

BELPER TOWN COUNCIL

APPLICATION FOR SERVICE LEVEL AGREEMENT

1. NAME of ORGANISATION: Citizens Advice Derbyshire Districts

2. NAME and ADDRESS of CONTACT:

Melanie Mallinson
Citizens Advice
Town Hall
Bank Road
Matlock
DE4 3NN

3. POSITION in ORGANISATION: Senior Operations Manager

4. TELEPHONE Daytime: 07792155056

5. EMAIL: melanie.mallinson@ddcab.org.uk

6. Briefly Outline what the current activities of your group are

CADD (Citizens Advice Derbyshire Districts) is a free, confidential independent impartial advice charity. We deliver an outreach advice service in Belper offering advice on a variety of issues including income maximisation, assistance in making benefit claims, debt advice and management, financial capability, employment, housing and specialist energy saving advice. Our project draws together this network of help, enabling people to navigate and access support effectively and efficiently.

We also deliver a phone advice service to help those clients who may prefer to access help in this way.

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice

7. How many people are currently involved in the running of your group?

Employed full-time worker

Volunteers

Employed part-time worker

Members

Support or external worker

Informal helpers

Committee Members

Others (please state)

8. What will the grant be used for, how are you going to do it and where

We have been in receipt of a grant from Belper for over 9 years now. We have received £16,007 in 2022/23 to provide an outreach service in Belper and contribute towards our phone advice service (Adviceline)

We are currently delivering 2 drop-in advice sessions per week in addition to offering tailored advice appointments for more complex issues on 2 days per week. This service is currently delivered from the Belper food and Community Hub by a mixture of paid staff and volunteers. 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.

Demand for free advice services like the Citizens Advice are increasing especially as we try to navigate a cost-of-living crisis and crippling energy costs. We want to ensure that local Belper residents are in receipt of all financial help available. We have access to food, fuel and data vouchers which will be distributed from the food and community hub in addition to our generalist advice services.

The current funding also provides us with a £2000 contribution to our Adviceline service which offers advice over the phone. In 2021/22 during the pandemic, we helped over 340 Belper clients with phone advice. We were able to assist these clients in receiving over £370,000 of previously unclaimed benefits and grants.



Annual District Impact Report - Apr-Mar 2020.21.pdf



Key Stats Belper

9. When will the project start: April 2023

10. When will the project finish: Ongoing (Dependant on funding)

11. Where will your project take place – address and postcode, if different from the contact address given:

Belper Food and Community Hub
Bridge Street
Belper
DE56 1AZ

12. How will you advertise the project and encourage involvement?

The Service is already being delivered and was officially opening by the Belper TC Mayor in September 2021. We actively advertise in and around the food and community hub and use all channels of social media. We are experiencing a high demand for our services and community involvement is already really encouraging.

We are currently advertising on the website of the Food and community hub as well as sending through leaflets and information to be shared on the Belper TC website.

Posters advertising the service have already been produced and have been circulated around Belper.

We will use our networks to promote the new service further. We will take the following steps to promote the service:

- Externally through our:
 - Social media
 - Stakeholder meetings
 - Quarterly Stakeholder communications (Impact Reports; Funding Reports; Research and Campaigns Newsletter) that go to all elected members, MPs, LAs, HAs, VCS organisations, etc.
 - Print and Broadcast media
 - Public events
 - Frontline worker training
- Internally through our:
 - Weekly email round-up, which goes to all staff, volunteers and trustees
 - Regular staff, team and management meetings
 - Fortnightly management team conference calls
 - At our Board Sub-Committee meetings
 - Adviceline – making referrals into the project

13. Do you work with any other groups or agencies? If so, please outline how you work together:

We have strong relationships with all our local stakeholders and agencies. Key partners include four district councils, County Council, Welfare Rights, Housing Associations, VCS organisations, Credit Unions and other advice agencies.

We partner with Derbyshire Law Centre to deliver specialist employment and housing advice. We lead locally on energy advice and deliver training to frontline workers and social prescribers across Derbyshire.

We have collaborative partnerships with Hope for Belper and local foodbanks across all four districts and deliver crisis point intervention to clients requiring assistance.

We are in approx. 92 of 102 GP surgeries across Derbyshire offering advice services and act now as a referral partner for DCHS (Derbyshire Community Health Service) and DDF (Derbyshire Discretionary fund)

14. How do you know that the project is needed?

We have been delivering a face-to-face service since September 2021 in addition to our phone advice service (Adviceline) We have seen a sharp increase in people requiring our help as the cost-of-living crisis is affecting many people, in particular, people on low incomes who are facing large increases in energy bills in addition to other costs. As part of this project, we have access to a dedicated Citizens Advice energy team who can give advice on income maximisation, energy grants, applications to the Priority Services register and guidance on energy saving tips. Providing this advice service in the heart of Belper will ensure free, confidential impartial help is available.

Over the last 12 months we have assisted 159 individual clients who have presented at the community hub and assisted those clients in claiming £437,735 in additional benefits and grants. This is money that many people did not realise they were entitled too or simply did not have the knowledge or support to claim. Many of these clients have numerous follow up appointments and due to the complexity of the issues ongoing casework is also completed by the advice worker. By being situated in the hub we are available to support those clients most in need. We offer tailored appointments or accessible drop in advice. We know this approach works as many of the clients we are now helping have never accessed the Citizens Advice service previously.

Please see below 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

15. What benefits, skills and knowledge will participants gain from the project?

We offer advice on a variety of subjects including Benefits, debt, employment, housing and consumer issues. We assist clients in accessing the correct information or help them navigate the complexity of the benefits system and assist with making a claim.

Often many of our clients lack the confidence to approach external agencies so in these cases we would act as an advocate and support them in all areas of communication and legislation.

We always strive to empower the client to help themselves but equally we can step in to guide and support when needed

16. How many people will benefit from the project/grant? Min 350 (Phone & Face to face)

17. Who will benefit from the project/grant in Belper Parish? This project will be accessible to all local Belper residents. We will strive to meet the demands, whatever they may be.

18. How will they benefit from the project/grant?

Our ambition is to improve the health and reduce the health inequalities of families referred to Citizens Advice, thus enabling the wider social determinants of health to be addressed. Wider social determinants are a diverse range of social, economic and environmental factors which impact on people's health. Such factors are influenced by the local, national and international distribution of power and resources which shape the conditions of daily life. We will strive to get the best outcome for each client whatever their issue will be. We will offer continued casework if needed and referral into a specialist agency should the enquiry require a more detailed intervention. The service provided will be free for all clients completely confidential. As detailed in our attached impact reports, we are helping families to access more money and grants. We can advise on help with their fuel costs, get help with housing issues, including despair and rent arrears. Our advice is helping reduce the stress and worry often people are experiencing.

. Describe how the project/grant will benefit people with a Disabling Condition?

In 2021, we assisted 346 clients in Belper, 44% of these clients had a disability or long term health condition. We offered advice to many of these clients and assisted over 228 clients in claiming personal independence payment. (PIP) can help with extra living costs if you have both a long-term physical or mental health condition or disability or have difficulty doing certain everyday tasks or getting around because of your condition. Previously this advice was offered mainly over the phone due to the pandemic but now we are back delivering face to face advice we are even more accessible to clients presenting with a variety of different needs. The service relaunched from the food and community hub in September 2021 and in 12 weeks we have helped 52 clients with 398 different issues.

69% of these clients have a disability or long-term health condition so we feel confident we are meeting the needs of the local residents.



Belper Fod & comm
hub Sept - Nov'21 .p

A) Please confirm that you have carried out the Accessibility Training referred to in Section 10 of the notes below

I have carried out the training and will also ensure all staff delivering the project complete the training.

B) Please confirm you have completed the Questionnaire referred to in Section 10 of the notes below

I can confirm I have completed the business questionnaire

19. How will you show that your project/grant has made a difference?

We will produce reports every 6 months outlining the impact the service has made. These reports will highlight the number of clients helped and offer more information about the key themes and advice areas we are helping with. We will report the financial gains achieved and how much debt we have assisted with.

Each year we will monitor the local ward data and review the main localities in which clients are accessing our help, this will help us target key groups and promote the service accordingly.

We will address Belper TC at an annual meeting to report on the progress of the project.

20. How much will your project cost in total? : £16,100

21. How much do you require from Belper Town Council? : £_ 16,100

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22. Where will the rest of your funding come from – if applicable?

Please provide breakdown of items required:

Item Description	Quote	Cost £
Advisor costs 12 Hours (Based on £24800 FTE. Includes NI, Employer pension 6% and supervision costs)		£11,000
Contribution to CADD Adviceline		£3000
Volunteer training and expenses		£1500
Advertising and promotion		£600

Please continue on a separate sheet if necessary

23. How is your project responding to climate change and the global climate emergency?

Not applicable

24. What plans do you have for the project when funding ends?

Unfortunately, we will be unable to continue providing an advice service in Belper without the support of this funding.

We do supplement the service by using volunteers, however there are still costs involved in the training and supervision of these volunteers.

25. How long has the organisation existed and how many Belper residents does it serve:

CADD has been delivering a service for over 15 years. In 2021/22 we helped over 350 local Belper residents

26. Explain why this project cannot be funded from your own funds:

CADD is a charity, and we rely solely on funding from local organisations and councils to enable to operate our advice services.

27. Please state your group/organisation finances for the last financial year:

Accounts date	Month	March	Year	2021
Total (gross) income	-	£ 2,261,740		
Total expenditure	-	£ 2,132,766		
Surplus/deficit at year end	-	£ 128,974		
Unrestricted Savings/Reserves	-	£ 460,075		
Restricted Savings/Reserves?	-	£		

If you have restricted reserves – please explain what they are restricted for:

Declaration:

I declare that I have the authority of the organisation to apply for the grant and that the information contained herein is accurate.

Enclosed:

Copy of the latest published ACCOUNTS:	Attached
Copy of the organisations CONSTITUTION:	Attached

Does your group/organisation have an appropriate policy/process for the following:

Copy of the organisations SAFEGUARDING CHILDREN AND YOUNG PEOPLE POLICY:

Attached

Copy of the organisations FINANCIAL CONTROLS AND MANAGEMENT POLICY:

Attached

Copy of the organisations EQUALITY AND DIVERSITY POLICY:

Attached



2020-21 Statutory
Accounts - Final Ver.



Mem and Arts
2013.pdf



Safeguarding Policy
[Citizens Advice Der]



Financial
Procedures - Update



Equality & Diversity
Volurmodel policy - Staff



Equality & Diversity
model policy - Staff

The organisation will, if requested by Belper Town Council, produce evidence to show that the grant has been spent on the declared project.

Signed C Doxey (Chief Officer CADD) Dated 12th October 2022

BELPER TOWN COUNCIL APPLICATION FOR SERVICE LEVEL AGREEMENT

- 1 Belper Town Council budgets a set amount each financial year to give as grant aid in support of local initiatives. To enable the Council to maintain proper management of its budget no application will receive more than is requested in each application.
- 2 The application form must be completed **IN FULL** giving as much detail about the proposal as possible. A separate sheet may be attached.
- 3 Organisations applying should attach to the application form a copy of their latest balance sheet and profit and loss together with a copy of their constitution.
- 4 **Completed application forms should be returned to the Town Clerk, Belper Town Council, The Butts, Belper, Derbyshire DE56 1HX and emailed to clerk@belpertowncouncil.gov.uk.**
- 5 **Grant applications must be submitted prior to 1st October in the year prior to which funding is required, in order to be considered in the Council's annual budget.**
- 6 The Council's Clerk has delegated power to review applications, request further information, give advice and refuse applications that do not meet the Grant Aid criteria. The Clerk will refer applications to the Council's Full Council meetings on a monthly basis for decision. Applicants will be notified of the date and time of the meeting and be given an opportunity to address the meeting on the application. The decision will normally be made known to the Applicant in writing within seven days.
- 7 Grants will only be considered for projects and proposals which will enhance the quality of life of the people served by the Town Council. Applications from bodies outside the town boundaries may be granted where the proposals show a distinct benefit to the residents of the town.

- 8 Grants will normally only be considered for new / start up organisations and/or projects and/or one off events that meet one or more of the following criteria: The organisation/project or event
- goes some way to filling in gaps in existing provision
 - is innovative and exciting
 - considers the needs of disadvantaged individuals and groups
 - takes positive steps to promote a healthy environment
 - promotes equality of opportunity and access for all
- 9 Grants will be considered for organisations/projects and events that can either show match funding is available, either through own resources or other grants and that the organisation/project/event is viable without further recourse to Council funding.
- 10 Belper Town Council has produced an Accessibility Strategy and agreed to apply it to every area of its work and the services it provides. Working in partnership with Accessible Belper we want to encourage all organisations in the Town to appraise what they do and consider how accessibility can be improved in relation to people who have disabling conditions. To help you in this process we would ask that you:
Carry out the training – <http://www.accessiblebelper.org/video.html>
Complete the business questionnaire – <http://www.accessiblebelper.org/questions.html>
- 11 The Council will not normally
- support applications from organisations which then go on to make donations to other charities and groups
 - give more than one grant in any one year to the same organisation
 - give a grant to an organisation that receives an annual grant (SLA) from the Council
- 12 **All successful projects MUST recognise Belper Town Council's funding in their literature and publicity and should also keep the Council informed of the development of the project funded by the Council. A timescale for reporting back will be given in the funding agreement.**
- 12 **Reports will be required by 31 March following the payment made during the financial year. If the agreement is for more than 1 year each subsequent year a report will need to be sent into the Council's Clerk by 31 October for review by the Council.**