

# Health & Wellbeing in Wandsworth 2017

**citizens  
advice**

**Wandsworth**

Presentation for Voluntary  
Sector Forum, 24 May 2017  
Phil Jew

# Introduction

- In February we launched a report on health & wellbeing
- This presentation is about the report and contribution of advice to health and wellbeing
- Download the report at [www. Cawandsworth.org/reports](http://www.Cawandsworth.org/reports)

## Health & Wellbeing in Wandsworth 2017



Wandsworth

# About Citizens Advice Wandsworth (CAW)

- CAW is an independent local charity providing advice and policy influence
- Staff team of 31, plus over 100 volunteers
- CAW now includes the Disability and Social Care Advice Service 
- Around 45 per cent funded by Wandsworth Council
- Other funding from CCG, Macmillan, housing associations, Lottery, trusts and foundations
- Drop-in centres in Roehampton and Battersea Library, plus appointments at Tooting Library
- Telephone advice service Monday-Friday
- A range of special projects
- 9000 people advised in 2015/16 – 12,500 people in 2016/17
- For details see [www.cawandsworth.org](http://www.cawandsworth.org)

# Health inequality and advice

“Inequalities in health arise because of inequalities in society, in the conditions in which people are born, grow, live, work, and age.....Advice and information services are a way in which local government working with voluntary sector providers can take practical action to help tackle the social inequalities in society that lead to the health inequalities we all experience..... they have a wealth of data about the social determinants of health that can be used when planning services.”



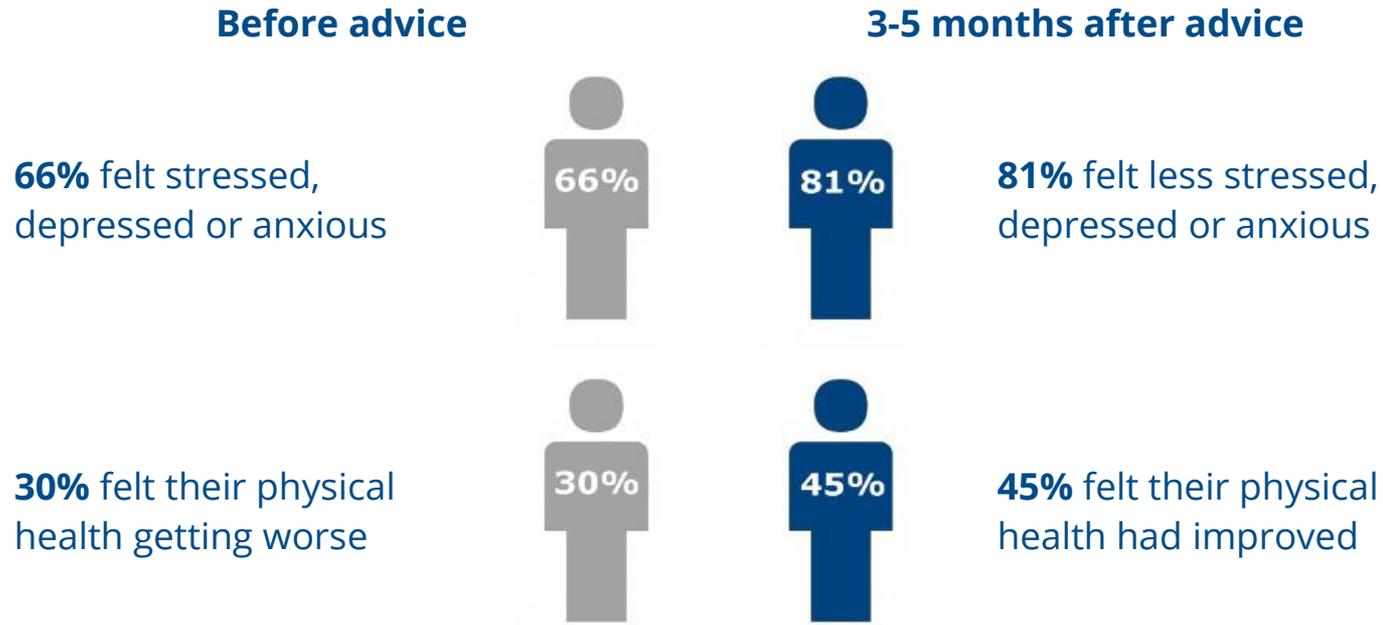
*Professor Sir Michael Marmot*

# Health and advice

“The pressures on the NHS are increasing, with demand growing rapidly as the population ages, and long-term conditions as well as widening health inequalities becoming more common. Welfare advice interventions can deliver a range of health-related benefits, such as lower anxiety, better general health and more stable relationships and housing. These are all in addition to people having debt written off, not losing their home and greater annual income – the primary outcomes of advice.”

*Advice Services Alliance and the Low Commission, 2015*

# The health benefits of advice



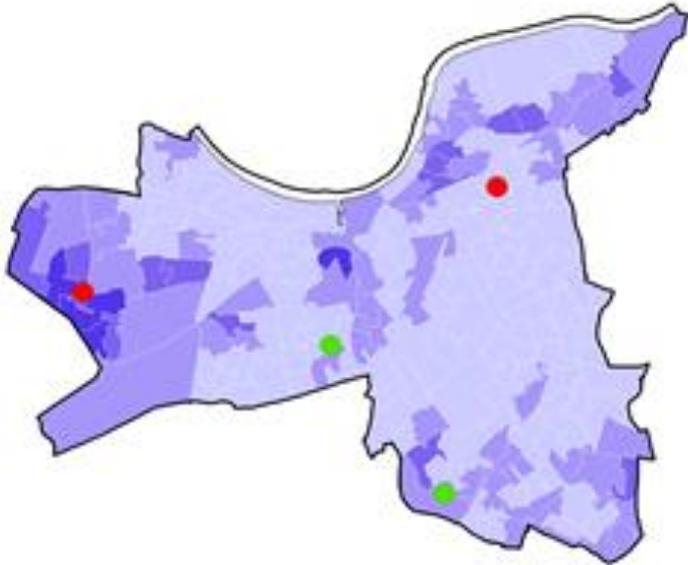
▲ Fig 1: The positive impact of advice on health, findings from national outcomes and impact research 2014, Citizens Advice

**88%** of GPs thought that lack of access to advice on social welfare issues can negatively impact patients' health to at least some extent

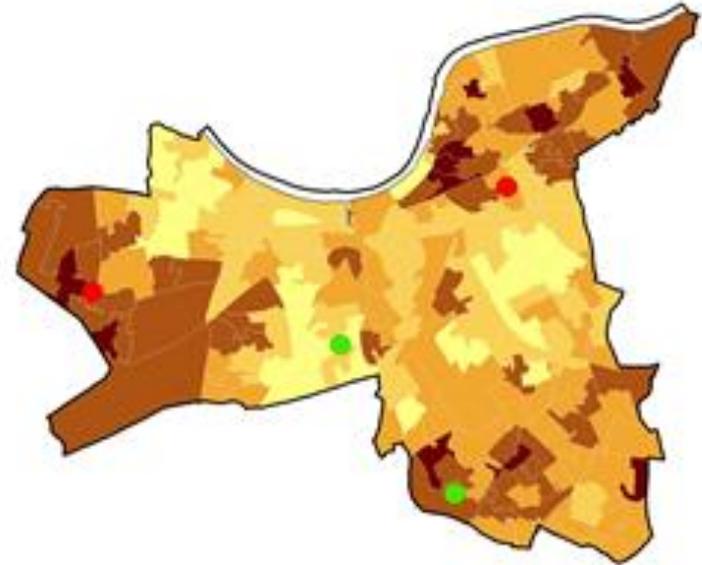
**48%** thought this 'to a great extent'

# What do we know about Wandsworth?

Citizens Advice Wandsworth  
**Clients** 2015/16



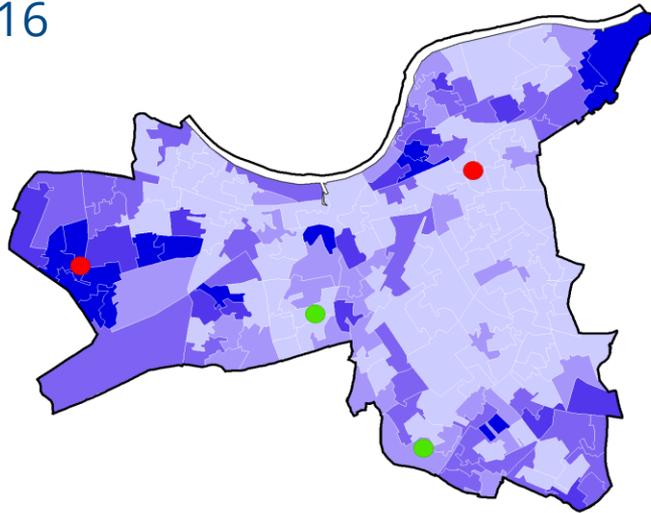
**Areas** of Multiple Deprivation in Wandsworth (2011 Government data)



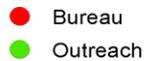
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# Child poverty

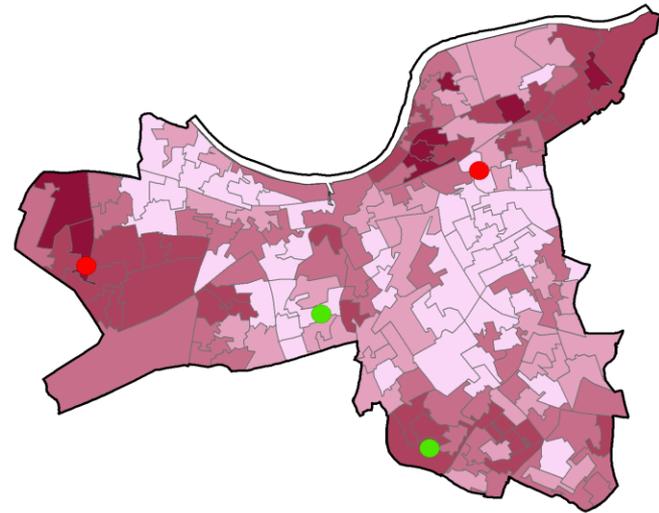
Citizens Advice Wandsworth  
**Clients** with dependent children  
2015/16



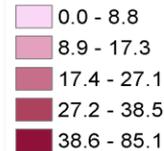
Clients per LSOA



**Child Poverty in Wandsworth (2011  
Government data)**



% of children in 'Poverty'



Source: HMRC 2015 Children in low-income families local measure: 2013 snapshot. Contains OS data © Crown copyright and database right 2016

# Fuel poverty

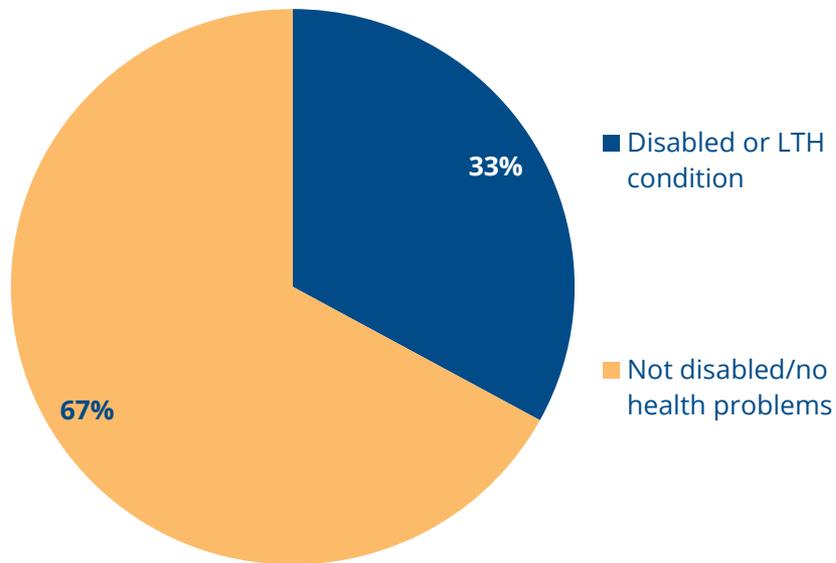
- Low income, poorly insulated housing, and expensive, inadequate heating systems contribute to fuel poverty, which in turn contributes to excess winter mortality and morbidity amongst older and disabled people<sup>1</sup>.
- Wandsworth suffers from relatively poor rates of excess winter deaths: the highest in London<sup>2</sup>.

1. Office of National Statistics, [\*Excess winter mortality by age group 2013/14 \(provisional\) and 2012/13 \(final\)\*](#)

2. Wandsworth Borough Council, [\*JSNA 2014\*](#)

# Disability

**33%** of our clients were disabled or had a long-term health problem (15/16)



**51%** had a long-term health condition

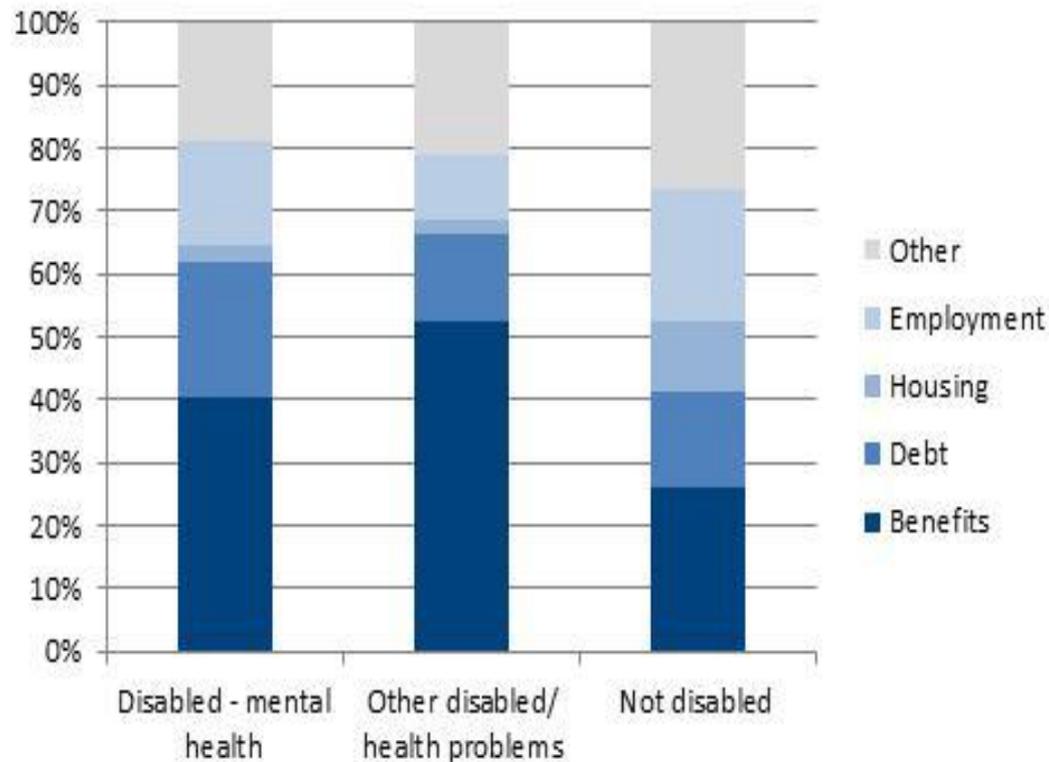
**21%** had mental health problems

**22%** had physical or sensory impairment

**3%** had learning difficulty or cognitive impairment

**3%** had multiple impairments

# Disability and advice issues



Clients with mental health problems have more debt problems than other disabled people and non-disabled people.

# CAW health projects

## **Advice on prescription: GP referral services**

Since July 2014, CAW has worked in partnership with the CCG to provide a direct referral route for GPs to an adviser. All GPs in the borough are now able to referral a patient to CAW.

## **Major Trauma Advice Service at St George's**

In August 2015 CAW began delivering advice for major trauma patients and their families at St George's hospital as part of the Major Trauma Signposting Partnership. It was the first service of its kind in the country.

## **Macmillan benefits advice service**

In partnership with Macmillan Cancer Support and Citizens Advice Croydon we provide a service across South West London to people affected by cancer and receiving treatment at Kingston, St George's, Epsom & St Helier and Croydon hospitals and Trinity Hospice.

# Current issue: PIP and ESA

Rise in calls for help with sickness and disability benefits [Employment Support Allowance](#) (ESA) and [Personal Independence Payment](#) (PIP).

ESA and PIP enquiries have risen from 33% of benefit enquiries in 2014/15 to 56% in 2016/17.



# Emerging and future issues

- **Universal Credit (UC)** implementation, 2018.
- An increase in **household debts** such as Council Tax, rent and utility arrears is anticipated
- **Further benefit caps:** from now on Child Benefit, Child Tax Credits and Universal Credit will only be payable for up to two children
- The **condition of property and security of tenure** for private rented sector tenants are likely to be issues of increasing concern.
- **Affordability of housing** for local people will continue to be a major issue.
- **Fuel poverty** cases caused or exacerbated by prepayment meter issues are expected to rise.

# Conclusion

- Advice interventions assist patients and health professionals
- Many determinants of health inequalities and outcomes are also determinants of advice needs.
- CAW reaches the deprived parts of Wandsworth where poverty and debt and housing problems are highest.
- On-going welfare reform, caps and changes, housing problems and persistent indebtedness mean there will be no let-up in high demand for welfare advice.
- There is scope for developing advice interventions for better health and wellbeing outcomes yet further.
- Support from health and Council commissioners for advice interventions is essential

# Conclusion

Voluntary and community sector interventions provide support for individuals and the system

Supporting the individual



Supporting the system

Report by NPC for the Richmond Group of charities in 2016 *Untapped Potential*

# For more information...

Contact

[phil.jew@cawandsworth.org](mailto:phil.jew@cawandsworth.org)

020 8682 3766

Visit [www.cawandsworth.org](http://www.cawandsworth.org)

