

CAML report for Boston Big Local

Quarter 4 2018/19



Figures for Q4

In Quarter 4 2018 we saw 116 clients from the Boston Big Local Postcode Area.

Leila, the dedicated BBL adviser is continuing to work for 6 hours per week and has two appointments each day. S

Annual Figures

In total we saw 314 clients from the BBL area in the year 2018/19 with 527 issues. The most frequent issue was Benefits with 28% of issues, debt represented 15% of issues, housing 11% and employment 8%

Local Trends

The trends above were a reflection of the same issues shown throughout the Boston area. The support offered by Boston Big local allows us to provide a caseworker dedicated to some of the areas in most need in the Borough.

The principal benefits seen by the clients is an improvement in their mental wellbeing, an improvement in their financial wellbeing and improved housing security.

Outlook for next year

On 1st April 2019 we implemented the Help to Claim service for clients making their first claim for Universal Credit. Due to this we are expecting to see an increase in the number of clients requiring support for advice around their UC claims such as budgeting, debt and housing.

We were delighted to receive the funding for a new computer which will be used by the dedicated BBL adviser as well as other members of the team in Boston who support clients from the BBL area.

We will continue to work closely with the BBL team cross promoting events and supporting them in any way we can.

Case Studies

Client 1

Client situation	<p>Pe21 8**</p> <p>CI is white Latvian and has Permanent Right to Reside in the UK.</p> <p>CI is single mother of one, living with her son in council accommodation receiving benefits. She has some debts and is being supported with them separately by Citizens Advice</p> <p>CI is Latvian and does not speak English. CI speaks fluent Latvian & Russian and good Polish. CI prefers to be addressed in her native Latvian or Polish if available as face to face advice or with assistance of language line.</p>
Advice area	Budgeting and benefits
Brief description of problem	<p>CI has several general inquiries about her: Anglian Water account, NHS exemption certificate, Health Visitor letter and NHS letter.</p> <p>CI needs assistance with letters and bills received as she does not speak English and she does not have money to pay for advice privately</p>
Brief description of advice given	<p>NHS' exemption services were contacted on CI's behalf and CI was advised of how to obtain exemption</p> <p>Anglian Water was contacted and an installment payment plan was implemented</p> <p>Letters from the health authority were explained and the client was advised of how to make an appointment</p>
Outcome (see above priorities)	<p>Client's debt will be paid off</p> <p>The client will be able to obtain exemption from NHS charges</p>
Benefit	Financial security and improved mental health

reported by client	
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Client 2

Client situation	Client is female, Estonian, single parent of three children (5 months, 12 and 15). She rents privately and is claiming housing benefit and maternity allowance
Advice area	Benefits
Brief description of problem	Client has been informed her housing benefit will significantly reduce when her maternity allowance. She has been informed she owes £500 housing benefit which was overpaid. Client has been in touch with Housing office and Job Centre to try to resolve but without success.
Brief description of advice given	Contacted Boston borough council who looked into her account and noticed that the HB should not have been stopped. Advised client of the benefits she will be able to claim and how to claim them
Outcome (see above priorities)	Increased financial security
Benefit reported by client	Improvement in financial capability

Client 3

Client situation	PE21 6** CI is female, white Lithuanian and moved to the UK in 2012 and has Right to Reside. CI lives in privately rented accommodation is an agency worker living with her 10 year old daughter. She receives Child benefit and Child tax credits. She has no savings and several debts.
Advice area	Benefits and debt
Brief description of problem	Client's ESA application had been turned down and needed help with mandatory reconsideration
Brief description of advice given	Appointment booked to go through Mandatory reconsideration application Client is being given debt advice Client received a food voucher
Outcome (see above priorities)	Outcome of Mandatory Reconsideration unknown Debt support will help her overcome debt problems
Benefit reported by client	Improvement in financial wellbeing Improvement in mental health

Client 4

Client situation	PE21 8** Client is male, lives with his wife in their own home, he is unable to read or write. He has a long standing injury and health problems mean he is unable to walk very far.
Advice area	Benefits and debt
Brief description of problem	Client wanted some help filling in Blue badge form
Brief description of advice given	Adviser went through the form with the client and filled in what they were able to to. The client did not have all the information to hand, but the adviser clearly marked the part that needed completing and the client's wife would be able to complete that at home where they had all the information. If the client needed further support he will return to see the adviser. Other benefits were also discussed, but the client didn't have enough information to do a full benefits check. He knows he can return if he would like to discuss income maximisation.
Outcome (see above priorities)	Outcome of blue badge application is unknown
Benefit reported by client	Improvement in financial wellbeing Improvement in mental health