

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 - 26

Total amount of debt presented - £12,819

Total value of Financial outcomes recorded- £32,771

Hednesford - Pye Green Outreach Report

page 2

Client data	Q1 Total	Q2 Total	Q3 Total	January	February	March	Q4 Total	GRAND Total
Clients assisted at Pye Green	37	35	24	10	10	6	26	122

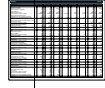
Age	Q1 Total	Q2 Total	Q3 Total	January	February	March	Q4 Total	GRAND Total
15-19	0	1	0	0	0	0	0	1
20-24	1	0	0	0	1	0	1	2
25-29	0	2	2	0	0	2	2	6
30-34	2	1	3	1	1	2	4	10
35-39	0	5	1	2	1	0	3	9
40-44	4	4	5	4	2	0	6	19
45-49	7	7	1	0	0	0	0	15
50-54	4	1	2	1	1	0	2	9
55-59	3	3	0	0	1	0	1	7
60-64	8	1	4	1	0	0	1	14
65-69	2	3	2	1	1	1	3	10
70-74	1	2	1	0	2	0	2	6
75-79	0	1	2	0	0	1	1	4
80-84	2	1	0	0	0	0	0	3
85+	3	3	1	0	0	0	0	7
Unknown/declined to reply	0	0	0	0	0	0	0	0
Total	37	35	24	10	10	6	26	122

Contacts	Q1 Total	Q2 Total	Q3 Total	January	February	March	Q4 Total	GRAND Total
Adviceline Phone	0	0	1	0	0	2	2	3
Email	18	8	5	1	0	0	1	32
In person	40	41	31	11	14	6	31	143
Letter/Admin	0	1	0	0	0	0	0	1
Telephone	4	1	4	0	0	3	3	12
Total	62	51	41	12	14	11	37	191

Gender	Q1 Total	Q2 Total	Q3 Total	January	February	March	Q4 Total	GRAND Total
Woman	21	19	13	8	7	5	20	73
Man	15	15	10	2	3	1	6	46
Prefer different term (Other)	1	0	0	0	0	0	0	0
Unknown/declined to reply	0	1	1	0	0	0	0	39
Total	37	35	24	10	10	6	26	122

Advice issues recorded	Q1 Total	Q2 Total	Q3 Total	January	February	March	Q4 Total	GRAND Total
Benefits & tax credits	39	34	49	7	8	9	24	146
Benefits Univeral Credit	9	11	6	0	4	0	4	30
Charitable Support & Food banks	0	3	0	1	0	1	2	5
Consumer goods & services	2	2	3	0	0	3	3	10
Debt	9	12	19	5	0	3	8	48
Education	0	1	0	0	0	0	0	1
Employment	0	1	3	0	1	0	1	5
Financial services & capability	2	2	1	0	0	0	0	5
GVA & hate crime	0	0	0	0	0	0	0	0
Health & Community care	0	1	0	0	0	0	0	1
Housing	5	4	5	0	1	0	1	15
Other	0	0	0	0	0	0	0	0
Immigration & asylum	2	1	0	0	0	0	0	3
Legal	6	2	0	1	1	0	2	10
Relationships & family	2	5	1	3	1	0	4	12
Tax	1	1	0	5	1	0	6	8
Travel & transport	3	1	2	0	2	0	2	8
Utilities & communications	6	2	2	0	0	0	0	10
Grand Total	86	83	91	22	19	16	57	317

Debt Category	Q1 Total	Q2 Total	Q3 Total	January	February	March	Q4 Total	GRAND Total
Benefit overpayment (not HB)	£0	£0	£0	£0	£0	£0	£0	£0
Business debt	£0	£0	£0	£0	£0	£0	£0	£0
Business hire purchase/ conditional sale	£0	£0	£0	£0	£0	£0	£0	£0
Catalogue / Mail order	£0	£0	£0	£0	£0	£0	£0	£0
Council tax	£1,500	£2,523	£0	£0	£0	£0	£0	£4,023
Credit Card	£0	£0	£0	£0	£0	£0	£0	£0
Credit Union Loan	£0	£0	£0	£0	£0	£0	£0	£0
Dual fuel	£0	£0	£0	£0	£0	£0	£0	£0
Electric	£1,300	£900	£750	£0	£0	£2,000	£2,000	£4,950
Fixed penalty notice(non driving)	£0	£0	£0	£0	£0	£0	£0	£0
Gas	£1,300	£900	£750	£0	£0	£2,500	£2,500	£5,450
Hire purchase/condtional sale	£0	£0	£0	£0	£0	£0	£0	£0
Housing Benefit overpayment	£0	£0	£0	£0	£0	£0	£0	£0
Magistrates Court Fine	£0	£0	£0	£0	£0	£0	£0	£0
Mobile Phone	£0	£0	£0	£0	£0	£0	£0	£0
Mortgage arrears	£0	£0	£0	£0	£0	£0	£0	£0
Other debts	£0	£0	£0	£0	£8,319	£0	£8,319	£8,319
Parking / traffic penalty charges	£0	£0	£0	£0	£0	£0	£0	£0
Rent arrears	£0	£0	£0	£0	£0	£0	£0	£0
Telecoms packages	£0	£0	£0	£0	£0	£0	£0	£0
Universal Credit new claim advance	£0	£0	£0	£0	£0	£0	£0	£0
Unsecured Loan / Bank Loan	£0	£0	£0	£0	£0	£0	£0	£0
Water arrears	£0	£1,000	£700	£0	£0	£0	£0	£1,700
Non-Priority Total	£0	£1,000	£700	£0	£8,319	£0	£8,319	£10,019
Priority Total	£4,100	£4,323	£1,500	£0	£0	£4,500	£4,500	£14,423
Grand Total	£4,100	£5,323	£2,200	£0	£8,319	£4,500	£12,819	£24,442



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	January	February	March	Total
Hednesford Green Heath	12	13	14	14	18	20	14	8	6	14	9	13	155
Hednesford Hednesford Pye Green	28	28	29	30	23	29	26	31	26	32	30	31	343
Hednesford Hednesford Hills & Rawnsley	20	15	18	17	20	20	16	16	12	15	19	17	205
Total	60	56	61	61	61	69	56	55	44	61	58	61	703

Client Profile

The client is a aged 74, married male who lives in his own property with his wife.

The client states that he has been struggling with a number of worsening health conditions and has disclosed that he is struggling with daily living tasks and his mobility due to Asthma, COPD and a disabled knee following numerous operations.

The Client has also recently had a stent fitted.

The Client stated that he has a small Private Pension along with his State Pension as does his wife. Client states that due to his worsening health conditions his needs for support in all areas of self care, mobility and daily living are growing and changes to the property may be needed which will stretch their income.

The Client stated that he had no other income to support his worsening health conditions

Description of the client's query

The Client attended the Pye Green drop in service wanting to know if he was eligible for Attendance Allowance and if so how he could claim this benefit.

Client stated that he would like to claim Attendance Allowance but needed support in doing so

Action during session.

Client was informed of the eligibility criteria during the drop in session and taken through an assessment to ascertain if he may be successful in a claim.

Client was informed that based on what he said that he would fit the criteria for applying for Attendance Allowance but the claim would be assessed by DWP.

Client was informed that Citizens Advice would have a look for any available appointments to help him complete the AA form when it arrives.

Client was advised to contact the DWP Attendance Allowance claim line and request a new claim form and return to Citizens Advice when it arrives.

Client Returned to Pye Green Drop in Service 26th February 2026

Client re attended with his Attendance Allowance form and requested an appointment to help complete the form.

Citizens Advice checked availability but unfortunately there were no available appointments.

Client was then given further options to obtain support in completing the Attendance Allowance form.

The Adviser returned to Cannock office following the drop in session and re checked appointments and spoke with supervisor about any calendar availability.

The Adviser secured an appointment for the Client on 19th March Face to Face and called Client to see if this was an acceptable appointment *to which the client accepted and was grateful for the support as he hadn't had any success elsewhere*

Next Steps

Client attended his appointment on the 19th March and was assisted in completing the Attendance Allowance form.

Client supplied his medical evidence which was copied and he was advised to send the form either signed for or to get a certificate of posting.

The client was informed that based on the information shared he should be awarded Attendance Allowance at the higher rate (this was not a guarantee).

The Client was advised that if he is not awarded Attendance Allowance he should come back to Citizens Advice and he can be helped to challenge the decision within 1 month as part of a Mandatory Reconsideration.

Client was advised about possible Pension Credit entitlement, blue badge and was signposted to Staffordshire Cares to see if they could complete an assessment

Outcome

The Client was very happy with the continued support offered.

The Client could not have completed the AA form on his own and his health conditions were worsening and therefore it was important he received help in completing the form correctly.

The Client was grateful that Citizens Advice had gone out of their way to secure a fresh appointment as he stated he could not get help from other agencies.

The client stated that he would definitely return to Citizens Advice in the future as the support had removed a lot of anxiety about claiming Attendance Allowance