



## Project Update

There are a number of projects on offer to our clients at present. All these projects can be accessed via Local Citizens Advice offices.

There are three that are new to Citizens Advice Hampshire:

- **Home and Well (ongoing across Hampshire, Soton, Ports and the IOW)**
- **Ubenefit (Hampshire, Soton, Ports and the IOW until 31st March 2021)**
- **Surviving Winter (Hampshire, Soton and Ports until 31st March 2021)**
- **Winter Grants (fuel/food) (Hampshire County only until March 2021)**

These are in addition to Macmillan Cancer Advice Service, Gamble Support, Healthwatch Hampshire and from February 2021 Kickstart.



Home and well is a partnership project delivered by Citizens Advice Hampshire that provides wrap-around Citizens Advice support for patients being discharged from hospital. Its partners are:- West Hampshire CCG, Scottish & Southern Electricity Networks, Southern Water and Portsmouth Water. The service offers sign up to PSR, utilities advice and Citizens advice core service. More information can be found on our website [here](#)



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:



Hampshire



South West

Scottish & Southern Electricity Networks



Empowering your journey

To make a direct referral please click [here](#)

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Citizens Advice are working together in Hampshire and the Isle of Wight to offer a solution to mitigate the COVID-19 Debt crisis. **U Benefit** is aimed at clients who face debt and financial difficulties as a result of COVID-19. Each Local Citizens Advice Office will screen clients when clients approach our service. This will then trigger the extra support offered through **U Benefit**. Clients are also able to self refer [here](#).

This is a Hampshire-wide initiative with Citizens Advice Hampshire taking the lead, Portsmouth as the centre of excellence for debt advice in the county and Havant acting as the experts in financial capability via their “work out your money” scheme.

**U Benefit** offers:

- Screening by Local Citizens Advice across the region. Cases will be dealt with directly or if not referred to Portsmouth for in depth advice.
- Referrals from Job Centre Plus in Hampshire, Hampshire County Council crisis line and their Connect to Support online offer.
- Social media support via a dedicated [Facebook](#) page and closed group for peer to peer support
- [National debt support](#)
- Financial Literacy specialist support - via [work out your money](#)
- Specialist Debt casework support from Citizens Advice Portsmouth

[Work out your Money](#) website is geared to reasonably IT competent Hampshire residents. There will be a range of help and information on the page. To obtain more

help they will need to complete a contact form giving their name, postcode and email address.

The site offers a **one stop shop** for clients referred by Local Citizens Advice or via direct access with:

- Money skills videos and helpful tips
- Top 5 spending Apps - recommended by Which? and/or the *Financial Conduct Authority*
- Careful referencing back to CitA website and Hampshire Local Citizens Advice for help with underlying issues
- Client contact form to obtain bespoke resources (providing project with client metrics) with several options:
  1. Budget spreadsheet - *Digital Unite* sponsored
  2. Digital spending diary
  3. Monthly newsletter - *Quids In* sponsored
  4. Help guide covering Universal Credit and Covid-19 - *Quids In* sponsored
  5. Request for individual support/appointment by phone or video conference

**GETTING YOUR FINANCES STRAIGHT**

**FACING FINANCIAL HARDSHIP AS A RESULT OF COVID?**

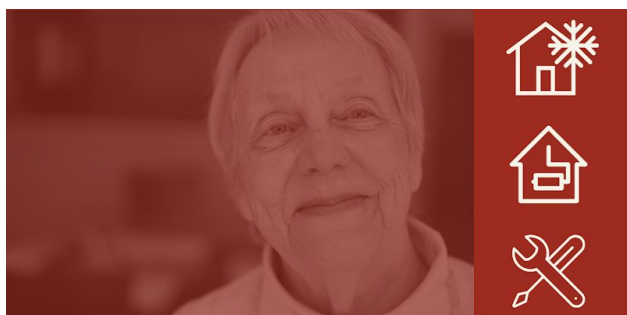
**HAVE YOU BEEN MADE REDUNDANT?**

**NEED HELP WITH MANAGING YOUR MONEY?**

**ARE YOU FACING DEBT FOR THE FIRST TIME?**

**@COVIDDEBT****02394006450**

**IN PARTNERSHIP WITH****HiWCF**  
LOCAL GIVING FOR LOCAL NEEDS



**Surviving Winter**  
*Giving a helping hand*



**HiWCF**  
LOCAL GIVING FOR LOCAL NEEDS

The aim of this fund is to ensure that older people who struggle with the cost of winter can survive the winter with a reasonable level of comfort and dignity.

*The client does not have to specify what they will spend the grant on, but the assessor needs to be sure that the overall effect will be that they can afford to keep warm and look after themselves during the coldest weather. As a rule of thumb the grant should be awarded for Food, Heat or Warm Clothes.*

The applicant must be either well-known to the assessor through their work with the organisation, or they must provide evidence of their identity, preferably photo ID, and a recent utility bill, bank statement or other evidence to prove hardship. Applicants should normally only receive one payment in any twelve month period from this fund.

**Note:** Due to the large number of older eligible people who are not claiming Pension Credit, it would be beneficial to undertake a quick welfare benefit check as part of this application process.

### **How much?**

The usual award should be up to a maximum of £100. However, in exceptional circumstances an award of up to a maximum of £125 may be made to those over 60 years of age.



Supporting households struggling with utilities bills this winter by providing fuel vouchers and direct payment to utility companies

citizens  
advice



## Winter Grants scheme

This scheme is funded via Hampshire County Council and central government. Fuel vouchers will be made available to partner organisations to distribute to those in most need. Click [here](#) for more information.