

# Community Chest Application Summary 2017/2018

Local Authority	St Edmundsbury Borough Council
Organisation	<b>Suffolk West Citizens Advice Bureau (Health)</b>
Amount Requested	£53,228
Total Project Cost	£68,228
Match Funding	None
Partnerships	<ul style="list-style-type: none"> <li>• Citizens Advice local offices across West Suffolk – for local face to face advice and casework</li> <li>• Local authority locality officers – for their local knowledge and referrals</li> <li>• Local solicitors – monthly appointment rota in Haverhill with 3 different firms, and free half hour referral rota in BSE with 6 firms</li> <li>• And many more</li> </ul>
West Suffolk Bid?	No

## Key Points

- Our service provides free information, advice and advocacy to all members of the local community.
- The project would provide advice kiosks with access to Citizens Advice public advice site, and key trusted sites only such as Jobsearch/DWP, local authority, Wellbeing Service, Social Services, and a range of supporting agencies.
- Engagement in locations: in the supermarket location we can offer an energy switching surgery to staff initially, with some awareness training/food budgeting, so they can see the benefits to themselves and will be more willing to mention the service to customers (similarly in the other locations).
- Project start: **01 April 2017**
- Project end: **31 March 2018**

St Edmundsbury Borough Council



## Community Chest Grant Application Form Part A

Community Chest funding supports voluntary and community groups who make a contribution to improving the quality of life for people in West Suffolk. The information you provide will help us consider your application. If you have any questions, please give us a call on 01638 719763. Before completing this form, we ask you to please read the guidelines, which are available on:

<http://www.westsuffolk.gov.uk/community/community-grants.cfm>

Please return your completed, signed form and supplementary documents to:

[richard.baldwin@westsuffolk.gov.uk](mailto:richard.baldwin@westsuffolk.gov.uk)

1. Name of your organisation(s):

Suffolk West Citizens Advice Bureau

2. Organisation address details

Address Ln1	Risbygate Centre		
Address Ln2	90 Risbygate Street		
Address Ln3			
City/Town	Bury St Edmunds	Postcode	IP33 3AA
Main phone	01284 767572	E-mail	<a href="mailto:Jane.ballard@swcab.org.uk">Jane.ballard@swcab.org.uk</a>
Website	<a href="http://www.suffolkwestcab.org.uk">www.suffolkwestcab.org.uk</a>		

Main Contact Person		Second Contact Person	
Title	Mrs	Title	Miss
Forename	Jane	Forename	Janine
Surname	Ballard	Surname	Pinel
Role	District Manager	Role	Operations Development Manager
Daytime Tel No.	01284 767572	Daytime Tel No.	01284 767572
Mobile No.		Mobile No.	

Email	<a href="mailto:Jane.ballard@swcab.org.uk">Jane.ballard@swcab.org.uk</a>	Email	<a href="mailto:Janine.pinel@swcab.org.uk">Janine.pinel@swcab.org.uk</a>
Address Details (if different from Org address)		Address Details (if different from Org address)	
Ln1		Ln1	
Ln2		Ln2	
Town		Town	
Post Code		Post Code	

### About your organisation

3. What local authority area(s) does your organisation work in?

St Edmundsbury, Forest Heath, Mid Suffolk, South Cambridgeshire

\*Community Chest funding is offered by both Forest Heath and St Edmundsbury councils. As the decision making process is different any projects applying for funding across West Suffolk, must apply separately.

4. What is the status of your organisation?

Registered charity	x	Charity number:1144118
Applying for charitable status		
Company limited by guarantee	x	Company number: 7645392
Community Interest Company		
Part of a larger regional or national charity (Please state which one)		We are a separate charity affiliated to national Citizens Advice, which audits our quality and organisation to ensure that we meet certain standards.
Constituted Community Group		
Social Enterprise		
Other (Please specify)		

5. How many people are involved in your organisation?

Management committee	9	Service users	5,787
Full Time staff / workers	3	Volunteers and helpers (non-management)	115
Part Time staff / workers	16		

6. What is the purpose of your organisation? Please briefly describe why your organisation was set up, its aims and objectives and who primarily benefits from your organisation.

Our service provides free information, advice and advocacy to all members of the local community. Our aim is:

- to provide timely information and advice, targeting our resources in detailed

casework towards those unable to manage their problems themselves, for whatever reason

- to be a first point of contact for help or signposting/referring clients to trusted organisations
- to provide holistic advice, and to enable people if possible to deal with the problem themselves following advice

Our dual aim is to promote change locally and nationally through our research and campaigning work, and to work towards reducing discrimination and ensuring that all people are treated fairly.

We provide:

- Casework in welfare benefits, money advice, employment, housing, consumer issues, child support and level one immigration
- Disability benefit form filling by our trained and experienced team
- Advice and form completion for power of attorney by a trained adviser
- Advice and training in money management, priority/non-priority expenditure, budgeting, safe saving and borrowing, cost reduction and income maximisation

We also attract energy funding, in order to work to combat fuel poverty and the high number of deaths each year from hypothermia. We talk to front line workers and community groups regarding reducing costs/energy provider switching, additional practical help and grants, and saving energy, and find it is a useful initial contact with people who may not seek Citizens Advice help otherwise but are then linked into this pathway to advice.

In addition, we run the following projects:

- Rural MoneySmart – building local connections and raising awareness of local support and advice throughout the Forest Heath area
- MS – providing benefits and debt casework for people affected by MS and their families, as well as access to other areas of help and advice
- Advice on prescription – provision of advice in 2 GP surgeries in Haverhill as a one year trial

Maximum of 300 words

7. What was your organisation's total income for last financial year?

£488,691

8. What was your organisation's total expenditure for last financial year?

£429,264

9. Does your organisation have more than six months running costs? No

10. What are your organisation's current unrestricted reserves or savings?

£119,697

11. West Suffolk prioritises building resilient families and communities that are healthy and active. Please indicate which of the following areas your project contributes towards:

- A thriving voluntary sector and active communities who take the initiative to help the most vulnerable.
- People playing a greater role in determining the future of their communities.
- Improved wellbeing, physical and mental health.

- Accessible countryside and green spaces. □

### About your project – why are you applying for this funding?

12. What do you want the funding for? Please be specific. Please note that 'project' is meant to describe the project for which you are seeking funding, and not your organisation.

The intention is to create awareness of help available to people who would not otherwise seek it from the usual agencies, and the purpose is to test various locations and delivery methods, as well as linking in with existing partnership systems where possible, rather than inventing new ones (such as the Suffolk Information Partnership). We would like to build an evidence base to develop a way forward that works, which can be shared with other agencies.

The project would provide advice kiosks with access to Citizens Advice public advice site, and key trusted sites only such as Jobsearch/DWP, local authority, Wellbeing Service, Social Services, and a range of supporting agencies. The kiosks would be placed semi-permanently (fixtures although moveable if needed for a better site), but importantly the project worker would attend each of the sites for a regular advertised period weekly to engage with people, assess the problem/need, help find information on the kiosk if straightforward, or refer. Referrals would either be to local Citizens Advice for detailed advice or casework, or to the most relevant agency.

There is therefore a permanent source of information, but also support and guidance, and a gateway to detailed/ongoing support for anyone to access.

Engagement in locations: in the supermarket location we can offer an energy switching surgery to staff initially, with some awareness training/food budgeting, so they can see the benefits to themselves and will be more willing to mention the service to customers (similarly in the other locations).

Locations:

- GP surgery
- Library
- WS Hospital
- Tesco
- WS College

Since project monitoring is a key part of the purpose, the project worker/volunteers would use tablets to record some key responses at the time or immediately after talking to people and a project admin worker would provide detailed statistics, following up a percentage of advice clients.

Maximum of 300 words

13. How has the project been developed out of the community's desire to improve the lives of local people? What evidence do you have that there is a need for this project? Please include sources of evidence, including any public/user/community consultation.

In 2015 Citizens Advice surveyed 824 GP's, with the following results:

- 80% of GP's reported that dealing with patients' non-clinical issues meant there was less time to spend on other patients' health needs
- 72% of GP's reported that demand for help on non-clinical matters had increased over the last year

- The top three non-clinical social welfare issues raised by patients were:
  - Personal relationship problems 92%
  - Housing 77%
  - Employment/unemployment 76%

All of these are issues on which we can provide advice and appropriate referrals.

In the last year:

- We dealt with £1.72million of debt, and nearly 30% of these clients had dependent children under 14
- 6% of our debt clients were under 25 and 5% over 70 years old
- 40% of all our clients are disabled or have long term health conditions, and 23% have a mental health issue
- We made over 130 referrals to the local food banks

Suffolk statistics show:

- Some of the most deprived wards for income deprivation affecting over 60's are in Bury, Haverhill and Brandon
- Loneliness and isolation, or being a carer, are significant risk factors in health
- The number of older carers' will rise dramatically over the next 15 years and protection of their health is a major issue
- Some health services are very fragmented ie. Dementia, which means guidance is needed on availability and location of services

One in four people will experience some mental illness, and the effect of 'timely intervention which supports people to improve their emotional wellbeing and resilience is well evidenced' (State of Suffolk 2015)

Finally, in all statistics about our area, rural transport is problematic, which is why we feel that the service should operate out of places where people will usually visit anyway, even if they have only limited time out of the house.

Maximum of 300 words

#### 14. How will the project help local people to support one another?

The project will benefit the community as a whole, in reaching previously unsupported people, and contribute towards :

- Maintaining family stability
- Sustaining employment
- Avoiding stress related conditions
- Addressing depression and anxiety
- Reducing loss of productivity
- Sustaining tenancies and avoiding homelessness
- Maximising income

The ready availability of a source of help should reduce the stress of living with problems until the moment of crisis, when help is harder to find in time and costs more to deliver.

Within the location, individuals can help others to find easily accessible information using the kiosk, which will develop their own ability to use the kiosk, and enable local support to develop. It is possible to complete a short form on the screen with name, address and contact details which would then be sent automatically to SWCAB to contact the client and do an assessment over the phone.

We can carry out regular engagement sessions at the locations, including some focussed on volunteering to attract local people to become information assistants. We would train them, and promote training as dementia friends, and they would have strict boundaries, but would be able to find information and refer people for appointments, and also be there for

face to face support.

We could also carry out occasional targeted sessions at each location, such as a scams awareness day (the escalating loss to the consumer of scams is currently estimated at £5billion per year) and energy costs reduction/switching surgery at appropriate times of the year, in addition to budgeting quizzes and newsletters to create interest in dealing with debt problems.

Through the project we will be able to learn lessons on service delivery and locations, and can use the most effective model in geographic areas that our current data mapping project with the local authority identifies as most in need.

Maximum of 300 words

15. Are you working with any other organisations on this project? Yes

If yes, please state the names of these groups and the nature of the relationship.

We work with the following agencies, and would continue client referrals with them appropriately:

- Citizens Advice local offices across West Suffolk – for local face to face advice and casework
- Local authority locality officers – for their local knowledge and referrals
- Local solicitors – monthly appointment rota in Haverhill with 3 different firms, and free half hour referral rota in BSE with 6 firms
- Local banks – in general awareness of scams but also referrals of customers raising concern
- Shelter – for housing and homeless advice (and casework for clients eligible for legal aid)
- SNAP – for practical support for clients threatened with losing their home
- Housing Associations – particularly Havebury and Flagship, with whom we are able to resolve some issues before court or crisis
- Rural Coffee Caravan – reaching isolated villages with information
- ISCRE – discrimination lawyers providing legal representation, mainly used for employment and consumer discrimination but covering all areas of discrimination under the law
- Womens' Refuge – provide advice and outreach support for victims of domestic violence if unable to access the refuge
- Suffolk Family Carers – provide support for clients with caring responsibilities and help reduce their isolation
- GP's – we are building a closer relationship/understanding with the 2 surgeries in the current trial in Haverhill, enabling referrals from them and requests from us for written support for client casework
- Many small local groups with whom we have regular contact through our community work, and to whom we refer clients with specific needs
- Trading Standards – we currently report consumer issues from across the Suffolk Citizens Advice offices, initially anonymously, and we are pleased that they have successfully prosecuted in 2 of the cases SWCAB have referred to them
- Healthwatch – we are discussing entering a similar agreement to Trading Standards with them, so they can take up health issues raised with the providers

Maximum of 300 words

16. When will the project start?
17. When will the project finish?  or is the project ongoing?

If this is an ongoing project, how will it be funded and continue going when the funding ends?

The aim is to use the lessons learned, information and statistics from this one year trial to enable further and longer term funding to be applied for towards the end of the year, potentially from the Big Lottery Reaching Communities fund but there are other possible funders such as the Lloyds Bank Foundation Invest fund.

We will also talk to the chosen individual locations to bid for possible funding, once we are able to demonstrate the value of the work to them. There is potential for this project to link into the rollout of the CONNECT programme in West Suffolk, and would enable one link to wide range of voluntary organisations, including much smaller but very targeted voluntary agencies, who have not so far been included within the CONNECT trials.

The project is likely to attract smaller amounts of funding from a variety of sources, in particular from funders seeking to reach specific target groups. For example, we have successfully delivered eight years of financial capability work, over that time receiving funding from varied sources, such as Anglian Water, Nationwide, NIACE (for work linking money management to engagement in initial adult numeracy and literacy courses), HMRC, Department of Energy and Climate Change and funding from energy providers channelled through Citizens Advice, Community Action Suffolk and Suffolk Community Foundation.

The range of locations will reach a varied group of people, and the intention of the project is to reach people who might otherwise be difficult to engage. While recognising that funding is increasing difficult to source, the potential financial benefits in the reduction of crisis intervention, in addition to the other benefits, means that there is a strong argument to make for future funding.

Maximum of 300 words

18. Which years funding are you applying for?
19. How many people do you expect to benefit directly from the project on either a weekly, monthly or annual basis?

20. What results (including targets/numbers) do you expect to see as a result of the funding and how do these relate to the Community Chest funding criteria? If your project is health related how does it improve health outcomes for residents within community networks and beyond?

This variant of social prescribing aims to deliver:

- **Improved mental health outcomes** – would provide quicker access to help, to address issues generating anxiety and depression, ie. low income/debt/housing/employment problems. Would identify specific self-help ie. Wellbeing Service/link advisors, and supporting organisations ie. Suffolk Users Forum/MIND



- **Improved community wellbeing** – development of individuals within the locations who can provide the support needed, identify connections from small groups to OneLife/ healthy options for exercise, encourage meaningful conversations within the communities and raise awareness of people who may need additional help or direction
- **Reduced social exclusion** - the project would reduce isolation, connecting people within the locations, providing links to sources of support, for example lunch clubs/local groups/befriending/transport options

We have trialled advice provision in 2 surgeries- one morning in each per week - in Haverhill for a year, with the following results (despite a slow start in setting up arrangements with them):

- 74 enquiries dealt with for 57 patients
- Financial gain was £79,807 (£34,093 income from benefit entitlement and £35,644 in debt management or debt write off)
- 46% of the outcomes were achieved through direct bureau action, 35% where the client was empowered to act (for example, we assessed eligibility and advised client to apply for benefit) and 19% were via referrals and third parties took action.

This service targeted vulnerable people, and reached people who would not otherwise have sought advice from a CAB.

Using this as a model, the following results seem a reasonable target:

- 1980 meaningful conversations at the location, plus staff
- 1320 information identified for
- 220 referred for advice/casework
- 640 issues dealt with
- £275,000 financial gain

Maximum of 300 words

21. What is the total cost of the project?

£68,228

Please provide a full breakdown of the total cost of this project, including VAT if applicable along with any in-kind contributions such as volunteer hours.



We are in the process of applying to: St Edmund's Trust (who funded the trial year of advice in GP surgeries)	£15,000	November 2016
<b>Total:</b>	£15,000	

25. What other grants and contracts has your organisation received over the past year from either Forest Heath District Council or St Edmundsbury Borough Council?

<b>Funder</b>	<b>Amount (£)</b>	<b>Reason for funding</b>
SEBC FHDC	£182,000 £ 39,650	Core advice and advocacy work
FHDC (funding for SWCAB and Newmarket CAB) FHDC – outreach project	£ 30,000 £ 16,521	Rural MoneySmart and community work
SEBC – funding for improved access to advice	£ 17,500	Training and equipment to improve telephone advice
<b>Total:</b>	£285,671	