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| Organisation Name        | CAB  |
| Project Name             | Home Advisor                                   |
| Funding Stream           | Community Area Priorities / Health & Wellbeing |
| Total Cost of project    | £8,755   |
| Amount of Match Funding  | N/A  |
| Amount being applied for | £8,755   |
| Amount suggested         | £  |

### Project Summary

A specialist adviser to give one to one advice to people over 65 or in poor health in the Missendens.

The objective is to address clients' isolation, maximise their income and help them find a way forward. Chiltern has an ageing population. Nationally, 18% of people are aged 65 or over. In Chiltern the proportion is 21% and in Missendens specifically, it is 26%. By 2026, people in this age bracket will make up almost a third of the population.

Now in its third year, Home Advice was set up as a home visit service to address isolation in older people and those in poor health in Amersham and Chesham. Many are unable to travel to our offices or outreach locations due to health reasons and often struggle financially. Our Home Adviser reviews clients' welfare benefit entitlements, helps to reduce their utility bills, arranges food bank parcels, helps clients with issues such as housing, debt, income tax and applying for a Blue Badge. Pre-COVID, he also provided information on socialising in the community.

During the pandemic, we have adapted our service to give telephone support and have a fast-track direct line.

This is more important than ever as isolation is enforced on the elderly and vulnerable. Our Home Adviser also has an increasing amount of work relating to appeals – particularly for Personal Independence Payment (a disability benefit) – which are often complex and can last for many months. Our adviser will revert to home visits subject to the lifting of government restrictions and our own COVID-19 risk assessment.

The referral process with other local partners such as Chequers Surgery, Prospect House Surgery, Buckinghamshire Council, Connection Support, Bucks Mind, Carers Bucks, Paradigm Housing - as well as our own internal referrals – is well established.

### How does the project address local priorities?

#### Health & Wellbeing

(No further information given)

How does the project align with the values, objectives and corporate priorities of Buckinghamshire Council?

**Protecting the vulnerable:** Our Home Adviser helps improve the health and wellbeing of vulnerable people who are older and/or in ill health by:

- Addressing any emergencies i.e. providing food and/or fuel vouchers if no income
- Claiming for welfare benefits to maximise income e.g. Pension Credit
- Supporting appeals to benefit claims e.g. Personal Independent Plan (PIP)
- Reviewing utility bills to reduce costs

How does the project achieve value for money?

From April to September 2020, we helped 84 clients. By reviewing their eligibility to benefits, we have confirmed £149,374 of additional income, with a further £118,511 pending. This is a total of £267,888 which is an average of £3,189 in additional income per client.

Our results show the importance of this service and we would like to extend its reach to help older people in the Missendens.

Community Board Coordinator comments

CAB have run this scheme as a pilot in other areas of the Chilterns with funding from the LAF. The scheme has been successful and has enabled a number of people to get or increase their entitlement to benefits and assistance with getting (for example) blue badge parking permits and signposting to other services.

Offering a local advisor would bring local knowledge of events and services and of issues with accessing services. It would be essential for the CAB to link with local partners to ensure that funding is spent in the Board area and to the benefit of the residents in both parishes.

**The applicant will be required to agree to terms and conditions, which include a monitoring agreement, as discussed with the Community Board Coordinator before the fund will be formally awarded.**