

# RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

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Meeting Date: 14 SEPTEMBER 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 April to June 2021.
- 1.2 To consider whether to approve payment of the second 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 The first quarterly grant instalment totalling £13,125 for the current financial year (2021/22) was released to Citizens Advice Bureau in July 2021.

## 3. MONITORING INFORMATION

- 3.1 The manager of the Citizens Advice Bureau has supplied monitoring information for the quarter April to June 21 (Annex 1).

## 4. SUPPORT TO LONGRIDGE

- 4.1 At the Policy and Finance Committee meeting held in March 2021, Members considered the Citizens Advice Bureau's monitoring information received at the time, 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.
- 4.2 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 and Thornley, Alston and Hothersall and Dilworth.
- 4.3 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.

4.4 Promotion strategies the Citizens Advice Bureau currently have in place to increase their services across Longridge include advertising 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.

4.5 A 12-week action plan detailing how the Citizens Advice Bureau intend to promote and increase their services across the Ribble Valley was received in June 21 and included in June 21 committee report. This action plan has been included in Annex 2. The Citizens Advice Bureau have confirmed actions are being carried out per the action plan.

## 5. RISK ASSESSMENT

5.1 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 second quarterly grant instalment to Citizens Advice Bureau (£13,125)
- Technical, Environmental and Legal – None
- Political – None
- Reputation – None
- Equality and Diversity – The additional ward data supplied by the Citizens Advice Bureau (Annex 1) seeks to demonstrate the geographical spread of assistance provided across the Ribble Valley in April to June 21.

## 6. CONCLUSION

6.1 In March 2021, the Citizens Advice Bureau were awarded £52,500 of the total voluntary organisation grant fund distribution of £104,297.20.

6.2 The first quarterly grant instalment was paid to Citizens Advice Bureau in July 2021, following Committee approval in June 2021.

6.3 Monitoring information for the quarter (April to June 2021) has 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.

## 7. RECOMMENDED THAT COMMITTEE

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

ACCOUNTING TECHNICIAN

DIRECTOR OF RESOURCES

PF54-21/AB/AC  
1 September 2021

# Key Statistics

01/04/2021 29/06/2021



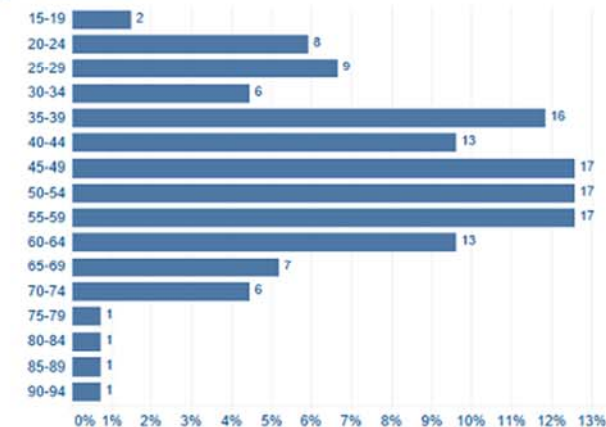
## Summary

Summary	
<b>Clients</b>	<b>138</b>
<b>Quick client contacts</b>	<b>176</b>
<b>Issues</b>	<b>771</b>
<b>Activities</b>	<b>255</b>
<b>Cases</b>	<b>113</b>
Outcomes	
Income gain	£4,659
Repayments rescheduled	£516

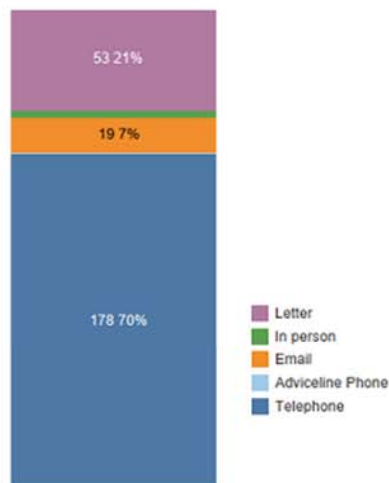
## Issues

	Issues	Clients
Benefits & tax credits	127	46
Benefits Universal Credit	407	72
Consumer goods & services	22	1
Debt	80	24
Discrimination & Hate & GVA	1	1
Education	1	1
Employment	21	7
Financial services & capability	9	5
Health & community care	7	1
Housing	27	11
Immigration & asylum	3	1
Legal	6	1
Other	16	6
Relationships & family	29	4
Tax	4	3
Travel & transport	6	2
Utilities & communications	5	4
<b>Grand Total</b>	<b>771</b>	

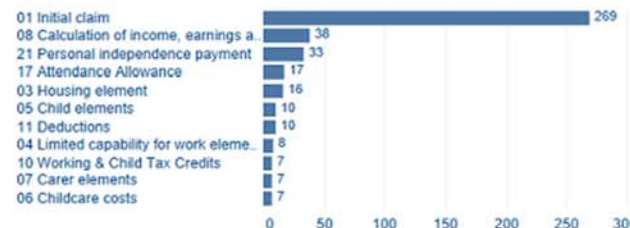
## Age



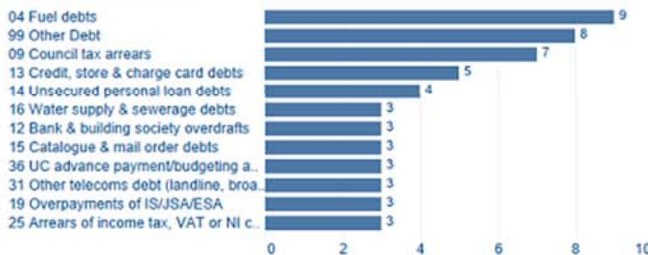
## Channel



## Top benefit issues



## Top debt issues



## Gender



## Disability / Long-term health



## Ethnicity



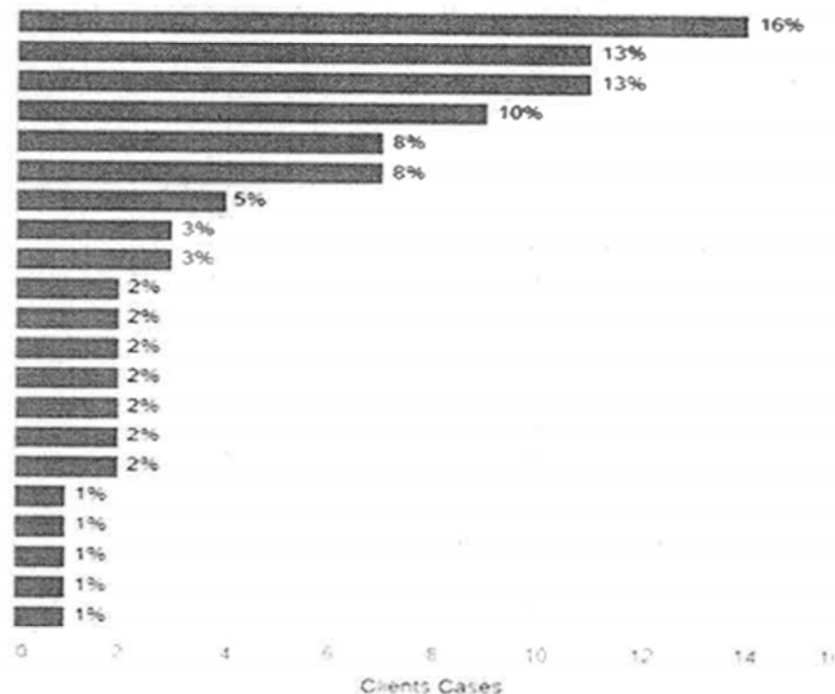
# Clients by Ward

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	
Salthill	Ribble Valley	14
Edisford & Low Moor	Ribble Valley	11
St Mary's	Ribble Valley	11
Littlemoor	Ribble Valley	9
Chatburn	Ribble Valley	7
Prunrose	Ribble Valley	7
X Derby & Thornley	Ribble Valley	4
Chipping	Ribble Valley	3
Clayton-le-Dale & Salesbury	Ribble Valley	3
Billington & Langho	Ribble Valley	2
Bowlard	Ribble Valley	2
East Whaley, Read & Simonstone	Ribble Valley	2
Waddington, Bashall Eaves & Mitton	Ribble Valley	2
West Bradford & Grndleton	Ribble Valley	2
Wipshire & Ramsgreave	Ribble Valley	2
Wiswell & Barrow	Ribble Valley	2
X Alston & Hothersall	Ribble Valley	1
X Deworth	Ribble Valley	1
Mellor	Ribble Valley	1
Ribchester	Ribble Valley	1
Whaley & Painter Wood	Ribble Valley	1



88

6 Longridge residents: 7%

## 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

