Citizens Advice Staffordshire South West Report
Hednesford Pye Green Summary Quarter 1 2026-7

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 wesite (citizensadvicessw.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 - 29

Total value of Financial outcomes recorded- £31,451

Hednesford - Pye Green Outreach Report

Client data	April	May	June	Q1 Total	GRAND Total
Clients assisted at Pye Green	10	8	11	**29**	**29**

Age	April	May	June	Q1 Total	GRAND Total
15-19	0	0	0	**0**	**0**
20-24	0	0	0	**0**	**0**
25-29	0	1	0	**1**	**1**
30-34	1	0	2	**3**	**3**
35-39	1	0	1	**2**	**2**
40-44	1	0	1	**2**	**2**
45-49	1	2	0	**3**	**3**
50-54	0	0	3	**3**	**3**
55-59	0	1	1	**2**	**2**
60-64	2	0	1	**3**	**3**
65-69	3	2	1	**6**	**6**
70-74	0	1	0	**1**	**1**
75-79	0	0	1	**1**	**1**
80-84	1	1	0	**2**	**2**
85+	0	0	0	**0**	**0**
Unknown/declined to reply	0	0	0	**0**	**0**
Total	**10**	**8**	**11**	**29**	**29**

Contacts	April	May	June	Q1 Total	GRAND Total
Adviceline Phone	0	0	3	**3**	**3**
Email	0	0	0	**0**	**0**
In person	10	8	10	**28**	**28**
Letter/Admin	0	0	0	**0**	**0**
Telephone	0	0	0	**0**	**0**
Total	**10**	**8**	**13**	**31**	**31**

Gender	April	May	June	Q1 Total	GRAND Total
Woman	7	4	7	**18**	**18**
Man	3	4	4	**11**	**11**
Prefer different term (Other)	0	0	0	**0**	**0**
Unknown/declined to reply	0	0	0	**0**	**29**
Total	**10**	**8**	**11**	**29**	**29**

Areas of advice

Advice issues recorded	April	May	June	Q1 Total	GRAND Total
Benefits & tax credits	18	2	5	**25**	**25**
Benefits Univeral Credit	2	2	3	**7**	**7**
Charitable Support & Food banks	0	0	0	**0**	**0**
Consumer goods & services	1	1	0	**2**	**2**
Debt	1	1	1	**3**	**3**
Education	0	0	0	**0**	**0**
Employment	3	1	0	**4**	**4**
Financial services & capability	0	0	0	**0**	**0**
GVA & hate crime	0	0	0	**0**	**0**
Health & Community care	1	1	0	**2**	**2**
Housing	0	1	7	**8**	**8**
Other	0	0	0	**0**	**0**
Immigration & asylum	1	0	0	**1**	**1**
Legal	1	2	0	**3**	**3**
Relationships & family	0	1	0	**1**	**1**
Tax	0	0	0	**0**	**0**
Travel & transport	0	2	1	**3**	**3**
Utilities & communications	0	0	0	**0**	**0**
Grand Total	**28**	**14**	**17**	**59**	**59**

Debt Category	April	May	June	Q1 Total	GRAND Total
Benefit overpayment (not HB)				**£0**	**£0**
Business debt				**£0**	**£0**
Business hire purchase/ conditional sale				**£0**	**£0**
Catalogue / Mail order				**£0**	**£0**
Council tax				**£0**	**£0**
Credit Card				**£0**	**£0**
Credit Union Loan				**£0**	**£0**
Dual fuel				**£0**	**£0**
Electric	£210			**£210**	**£210**
Fixed penalty notice(non driving)				**£0**	**£0**
Gas	£193			**£193**	**£193**
Hire purchase/condtional sale				**£0**	**£0**
Housing Benefit overpayment				**£0**	**£0**
Magistrates Court Fine				**£0**	**£0**
Mobile Phone				**£0**	**£0**
Mortgage arrears				**£0**	**£0**
Other debts				**£0**	**£0**
Parking / traffic penalty charges				**£0**	**£0**
Rent arrears				**£0**	**£0**
Telecoms packages				**£0**	**£0**
Universal Credit new claim advance				**£0**	**£0**
Unsecured Loan / Bank Loan				**£0**	**£0**
Water arrears				**£0**	**£0**
Non-Priority Total	**£0**	**£0**	**£0**	**£0**	**£0**
Priority Total	**£403**	**£0**	**£0**	**£403**	**£403**
Grand Total	**£403**	**£0**	**£0**	**£403**	**£403**

Outcomes

Outcome Area	April		May		June		Q1 Total		GRAND Total	
	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised	No.	Annualised
Benefits & tax credits										
New award or increase							**0**	**£0**	**0**	**£0**
Claim or complaint - not possible							**0**	**£0**	**0**	**£0**
Credit maintained							**0**	**£0**	**0**	**£0**
Household Support Fund							**0**	**£0**	**0**	**£0**
Improved health / capacity to manage	11	£14,939	2	£3,988	2	£5,564	**15**	**£24,491**	**15**	**£24,491**
Non-financial admin issue resolved							**0**	**£0**	**0**	**£0**
Staffordshire SW- Client empowered to self-help							**0**	**£0**	**0**	**£0**
Staffordshire SW - SCC Household Support Fund							**0**	**£0**	**0**	**£0**
Benefits Universal Credit										
Client familiarised with UC and what it means for them							**0**	**£0**	**0**	**£0**
New award or increase							**0**	**£0**	**0**	**£0**
Improved health / capacity to manage	1	£0	2	£0	2	£6,960	**5**	**£6,960**	**5**	**£6,960**
Charitable Support & Food Banks										
Food provision / referral							**0**	**£0**	**0**	**£0**
Improved health / capacity to manage							**0**	**£0**	**0**	**£0**
Consumer goods & services										
Improved health / capacity to manage	1	£0	1	£0			**2**	**£0**	**2**	**£0**
Debt										
Budget Sheet completed							**0**	**£0**	**0**	**£0**
Debt consolidation							**0**	**£0**	**0**	**£0**
Improved health / capacity to manage	1	£0					**1**	**£0**	**1**	**£0**
Not liable for debt			1	£0			**1**	**£0**	**1**	**£0**
Repayment negotiated							**0**	**£0**	**0**	**£0**
Education										
Improved health / capacity to manage							**0**	**£0**	**0**	**£0**
Employment										
Improved health / capacity to manage	3	£0	1	£0			**4**	**£0**	**4**	**£0**
Financial services & capability										
Improved health / capacity to manage							**0**	**£0**	**0**	**£0**
Staffordshire SW - SCC Household Support Fund							**0**	**£0**	**0**	**£0**
Health & Community Care										
Improved health / capacity to manage	1	£0	1	£0			**2**	**£0**	**2**	**£0**
Housing										
Homelessness delayed							**0**	**£0**	**0**	**£0**
Improved health / capacity to manage			1	£0	3	£0	**4**	**£0**	**4**	**£0**
Immigration & Asylum										
Improved health / capacity to manage	1	£0					**1**	**£0**	**1**	**£0**
Legal										
Legal aid obtained - successful							**0**	**£0**	**0**	**£0**
Will /probate outcomes - unsuccessful							**0**	**£0**	**0**	**£0**
Improved health / capacity to manage	1	£0	2	£0			**3**	**£0**	**3**	**£0**
Relationships and family										
Improved health / capacity to manage			1	£0			**1**	**£0**	**1**	**£0**
Tax										
Improved health / capacity to manage							**0**	**£0**	**0**	**£0**
Travel & transport										
Improved health / capacity to manage			£2	£0			**2**	**£0**	**2**	**£0**
Utilities & communications										
Better deal with same supplier							**0**	**£0**	**0**	**£0**
Fuel voucher							**0**	**£0**	**0**	**£0**
Improved health / capacity to manage							**0**	**£0**	**0**	**£0**
Referred for enegy efficiency advice							**0**	**£0**	**0**	**£0**
Staffordshire SW - Client empowered to self help							**0**	**£0**	**0**	**£0**
Staffordshire SW - SCC Household Support Fund							**0**	**£0**	**0**	**£0**
Grand Total	**20**	**£14,939**	**14**	**£3,988**	**7**	**£12,524**	**41**	**£31,451**	**41**	**£31,451**

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	Total
Hednesford Green Heath	11	7	10	**28**
Hednesford Hednesford Pye Green	28	19	29	**76**
Hednesford Hednesford Hills & Rawnsley	12	6	13	**31**
Total	**51**	**32**	**52**	**135**

Background

Client states that he lives with his wife in a 3 bed house owned outright.

Client states that his wife receives State Pension but he is not due to receive his until May 2027.

Client states that he has worked for his employer for 30 plus years as a HGV Mechanic. Client states that in Feb 25 he was working on a HGV and another worker driving a fork lift truck reversed into him crushing him against the HGV. Client states that he was rushed to hospital with broken ribs, crushed internally, pulmonary embolism and has not been able to return to work.

Client states that he was only paid SSP and that stopped on Nov 25 and he has had no further payments and would like to know if he can claim any benefits due to not being able to work. Client states that they have savings over the means tested threshold (£16,000).

Client states that he has a legal case going against the company who have admitted 80% responsibility but he is also still employed but has no contact from the organisation and is waiting to see what they do about his work contract. Client states that he still receives pay slips with zero amount on them.

Advice

Adviser checked to see if there were any appointments available with the Employment Specialist Adviser but these were all booked up. Adviser signposted the client to ACAS for further support and advice but Client stated that he would use the existing solicitor and was aware of the cost implications involved.

Client was advised that he should apply online for NSESA (New Style Employment and Support Allowance) as it was a contributory benefit and he was unable to work due to his health.

Client has since applied for this benefit and he has been successful in the application which will help to take him up to his State Pension start date.

Client was advised of the different support groups within ESA and the assessment process regarding this including Mandatory Reconsiderations/appeals if not happy with the decision.

Client was also advised to claim Personal Independence Payment (PIP) due to his accident affecting his mobility and his daily living activities along with the mental health aspects of the trauma for which he is receiving counselling.

Client was taken through all the descriptors in terms of eligibility and claiming process.

https://www.gov.uk/pip/eligibility

Client was made a face to face appointment for an adviser to assist in completing the PIP form in June 2026.

Client was taken through the process if his claim is not successful regarding Mandatory Reconsideration and then to Appeal if needed.

Client was also advised to submit a claim for Industrial Injuries Benefit, however it would be based on individual circumstances and level of disablement.

https://www.gov.uk/industrial-injuries-disablement-benefit/eligibility

Client was advised to return to CA if he needed any support with further claim forms or any other questions.

Client was extremely happy with his NSESA award which he states lightens the monthly burden of no incoming salary.

The client was also very happy with the allocation of a face to face appointment to help with his PIP form.

Client stated that he will also get further support from his GP in order to support his low moods and improving his Mental Health having worked for so long and then stopping due to his work injury.