

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

meeting date: 22 JUNE 2021
title: VOLUNTARY ORGANISATION GRANTS – CITIZENS ADVICE BUREAU
MONITORING INFORMATION
submitted by: DIRECTOR OF RESOURCES
principal author: ARIFAH BHIKHU

1. PURPOSE

- 1.1 To receive and consider the performance monitoring information for the period January to March 2021.
- 1.2 To receive and consider the 12-week action plan provided by the Citizens Advice Bureau detailing their aims to increase their outreach across the Ribble Valley.
- 1.3 To consider whether to approve payment of the first quarterly instalment of voluntary organisation grant to the Citizens Advice Bureau for 2021/22.

2. BACKGROUND

- 2.1 In March 2021, Members reviewed voluntary organisation grant applications and approved grants supporting 17 voluntary organisations across the borough totalling £104,297.20.
- 2.2 Members agreed to award Citizens Advice Bureau £52,500 of the total grant fund for the financial year 2021/22.
- 2.3 It was agreed that the grant allocation for the Citizens Advice Bureau of £52,500 will be paid quarterly subject to the Council receiving satisfactory monitoring information and subject to Committee approval.
- 2.4 In the last Committee meeting held in March 2021, Members considered the Citizens Advice Bureau's monitoring information received for the period October to December 2020. Members observed that there was limited service contact in Longridge and that services were very Clitheroe-centric. Committee resolved that the Council should seek reassurance from the Citizens Advice Bureau that they will extend their services to Longridge.

3. MONITORING INFORMATION

- 3.1 The manager of the Citizens Advice Bureau has supplied monitoring information and a narrative explaining the monitoring information supplied for the latest quarter January to March 21 (Annex 1).

4. ACTION PLAN

- 4.1 A 12-week action plan detailing how the Citizens Advice Bureau intend to promote and increase their services across the Ribble Valley has been received and included for your consideration in Annex 2.

5. SUPPORT TO LONGRIDGE

- 5.1 In the last P&F Committee, Members were concerned that previous monitoring information received by the Council did not demonstrate that the Citizen's Advice Bureau's service extends sufficiently to the Longridge area.
- 5.2 Following the Council's correspondence to the Citizens Advice Bureau in April 2021 requesting further information on their intended level of support to Longridge, the manager at the Citizens Advice Bureau explained that since 2018/19 a total of 124 cases were dealt with for clients from the three Longridge area electoral wards of Derby & Thornley, Alston & Hothersall and Dilworth.
- 5.3 It was explained that as the Citizens Advice Bureau is a demand-led service, they are only able to provide advice and intervention where it is sought and that benefit claimants who live in Longridge are served by Preston Jobcentre and therefore may have more convenient links with Preston advice services.
- 5.4 Promotion strategies the Citizens Advice Bureau currently have in place to increase their services across Longridge include starting to advertise a dedicated telephone number for residents in Longridge and a dedicated Facebook page which will be used to target their advice services in this part of the borough.
- 5.5 Further detail on how the Citizens Advice Bureau plan to increase their services in Longridge can be seen in Annex 2.

6. RISK ASSESSMENT

- 6.1 The approval of this report may have the following implications:
- Resources – assignment of budget for payment of this grant has already been approved and approval of this report would result in the release of the first quarterly grant instalment to Citizens Advice Bureau (£13,125)
 - Technical, Environmental and Legal – None
 - Political – None
 - Reputation – None
 - Equality and Diversity – The additional information supplied by the Citizens Advice Bureau (Annex 3) seeks to demonstrate the geographical spread of assistance provided across the Ribble Valley for the period April 20 to March 21 and provides a brief overview of the levels of deprivation across these areas.

7. CONCLUSION

- 7.1 In March 2021, the Citizens Advice Bureau were awarded £52,500 of the total voluntary organisation grant fund distribution of £104,297.20.
- 7.2 Monitoring information for the latest quarter (January to March 2021) has now been included for consideration at Annex 1. An action plan showing how the Citizens Advice Bureau aim to increase their services and extend their promotional activity across the Ribble Valley (including Longridge) has been included in Annex 2.

8. RECOMMENDED THAT COMMITTEE

- 8.1 Consider the monitoring information and action plan supplied by the Citizens Advice Bureau and decide whether to approve payment of the first quarterly instalment totalling £13,125.

ACCOUNTING TECHNICIAN

DIRECTOR OF RESOURCES

AB37-21/AC
14 June 2021

Key Statistics

Ribble Valley (member)

04/01/2021 30/03/2021



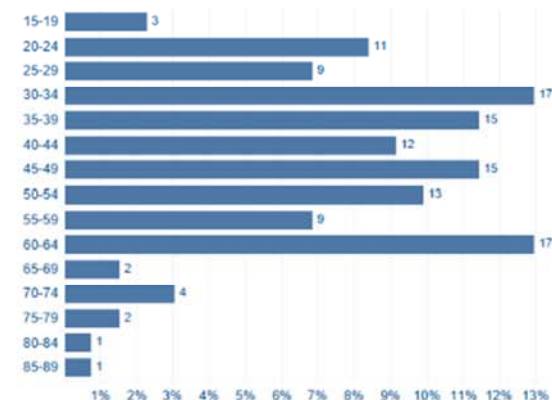
Summary

Clients	138
Quick client contacts	155
Issues	544
Activities	320
Cases	109
Outcomes	
Income gain	£14,475
Debts written off	£52,519
Repayments rescheduled	£2,277
Other	£1,989

Issues

Issues	Clients
Benefits & tax credits	42
Benefits Universal Credit	64
Consumer goods & services	5
Debt	19
Discrimination & Hate & GVA	2
Employment	3
Financial services & capability	2
Health & community care	2
Housing	8
Immigration & asylum	3
Legal	2
Other	6
Relationships & family	10
Tax	1
Travel & transport	2
Utilities & communications	2
Grand Total	544

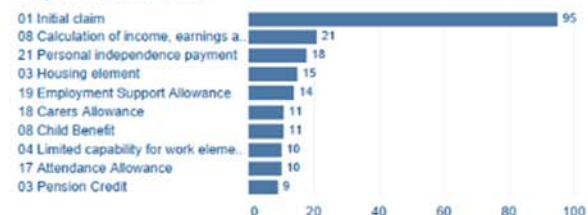
Age



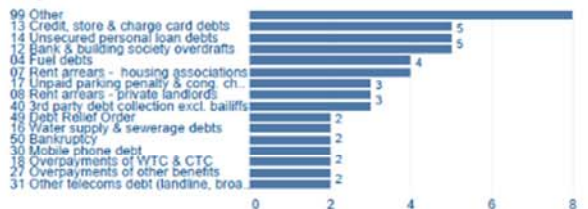
Channel



Top benefit issues



Top debt issues



Gender



Disability / Long-term health



Ethnicity



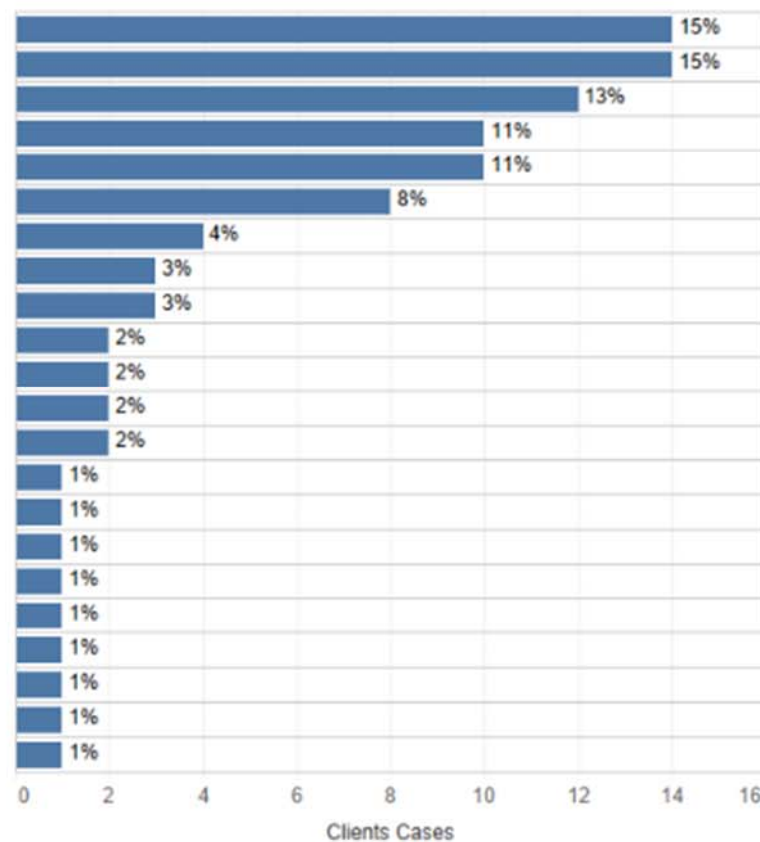
Clients by Ward

Clients (set minium number to display)
From 1

You can click on the data picker to set the minimum number of clients seen (this will filter out wards with lower numbers of clients and allow you to focus on the areas with the highest volumes)

Ward

Local Authority Ward	Local Authority	Clients
Edisford & Low Moor	Ribble Valley	14
Littlemoor	Ribble Valley	14
Salthill	Ribble Valley	12
Derby & Thornley	Ribble Valley	10
St Mary's	Ribble Valley	10
Primrose	Ribble Valley	8
Wiswell & Barrow	Ribble Valley	4
Alston & Hothersall	Ribble Valley	3
Whalley & Painter Wood	Ribble Valley	3
Billington & Langho	Ribble Valley	2
Brockhall & Dinckley	Ribble Valley	2
Mellor	Ribble Valley	2
West Bradford & Grindleton	Ribble Valley	2
Bowland	Ribble Valley	1
Chatburn	Ribble Valley	1
Chipping	Ribble Valley	1
Dilworth	Ribble Valley	1
East Whalley, Read & Simonstone	Ribble Valley	1
Gisburn & Rimington	Ribble Valley	1
Ribchester	Ribble Valley	1
Waddington, Bashall Eaves & Mitton	Ribble Valley	1
Wilpshire & Ramsgreave	Ribble Valley	1



Narrative re. last quarter

293 people contacted the service, starting 109 cases; over three quarters involved starting a claim for benefits, two thirds being for Universal Credit.

Due to C-virus, benefits work was significantly altered as the Department of Work and Pensions suspended reviews, re assessments, job seeking requirements, minimum earnings for the self-employed and other pressures on benefit claimants which generate work for our service. Also, the Universal Credit increased amount has enabled many households to meet their outgoings. This benefit increase and suspension of evictions has led to a reduced demand for our support.

Financial gains of approximately £14.5 k were reported in the quarter. This is the amount of annualised additional income gained by our clients as a result of our intervention. We only record gains once confirmed. Please note, we do not receive details of the amounts gained by most benefit claimants as we only assist at the start of the process. This comparatively low figure is expected due to the impact of Covid on the demand for the service as above.

15% of clients in the last quarter were from the 3 Longridge wards. The Longridge ward, Derby and Thornley ranks equal 4th out of 22 in the list of wards of supported clients.

Actions to Increase access to Citizens Advice by all Ribble Valley residents and employees

Aim

To specifically enable the digitally excluded, vulnerable and isolated households to use our advice support at Citizens Advice.

Publicity Campaign

Getting our contact details out and about to all parts of the community. Using local newspapers, Facebook, Instagram, contacting parish clerks and village halls etc. Using links with other charities.

Posters, typical profiles-narratives that identify with groups, article,



	Week 1&2	Week 3&4	Week 5&6	Week 7&8	Week 9 &10	Week 11&12
Issue	Benefits	Old Age/Health/Disability	Debt	Separation	Bereavement	Employment
Venues for posters	Job centre Post office/ community hub that is open in each village, Charity Shops incl Salvation Army Clitheroe Library Ribble Valley Village Hall Association, Food Banks- Clitheroe and Longridge, Transport – on the bus/bus stops	Mobility shops Age UK shops Pendle Community Hospital Clitheroe Hospital Surgeries – Clitheroe, Whalley, Longridge, Slaidburn,	Cafes Salvation Army Supermarkets Housing schemes	Salvation Army St. Mary's Centre 1.30 Thursdays Children's Church Food Banks Clitheroe and Longridge	Cemeteries Funeral Undertakers Hospices	

Charitable links	Age UK Hope for Justice	Age UK Time for You – currently telephone service (Dementia/) Field Nurse – (Livestock auctions) Local cancer support groups?	Step Change	HARV Domestic Violence Support Team Foundation for Ribble Valley Families – Thrive Centre Early Intervention Services, Clitheroe (Reach out)	Every Mind Matters Cruse Bereavement Care Service – East Lancs Hospice, ‘Ribble Valley Bereavement Support Group - Pendleside	Tax Aid
Poster/message	Get help applying for Universal Credit	You can share your worries	Is your debt overwhelming?	On your own?	Support available	Where to access support





**citizens
advice** Ribble Valley

Get help applying for Universal Credit

We can help with the early stages
of a Universal Credit claim, from the
application through to the first full payment.



Call us on **01200 427336**
Monday, Tuesday & Thursday
10am - 4pm

Local Authority & IMD Dashboard

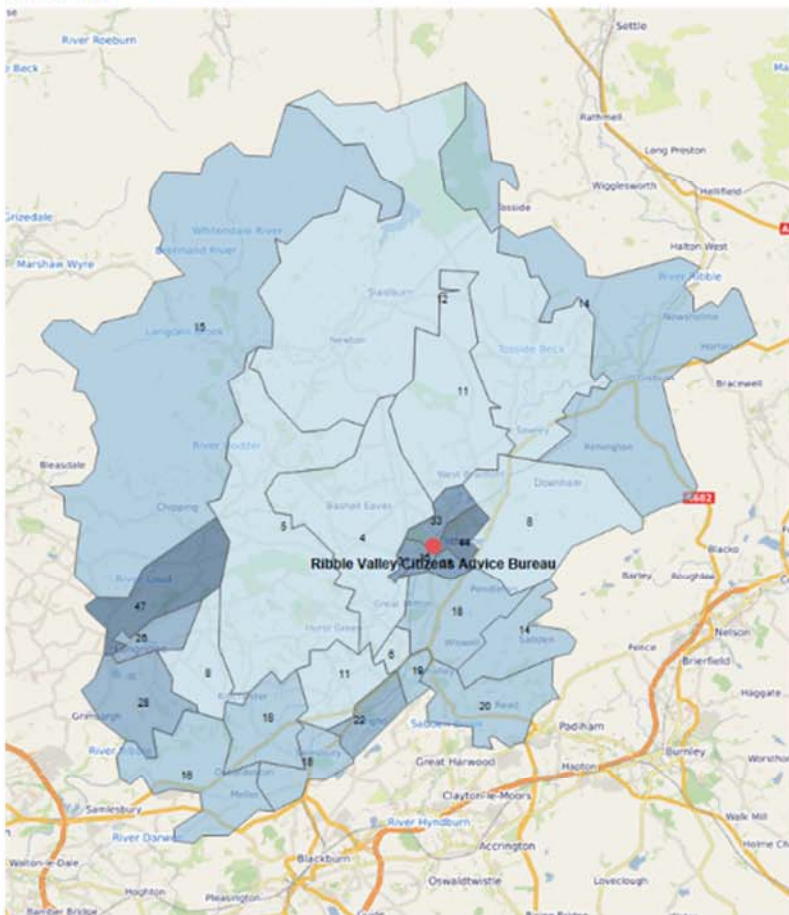
Ribble Valley

Start date: 01/04/2020
End date: 31/03/2021

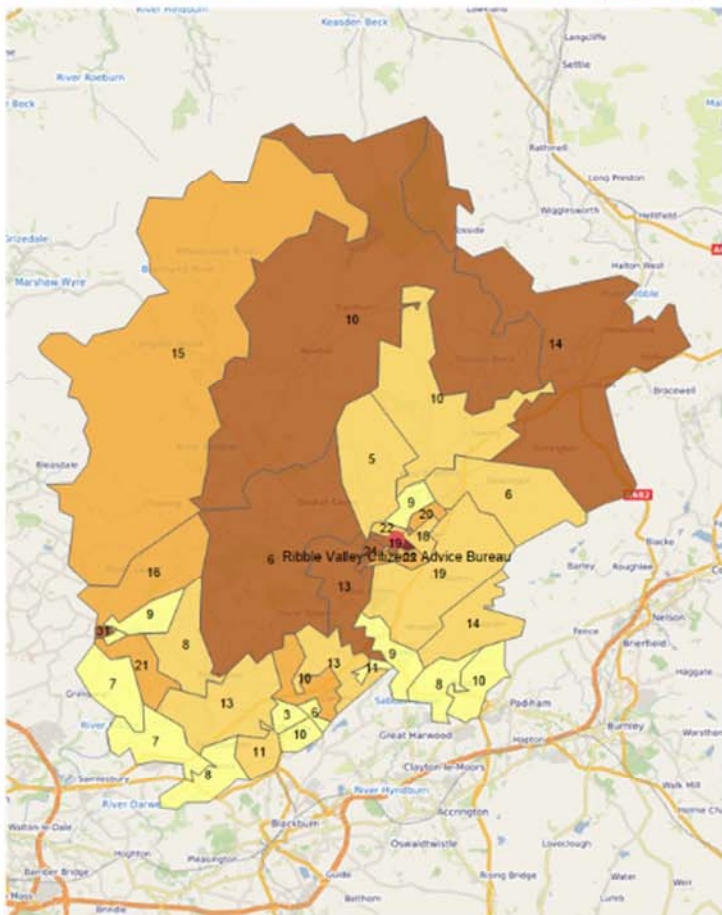


- Issue part 1: All
- Issue part 2: All
- Age Group: All
- Gender: All
- Ethnicity: All
- Disability: All
- Type of disability: All
- Select Clients/Issues: Clients

Clients seen: 4 to 47. Office location marked with a red square.



Index of multiple deprivation: 10,146 to 32,719. Darker colors indicate higher levels of deprivation.



The darker colours on the IMD map show higher levels of deprivation

Clients	521
Issues all	1,836

Top wards

Local Authority Ward	Clients	Issues
Alston & Hothersall	28	80
Billington & Langho	22	46
Bowland	12	35
Brockhall & Dinckley	11	26
Chatburn	8	23
Chipping	15	60
Clayton-le-Dale & Sa...	18	47
Derby & Thornley	47	205
Dilworth	26	72
East Whalley, Read ...	20	45
Edisford & Low Moor	31	142
Gisburn & Rimington	14	44
Hurst Green & White...	5	21
Littlemoor	37	190
Mellor	16	37
Primrose	36	139
Ribchester	8	47
Sabden	14	63
Salthill	44	185
St Mary's	33	101
Waddington, Bashall...	4	14
West Bradford & Gri...	11	32
Whalley & Painter W...	19	54
Whalley Nethertown	6	11
Wilsphire & Ramsgr...	18	58
Witwell & Barrow	18	59