMOUTH

We work closely with stakeholders and local services to provide holistic support to vulnerable residents

We target our services at households most at risk from living in a cold home:

- **Low income** - incl. those on means tested benefits
- **Ill health** – long term chronic physical and mental health conditions
- **Age** – those over 65; families with children under 5 or chronic health conditions

We support and advise local residents:

- Over the phone
- By email or letter
- At home visits\*

*\*Some restrictions apply.*



- Help to grants for home energy upgrades, e.g. broken heating replacements, heating improvements, insulation and draught proofing\*
- Temporary heating for households whose heating has failed\*
- Tackling condensation and mould
- Private rented property standards (health, safety and energy efficiency)
- Help to switch energy tariff\*\*
- Vulnerable consumer support e.g. priority services register, warm home discount\*\*
- Onward referrals/signposting for income maximization (Citizens Advice), crisis support (small utility grants & food basics) and, home safety & fire security assistance

*\*conditions apply*

*\*\* also covered by Home and Well*



# Do I refer my client to Home & Well or tEC?



- ✓ A resident/patient's key concern is around heating/insulation
- ✓ A resident/patient may need face to face or ongoing advice on energy matters
- ! Don't worry – there's no wrong door

Awareness sessions covering who's at risk  
and why, plus the help we can provide.



## To make a referral or find out more about the services:



0800 804 8601 (Hampshire & Southampton)  
0800 260 5907 (Portsmouth)



[www.hants.gov.uk/cold-spots](http://www.hants.gov.uk/cold-spots)  
[www.environmentcentre.com/southampton-healthy-homes](http://www.environmentcentre.com/southampton-healthy-homes)  
[www.switchedonportsmouth.co.uk](http://www.switchedonportsmouth.co.uk)

## **the Environment Centre (tEC)**



02380 336172



[www.environmentcentre.com](http://www.environmentcentre.com)



[enquiries@environmentcentre.com](mailto:enquiries@environmentcentre.com)

# Thank you!

- **Thank you** to all our presenters, Lin and the audience too!
- **If** you didn't have time to ask your question please email the presenter
- **Please feedback** via 'Chat' or to Lin by email. Thank you for your Social Prescribing Webinar theme ideas to date, please continue to share these
- This **Webinar**, the **PowerPoint** and corresponding documents will be available via the **Community First** and **Gosport Voluntary Action** **websites** by end of play on **Wednesday 22 Sept 2021**

## Hants & IoW SP Network 2021/22 Dates...

- Wednesday 8 December, 1-2pm (Webinar)
- Wednesday 2 March 2022, (HSPN Conference TBC)

**Wishing you all a Happy and Healthy Autumn!**



### Website Addresses:

- ✓ **Community First:-** [www.cfirst.org.uk](http://www.cfirst.org.uk)
- ✓ **Gosport Voluntary Action:-** [www.gva.org.uk](http://www.gva.org.uk)

**HSPN:-** Lin Dudman - [Lin.Dudman@cfirst.org.uk](mailto:Lin.Dudman@cfirst.org.uk)

