

ATC Presentation

Feb 2025

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CEO CA Northumberland

New dashboard

- New style of reporting
 - Both from the office in Ashington – the face-to-face service
 - And all clients from the Ashington area who received support
- Snapshots/data
- Heatmap
- Outcomes
- Client case studies

Service Areas
Jan 22 - December 24

Reset Filters

Unique Clients **752** # Clients seen (including repeat) **996** # Case Interactions **1,942**

Year/Month: Jan 2025, Dec 2024, ... (11) ▾

Service ▾

Office: Northumbrian CAB (Ashington) (1) ▾

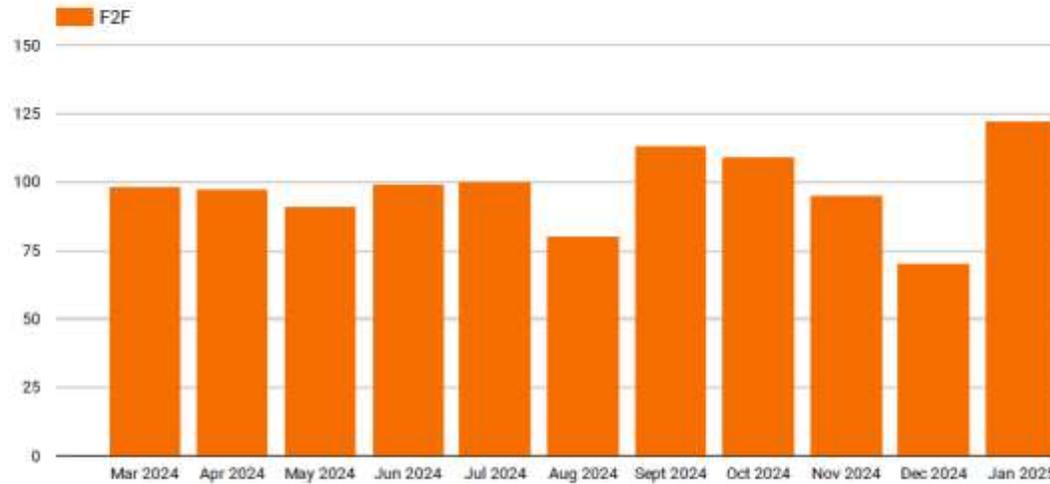
Funder ▾

Authority ▾

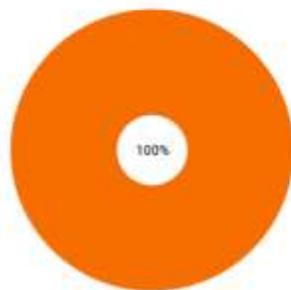
Parish ▾

Wards ▾

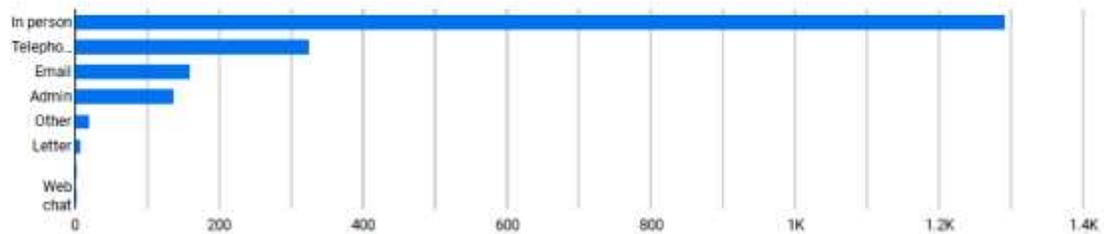
Unique Clients



Service %



Channel across all cases



Count of Primary Issues
Jan 22 - December 24

Client Issues (including repeat)
3,178

Client Primary Issue

	Issue_Part_1	Case_...	Client_R...
1.	Benefits & tax credits	344	305
2.	Debt	182	131
3.	Housing	125	109
4.	Benefits Universal Credit	119	108
5.	Legal	64	60
6.	Health & community care	58	52
7.	Relationships & family	45	45
8.	Employment	45	45
9.	Consumer goods & services	44	40
10.	Charitable Support & Food B...	42	34

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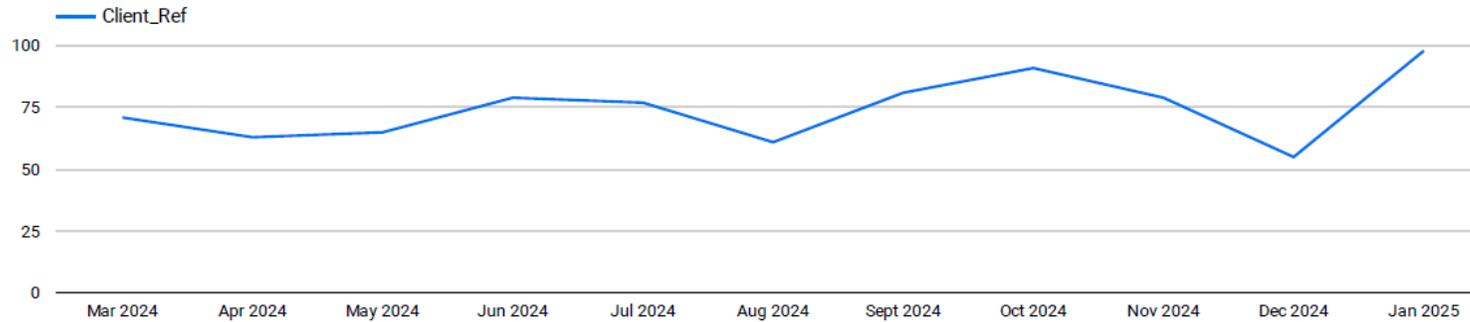
	Issue_Part_2	Case_Ref	Client_...
1.	21 Personal independence payment	161	149
2.	60 Debt Assessment	118	103
3.	17 Attendance Allowance	55	50
4.	07 Housing Benefit	50	46
5.	01 Initial claim	41	41

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	Issue_Part_3	Cas...	Client_R...
1.	Z Other	262	228
2.	Y Making and managing a claim	138	128
3.	A Completed Debt Assessment	118	103
4.	Not recorded/not applicable	78	77
5.	A Eligibility	78	74

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Issue Count by Unique Clients



Reset Filters

Year/Month: ...(11) -

Service -

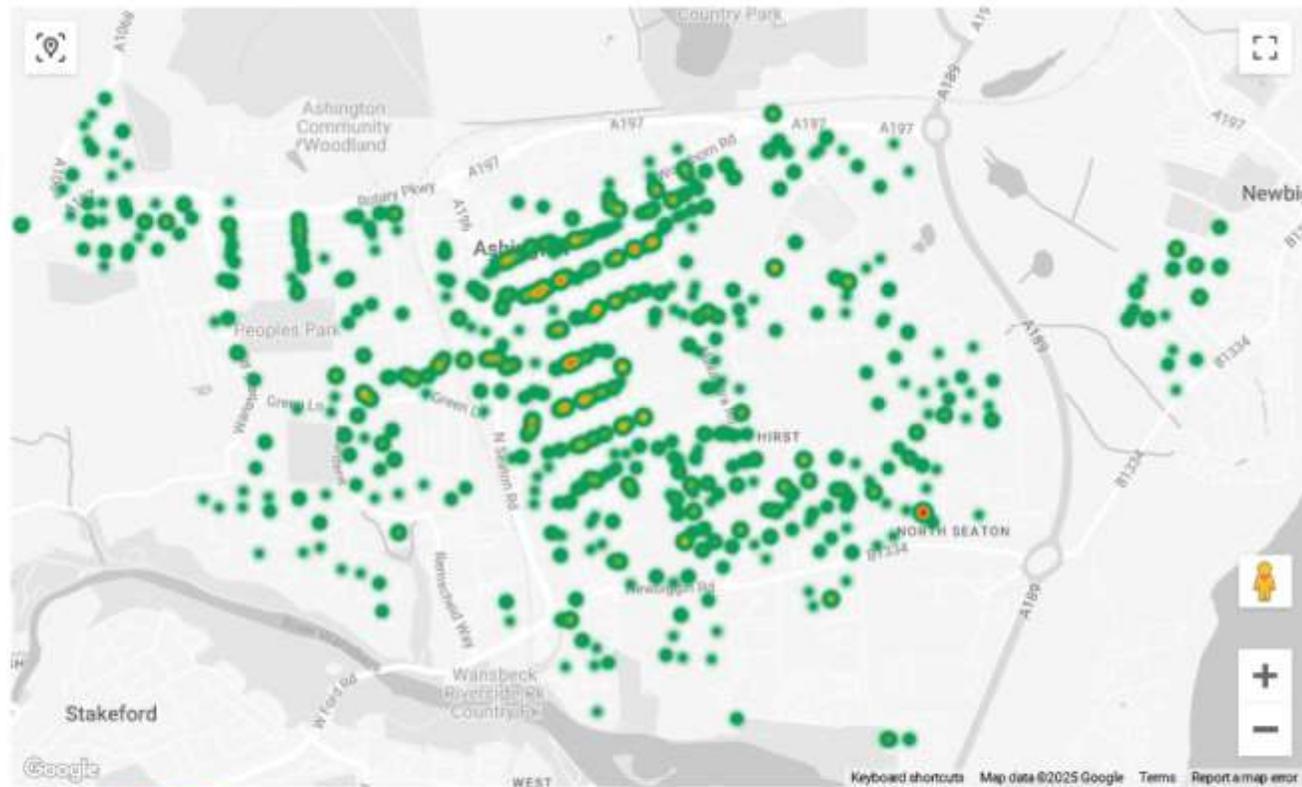
Office -

Local_Authori... (1) -

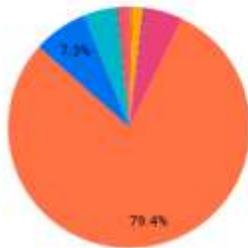
Ward: Ashingt... (7) -

Top 5 Wards

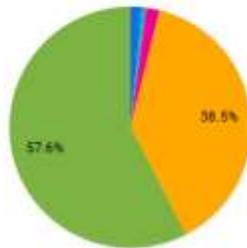
Ward
1. Ashington Central
2. College
3. Hirst
4. Seaton with Newbiggl..
5. Bothal



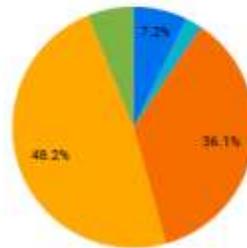
Ethnicity Disclosed



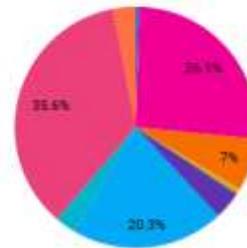
Gender Disclosed



Disability Disclosed



Occupation Disclosed



Key Statistics

01/03/2024 10/02/2025

citizens advice

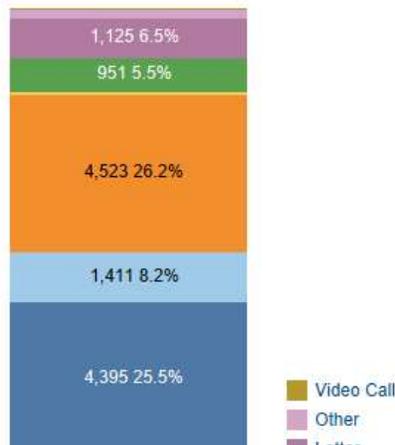
Summary

Clients	1,483
Quick client contacts	
Issues	13,113
Activities	17,231
Cases	2,721

Outcomes

Income gain	£1,303,588
Re-imbursments, services, loans	£37,291
Debts written off	£1,104,366
Repayments rescheduled	£44,822
Other	£436,081

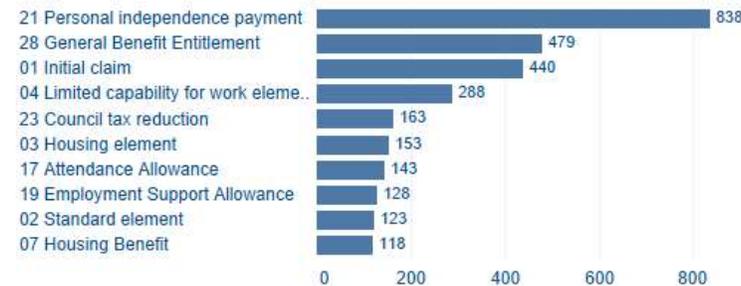
Channel



Issues

Issues	Clients
Benefits & tax credits	604
Benefits Universal Credit	278
Charitable Support & Food Ban..	315
Consumer goods & services	306
Debt	521
Education	15
Employment	99
Financial services & capability	301
GVA & Hate Crime	11
Health & community care	75
Housing	205
Immigration & asylum	41
Legal	98
Other	240
Relationships & family	132
Tax	28
Travel & transport	73
Utilities & communications	359
Grand Total	13,113

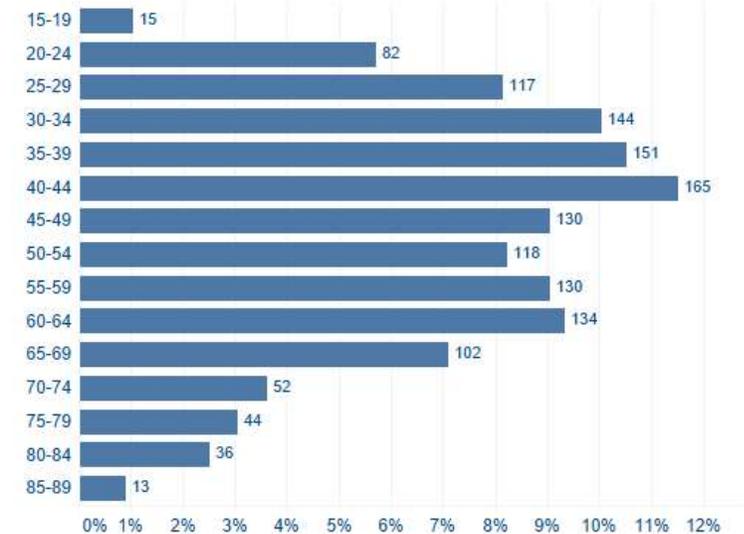
Top benefit issues



Top debt issues



Age



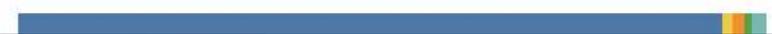
Gender



Disability / Long-term health



Ethnicity



Client Case Studies

A single, profoundly deaf individual, living alone and relying on benefits, sought help due to depression and alcohol use after losing his dog. He visited a drop-in center for food, revealing his lack of a fridge for perishable items. A support worker arranged a visit, leading to a donation for a fridge. The individual expressed gratitude, shared his sobriety progress, and spoke of plans to overcome his challenges with aid from the NRP services.

Protracted PIP review process culminated in downgraded award; client contested decision through Mandatory Reconsideration and subsequent Appeal, leading to increased and backdated benefit without a formal hearing.

Client received support from Citizens Advice Northumberland to complete a PIP renewal form, resulting in an increase in benefits for both daily living and mobility until 2027, enhancing her comfort and financial support amid rising living costs.

Client awarded new bed via Greggs Hardship Grant application, improving comfort and well-being, alleviating pain levels.

Client granted Asylum in 2021, placed in temporary accommodation in Blyth and Ashington, secured own tenancy in Ashington area. Children attended school in Blyth causing high travel expenses.

Helped transfer children to school in Ashington. Client saved £1,296 in travel expenses annually, no longer needs charitable support for furnishing home.

Client, a parent of two dependent children, sought assistance from Citizens Advice to address financial strain. Despite being eligible, the client was not receiving the housing element of UC. Upon intervention, they are now receiving approximately £425.01 per month extra for housing, enabling them to cover expenses without relying on food parcel support. This success has reduced the strain on local resources, allowing for more assistance to be provided to those in need.

A client living in a rented room faced safety concerns due to their tenant partner's behavior, sought help from Citizens Advice, and was in finding emergency housing within the local area, allowing them to continue working and improve their mental health.

A single parent with three children, aged 2 to 8, faced housing instability after their rental property was repossessed due to the landlord's mortgage arrears. Moving to a smaller council property without proper white goods or carpeting, the client sought aid from various charities, including the Talisman Charitable Trust. Successfully applying for support, the charity awarded £800 for carpeting, ensuring a warmer home and preventing heat loss through the floor.

A 77-year-old White British male client, retired and married, sought help negotiating pro rata payment offers with creditors due to inability to pay debts in full. Chose pro rata payment as debt resolution option. Essential expenses deducted to determine payment shares; CCJ on one debt remained fixed. All creditors accepted pro rata offers, relieving client and ensuring debt management. Client expressed gratitude for assistance.

Citizens Advice successfully supported a client in overturning a PIP decision, resulting in the client receiving an enhanced rate daily living and lower rate mobility award, along with a backdated payment of £3,200. As a result, the client can now manage their household finances without the pressure of being unable to work.

Client successfully resolved significant debts through Debt Relief Order (DRO). Total debt of £15,218.16 written off. Bailiffs no longer involved. Client relieved of financial burden and stress, can focus on work and managing budget.

Pensioner struggling with bills and food receives debt advice and support from CA, including food bank referral & energy grant. Client express gratitude for assistance and receiving cash and food promptly