

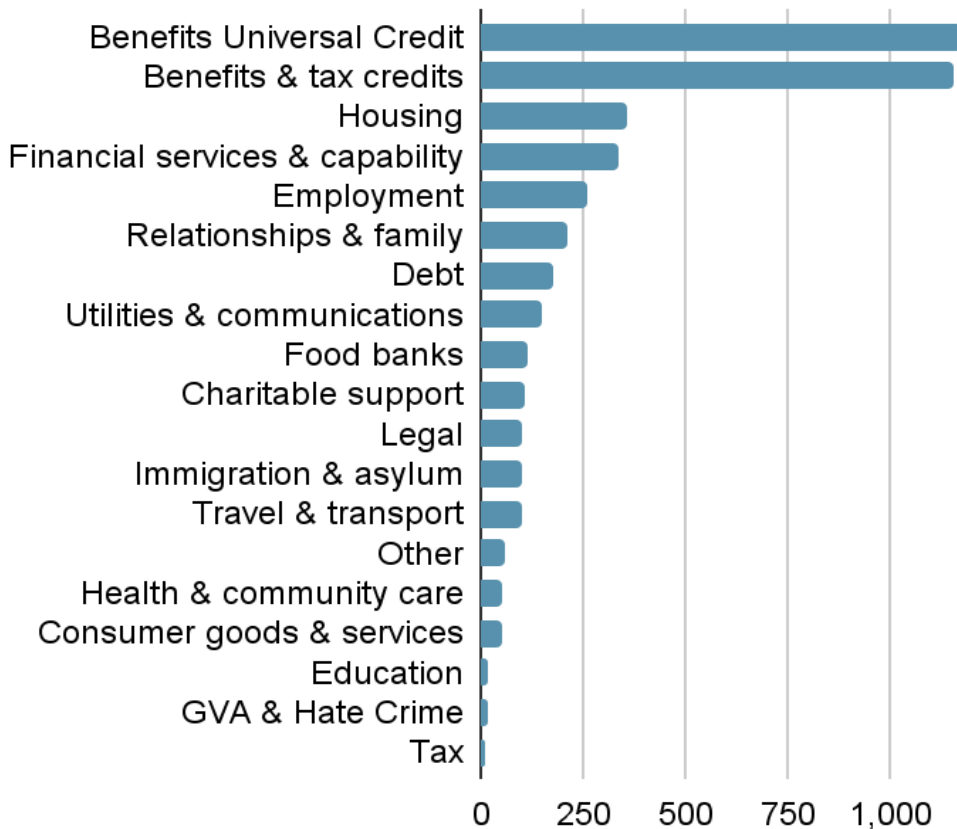


Coronavirus information: Keep up to date at

<https://www.citizensadvice.org.uk/health/coronavirus-rules-you-need-to-follow/>

Central & East Northamptonshire Citizens Advice (CENCA) was approached by 1,839 customers for assistance on 4,567 issues during the third quarter of **October, November and December 2021**.

Issues by Category



In December, the CENCA office was closed due to the Christmas and New Year periods, which affected the services offered. **In December 2021 CENCA supported clients to make a total of 620 applications to the Household Support Fund.**

Issues related to **Universal Credit** are the most frequent (with 1,177 issues), followed by 1,159 enquiries related to **benefits and tax credits**. Queries about **housing concerns** (360 issues) have overtaken issues about **financial services and capability** (330 issues).

CENCA offers general advice and information services

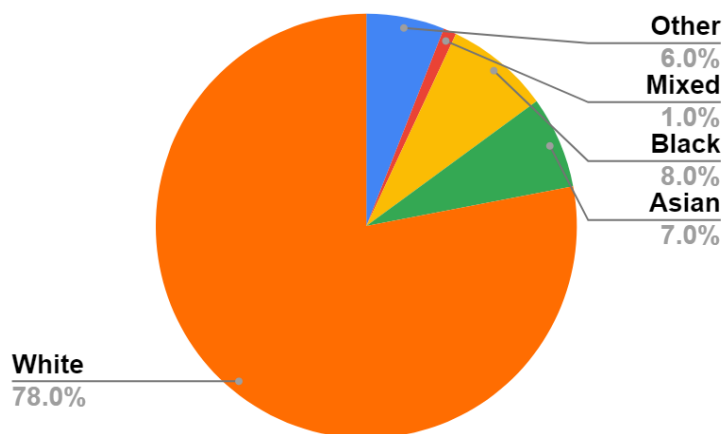
- Generalist Advice (benefits, debt, and employment)
- Help to Claim (Universal Credit)
- Macmillan - Benefits Advice for people affected by Cancer
- Pension Wise - Pensions guidance for those aged 50+
- Student Advice - University of Northampton service
- Legal Aid - Housing and Debt Advice for those on low incomes
- Housing Advocacy Project (acting on behalf of the client)
- Partnerships Officer (developing links, signposting and training)

During Quarter 3 (21/22) total outcomes for CENCA clients are £1,591,735

Income gain £1,561,386
Reimbursements, services and loans £3,401
Other £26,948

Help to Claim (H2C) Universal Credit support

Ethnicity group (H2C)



Since 2018 CENCA has delivered a **Help to Claim** Universal Credit service. This service offers tailored, practical support to help the **1 in 5 people** known to struggle with making a Universal Credit claim. We help them to receive their first full correct payment on time but we also do a **Full Benefit Check** in case they would be better off claiming other benefits. During the Q3, 347 clients contacted our Help to Claim services online (3.5%), over the phone (78.3%), via web chat (3.5%) or in-person (12.3%). See our Getting in touch section for contact details.

Help to Claim services also advised their clients with other benefits & tax credit issues, employment, debt, housing, as well as immigration & asylum issues.

As a monetary outcome the H2C team helped their **clients to receive a total of £486,478 during Q3**. This included a total of £466,865 in income gain and repayments rescheduled as well as other support worth £19,133. - This support included issues like additional evidence to submit the claims successfully, bailiff's action stopped, suspended or prevented, maintaining the benefit / tax credit and making sure the client obtained appropriate help with court forms.

% of Total H2C Clients along Age Group

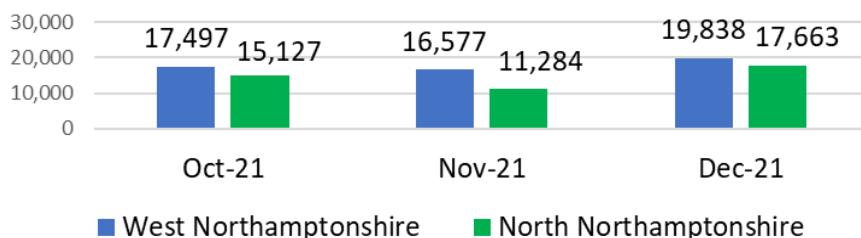
15-19	3.10%
20-29	12.50%
30-39	19.10%
40-49	19.40%
50-59	25.30%
60-64	18.10%
70+	2.50%

Citizens Advice Webchat Users

West Northamptonshire 101
North Northamptonshire 115



Citizens Advice Website users



Getting in touch

- Northampton 📞 0800 144 8848 (Freephone)
- Wellingborough 📞 0800 144 8848 (Freephone)
- Adviceline General enquiries 📞 0800 144 8848 (Freephone)
- Universal Credit "Help to Claim" 📞 0800 144 8444 (Freephone)
- Scams Action adviser 📞 0808 250 5050 (Free landline and mobile calls)

CENCA Website: <http://www.cencab.org.uk>

CENCA Facebook: <https://www.facebook.com/cencab/>

CENCA Twitter: Central and East Northants Citizens Advice (@C_ENCA)

Citizens Advice National website <https://www.citizensadvice.org.uk/>