

Citizens Advice Rushmoor

Voluntary Sector Forum 14th
December 2022

- **Our Service** – how we help people
- **Our Data** – what is it telling us?
- **Our Research** – local experience
- **How *you* can help?**
 - **Using** use the data
 - **Helping** others
 - **Tips** and ideas
- We're **national and we're local!**



Rushmoor

How we help

- Citizens Advice has a **unique insight** into the cost of living pressures faced, because of the range and type of issues local people approach us for help with.
- Our **holistic** approach, means issues are not seen in isolation – so for instance a problem with energy, may trigger additional help, ranging from benefits entitlement to crisis support – as shown here.
- Our **detailed data** includes demographic and ward based data, which we can extract and share to respond to different situations.



Cost of Living Topline Figures for Rushmoor

People in Rushmoor asking Citizens Advice for help in the last 3 months - Top 5 Cost of Living issues only

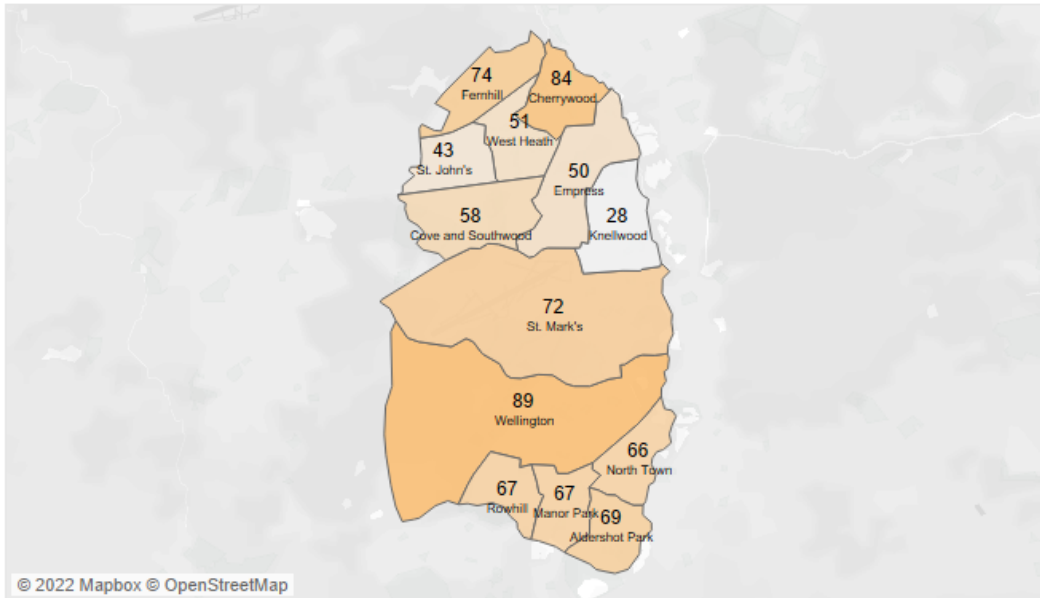
Top 5 cost of living issues

In the last three months to October 2022, the top 5 cost of living issues that clients saw us about in this Local Authority were:



All cost of living issues by ward

Click icons above to see the selected issue by ward, click wards to see issues or click the name the top 5 table to filter the report. Click the same item again to reset the view.



© 2022 Mapbox © OpenStreetMap

Click the home icon on the map to recentre the view

As clients can be helped on more than one issue, manually summing numbers will be greater than the unique counts shown on the map. Click the home icon on the map to recentre the view

Top issues - latest 3 months to previous 3 months

Top 5	Cost of Living Issues	Latest 3 Months	Previous 3 Months	Change	% Change
1	Energy	205	113	92	81%
2	Personal independence payment	128	138	-10	-7%
3	Charitable support & Food Banks	63	72	-9	-13%
4	Council tax arrears	26	17	9	53%
5	Financial capability	26	19	7	37%
Total of all Clients with a COL issue		494	388	106	27%

The total is for all clients with any cost of living issue, not just the Top 5

Benefits Uprating

- Every local Citizens Advice was asked to contact their MP about **maintaining the benefits rates** in line with inflation – to recognise and protect the impact on the poorest in society.
- The success of that campaign reflects our reach (along with other charities), but does not tell the whole story.
- Housing costs have been frozen since 2020 – it's not “job done” yet

Benefits will continue to lag behind rising costs due to the uprating implementation gap

Percentage increase in CPI inflation and benefits from September 2021 - May 2023. OBR inflation projections from November 2023 onwards



Low Income Households

Households still set to face shortfalls next year

Extent to which benefits uprating and cost of living payments cover the monthly rise in living costs for low income households since September 2021

■ Rise in living costs ■ Benefits uprating (Apr '23) ■ CofL payments



Cost of living payments in 2022-23 includes the Council Tax rebate (split over 6 months from April 2022), the cost of living payment (split over 8 months from July 2022 and reflecting the slight difference in the value of the 2 instalments), and the energy bill rebate (spread over 6 months from October 2022). Cost of living payments in 2023-24 includes the £900 payment, assumed to hit bank accounts in April 2023 (spread over 12 months). Income from uprating benefits is the author's calculation of the average increase for Universal Credit claimants, including Child Benefit.

- Our national data team is able to analyse a full range of real time information to **forecast** issues and assist policy makers with decisions and targeting help.
- More information is on [Benefits will rise with inflation in April — does this mean job done?](#)

Cost of Living in Rushmoor

- Our 2020 report highlighted concerns at that time, demonstrating the **challenges for Rushmoor residents** in particular, and the fact that we are in a high cost but relatively low wage area.
- We made a range of **recommendations** that drew attention to specific concerns that would benefit from adjustments to policy and practice.
- Then **Covid** happened! All our plans to launch the report were put on hold.
- Now we are half way through a new report, updating on the current situation. We plan to publish this in **January 2023**, and would like to share the results with everyone when available.



Cost of Living in Rushmoor

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Summary Report

March 2020

Share Your Experience with us

You are invited to do a **10-minute phone interview** with us about the **Cost of Living in Rushmoor** for our **Cost of Living Research**.

Scan the here to leave your contact details.
Thanks very much for your interest.



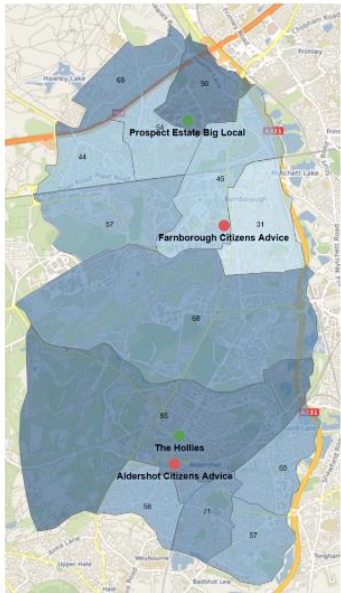
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Making use of the data

[Citizens Advice In Your Ward](#) (website link) can help to pinpoint key areas and issues to target

Click on the links below to see the work Citizens Advice has been doing in your ward during Q2 of 2022-23:



- Aldershot Park
- Cherrywood
- Cove & Southwood
- Empress
- Fernhill
- Knellwood
- Manor Park
- North Town
- Rowhill
- St John's
- St Mark's
- Wellington
- West Heath

Ward Dashboard

St. John's



In this Ward we helped

Clients	44
Issues all	192

Top Issues

Debt	63
Benefits Universal Credit	32
Benefits & tax credits	24
Housing	16
Utilities & communications	15

Top 5 benefit issues

01 Initial claim	17
21 Personal independence payment	6
23 Council tax reduction	5
03 Housing element	4
03 Pension Credit	3
04 Limited capability for work elements	3
28 General Benefit Entitlement	3

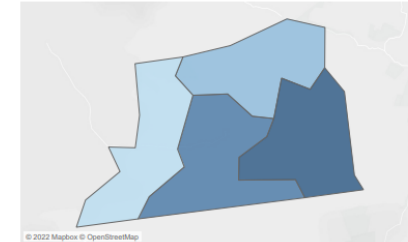
Top 5 debt issues

09 Council tax arrears	15
04 Fuel debts	8
13 Credit, store & charge card debts	7
16 Water supply & sewerage debts	4
07 Rent arrears - housing associations	3
15 Catalogue & mail order debts	3
30 Mobile phone debt	3
32 Debts to friends and family	3
60 Debt Assessment	3

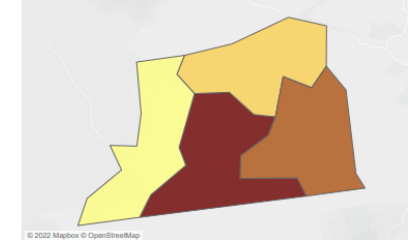
Homelessness

03 Threatened homelessness	2
02 Actual homelessness	1

Clients seen



Index of multiple deprivation

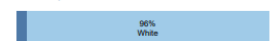


The darker colours on the IMD map show higher levels of deprivation

Gender



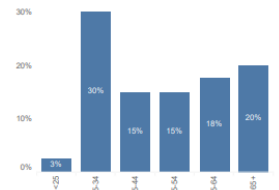
Ethnicity



Disabled or Long term health



Age group



Helping Everyone

- It's not just about energy – but that is something we can give **immediate help** with via grants.
- Connected issues such as **welfare benefits, debt and housing** are all part of our brief.
- Our new **Outreach Worker** is attending shared venues and hubs, including the Library, Community Grub Hub and Asda! We are currently crowdfunding to extend that service.



C A Rushmoor @RushmoorCAB · Dec 7

Thanks to Aviva funding, we have been successful in starting our outreach work with the Community Grub Hub in Aldershot. To learn more or donate click the link. [#AvivaCommunityFund](#)

citizensadvicerrushmoor.org.uk/aviva



Household Support Fund

Energy Grants



National Trustees Staff **Energy Grant** Referral Site Admin

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Citizens Advice Rushmoor News

Citizens Advice Rushmoor is open for telephone and digital advice – there is no drop in at our Farnborough or Aldershot offices.

You can call us for local assistance on 01252 513 051 or in Nepali Language call us on 01252 894 280 – see our contact us page in the menu above to see full contact details or email us directly.

If you need advice now please call our national freephone number **0808 2787 912***

Call us for advice now free



How can we help?

Get advice online from Citizens Advice

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Need advice now?

We can offer help through web chat or by email, click the button below for information:

Chat Online Now

We are working with other Citizens Advice across the region so we can advise you by phone:

Call 08082787912*

Our latest tweets:

Volunteer with us:

Our latest news stories:

Household Support Fund

Hampshire residents can qualify for a grant of up to £294 from the Household Support Fund, to help with energy bills. If you live in Rushmoor you can apply via this form. To process the payment, we need the information as requested on the form below. Don't worry if you can't provide everything at once – we can follow up and help with that as needed.

You can call our freephone 08081753559 if you need help with the form or more information – leave your name and number and we will call you back as soon as possible.

* Required

Your Details:

If you are completing this form on behalf of someone else, you will be asked to provide their details next.

1. Your first name *

Enter your answer

2. Your last name *

Enter your answer

3. Your address *

Enter your answer

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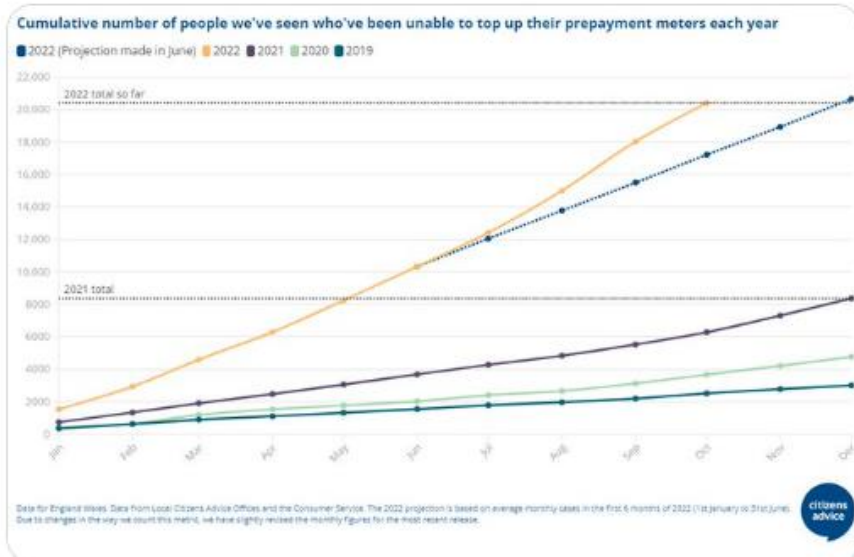
- **News** and updates
- **Energy saving tips**
- **Campaigns** and trends
- [Get Advice](#) citizensadvicерushmoor.org.uk
- Come to our **AGM** – today at 16:00



CitizensAdvice @CitizensAdvice · Nov 8

⚠️ This year, we've seen more people who can't afford to top up their prepayment meters than the whole of the previous 5 years combined.

The government must increase benefits with inflation.



C A Rushmoor @RushmoorCAB · Nov 2

Energy costs are rising.

But there are some quick and simple things you can do to save money on your energy bills.

Here are @EnergySvgTrust's top hacks to help you save £564 a year bit.ly/3RQ7Tgb /

