

# Citizens Advice in East Dorset and Purbeck



July 2025 Quarterly Newsletter

## Citizens Advice EDP Q1 2025/26



1,898 people asked us for advice with 7,326 issues

The top issues faced were:



2,209 benefits issues



1,958 utilities & comms issues



785 consumer goods & services issues



784 debt issues



441 charitable support & food banks issues



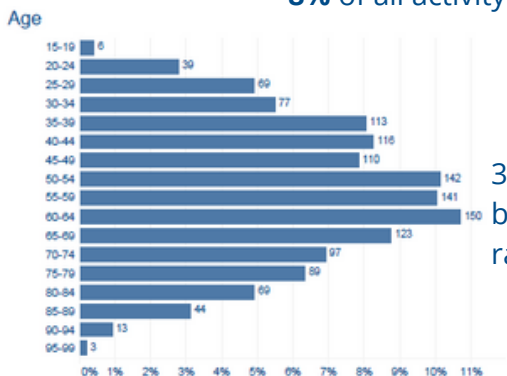
**£846,318** income gained, including Universal Credit, other benefits and tax credits



40% of all activity was by phone  
35% of all activity was by email  
17% of all activity was face to face  
8% of all activity was 'other'



**£152,966** income gained through charitable grants and food banks



37% of clients were between 20-49yr age range.

## Clients say...

*"Extremely helpful ,knowledgeable and patient in helping both me and my son with applications."*

*"I would like to give a heart felt thanks to the staff at Swanage Library. I felt listened to with regard & respect. You've been a real help to me and assisted me when I needed it the most."*

*"It's a fantastic service. I've used your facilities previously. Information was necessary and thank goodness they helped me considerably."*

“

*"The staff are very helpful and explained how to try and resolve my issues."*

*"The help I received was above and beyond. I couldn't have managed without your help and support."*

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### HRH The Princess Royal Visits Citizens Advice East Dorset & Purbeck



The Princess Royal visited Citizens Advice East Dorset & Purbeck on Tuesday 13<sup>th</sup> May to celebrate the second birthday of its Advice Bus. Her Royal Highness, who is Patron of National Citizens Advice, was shown around the Advice Bus which has helped over 3,000 residents since 2023 when it was first on the road. The Advice Bus, reaches out to rural communities, bringing vital support and guidance to those who need it most.

Helen Goldsack, Chief Executive Officer, Citizens Advice East Dorset & Purbeck said: "We are delighted that The Princess Royal visited our Advice Bus and met with the staff and volunteers who work hard to make a difference to the lives of so many local people."

"The Princess Royal's presence today highlights the importance of this initiative and the positive impact it continues to have. It has given much needed support to those who live in rural communities and who may not necessarily have been able to access existing services."

In 2024, Citizens Advice in East Dorset helped over 5,000 people with over 27,000 issues.

Helen says: "The demand for our service continues to increase and we are adapting our service to meet demand. The Advice Bus is an example of this and how we now help people living in rural communities who previously may not have been able to access our service."

Helen continues: "We would like to thank our funders Wessex Water, Bournemouth Water and The National Lottery Community Fund, whose support has been instrumental in getting our Advice Bus on the road."

The Advice Bus stops at locations across East Dorset & Purbeck including:

East Dorset: Corfe Mullen, Sixpenny Handley, Three Legged Cross, Verwood and West Moors and in Purbeck: Bovington, Corfe Castle, Lytchett Matravers, Swanage, Winfrith and Wool. Visit our website for Advice Bus days, times and addresses [www.edpcitizensadvice.org.uk/get-advice/advice-bus](http://www.edpcitizensadvice.org.uk/get-advice/advice-bus)

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## Advice Bus Case Study

### Amber's Story:

\*Amber receives Universal Credit (UC) with Limited Capability for Work and Work Related Activity (LCWRA) and had applied twice previously in the past unsuccessfully for Personal Independent Payment (PIP). Amber was struggling financially with the cost of living and had multiple health issues and is unable to work. Amber is a Housing Association tenant with two additional bedrooms in her property leading to a 25% rent deduction on UC top up.

Amber visited the Advice Bus on regular occasions but declined help to apply for PIP numerous times. We assisted Amber with charitable support and Discretionary Housing Payment (DHP) for rent top up and continued to discuss PIP with the Amber during her visits to the Advice Bus.

In Summer 2024, Amber sought support with a new PIP application feeling that she was now ready and able to do this. Amber was supported with this application at an appointment at the Citizens Advice office. This application was turned down and Amber wanted assistance with a Mandatory Reconsideration (MR). Given Amber's health conditions she was reticent about attending an office meeting again and preferred the support of the Bus Adviser who felt knew her situation in more detail.

In Spring 2025, the Bus Adviser completed an MR and this was successful in obtaining higher rate PIP for both care and mobility. Amber was then in a position to contact Dorset Council and say she no longer required the DHP.

### Key outcomes:

- PIP (higher rate care and higher rate mobility awarded) Amber received back payment of **£8967.92** and ongoing weekly **£110.40** and **£77.05**
- Household Support Fund = **£500**
- Foodbank = **£180**
- Surviving Winter Grants for 23-24 and 24-25 = **£400**
- Discretionary Housing Payment £35.47 for 26 weeks = **£922.22**

*Amber said she is extremely grateful for the support and has described it as life changing.*

\*Name has been changed to protect identity



### Contact us

Website: [www.edpcitizensadvice.org.uk](http://www.edpcitizensadvice.org.uk)

Dorset Adviceline: freephone 0800 144 8848, textphone 0800 144 8884, Mon-Fri 10-4pm



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