

# WILMSLOW TOWN COUNCIL



## COMMUNITY GRANT APPLICATION FORM

Name of Organisation:

### 1. Contact Details

#### 1.1 Address of Organisation:

Sunderland House
Sunderland Street
Macclesfield
SK11 6JF
Sunderland House

#### 1.2 Contact Name(s)/Position(s):

#### 1.3 Contact Telephone Number(s):

#### 1.4 Email address:

### 2. Organisation /Club Profile

#### 2.1. Applicant Aims and Objectives (Mission Statement).

Please detail your aims and objectives. Please include in this details of how your organisation benefits the local community of Wilmslow.

#### 2.2 Is the Organisation a registered charity or intending to apply for charitable status?

Yes  Intending to Register  No

#### 2.3 Charity Registration Number:

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2.4 If Your organisation is not a registered charity please indicate which of the following applies to you:

Voluntary Organisation  
Community Group  
Not-for-profit organisation  
Social Enterprise

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

2.5 Please give details of your membership and the geographical area the Organisation covers/draws its membership from.

Our service is open to the general public living and working in the north of Cheshire East

2.6 Is membership restricted in anyway?

No. It is also available to people in the areas surrounding Cheshire East if needed

2.7 Background information about the Organisation  
(Please supply any leaflets/brochures/etc)

Citizens Advice Cheshire North (CACN) offers a free, confidential, impartial and independent service. We look to empower clients, advising them on their rights and responsibilities. CACN offers additional support where clients experience additional challenges. The 'presenting enquiry areas' range includes benefits, debt, housing, consumer, employment, relationships as well as others such as tax and travel. These give an indication of the breadth of advice areas that CACN can offer.

CACN has been in existence since opening in Wilmslow in June 1940, helping people from the north of Cheshire East with their problems. With the increase in availability of information on the internet, many of those people who would traditionally have come to the bureau for basic information are now able to find that for themselves so our client group has moved towards those who have complex issues that they are struggling to resolve on their own, for whatever reason. We provide face to face, email and telephone advice and, as well as having the main bureau, operate through outreaches in Colshaw Farm, Knutsford, Poynton, Handforth, Alderley Edge and, since September 2012 in Wilmslow, funded by Wilmslow Town Council. The ability to provide services in Wilmslow since late 2012 has greatly increased the opportunity for local people to access advice and has avoided the need to travel to Macclesfield to receive that support.

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## 3. Previous funding

3.1 Has your organisation ever received funding from Wilmslow Town Council before?

3.2 Please State:	Date	Amount
	01 / 09 / 16	£ 29,000.00
	01/09/15	£29,000.00
	01/09/14	£29,000.00
	01/09/13	£29,000.00
	01/02/13	£5,000.00
	01/09/12	£15,000.00

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## 4. Your Project or Event

4.1 How much money are you requesting? £ 29,000 + 7,250\* .

4.2 Please give full details of how the grant would be used. Please give detail of the grant you are requesting. Please itemise the costs in terms of project/ event expenditure or items that would be purchased. *Please include quotes for items where applicable.*

The grant would be used to continue providing services in Wilmslow for 4 sessions a week.

The current appointment and open door service on Mondays, Tuesdays and Thursdays is delivered by paid members of staff who are qualified and highly experienced as senior advisers. These Advisers are able to work self-sufficiently and have access to a network of specialist and support systems through the main office in Macclesfield. The Monday service is also supported by an experienced volunteer Adviser who helps with reception and assists the paid Adviser. The Thursday evening service provided at the Library can be staffed by either paid or volunteer Advisers, and offers an initial point of contact for exploration of best routes forward, with paid supervision accessed by telephone when needed.

All advice is subject to rigorous quality controls, and CACN audits advice records for both quality of advice and customer service on a quarterly basis, and these are submitted to Citizens Advice centrally for quality checking.

Wilmslow caseworkers have access to specialist support services in Money Advice, Employment, Benefits, Housing and Homelessness. Advisers also have access to the Citizens Advice information system, the National Housing Association Specialist helpline, Child Poverty Action Group reference books and their benefit helpline, as an extensive range of resources and tools.

4.3 If the funding is for an event and you make a profit, please indicate how this will be used:

N/A

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4.4 Please state how it will benefit the Wilmslow Community.

The service benefits the Wilmslow community in several ways. It is acknowledged that people most in need want face to face advice and the current service allows residents and people working in Wilmslow to access local face to face independent advice, information and support from a recognised and trusted brand in a number of locations, either with an appointment or, for immediate need, via 2 drop in services.

Through advising on benefit entitlement more money is brought into the community and research shows that benefit awards are spent locally on essentials such as food, clothes, hairdressing etc. The resolution of debt keeps money within the community, keeps people in possession of their homes and greatly improves the client's mental health by reducing stress and anxiety. The resolution of problems allows people to regain control and to participate in community life.

4.5 Have you, or do you intend to apply for grant support from any other source?

Yes

No

4.6 Please attach a breakdown of anticipated sources of funds. N/A

4.7 If a grant were forthcoming, would the Organisation be prepared to perform/contribute at/to a Wilmslow Town Council organised function? Please give details:

Yes. We would continue to acknowledge the support given by the Town Council in our annual report and would be pleased to speak at, attend or participate in any other appropriate way at a Wilmslow Town Council function to acknowledge your support or to demonstrate its value.

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## 5 Monitoring

5.6 Events: Please identify the people you expect to benefit from your project / event.

Age Range	Current	Forecast
Young people up to 18 (total)	5	5
Young people up to 18 with a disability		
Young people up to 18 from an ethnic minority group.		
Adults 18-64 (total)	173	170
Adults 18-64 with a disability	87 (25%)	43 (25%)
Adults 18-64 from an ethnic minority group		
Senior citizens 65 and over (total)	140	140
Senior citizens 65 and over with a disability		
Senior citizens 65 and over from an ethnic minority group.		
Total (unable to forecast as above)	313	310

### Supporting Documentation attached *(Please tick to indicate attachment)*

	Tick
Breakdown of anticipated funding	✓
and Audited accounts for the last 12 months	
or Most up-to-date accounts	✓
or New start-up groups – financial statement regarding proposed budget	
and Recent Bank Statement (see 7)	

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## 6 Additional Information

Please add any additional information that is not covered elsewhere on the application form but that you consider to be relevant to your application.

These face to face sessions generate, on average, a further 10 hours per week spent on case recording and follow-up work on behalf of the clients. We wish to continue this level of support for local residents and are therefore applying for another year's funding of £29,000 + £7,250

### Cost breakdown

Costings for 4 advice sessions for 12 months September 2017 – September 2018  
Please note staff costs have increased in line with local government of 1%

	£	£
Adviser salary and on-costs (28 hours)	20,940	
Supervision & evaluation costs	<u>2,620</u>	
Subtotal staff costs		23,560
Travel costs (3200 miles at 45ppm)	1,440	
Printer cartridges, telephone calls (PAYG)	1,000	
Office / Venue costs	<u>3,000</u>	
Subtotal project related costs	<u>5,440</u>	
<b>Total</b>		<b><u>£29,000</u></b>

\* We have been operating the CA service in Wilmslow based on awards granted in September to commence in the same September, this causes considerable uncertainty in the preceding months, as Advisers working on the project are unsure whether or not they would have continued employment until the contract period is actually over. We are requesting therefore that as well as 12 months running costs, we are allocated an additional quarters running costs to allow us to factor in a period of notice, which would permit some security for Advisers, as well as a strategic wind down period for the service itself and the people it serves, should this be necessary.



***Continuation sheet***

**The CAB service in Wilmslow: July 2016 to June 2017**

The present service funded by Wilmslow Town Council is:-

Open Door service 9.30am – 12.30pm Monday at the United Reform Church

Appointment service 10.00am – 1:00pm Tuesday at St Bart's Church

Appointment service 10.00am – 12.00pm Thursday at Wilmslow Parish Hall

Open Door service 4:30pm – 6:30pm Thursday at Wilmslow Library

The services operating from the churches and Parish Hall are delivered by paid members of staff who are qualified and highly experienced as senior advisers who, whilst able to work self-sufficiently, also have access to a network of specialist and support systems through the main office in Macclesfield. The Monday service is also supported by an experienced volunteer adviser who helps with reception and assists the paid adviser. The Thursday afternoon/evening session is set up to be operated by volunteers.

All Citizens Advice volunteers and staff members are required to attend training courses as part of their continual professional development as well as attending regular team meetings with speakers from other professional and relevant organisations. This ensures that advisers keep up-to-date with changes in regulations and the local services available to our clients.

This year advisers have attended in-house courses on welfare rights changes, domestic financial management, domestic abuse and homelessness.

Wilmslow advisers have access to specialist support services in Employment, Money Advice, Housing, Mental Health and Welfare Benefits. As Citizens Advice advisers, they have access to the Citizens Advice information systems and the National Housing Association Specialist helpline.

Clients can also be referred to our Mental Health Advocacy Service and to immigration specialists that operate from other Citizens Advice offices, as well as free half hour sessions from the family, housing or civil litigation solicitors. We also support the delivery of Cognitive Behavioural Therapy interventions within our offices.

As seen from the statistical reporting in the following pages, of the types of enquiries brought to the Wilmslow service, Welfare Benefits still accounts for the largest proportion of our work, with Debt, Employment, Consumer, Housing and Relationships still all frequently raised issues.



More often than not, clients will present with more than one issue, for example if a client is having health problems this may also generate employment and debt issues. Likewise a presenting relationship enquiry can generate housing and benefit issues.

The following is a summary of the 12 months July 2016 to June 2017, with a more detailed quarter by quarter breakdown in the Appendix, which are the quarterly reports already submitted to Wilmslow Town Council.

### The Numbers

Breakdown and totalised enquiry areas from 12 months July 2016 to June 2017 for all WTC funded outlets (summarised from quarterly reports Appendix A):-

	Jul-Sept	Oct-Dec	Jan-March	April-Jun	12 months
<b>Benefits</b>	80 (51%)	46 (34%)	60 (35%)	59 (47%)	245 (41.8%)
<b>Consumer</b>	3 (2%)	8 (6%)	13 (8%)	8 (6%)	32 (5.5%)
<b>Debts</b>	10 (6%)	22 (16%)	29 (17%)	13 (10%)	74 (12.6%)
<b>Discrimination</b>	4 (3%)	1 (1%)	1 (1%)	0 (0%)	6 (1.0%)
<b>Education</b>	1 (1%)	0 (0%)	0 (0%)	0 (0%)	1 (0.2%)
<b>Employment</b>	13 (8%)	8 (6%)	11 (6%)	5 (4%)	37 (6.3%)
<b>Financial</b>	4 (3%)	3 (2%)	0 (0%)	0 (0%)	7 (1.2%)
<b>Health</b>	4 (3%)	0 (0%)	6 (4%)	2 (2%)	12 (2.1%)
<b>Housing</b>	20 (12%)	19 (14%)	15 (9%)	10 (8%)	64 (10.9%)
<b>Immigration</b>	4 (3%)	0 (0%)	2 (1%)	1 (1%)	7 (1.2%)
<b>Legal</b>	3 (2%)	8 (6%)	10 (6%)	3 (2%)	24 (4.1%)
<b>Relationships</b>	6 (4%)	6 (5%)	11 (6%)	12 (10%)	35 (5.9%)
<b>Tax</b>	0 (0%)	4 (3%)	2 (1%)	2 (2%)	8 (1.3%)
<b>Travel</b>	1 (1%)	0 (0%)	4 (2%)	2 (2%)	7 (1.2%)
<b>Utilities</b>	2 (1%)	8 (6%)	7 (4%)	5 (4%)	22 (3.6%)
<b>Other</b>	0 (0%)	2 (1%)	0 (0%)	2 (2%)	4 (0.6%)
<b>Total</b>	<b>155</b>	<b>135</b>	<b>171</b>	<b>124</b>	<b>585</b>

### Clients

Over the twelve month period we saw a total of 343 individual clients. Of these 188 were female and 155 were male. 87 of these clients considered themselves to be disabled.

## **Financial Gains**

Many of the issues people bring to Citizens Advice have a financial aspect to them, from seeking to maximise income through welfare benefits, in-work supplements or managing day to day expenditure. We have been able to scrutinise the case records we have for these clients and produce a summary of the financial benefits that result as a direct consequence of our service in Wilmslow, this is outlined below for the 12 month period July 2016 to June 2017:

Increased income from new welfare benefit awards to clients following Citizens Advice intervention: £86,496, this is annualised figure, calculated as the confirmed weekly award paid over 52 weeks.

We have also been able to increase clients financial position by other means, such as one off grant payments, better fuel efficiency assistance, awards from tribunals and insurance payments. For the 12 month period, these amounted to just over £6,000.

In total we are able to state that from the £29,000 award from Wilmslow Town Council, we have been able to bring an additional £92,500 into the town.

We have also assisted clients in the management of personal debts to the value of approximately £259,000 (this excludes mortgage liabilities).

The personal wellbeing benefits from being supported with a problem or life challenge are difficult to calculate, but comments made by clients have been 98% positive with statements such as:-

*"I didn't know where to go, it was someone at the church who suggested CAB, from the moment I met Evelyn, everything lifted"* .

*"I've never claimed anything before, but the help with taxi fares and rent and poll tax, it means I can put the heating on again"* .

*"From the bottom of my heart thank you, CAB was there when we needed some help and I have left that job, my head held high, looking forward to my life....just THANK YOU"*

## **Request for consideration**

We request that Wilmslow Town Council make an award for £29,000 for a further 12 months continued Citizens Advice service in the town.

We are also asking that a further £7,250 is allowed to offset the uncertainty that exists when funding is allocated during the last month of any previous award. Alternatively, a three month paid for notice period could be agreed, should circumstances require the cessation of the Citizens Advice service.

**Will McKellar**  
**Chief Officer**  
**22 August 2017**