

20 April 2018

Neil Wedge
Uppingham Town Council
49 High Street East
Uppingham
Rutland
LE15 9PY

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20 APR 2018

Dear Neil,

Application for Uppingham Town Council grant support 2018/19

Please find attached our completed and signed application form for grant support. I also attach our 2016/17 annual report and accounts.

Thank you for your guidance with regard to grant process and timings. Further to our conversations, I would be delighted to come and talk with the Council about Citizens Advice and about the Wellbeing Service, and perhaps we can discuss at later date.

Please do let me know if you require additional information, in the meantime, many thanks for consideration of our application.

Yours sincerely,



Simon Mutsaars
Chief Executive Officer

Enc



UPPINGHAM TOWN COUNCIL

Town Clerk: Neil Wedge

Telephone: 01572 822681

Email: townclerk@uppinghamtowncouncil.co.uk

Website: uppinghamtowncouncil.co.uk

Twitter: @UppinghamTC

Address: Town Hall, High Street East, Uppingham,
Rutland LE15 9PY

Grant Aid Application Form

Part 1 – Information about you or your organisation:

Name of Organisation:	Citizens Advice Rutland	
Name of Representative	Simon Paul Mutsaars	
Telephone Numbers:	Main – 01572 725800	Mobile - 07375470293
Email Address:	simon.mutsaars@citizensadvicrutland.org.uk	
Address of Organisation:	56 High Street, Oakham, LE15 6AL	
Address of Representative:	As above	
To whom should the grant aid cheque be made payable to?	Citizens Advice Rutland	

Part 2 – What is your idea and reason for applying for grant aid funds from Uppingham Town Council?

The Town Council will be familiar with the work of and service of Citizens Advice Rutland (CAR) having provided support in the past, and through continuing to provide links to Citizens Advice services through the Uppingham Town Council website.

FOR 2018/19 the Citizens Advice service will continue to provide the advice people need for the problems they face and aims to improve the policies and practices that affect people's lives, through campaigning for change, based on the evidence of our clients.

Additionally CAR is the lead agency for a new service in County called the Rutland Community Wellbeing Service, a provision that contains delivery from Spire Homes, The Bridge East Midlands, Age UK and Vista and aims to help all Rutland citizens to improve their personal health and wellbeing and the overall wellbeing of the community. The service will provide advice, information and support and a range of issues including – Debt, Housing and Homelessness, Benefits, Welfare, Healthy Lifestyles, Sensory Impairment, Dementia, Healthy lifestyles for the over 65s, Stop smoking, volunteering, Community and Voluntary Sector support..... More information is available at www.rutlandwellbeing.org.uk, and we would be delighted to come and talk with the Council about the service.

For Citizens Advice services last year we saw 215 unique clients from Uppingham, with a combined 1936 problems. We also ran the Wellbeing Adviser pilot project at Uppingham surgery during 2017/18.

Our request for funding is for a contribution to CAR operating costs to ensure we can continue to deliver the range of advice and information with the quality that Rutland, and Uppingham, residents deserve.

The following short case studies provide some indication of the services we provide, and their impact:

1. An Uppingham client contacted Citizens Advice to seek employment advice. It soon became apparent that their current employment involved discrimination involving excessive control and bullying.

Citizens Advice was able to give advice about this as well as offering specialist legal advice from a partner solicitor.

Client was also given help with housing and benefit options. With this information client felt strong enough to leave their employment, and is now in full time employment.

Client went from earning £4200.00 pa to approx. £12000.00 pa. Client has been thrilled by their change of circumstance.

2. A client contacted Citizens Advice to seek benefit advice. Their daughter, for whom client cared and who was very vulnerable, had applied for Personal Independence Payment which had been refused to Mandatory Reconsideration stage. Client had had to stop work to care for their daughter and was having difficulty claiming benefits because of care commitments. At the time of contact client's Employment and Support Allowance had stopped.

Client was given benefit advice which enabled them to claim Job Seekers Allowance with reduced job seeking commitments. We were able to help with severe financial hardship by assisting with a Crisis Application and supplying Food bank Vouchers including a Christmas Hamper. With help from CAR, client's Employment and Support Allowance was reinstated.

Citizens Advice was able to pick up the Personal Independence Payment case and offer specialist help in preparing and submitting the Appeal. Support and guidance were given throughout the process including information on what to expect at the Appeal Hearing. The Appeal was successful with the Enhanced Rate in both Daily Living and Mobility awarded.

As a result client was able to claim Carer's Allowance with our help. This relieved client's financial hardship.

Financial Impact on Client and Daughter

Daughter

Daily Living – Enhanced rate £4,451.20 pa

Mobility – Enhanced rate £3107.00 pa

Client

Carers allowance - £3359.20 pa

Job Seekers - £3801.20 pa

Employment and Support allowance - £3801.20 pa

Crisis and Food provision

Client and daughter came to us after the Appeal Hearing. Both were effusive and dignified in their thanks for our help, indicating what a difference this was going to make to their lives.

Part 3 – Who in the community would benefit from your project and what difference would it make?

The Citizens Advice service is available to all regardless of race, age, gender, disability, ethnic origin and sexual orientation. It is free at the point of access, confidential, impartial and independent. From statistics that we maintain we are aware that we see and assist more clients who are on low incomes, disabled or who are considered vulnerable, than the national percentage for those sectors of our community. New service provision is likely to mean that more in the community will be aware, and use, Citizens Advice Rutland services.

We measure performance in a number of ways – annually we complete a survey of clients and volunteers. The last available survey 2016/17 (17/18 is being produced) indicated that:

100% said they would use the service again and would recommend to others,
85% provided positive feedback on the outcome of our help,
42% said they had gained financially,
60% said as a result of our advice they had received help that would prevent problems in the future,
88% said it was very easy to access our service and 11% said it was easy.
92% were very satisfied and 8% were satisfied with the service received.

100% of our volunteers rated the time spent with Citizens Advice Rutland as satisfactory or excellent.

For the same year Citizens Advice nationally reported that for every £1 invested in Citizens Advice services, we generated –
£13.06 in value to the people we help
£11.98 in wider economic and social benefit
£1.96 in savings to government and public services

Citizens Advice Rutland has just passed a leadership audit process that has ensured continuation of its Advice Quality Standard award.

Through the ambitions of the Rutland Community Wellbeing Service, considerations of increased reach – digital and physical, we continue to work to improve access to services, information and advice from all parts of the community.

Part 4 – How will you know the project has been a success having used the money requested?

As above, the organisation will continue to secure internal and external views on usage and satisfaction, and will continue to produce reports that focus on local and national access. Further to this, as part of new service we will be undertaking more work around stakeholder feedback and client satisfaction.

Part 5 – What is the total cost of your project or idea? (Please enclose any quotes you have received)

Whilst Citizens Advice Rutland receives a significant proportion of its funding requirement from RCC it does not cover all of income needs. 2018/19 is no different and as per previous we will be applying to town and parish councils, RAF, local trusts and undertaking other fundraising and business development. We also receive funding from 'For Rutland' which funds a specific project with regard to residents who have a long term health condition.

Part 6 – How much are you applying for?

£2000

Part 7 – Have you applied for funding elsewhere and if so to please provide details?

Please see comments made in Point 5.

Part 8 – Please give a description and breakdown of how you will spend the money including the date when it is needed?

The funding would be a general contribution to our operating costs and recognising the services provided to Uppingham residents, who represented in the region of 10% of the clients we saw last year.

Part 9 – If your application is unsuccessful do you have other funds available to ensure your project or idea progresses? Please give details.

Our attached accounts indicate a very small operating loss for 2016/17, It is likely that 17/18 will have improved slightly, but forecasts for future years continue to outline a small but nevertheless significant funding gap. We will of course continue to explore roots to funding to benefit Uppingham and Rutland residents.

We feel that it is important that our service is equally accessible across the whole of the county, your support is therefore vital in achieving this aim.

Part 10 – You will need to supply the most recent set of accounts for your organisation, if applicable. Please state the date of the accounts and attach a copy.

Annual report and Accounts to 31st March 2017

Full Name: Simon Paul Mutsaars

Signature:

Date: 20 April 2018



Please return the form and enclose a set of accounts (if applicable) to Neil Wedge, Uppingham Town Council, 49 High Street East, Uppingham, Rutland LE15 9PY

26/4/18. I have a full set of accounts & monthly reports that can be read or requested at the bank.

RUTLAND CITIZENS ADVICE BUREAU
SUMMARY FINANCIAL INFORMATION FOR THE YEAR ENDED 31 MARCH 2017

INCOME AND EXPENDITURE				
	Year ended 31 March 2017		Year ended 31 March 2016	
	£	£	£	£
	Unrestricted Funds	Restricted Fund	Unrestricted Funds	Restricted Fund
INCOME				
Charitable Activities: contracts & other	264,972		252,514	
Voluntary Income: donations	10,260	21,319	13,583	25,476
Fundraising		72,946		62,999
Bank Interest	732	518	1,590	125
Other Income	5,540		360	
TOTAL INCOME	<u>281,504</u>	<u>94,783</u>	<u>268,047</u>	<u>88,600</u>
EXPENDITURE				
Fundraising	17,821	2,419	6,456	
Direct Costs: Staff & Other	278,655	17,305	265,678	12,921
Support Costs: Staff, Office, Premises	38,426		35,614	
Governance	11,585		7,780	
TOTAL EXPENDITURE	<u>346,487</u>	<u>19,724</u>	<u>315,528</u>	<u>12,921</u>
Transfer between Funds	<u>64,542</u>	<u>-64,542</u>	<u>46,000</u>	<u>-46,000</u>
NET SURPLUS	<u>-441</u>	<u>10,517</u>	<u>-1,481</u>	<u>29,679</u>
BALANCE SHEET				
	At 31 March 2017		At 31 March 2016	
	£	£	£	£
Fixed Assets: Fixtures & Fittings				
Cost	5,139		5,139	
Depreciation	<u>3,686</u>		<u>2,830</u>	
		<u>1,453</u>		<u>2,309</u>
Current Assets:				
Debtors & Prepayments	22,229		5,488	
Short term deposits	245,023		129,290	
Cash at Bank & In Hand	<u>56,745</u>		<u>56,852</u>	
		323,997		191,630
Less: Creditors & Accruals	8,636		4,113	
Deferred Income	<u>127,524</u>		<u>10,612</u>	
Net Current Assets		<u>136,160</u>		<u>14,725</u>
		<u>187,837</u>		<u>176,905</u>
NET ASSETS		<u>189,290</u>		<u>179,214</u>
Represented by:				
Unrestricted Funds				
General Funds ⁽¹⁾		104,333		103,774
Designated Funds ⁽²⁾		1,500		2,500
Restricted Fund ⁽³⁾		<u>83,457</u>		<u>72,940</u>
TOTAL FUNDS		<u>189,290</u>		<u>179,214</u>

This summary financial information is taken from the full accounts of Rutland Citizens Advice Bureau (a company limited by guarantee) for the year ended 31 March 2017. Copies of the full statutory accounts, which include an independent examiner's report, are available from the Registered Office of the Company.

J. P. Hawksfield

Finance Trustee

Notes:

⁽¹⁾ The Trustees have re-examined requirements for free reserves in the light of predominant risks to the organisation. In the light of these factors, as set out in the statutory accounts, the current target for reserves has been assessed at £115,000.

⁽²⁾ Reserve for Property Maintenance.

⁽³⁾ Reserves raised by For Rutland to benefit the Rutland community, initially providing services for those living with cancer, dementia or other long term illnesses or conditions.