

Citizens Advice Haringey



'...we want to make No Wrong Door the norm for advice services across the borough.

We have learnt many things during lockdown that will help us to achieve this.

It isn't an 'either or' between digital and face to face it's how we use them both to offer a personalised service to the people who need us across the borough!'

-Daniel Blake, CEO Citizens Advice Haringey



Citizens Advice Haringey is the lead partner for Haringey Advice Partnership, providing information advice and guidance across Haringey.

Currently we are working remotely, so you can get advice from the comfort of your own home,

We've increased our opening times to 9 to 5 Monday to Friday on Adviceline: 0300 330 1187

Whatever your questions our advisers are happy to help.



Carers

Carers and those they care for come in for a variety of reasons, depending on their circumstances.

Being a carer can affect every part of your life, our approach is to identify what help you need

It isn't always how you identify your self, nor should it be, it's a part of who you are and you can be supported.

**In the period between March 24th
and June 29th 2020 we have
supported**

5272 people*



***Data correct as of 30th Sept. 2020**



60%-40%



60% no long term health problem or disability

32% long term health condition

8% disabled



**citizens
advice**

Haringey

***Data correct as of 30th Sept. 2020**

**We supported those 5272 people
with**

7997 issues*



***Data correct as of 30th Sept. 2020**

Below are some of the 7997 we issues we have received the most requests for support with have been;

Universal Credit 1753

Benefits and Tax Credits 1475

Housing 1317

Employment 687

Debt 761

Immigration and Asylum 283

Other Issues 506



***Data correct as of 30th Sept. 2020**

**The highest number of benefits and universal cred
related enquiries
were around making an initial benefits claim**

55

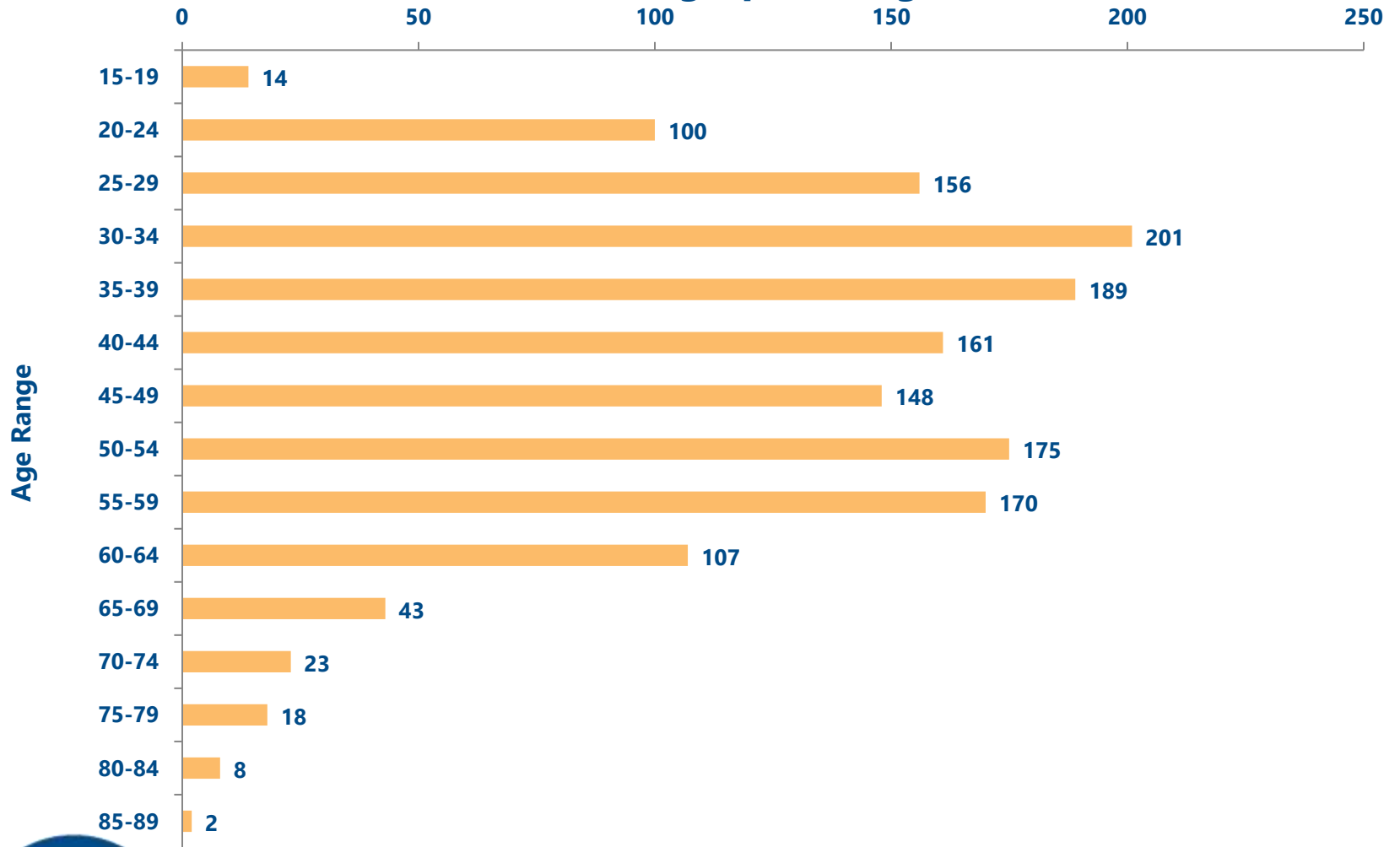
0



Haringey

***Data correct as of 29th June 2020**

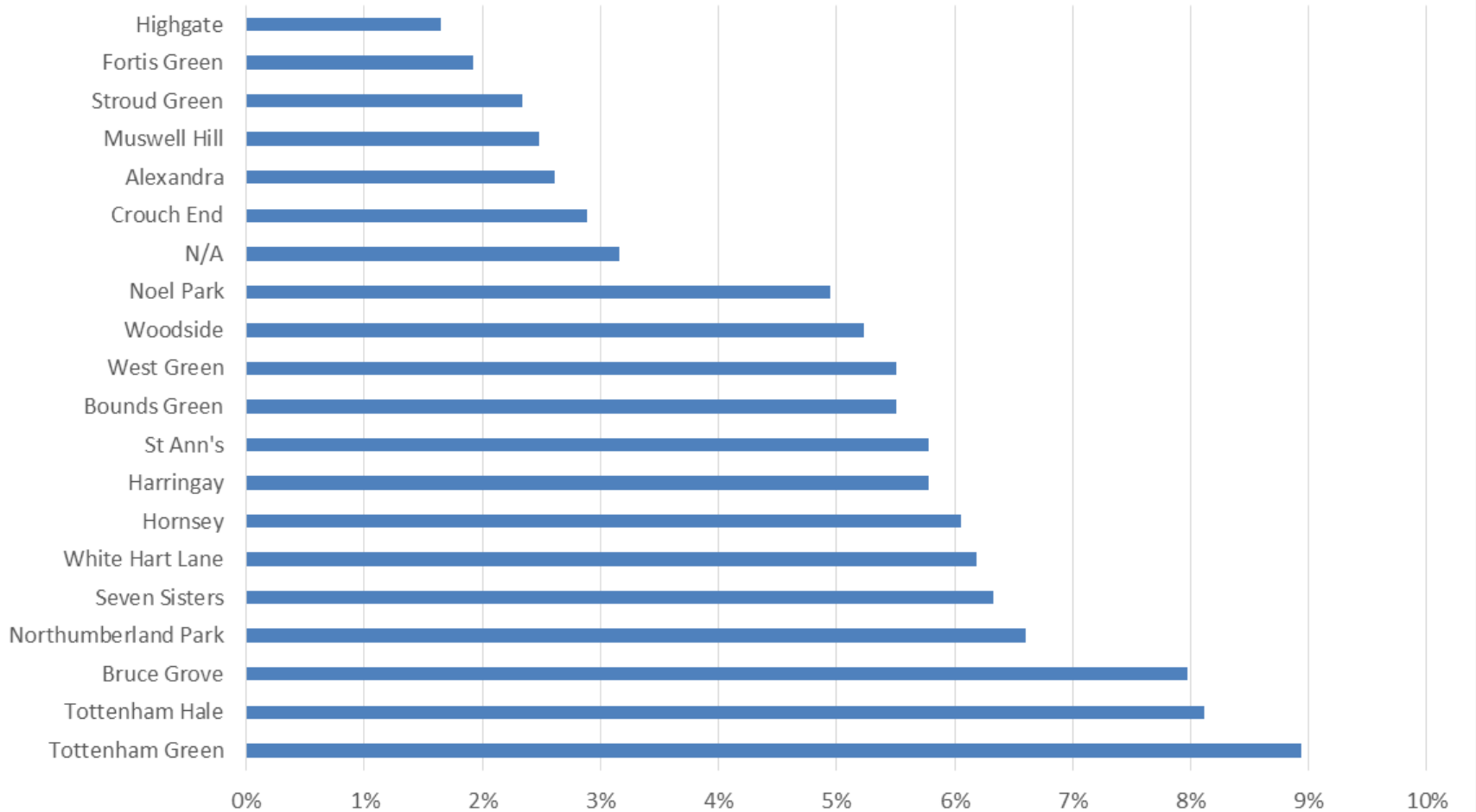
Client Demographics- Age



Haringey

***All data correct as of 29th June 2020**

Percentage of clients seen by ward



Haringey

Data from the period April-May 2020

In this period we have provided an income gain of

£547,702*

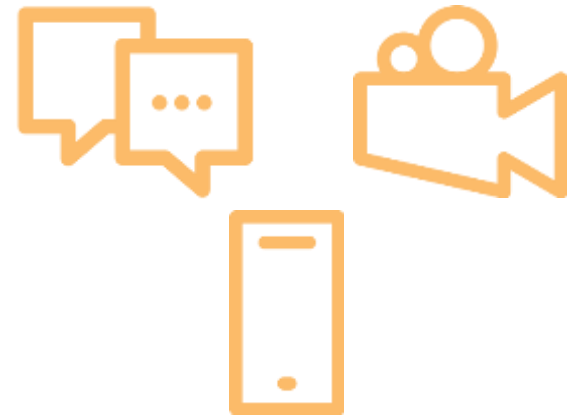
for local residents



*Data correct as of 30th Sept. 2020

As part of our response to COVID-19 and the anticipated long term impact on face to face working we have been developing alternative methods of accessing advice and other related services

Email advice offer has been increased by 100%, continue to utilise web chat as part of Universal Credit Help to Claim, online content has increased



Developing additional web chat, video conferencing advice and text advice services



We have

.....successfully delivered a number of video conferencing sessions whereby staff from other local organisations have been able provide information help their clients.

.....worked with Public Voice and Vibrance hosting webinars during Scam Week to highlight the dangers of Scams

.....been delivering our training using webinars and currently have 2 new volunteer training cohorts to become advisers.

.....attended training on areas such as our response to the increase of people who face domestic abuse.



We have launched a brand new website, which is regularly monitored and updated. Blogs from staff and volunteers have become a great way to keep the public updated with the work we are carrying out.

We have recruited a new social media volunteer team and now utilise Facebook, Twitter, Instagram, LinkedIn and YouTube as means of engagement.



Our Research and Campaigns team have begun collecting evidence on issues around Debt, Housing and Food Poverty.

It is hoped that this evidence will contribute to reports which will be presented to key decision makers across Haringey as well as contributing to national social policy changes, which will improve the support available to people effected by the issues outlined above.

Currently we are working on Discretionary Housing Payments...



Get a carers Assessment to look at what you need to enable you to continue.

Are the demands of the person you care for reasonable, what changes can help.

Are you taking care of yourself, take regular time off, caring is often a second job without breaks!

Talk to your employer, you may have certain rights as a carer such as asking for flexible working and taking time off in an emergency.

Look at your budget, often carers rely on the income of those they care for which can be financially devastating when their caring responsibilities end.

Look at your tenancy agreement, do you have the right to stay in your home after caring ends.

Are your relationships healthy, you can get help if you are being abused.



A joint piece of work between our Research & Campaigns team and Crutch Haringey project found that many people accessing our service were faced with multiple issues and struggling to prioritise. These findings, coupled with the anticipated impact of COVID-19 saw us launch a new Crisis Navigation Service (CNS).

Clients can access this CNS with a single text message, an entirely new method of access for Citizens Advice Haringey, where a trained Navigator will help them to access the right type of emergency support for them.

'...our close working with local community members helped us to realise that sometimes individuals face more pressing needs, which if not addressed can become all-consuming and prevent any steps forward from being taken.'



– Dean Wigzell, Project Lead