

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

DECISION

Agenda Item No 9

meeting date: 24 SEPTEMBER 2019
title: VOLUNTARY ORGANISATION GRANTS – CITIZENS ADVICE BUREAU
PERFORMANCE MONITORING INFORMATION
submitted by: DIRECTOR OF RESOURCES
principal author: VALERIE TAYLOR

1. PURPOSE

- 1.1 To receive and consider the performance monitoring information provided by the Ribble Valley Citizens Advice Bureau for the quarter ending June 2019.
- 1.2 To consider whether to approve payment for the next quarterly instalment of voluntary organisation grant to the Citizens Advice Bureau.

2. BACKGROUND

- 2.1 At your meeting in April 2019 you approved grants supporting 20 voluntary organisations across the borough totalling £105,500.
- 2.2 Concern was expressed by members that the proposed allocation for the Citizens Advice Bureau dominated the grants to be awarded representing approximately 50% of the total budget available.
- 2.3 Although it was recognised that the Citizens Advice Bureau have an important role to play it was also felt that the Council should receive regular updates on their work with measurable targets in order for the Council to be sure that the grant was well spent.
- 2.4 Members therefore approved that the agreed grant amount for the Citizens Advice Bureau of £52,500 be paid quarterly in advance subject to satisfactory monitoring information being received and approved by this Committee.
- 2.5 At your meeting in June 2019 monitoring information to the quarter ending March 2019 was provided by the Citizens Advice Bureau and Committee approved the release of the second instalment of the agreed grant.
- 2.6 Although there was support for the Citizens Advice Bureau there was still some concern about the issues dealt with by the Citizens Advice Bureau and the fact that there is no longer any service in Longridge or outreach facilities in the Parishes. It was requested that in future the information provided by the Citizens Advice Bureau should include where the clients are from.

3. MONITORING INFORMATION

- 3.1 The manager of the Citizens Advice Bureau has supplied monitoring information for the latest quarter available i.e. up to the end of June 2019 along with explanatory notes. These are attached at Annex 1.

4. RISK ASSESSMENT

- 4.1 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 next quarterly instalment of the grant.
 - Technical, Environmental and Legal – None.

- Political – None.
- Reputation – None
- Equality & Diversity – The additional information supplied by the Citizens Advice Bureau seeks to demonstrate the geographical spread of assistance provided, following Members' concerns.

5. CONCLUSIONS

- 5.1 The total grant of £52,500 for the citizens Advice Bureau was approved at the Policy and Finance Committee in April 2019.
- 5.2 Members requested that the grant be paid in quarterly instalments and subject to satisfactory monitoring information being provided to committee.
- 5.3 At the last meeting that this monitoring information was provided members asked for further data. This is now included for consideration at Annex 1.

6. RECOMMENDATION

- 6.1 Members consider the monitoring information supplied by the Citizens Advice Bureau and decide whether to approve payment of the grant for the third quarter of £13,125.

SENIOR ACCOUNTANT

DIRECTOR OF RESOURCES

PF37-19/VT/AC
17 September 2019

Activities and clients by Office

Client Geography Group or locations Office	Client Geography Ward	Office group Ribble Valley (member)		Funder All	
Client Geography (group)	Client Geography	Clients	% Clients	Distinct count of Case Note Id	% Casenotes
Ribble Valley	Alston & Hothersall	4	3%	27.0	5%
	Billington & Langho	8	5%	50.0	8%
	Bowland	1	1%	2.0	0%
	Brockhall & Dinckley	1	1%	1.0	0%
	Chatburn	2	1%	6.0	1%
	Chipping	3	2%	17.0	3%
	Clayton-le-Dale & Salesbury	2	1%	3.0	1%
	Derby & Thornley	8	5%	69.0	12%
	Dilworth	2	1%	5.0	1%
	East Whalley, Read & Simonstone	4	3%	20.0	3%
	Edisford & Low Moor	16	10%	42.0	7%
	Gisburn & Rimington	2	1%	3.0	1%
	Littlemoor	20	13%	42.0	7%
	Mellor	3	2%	7.0	1%
	Primrose	20	13%	77.0	13%
	Ribchester	4	3%	18.0	3%
	Sabden	3	2%	17.0	3%
	Salthill	19	12%	83.0	14%
	St Mary's	15	10%	46.0	8%
	West Bradford & Grindleton	1	1%	1.0	0%
Whalley & Painter Wood	5	3%	11.0	2%	
Whalley Nethertown	1	1%	1.0	0%	
Wilpshire & Ramsgreave	3	2%	4.0	1%	
Wiswell & Barrow	10	6%	40.0	7%	
Grand Total		157	100%	592.0	100%

Key Statistics

Ribble Valley (member)

01/04/2019 27/06/2019



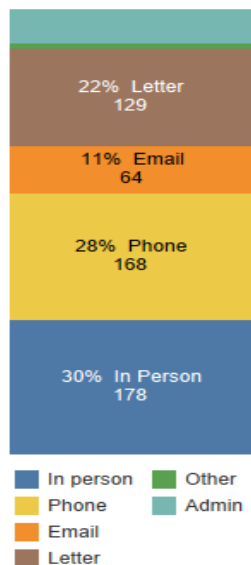
Summary

Clients	157
Quick client contacts	
Issues	383
Activities	592
Cases	114

Outcomes

Income gain	£32,967
Re-imbursments, services, loans	£579
Debts written off	£71,933
Repayments rescheduled	£720

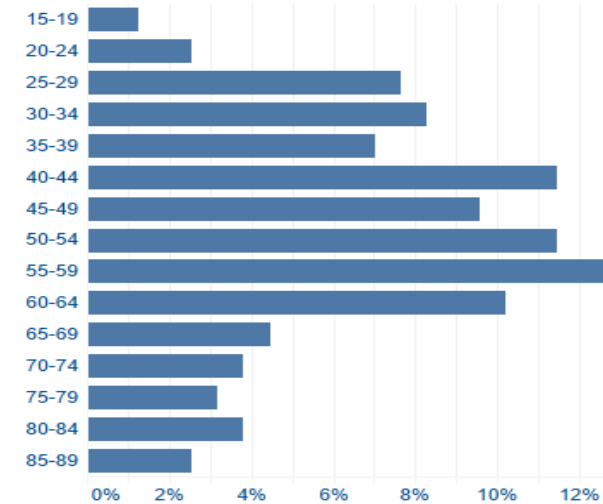
Channel



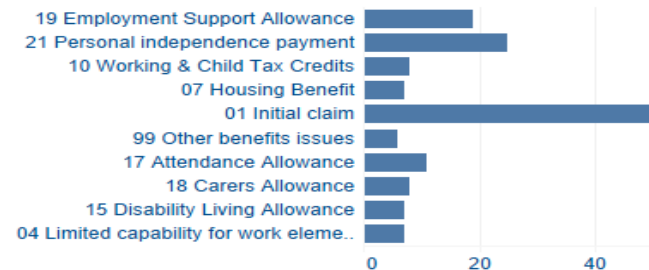
Issues

Issues	Issues	Clients
Benefits & tax credits	102	48
Benefits Universal Credit	61	27
Consumer goods & services	5	4
Debt	156	42
Financial services & capability	4	4
Health & community care	3	2
Housing	11	9
Immigration & asylum	4	2
Legal	4	3
Other	5	5
Relationships & family	8	5
Tax	3	3
Travel & transport	12	12
Utilities & communications	5	5
Grand Total	383	

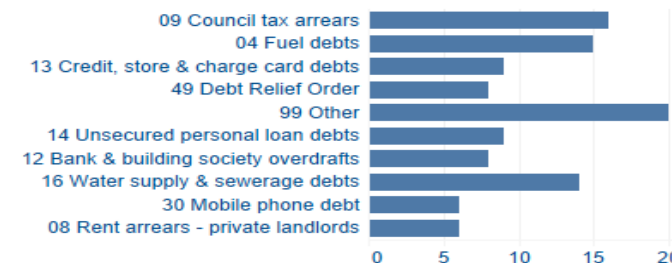
Age



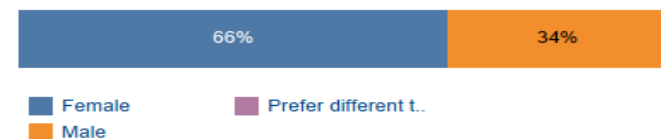
Top benefit issues



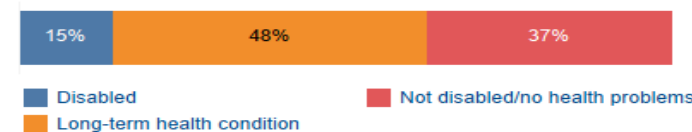
Top debt issues



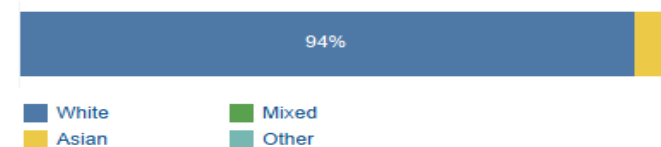
Gender



Disability / Long-term health



Ethnicity



Key statistics dashboard – explanatory notes

This includes data recorded by advisers on Citizens Advice centralised system, Casebook, after each face to face appointment, phone call or drop in session. The record is checked for quality of advice by the supervisors.

On the left is shown the number of clients or individual service users, what they have come about (issues) what actions taken (activities) and the number of cases created (where advisers have undertaken work on clients' behalf)

Below, on the left are Outcomes. The first, Income Gain, is the annualised amount of payment to clients as a result of our work, for example a gain of £40 per week in additional benefits awarded due to our support would be shown as an income gain of £2, 080

In the centre, work type per client is shown, which is self explanatory

On the right side of the table, mandatory recording enables client profile data gathering on age, gender, health and ethnicity.