

The purpose of this service level agreement is to provide Hednesford Town Council with a general advice service for members of the Hednesford community. The service will be accessed through an open door, drop-in outreach service at Pye Green Community Centre for one morning a week together with a digital service accessed through the Adviceline service and/or the Citizens Advice Staffordshire South West website (citizensadvice.org.uk). Clients who need further assistance or a specialist service will be referred into the main offices.

General services continue to be provided by telephone, email and web chat, face to face appointments are being made available.

Headline figures

Total number of clients - 24

Total amount of debt presented - £2,200

Total value of Financial outcomes recorded- £41,514

Client data	April	May	June	Q1 Total	July	August	September	Q2 Total	October	November	December	Q3 Total	GRAND Total
Clients assisted at Pye Green	15	11	11	37	11	16	8	35	11	7	6	24	96
Age	April	May	June	Q1 Total	July	August	September	Q2 Total	October	November	December	Q3 Total	GRAND Total
15-19	0	0	0	0	1	0	0	1	0	0	0	0	1
20-24	1	0	0	1	0	0	0	0	0	0	0	0	1
25-29	0	0	0	0	1	0	1	2	2	0	0	2	4
30-34	0	1	1	2	0	0	1	1	1	1	1	3	6
35-39	0	0	0	0	2	3	0	5	0	1	0	1	6
40-44	2	2	0	4	1	1	2	4	2	2	1	5	13
45-49	3	1	3	7	1	5	1	7	1	0	0	1	15
50-54	3	1	0	4	1	0	0	1	0	1	1	2	7
55-59	1	1	1	3	1	2	0	3	0	0	0	0	6
60-64	2	3	3	8	0	0	1	1	3	0	1	4	13
65-69	1	1	0	2	1	1	1	3	0	0	2	2	7
70-74	0	0	1	1	0	1	1	2	0	1	0	1	4
75-79	0	0	0	0	0	1	0	1	1	1	0	2	3
80-84	1	0	1	2	1	0	0	1	0	0	0	0	3
85+	1	1	1	3	1	2	0	3	1	0	0	1	7
Unknown/declined to reply	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	15	11	11	37	11	16	8	35	11	7	6	24	96

Contacts	April	May	June	Q1 Total	July	August	September	Q2 Total	October	November	December	Q3 Total	GRAND Total
Advice/line Phone	0	0	0	0	0	0	0	0	1	0	0	0	1
Email	2	12	4	18	0	8	0	8	3	1	1	5	31
In person	17	10	13	40	13	19	9	41	14	11	6	31	112
Letter/Admin	0	0	0	0	0	1	0	1	0	0	0	0	1
Telephone	0	2	2	4	0	1	0	1	1	3	0	4	9
Total	19	24	19	62	13	29	9	51	19	15	7	41	154
Gender	April	May	June	Q1 Total	July	August	September	Q2 Total	October	November	December	Q3 Total	GRAND Total
Woman	9	8	4	21	7	7	5	19	6	4	3	13	53
Man	6	3	6	15	4	9	2	15	5	3	2	10	40
Prefer different term (Other)	0	0	1	1	0	0	0	0	0	0	0	0	0
Unknown/declined to reply	0	0	0	0	0	0	1	1	0	0	1	1	3
Total	15	11	11	37	11	16	8	35	11	7	6	24	96

Advice issues recorded	April	May	June	Q1 Total	July	August	September	Q2 Total	October	November	December	Q3 Total	GRAND Total
Benefits & tax credits	7	23	9	39	4	22	8	34	20	11	18	49	122
Benefits Universal Credit	9	0	0	9	4	5	2	11	4	2	0	6	26
Charitable Support & Food banks	0	0	0	0	0	3	0	3	0	0	0	0	3
Consumer goods & services	1	1	0	2	0	2	0	2	1	0	2	3	7
Debt	6	2	1	9	4	4	4	12	9	8	2	19	40
Education	0	0	0	0	0	1	0	1	0	0	0	0	1
Employment	0	0	0	0	1	0	0	1	3	0	0	3	4
Financial services & capability	2	0	0	2	2	0	0	2	1	0	0	1	5
GVA & hate crime	0	0	0	0	0	0	0	0	0	0	0	0	0
Health & Community care	0	0	0	0	0	1	0	1	0	0	0	0	1
Housing	2	0	3	5	1	2	1	4	4	1	0	5	14
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
Immigration & asylum	2	0	0	2	0	1	0	1	0	0	0	0	3
Legal	0	1	5	6	1	1	0	2	0	0	0	0	8
Relationships & family	2	0	0	2	1	1	3	5	1	0	0	1	8
Tax	0	0	1	1	0	1	0	1	0	0	0	0	2
Travel & transport	1	0	2	3	0	1	0	1	1	0	1	2	6
Utilities & communications	1	2	3	6	2	0	0	2	1	1	0	2	10
Grand Total	33	29	24	86	20	45	18	83	45	23	23	91	260

Debt Category	April	May	June	Q1 Total	July	August	September	Q2 Total	October	November	December	Q3 Total	GRAND Total
Benefit overpayment (not HB)				£0				£0				£0	£0
Business debt				£0				£0				£0	£0
Business hire purchase/ conditional sale				£0				£0				£0	£0
Catalogue / Mail order				£0				£0				£0	£0
Council tax	£1,500			£1,500		£1,500	£1,023	£2,523				£0	£4,023
Credit Card				£0				£0				£0	£0
Credit Union Loan				£0				£0				£0	£0
Dual fuel				£0				£0				£0	£0
Electric	£1,300			£1,300	£900			£900		£750		£750	£2,950
Fixed penalty notice(non driving)				£0				£0				£0	£0
Gas	£1,300			£1,300	£900			£900		£750		£750	£2,950
Hire purchase/conditional sale				£0				£0				£0	£0
Housing Benefit overpayment				£0				£0				£0	£0
Magistrates Court Fine				£0				£0				£0	£0
Mobile Phone				£0				£0				£0	£0
Mortgage arrears				£0				£0				£0	£0
Other debts				£0				£0				£0	£0
Parking / traffic penalty charges				£0				£0				£0	£0
Rent arrears				£0				£0				£0	£0
Telecoms packages				£0				£0				£0	£0
Universal Credit new claim advance				£0				£0				£0	£0
Unsecured Loan / Bank Loan				£0				£0				£0	£0
Water arrears				£0	£1,000			£1,000		£700		£700	£1,700
Non-Priority Total	£0	£0	£0	£0	£1,000	£0	£0	£1,000	£0	£700	£0	£700	£1,700
Priority Total	£4,100	£0	£0	£4,100	£1,800	£1,500	£1,023	£4,323	£0	£1,500	£0	£1,500	£9,923
Grand Total	£4,100	£0	£0	£4,100	£2,800	£1,500	£1,023	£5,323	£0	£2,200	£0	£2,200	£11,623

Outcome Area	April		May		June		Q1 Total		July		August		September		Q2 Total		October		November		December		Q3 Total		GRAND Total		
	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised	
Benefits & tax credits																											
New award or increase							0	£0							0	£0			1	£5,741			1	£5,741	1	£5,741	
Claim or complaint - not possible							0	£0							0	£0							0	£0	0	£0	
Credit maintained							0	£0							0	£0							0	£0	0	£0	
Household Support Fund			1	£300	1	£300	2	£600	1	£0			1	£65	2	£65	2	£600	2	£600			4	£1,200	8	£1,865	
Improved health / capacity to manage	2	£0	2	£3,791	4	£13,198	8	£16,989	1	£0	5	£5,741	3	£8,629	9	£14,370	7	£15,675	2	£1,518	9	£16,835	18	£34,028	35	£65,387	
Non-financial admin issue resolved							0	£0							0	£0							0	£0	0	£0	
Staffordshire SW- Client empowered to self-help							0	£0							0	£0							0	£0	0	£0	
Staffordshire SW - SCC Household Support Fund			5	£795	1	£65	6	£860	1	£0	9	£1,545	2	£170	12	£1,715	2	£130	3	£215			5	£345	23	£2,920	
Benefits Universal Credit																											
Client familiarised with UC and what it means for them							0	£0							0	£0							0	£0	0	£0	
New award or increase							0	£0							0	£0							0	£0	0	£0	
Improved health / capacity to manage	3	£0					3	£0	2	£3,804	2	£3,180	1	£0	5	£6,984	1	£0	1	£0			2	£0	10	£6,984	
Charitable Support & Food Banks																											
Food provision / referral							0	£0							0	£0							0	£0	0	£0	
Improved health / capacity to manage							0	£0			3	£160			3	£160							0	£0	3	£160	
Consumer goods & services																											
Improved health / capacity to manage	1	£0	1	£0			2	£0			2	£0			2	£0							0	£0	4	£0	
Debt																											
Budget Sheet completed							0	£0							0	£0							0	£0	0	£0	
Debt consolidation							0	£0							0	£0							0	£0	0	£0	
Improved health / capacity to manage	1	£0			1	£0	2	£0	2	£0	1	£0	1	£0	4	£0	2	£0	1	£0			3	£0	9	£0	
Repayment negotiated							0	£0							0	£0							0	£0	0	£0	
Education																											
Improved health / capacity to manage							0	£0			1	£0			1	£0							0	£0	1	£0	
Employment																											
Improved health / capacity to manage							0	£0	1	£0					1	£0	1	£0					1	£0	2	£0	
Financial services & capability																											
Improved health / capacity to manage	1	£0					1	£0	2	£0					2	£0	1	£0					1	£0	4	£0	
Staffordshire SW - SCC Household Support Fund							0	£0							0	£0							0	£0	0	£0	
Health & Community Care																											
Improved health / capacity to manage							0	£0			1	£0			1	£0							0	£0	1	£0	
Housing																											
Homelessness delayed					1	£0	1	£0							0	£0							0	£0	1	£0	
Improved health / capacity to manage	1	£0			2	£200	3	£200	1	£0	2	£0	1	£0	4	£0	1	£0	1	£0			2	£0	9	£200	
Immigration & Asylum																											
Improved health / capacity to manage	1	£0					1	£0			1	£0			1	£0							0	£0	2	£0	
Legal																											
Legal aid obtained - successful					1	£155	1	£155							0	£0							0	£0	1	£155	
Will /probate outcomes - unsuccessful							0	£0							0	£0							0	£0	0	£0	
Improved health / capacity to manage					2	£0	2	£0	1	£0					1	£0							0	£0	3	£0	
Relationships and family																											
Improved health / capacity to manage	2	£0					2	£0			1	£0	2	£0	3	£0							0	£0	5	£0	
Tax																											
Improved health / capacity to manage																											
Travel & transport																											
Improved health / capacity to manage	1	£0																									
Utilities & communications																											
Better deal with same supplier			1	£200	1	£200	2	£400							0	£0							0	£0	2	£400	
Fuel voucher					2	£68	2	£68							0	£0							0	£0	2	£68	
Improved health / capacity to manage							0	£0							0	£0							0	£0	0	£0	
Referred for energy efficiency advice							0	£0							0	£0							0	£0	1	£0	
Staffordshire SW - Client empowered to self help							0	£0							0	£0	1	£200					1	£200	1	£200	
Staffordshire SW - SCC Household Support Fund			1	£200			1	£200							0	£0							0	£0	1	£200	
Grand Total	13	£0	11	£5,286	19	£14,186	43	£19,472	12	£3,804	29	£10,626	11	£8,864	52	£23,294	20	£16,605	12	£8,074	10	£16,835	42	£41,514	137	£84,280	

Residents from the Hednesford area are not always assisted in Pye Green, see the table below for total number of residents assisted in the area

Hednesford Area	April	May	June	July	August	September	October	November	December	Total
Hednesford Green Heath	12	13	14	14	18	20	14	8	6	119
Hednesford Hednesford Pye Green	28	28	29	30	23	29	26	31	26	250
Hednesford Hednesford Hills & Rawsley	20	15	18	17	20	20	16	16	12	154
Total	60	56	61	61	61	69	56	55	44	523

Client Profile

The clients are 48 years of age male and 40 years of age female who are husband and wife and have a daughter aged 8.

They are currently living with husbands parents due to moving into the area recently due to employment and debt issues.

Both clients are registered at the address and both are unemployed.

Clients state that they have no responsibility for the property or the bills but are struggling financially due to no benefits and no savings.

Client (husband) stated that he recently resigned from his employment as it was not suitable but has also suffered with some health conditions which are under investigation.

The client stated that he is unable to work at this time due to ill health.

The client (wife) stated that she could work and was looking for part time employment.

Client confirmed that he has debts of over £20,000 and this has partly come due to a past gambling habit.

The clients stated that they had not had any support with food and were struggling with daily living costs as they needed to contribute to the household as it was costing a lot to keep the three of them.

Description of the client's query

Clients stated that they would like help with understanding and applying for Universal Credit and Job Seekers Allowance and any other support that was available to them.

Client stated that they would like support with daily living costs if eligible.

Client stated that he would like information on eligibility for incapacity benefits.

The client stated that they would like help managing their debt situation.

Action during session.

Referral for HTC

Client was referred into the Help To Claim team in order to complete the Universal Credit claim as a couple with one child.

Debt

Client was made an appointment for the 15th December 2025 for full Debt support to support with options to dealing with his creditors.

Gambling

The Client was offered Gambling support from approved Gambling support groups such as Gamble Aware or NHS help line.

HSF application

Client was referred for the Household Support Fund and requested a Supermarket Voucher for Tesco's to the value of £85.

The energy application for HSF was not required as he is not the tenant / owner of the property that they live in.

Client to await an email with a QR code for the Shopping Voucher to be used at Tesco.

Client to attend the Debt appointment on 15/12/2025 and discuss debt repayment plans to assist with financial wellbeing.

Client to await call from HTC in order to trigger a Universal Credit claim as a couple with one child

Client (husband) to apply for NSESA (New Style ESA) due to his contributions over the last three years.

Client (wife) to apply for Job Seekers Allowance whilst looking for employment.

Outcome

The client was very happy with the support offered and received the shopping voucher for Tesco.

Clients were successful with a Universal Credit claim and is now receiving Standard Allowance £628.10 and Child Element 339.00 per month

Client (wife) was successful with a claim for Job Seekers Allowance and is receiving £92.05 per week

Client (husband) applied for NSESA however was unsuccessful due to an error in his contributions.

Client (husband) received full Debt support to manage the outstanding debt

Client (husband) declined Gamble support from relevant agencies stating that he had engaged and did not need further assistance at this time.

The client was happy with the support received from Citizens Advice and agreed to take positive steps to improve their situation.