



Thornton Lodge Action Group

**Serving Children & Families  
Of  
West Yorkshire**



**ONE-STOP – ECM- Services**

**Kirklees Advice Project**

**Report**

**July 2020 – March 2021**

# Improving Economic Well-being

**MAKING A POSITIVE DIFFERENCE TO CHILDREN and FAMILIES LIVES**  
**Free, Independent, Impartial, Confidential, Advice, Information & Advocacy**

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## **ONE-STOP** **SPECIALIST – Social Welfare Law Services** **INCOME MAXIMISATION SERVICE** **REPORT**

For

**ICAFs' Joint Advice Project with  
Thornton Lodge Action Group (TLAG)**

## **Improving Economic Well-being**

**For Period From: July 2020 – to – March 2021**

### **Individuals**

No. of Individuals –	116
Total No. of all Individuals Seen	116
<b>Contacts</b>	
Total No. of all contacts	406
Total No. of all issues/matters/problems	732
Total No of hours Spent in individual contacts, casework, advocacy & Representations. (Adviser's engaged x 2) – excludes Travel time	497

### **Missed – Appointments & Re-arranged**

No. of missed / cancelled /re-arranged appointments (This Period Only) (Due to Stress, Childcare Problems, Bad Weather, illness and Health related appointments, No Interpreter)	12
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### **Children**

Total No. of Children over 5 and under 19 years in education in all households	151
No of Children from birth to 5 years in all households	111
Total No. of all children from birth to 19 years in all households	261
No of Children living in households with severe poverty issues, Overcrowding and severe financial problems etc.	169

## Success

Total no. of individual families “Fully Stabilised” – (No further involvement needed)	98
No of Families – Still dealing – on-going Casework	18

## Prevention of Bankruptcy

No. of individuals prevented from being bankrupt	11
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## Employment

No. of Carers helped to keep their existing jobs (Alleviating Financial Stress)	18
No. of Carers signposted for job search –	23

## Bailiffs, Tribunal & Court Actions

Court – Tribunal Representations – Digital	11
Magistrates & County Court Actions Prevented	5
Social Security Tribunal – Appeals Submitted	23
No. of Bailiff’s Proceedings Prevented	9

## HMRC – Self-Employment Grants

No of Individual helped to claim Self-Employment Grants (Client’s no internet, no lap-top, computers, Unable to navigate online system (First 3 Grants).	5
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## Health Registrations -- Adults & Children –

No. of Carers and Children signposted to be registered with GP’s	27
No. of Carers and Children signposted to be reregistered with Dentist	33

## Benefits -- Children—Health & Economic Well-being

No. of Children Helped with Free-School Meals	39
No. of Children Helped with Disability Benefits	23
No. of Children with disability - (signposted for Occupational Therapy Assessment)	11
No. of Carer’s Allowance applied & Successful	29
No. of Child Benefit applied and Successful	21

## Bank Accounts & Savings

No. of carers helped to open Bank accounts - online & Physical	3
No. of carers engaged in regular saving plans	9

## Home Safety & Housing Disrepairs

No. of Home energy saving scheme referred for energy grants	9
No. of Warm Home scheme applied	19

No. of Household helped referred for new Central Heating Boiler Scheme	5
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### Benefits Entitlements & Crisis

No. of Housing Benefits stopped by (Council's Housing benefits due to change of circumstances)	15
No. of Housing Benefits reinstated through Universal Credit Benefit	15
Total no. of carers had their benefits stopped	37
Total no. of carers had their benefits reinstated	31
Total no. of NEW universal Claims	37

### Emergency Food Parcels – Assessments & warm meals provided.

No of families needing food- Parcels assistance (Individual Households with children)	25
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### Home-Office – UK settlement Applications

No of families helped to apply for the UK settlement and pre-settlement. <b>This figure does not include registrations for children)</b>	4
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### Non-UK Passports & ID issues

Non-UK passport issues & renewals	4
ID card issues and renewals	4

### Priority Bills

No. of households in Gas & Electric bills arrears	27
No. of Households placed on Gas and Electric priority register	31
No. of Gas & Electric bills negotiated to an affordable repayments	33
No. of households in Council Tax arrears	29

### Water bills, meters & Arrears

No. of household Water bills negotiated to an affordable amount	31
No. of Households changed from *water meter supply to **Water Sure Scheme	9

\* Water Meter Supply – means person has to pay for every drop of water used.

\*\* Water Sure Scheme – means that person pays for water just like an ordinary Household Without a meter. **(Must pass eligibility test)**

### INCOME GENERATED

Missing Benefits (including, Housing Benefits, Council Tax Reductions, Disability Benefits, Universal Credit , Child & Working Tax Credits, wrong Income tax Code, Widows Bereavement & Funeral grants etc.).	<b>£167,319.80</b>
Carers' Allowance	<b>108,368.75</b>
Child Benefit	<b>82,134.00</b>
Warm Home Scheme	<b>2660.00</b>
Self-Employment HMRC Grants	<b>6,804.00</b>
<b>Total Income Generated</b>	<b>£367,286.55</b>

## Bereavement Support

No. of families supported who lost loved - + Bereavement Financial Support	3
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## Improving Mobility, Travel

No. of Individual Free Bus Pass	3
No. of Individual Free Bus Pass – for companions	3

## DEBTS

Amount (£) of Debts (Unsecured Loans, Catalogues, Door Loans, Credit Cards, etc.)	89,009.20
Amount (£) of Rent Arrears	2,386.00
Amount (£) of Mortgage Arrears	6,089.00
Amount (£) of Council Tax Arrears	24,656.80
Amount (£) of Gas & Electric Arrears	21,603.55
Amount (£) of Water Tax Arrears	12,811.40
Amount (£) of Housing Benefits & Council Tax (Non-dependents Arrears)	5,813.60
Amount (£) Tax Credits Overpayments	18,817.75
<b>Total Debts</b>	<b>£181,187.30</b>

## Results – Debt Outcomes

Total amount of debt (negotiated to an affordable amount)	<b>£76,475.35</b>
Total amount written-off (this period)	<b>£70,217.70</b>
Total amount of liability reduced (Lone adult, excessive charges, etc.)	<b>£18,489.20</b>
Total amount carried-forward – (casework Continues. Still dealing)	<b>£16,005.05</b>

## Other Queries excluding Debt and Signposting /Referrals made to other agencies.

Query	NO. of Referrals	Signposted / Referred to
Health Needs Assessment (adults)	6	Occupational Therapy Assessment
Domestic Violence	5	GP
Matrimonial Problems	11	Relate& Solicitors
Housing Overcrowding	9	Council Housing Register
Housing Disrepairs (private Landlords)	5	Environmental Health
Immigration	5	Immigration Specialist
Employment Issues	17	Employment Specialist/Solicitors

For further information, on this report please contact:-

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