

Funding proposal

Citizens Advice Derbyshire Districts to expand the existing advice provision in Belper Food and Community Hub.

October 2021

This proposal is to gain financial support to enable the expansion of our existing highly successful work within Hope for Belper Community and Food Hub.

Belper Town Council are already funding this initiative and we receive £10,317 which has enabled us to deliver 2 drop-in advice sessions per week in addition to offering tailored advice appointments for more complex issues 1 day per week.

This service is open to all residents of Belper and will reach out to the community by local advertising and promotion. We have been overwhelmed with the immediate success of the project. A key issue has been that for communities like Belper it can be increasingly difficult to encourage community engagement and ensure that people have knowledge of what advice services are available. Citizens Advice Derbyshire Districts (CADD) are keen to address this by being available at the Food Hub and to be on hand to offer support if it is needed.

We are keen to have a flexible approach and want to reach out to as many people as possible. We believe that positioning ourselves in community venues that are welcoming and non-judgemental will help us engage with hard-to-reach clients that may well not be receiving support or have access to the services they need.



The new project has currently been running for 3 weeks and already demand for appointments is outstripping supply. We are currently operating a 2-week waiting list for these specialist advice appointments.

Budget for community qualified advice worker for 12 months

Our costed proposal will pay for an additional 6-hour advice provision which will enable us to open a further appointment session to help meet the increasing demand. We are currently offering approx. 136 appointments, and this would increase to 276. We will be able to offer more help to the people of Belper that need us.

Salary (Based on 6 hours on a salary of £24,547 pa pro rata)	£3,981
Employer NI	£549
Employer pension 6%	£239
Supervision costs 15%	£715
Total	£5,484

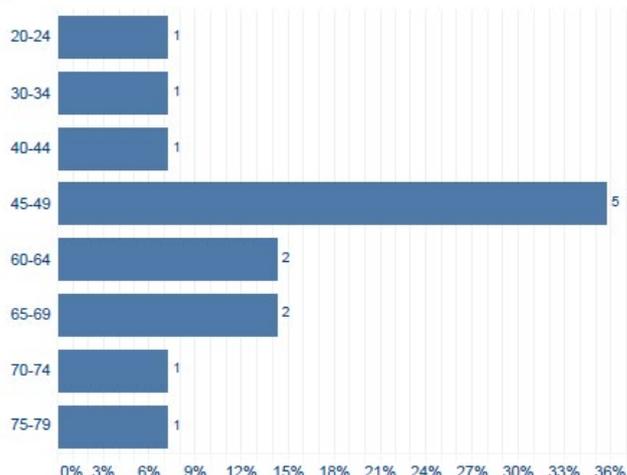
Key statistics

In our first 3 weeks of operation, we have already helped **14** individual clients and assisted with **78** enquiries. Many of the people we have helped have also had more than one appointment as they presented with such a complex set of issues. The total income gained for this period has been **£37,146**, which has been additional income secured from benefit applications and a considerable refund on a consumer issue.

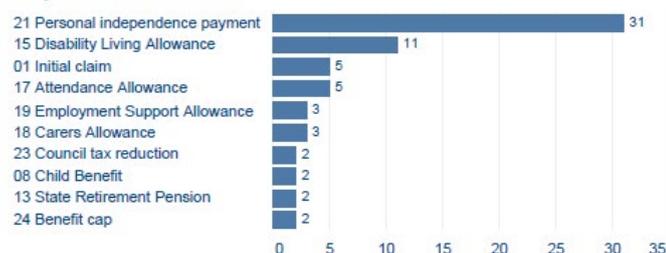
Issues

	Issues	Clients
Benefits & tax credits	62	8
Benefits Universal Credit	6	3
Consumer goods & services	4	1
Financial services & capability	1	1
Housing	3	1
Other	1	1
Utilities & communications	1	1
Grand Total	78	

Age



Top benefit issues



Gender



Disability / Long-term health



We can offer advice on a variety of issues including income maximisation, assistance in making benefit claims, debt advice and management including financial capability, employment, housing and specialist energy saving advice. Our project will draw together this network of help, enabling people to navigate and access support effectively and efficiently.

May we take this opportunity to thank Belper Town Council for their ongoing support and continued funding. Without this help we would be unable to continue providing our vital service in the heart of Belper.

Testimonials

// We have had a great start to the Citizens Advice outreach at the Food & Community Hub. Clients have really engaged with the service making use of the drop in when they have been collecting food parcels and with several of them making appointments for further advice. We have also had some long-term users of the food bank making appointments where we have been unable to encourage them to do so previously, having the advisor physically in the building appears to have removed some of the barriers to access.

From our point of view, it has been an encouraging and very positive addition to the services already on offer at the hub and we are really looking forward to seeing how we can develop this and support our community further. **//**

Jo Lambourne, Food and Community Hub Coordinator

// The Citizens Advice service actually coming to the Food Bank is so very beneficial to the individuals and the community. Belper Chaplains will spread the word about this much needed and wonderful service. People who attend our food bank hub will be able to tell each other how the CAB is genuinely helpful and can advise people with problems through extensive experience. It will raise the profile of CAB in the community and Derbyshire and will help people who could potentially have physical and mental health problems, as well as financial ones. They may have poor literacy and previously did not know which way to turn. It will help them to help themselves and give them back hope for the future. **//**

Sarah Bradbury, Belper Town Chaplaincy Coordinator