



## Energy Help

**We help people first, based on the urgency and need as described in the Debt Questionnaire.**

This is why we ask you to make sure that your participant provides as much information as they can in their completed questionnaire. Recently, we helped a participant quickly because her debt questionnaire told us that she was really struggling with energy costs. We quickly helped her apply for the **Warm Home Discount Grant** and £143 was credited straight into her bank to offset her unpaid energy bills. Then, she was able to use her heating again without the fear of falling into debt with energy costs.

**Make sure you keep the completed questionnaires coming!**



## Big Thanks to Case Managers

Over the last 6 months we have repeatedly operated over profile for our core products of Debt advice and increased financial capability. The credit for this success must be shared between the E2E Case Managers and our own Debt Case Workers - their mutual confidence that comes from increased referrals, timely interventions and a flexibility in response has really paid off - so a big thanks to everybody! - 2019 has started well with the velocity of referrals remaining high.

However, as our resources have remained the same we are somewhat, victims of our own success - To make sure we continue to meet demand we have, in partnership with APM, set up a Triage system. This means we help participants based on their urgency of need and not just a 'first come - first served basis' I am sure, based on our record of cooperation and achievement this will continue to work well for all.

BUT if you have any concerns about the response times for your participants then simply contact [wendywilliams@access2advice.org](mailto:wendywilliams@access2advice.org) who will do all she can to help.

## EWOP for families who rent

Our new 20 GLH FINCAP EWOP is beginning to provide a great opportunity for participants to add much needed stability to often chaotic lives. During a recent event in YoH, participants were guided through solving some of their own debt issues that may happen in the future and also supported in claiming Discretionary Housing Payments and Housing Benefit to fully cover rent.

To book your EWOP date simply contact [bethanyonions@access2advice.org](mailto:bethanyonions@access2advice.org)

## EoL Progress

We have all been working hard to develop an accredited training tool that provides effective EoL outcomes and best helps Case Managers complete this work.

Since October we have delivered 9 EoL courses. Feedback from participants tells us that most get help from;

- tips in maximising benefit income
- how to plan a personal budget
- recognise the products provided by financial institutions
- understand how to obtain help with managing own money advantages and disadvantages of borrowing money

So, to book your EoL course in just contact  
[bobclark@access2advice.org](mailto:bobclark@access2advice.org)

## Satisfaction...

You may get some feedback from your participants about us asking them, how our advice has helped them to become more financially capable. We are undertaking this work in conjunction with the University of Derby. The surveys are undertaken by Johanna Rosser and a report of the survey results will be available for our funders and Case Managers.

## Housing help

When Jane met with Chris, our Caseworker in the North East, she was suffering with severe depression. This stopped her integrating back into her family and getting a job. The main cause of her problem was that she had debts of more than £2000 for Rent and Council Tax. Chris entered into negotiation with the council rent arrears team on her behalf and succeeded in writing off a number of elements of the debt. Then, he supported Jane with an application for a staged payment scheme. The outcome of this work was that she has not only built her financial confidence but also she has now got an affordable scheme in place which means she has been able to stay in her home and begin to rebuild her life.

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## Well Done Emma



Many of you will have spoken with Emma Rollerson - mainly, through telephone help sessions but, also at outreaches in custody and community.

Emma walked through the door at Access2Advice in 2017 and started work as a volunteer. Over time, she became captivated by the idea of qualifying as a debt advisor. Through sheer hard work she has now achieved

her ambition and more!. Emma has recently qualified as an Associate Member of the Institute of Money Advisors, for those who are unsure what this means then, it's like she has joined the Premier League for specialist advisors. Emma will continue to build her experience with a focus on specialist help such as requests for fines to be lodged against a current sentence. If you have any queries about lodging fines the contact [emmarollerson@access2advice.org](mailto:emmarollerson@access2advice.org)