

Edenbridge & Westerham

Sevenoaks & Swanley



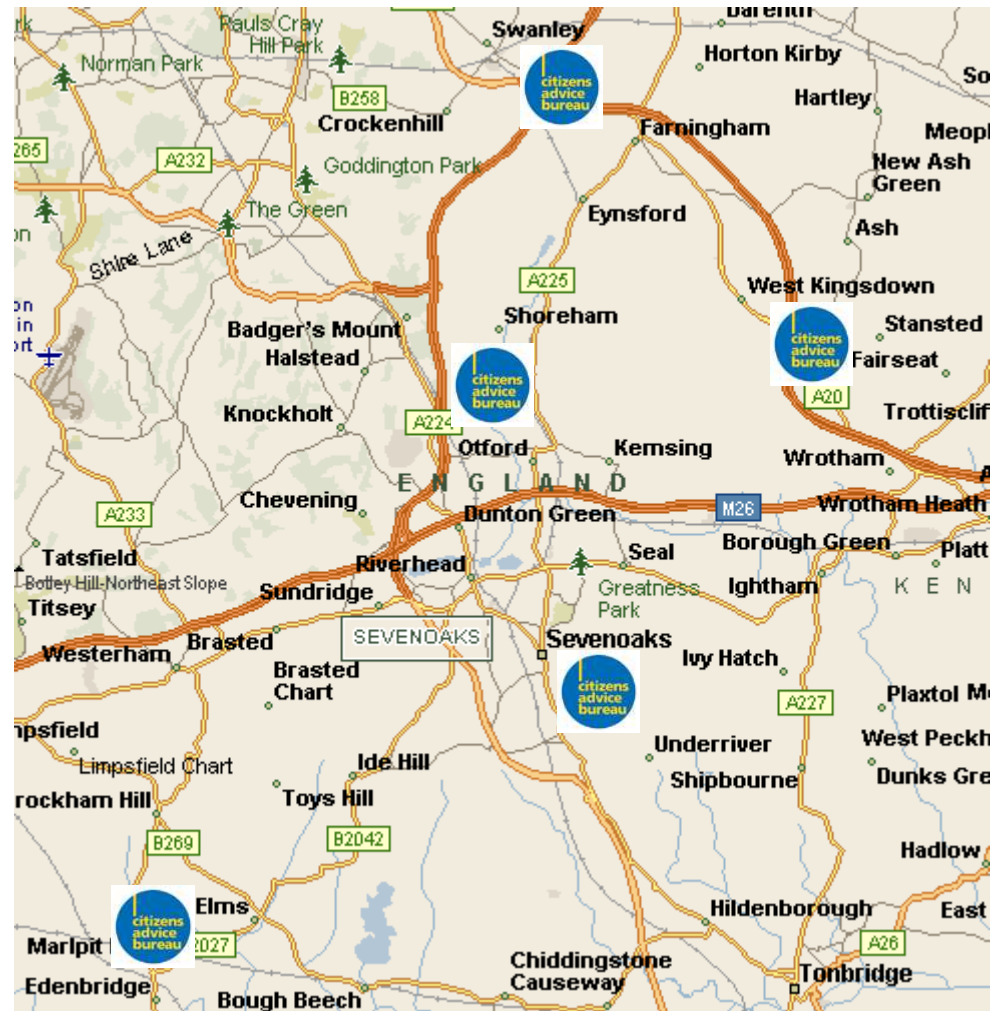
Supporting the Health & Wellbeing of the Local Community

Presentation to
Sevenoaks District Council
15th July 2014

Martin Wells
Chairman
Sevenoaks & Swanley CAB

The Service

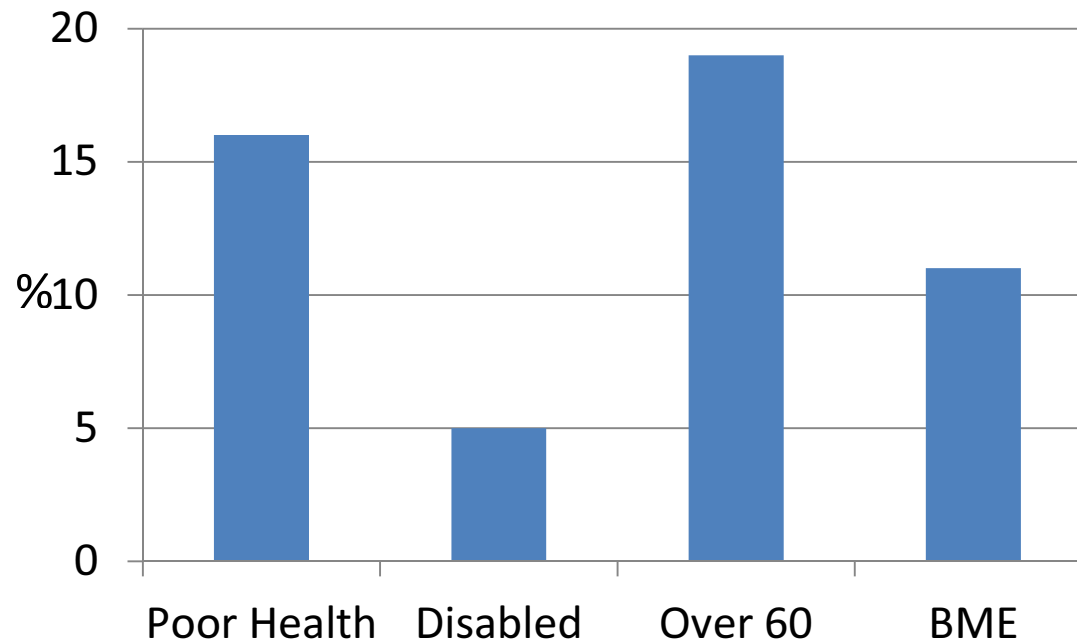
- Advice
 - Free
 - Independent
 - Confidential
 - Quality Assured
 - Trained Advisors
- Five Days per week



Our Clients

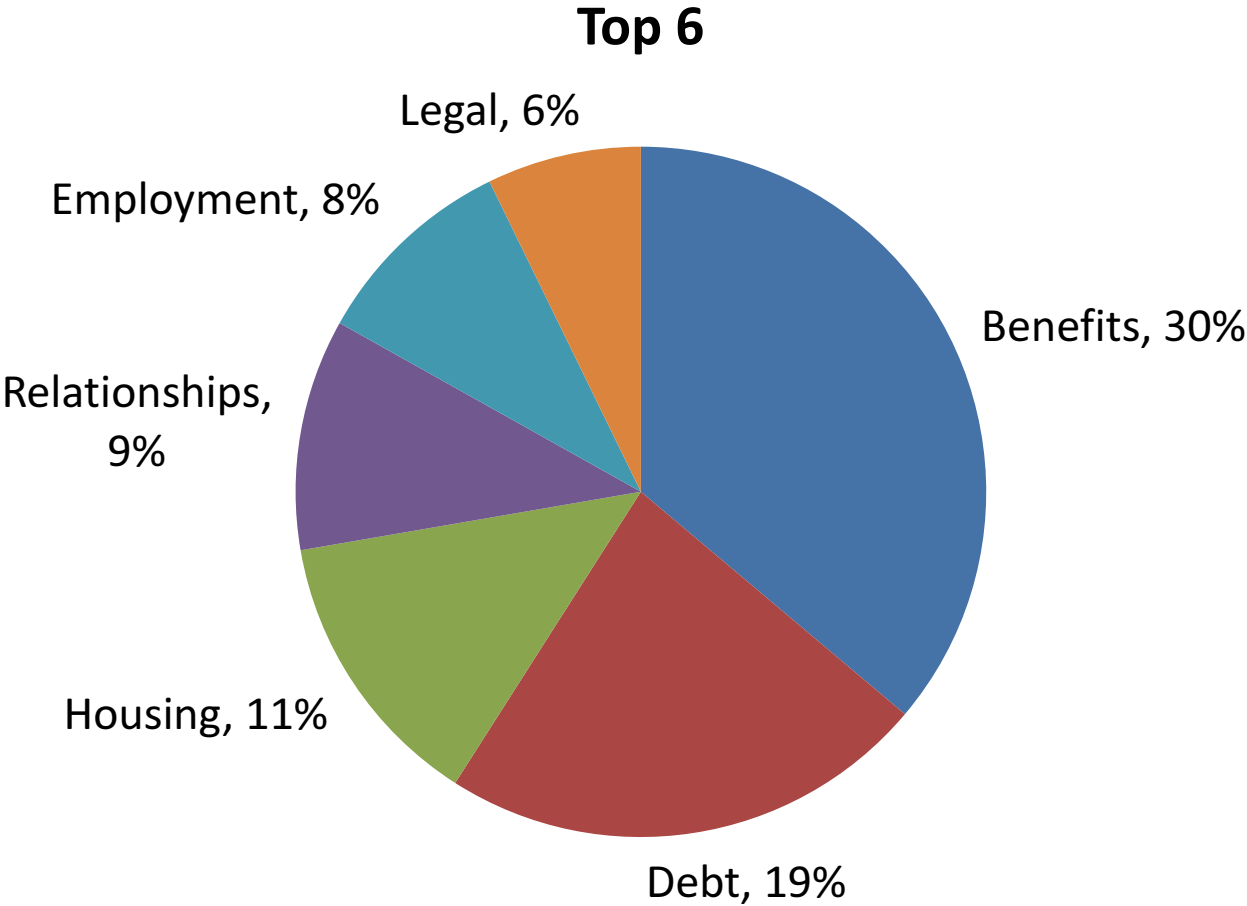
- 3903 Gateway Assessments
- 1462 Full Advice Enquiries

Clients



All figures cover both bureaux, and are annualised based on July 2013 – May 2014

Problem Areas



A Day in the Life

56 Gateway Assessments

12 Full Advice Appointments

47 Phone Calls

21 Face to Face

2 Outreach Sessions

Detailed debt/benefits follow up appointment for 6 clients

2 Home Visits

17 Volunteers

10 helped with official forms/paperwork

5 Staff

2 Third Party Phone Calls

Referral To Domestic Violence Support Service

3 Third Party Letters

A Day in the Life

• **Benefits**

- HB stopped – client doesn't know why
- Informed overpaid tax credits – client disagrees
- Help completing claim form
- Benefit check (2)
- Benefits following redundancy
- Alleged overpayment of Pension Credits
- Benefits check for recently separated single parent
- Possible appeal against tax credit overpayment
- Appeal against ESA being stopped
- Changes in Entitlement following lowering of rent (2)

• **Employment**

- Rights following dismissal
- Rights following redundancy (2) – possible unfair selection
- Client in tied accommodation, employment ending
- P/T working following maternity leave
- P/T working – wants more hours & more notice of shift times

• **Legal**

- Lasting Power of Attorney (2). Forms provided as client has no computer access
- Visually impaired client wants to claim for personal injury
- Compensation for dog killing sheep
- Action in small claims court
- Order for repayment in CC
- Divorce proceedings & maintenance

• **Debt**

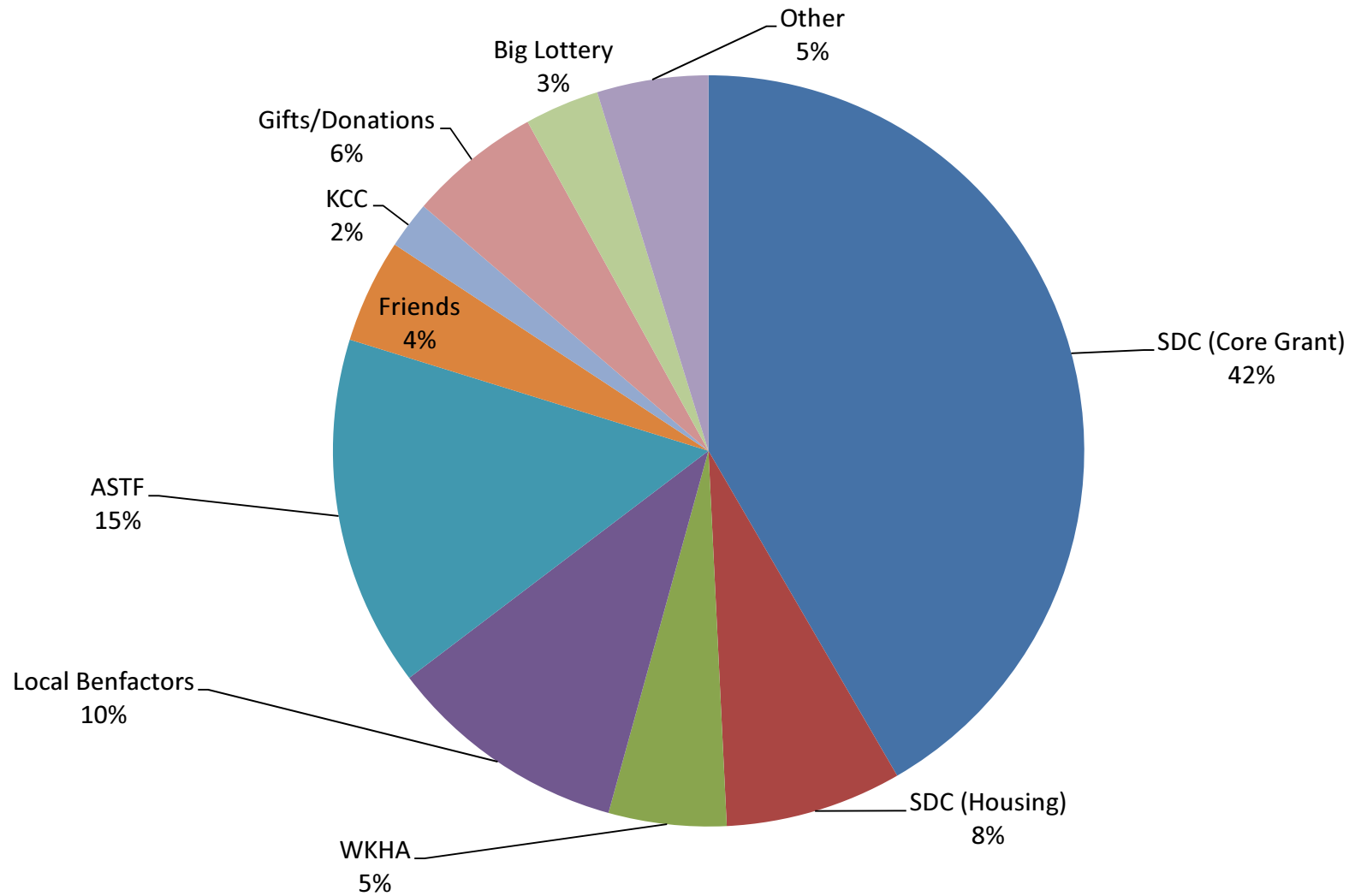
- Assist with SDC means form re Council Tax arrears
- Repayment schedule for WKHA tenant
- Client considering suicide due to court letters/bailiffs - to see specialist adviser
- Repossession threatened – unknown rent arrears

• **Finance**

- Entitlement to PIP repayment/help making claim (2 clients)
- Misselling – assist with claim to ombudsman
- + Housing (3), Health (2), Relationships (2), Travel (2), Consumer (1)

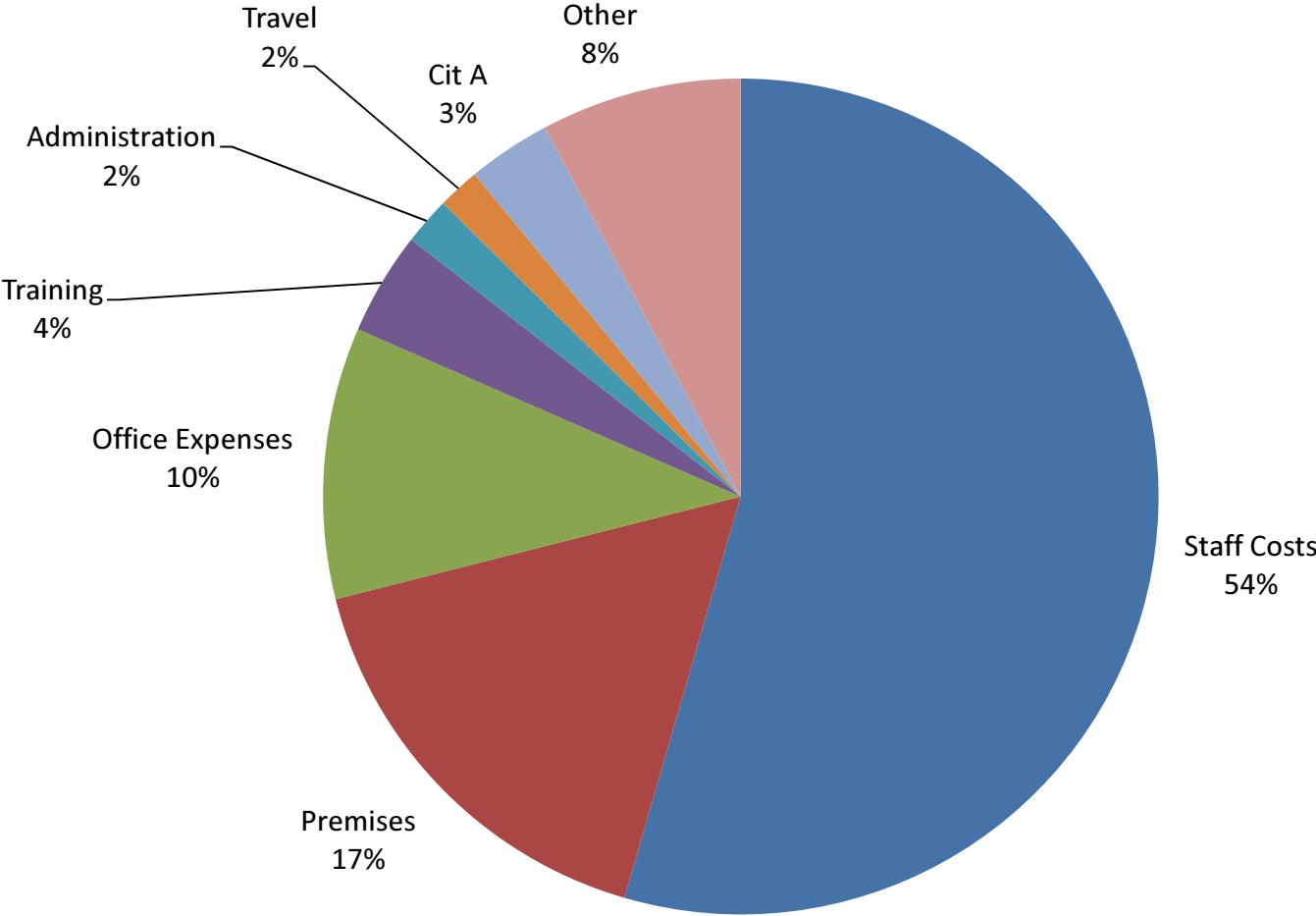
Financial Overview 2013/14

Income



Financial Overview 2013/14

Expenditure



The Future

- The Challenges
 - Resources
 - Changes
- The Opportunities
 - Further Outreaches
- The Initiatives
 - Contracted Work
 - Alternative Funding Streams

