



Citizens Advice Hampshire

Monthly Progress Report

October 2022

| Headline Statistics – April 2020 to October 2022 (inclusive) | Cumulative | This month |
|--|------------|------------|
| Total number of clients assisted by the service | 2988 | 203 |
| Total number of Priority Service Register sign ups | 2193 | 147 |
| Total number of energy-related tools client assisted with | 2145 | 121 |
| Clients provided with debt advice or referrals | 691 | 67 |
| Clients provided with welfare benefit advice or checks | 1582 | 124 |
| Clients provided with generalist advice | 1367 | 131 |

| Energy Tools & Advice - Breakdown | | |
|---|-----|----|
| Applications to Portsmouth Water Social Tariff | 435 | 39 |
| Applications to Southern Water Social Tariff | 653 | 74 |
| Applications to South East Water Social Tariff | 115 | 16 |
| Applications to Water Debt Repayment Tariffs | 75 | 5 |
| Applications for the Warm Home Discount | 288 | 19 |
| Applications for Winter Fuel Payment | 166 | 26 |
| Clients provided with behavioural energy advice or referral | 612 | 64 |
| Clients provided with advice or assistance on switching tariffs | 105 | 12 |
| Carbon Monoxide Awareness Conversations completed | 483 | 59 |
| Carbon Monoxide Awareness Surveys completed | 219 | 28 |
| Carbon Monoxide Alarms gifted | 47 | 7 |
| Referrals for Help to Heat (FPNES) made | 10 | 0 |
| Referrals for Locking Cooker Valves made | 8 | 1 |
| Referrals for Safe & Well Visits made | 72 | 12 |

