

## COMMUNITY SCRUTINY COMMITTEE - 8 FEBRUARY 2024

### ITEM 6 – GRANT REVIEW

#### ADDITIONAL PAPER

#### Supplementary document on Grants to Citizens Advice and Age UK

##### **Citizen Advice Grant Agreement**

##### Financial contribution to Citizen Advice of 2022-2024

Financial Year	Financial Support	Homelessness Element
2022/23	£62,000	£10,000
2023/24	£62,000	£10,000

##### Aims and Objectives

To provide advice, including financial advice to residents of NWLDC who are experiencing difficulties with a variety of difficulties which include, but are not limited to:

- Debt advice and management – including assisting with applications for
- benefits, charitable funding, debt relief orders, breathing space, etc
- Fuel poverty
- Food poverty
- Relationship breakdown/difficulties – including domestic abuse
- Risk of homelessness
- Landlord and Tenant issues – particular focus on private landlords

##### Specific Performance Indicators

- To assess client need at first contact and provide appropriate support by:
  - Providing information and limited advice at first contact to enable the client to self help going forward where appropriate
  - Referring clients with emergencies through for immediate assistance
  - Arranging an appointment for full advice within a timescale based on the urgency of need
  - Making contact with clients directly referred by NWLDC within 2 working days of receiving the referral
  - Referring clients through to specialist projects as required
- Number of new cases each quarter
- Number of repeat cases each quarter
- Number of community advice sessions each quarter
- Number of referrals made to a food bank
- Amount of ongoing income gains identified, including both those where applications made by citizens advice regarding benefit entitlement
- Amount of one off benefits accessed through applications (e.g. DHP, Household Support Grants)
- Amount of charitable funding accessed through applications (e.g. Big Difference funding, Armed Forces funding)
- Number of cases supported where household was homeless or at risk of homelessness
- Number of households homeless or at risk of homelessness seen within 10 days of referral
- Number of positive outcomes for households at risk of homelessness
- Number of referred clients who:
  - Did not respond to initial phone calls or letters
  - Refused help on contact
  - Failed to attend an appointment

- Case studies detailing how the impact of advice has had a positive impact, for example, improved health and wellbeing outcomes.

#### Homelessness

The following information on homeless households will be provided as part of the monitoring requirements.

Number of clients presenting as homeless and threatened with homelessness. This should be detailed so as to make clear:

- Reason for approach
- Whether referral originated from Council or self-referral
- Whether intervention produced successful outcome (homelessness resolved, prevented or delayed)

Households or individuals who are homeless or threatened with homelessness will be prioritised for advice appointments and are expected to be seen within 10 working days.

<b>Citizen Advice 2022-23</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>TOTAL</b>
Number of clients supported	701	740	684	715	<b>2840</b>
Number of issues dealt with	2099	2349	2461	2443	<b>9352</b>
Activities	2282	2347	2196	2070	<b>8895</b>
Cases	708	767	718	759	<b>2952</b>
<b>Outcomes</b>					
Income gains	£226,960	£448,865	£476,527	£364,903	<b>£1,517,255</b>
Re-imburements, services, loans	£1,543	£3,565	£1,066	£1,675	<b>£7,849</b>
Debts written off	£20,747	£29,621	£12,824	£52,869	<b>£116,061</b>
Other	£8,160	£53,732	£16,201	£14,499	<b>£92,592</b>

<b>Citizen Advice 2023-24</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>TOTAL</b>	
Number of clients supported	616	612	618	No data yet until April 2024	<b>1846</b>	
Number of issues dealt with	2261	1736	1,893		<b>5890</b>	
Activities	1833	1802	2,121		<b>5756</b>	
Cases	705	591	703		<b>1999</b>	
<b>Outcomes</b>						
Income gains	£301,384	£296,577	£260,663		<b>£858,624</b>	
Re-imburements, services, loans	£1,287	£135	£6,436		<b>£7,858</b>	
Debts written off	£66,162	£85,813	£94,593		<b>£246,568</b>	
Other	£45,838	£14,071	£7,702	<b>£67,611</b>		

## Age UK Grant Agreement – Befriending

### Financial contribution to Age UK Befriending of 2022-2024

Financial Year	Financial Support
2022/23	£21,990
2023/24	£21,990

### Aims and Objectives

To provide a befriending service to older residents within the district to reduce social isolation, promote independent living and enable access to services through information and support.

To provide and support volunteering opportunities to residents of the district, reducing social isolation, improving employment skills and experience.

### Specific Performance Indicators

- To provide the number volunteers supporting the North West Leicestershire befriending service.
- Number of new cases each quarter
- Number of recurring cases each quarter
- Inform if a client has been referred to any other services each quarter (ie. Citizen Advice, a food bank, First Contact Plus)
- Case studies detailing how the impact of support has had a positive impact, for example, improved health and wellbeing outcomes.

The table below shows the number of clients Age UK befriending service has supported each quarter. It must be noted that “clients being supported” are reoccurring cases, so someone who is being supported in Q1 is likely to be supported in Q2,3 and 4. The fluctuation in clients will be as some clients have sadly passed, gone into long term care, or perhaps moved away from the area but the service has gaining new clients each quarter.

This is the same with volunteers, the same volunteers are potentially helping all year but there is likely to be some who leave and others that join.

Age UK befriending 2022-23	Q1	Q2	Q3	Q4	TOTAL
Clients being supported	39	35	44	39	44
Changes to clients	11	4	6	4	25
Referrals into other services	5	0	2	3	10
Volunteers	28	29	32	34	34

Age UK befriending 2023-24	Q1	Q2	Q3	Q4	TOTAL
Clients being supported	36	36	39	No data yet until April 2024	39
Changes to clients	0	0	5		5
Referrals into other services	12	24	11		47
Volunteers	33	35	35		35

**Both grants are for specific outcomes and not a generic grant for purposes that the charity chooses.**

**The grants are provided on an annual basis with no commitment beyond a consideration of a year at a time.**

Paul Sanders - 7<sup>th</sup> February 2024.