

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No 13

meeting date: 19 NOVEMBER 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 September 2019.
- 1.2 To consider whether to approve payment of the final quarterly instalment of voluntary organisation grant to the Citizens Advice Bureau for the 2019/2020 financial year.

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 was to be paid quarterly in advance subject to satisfactory monitoring information being received and approved by this Committee.
- 2.5 At your meetings in June and September 2019 you considered quarterly monitoring information provided by the Citizens Advice Bureau and approved the release of the second and third instalments of the agreed annual grant, bringing the total paid to date to £39,375.

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 September 2019 along with explanatory notes and 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 advance quarterly instalments and subject to satisfactory monitoring information being provided to committee.
- 5.3 Monitoring information for the most recent quarter available is 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 the release of the final £13,125 grant instalment of the 2019/2020 financial year.

SENIOR ACCOUNTANT

DIRECTOR OF RESOURCES

PF64-19/VT/AC
7 November 2019

Key Statistics

Ribble Valley (member)

01/07/2019 30/09/2019



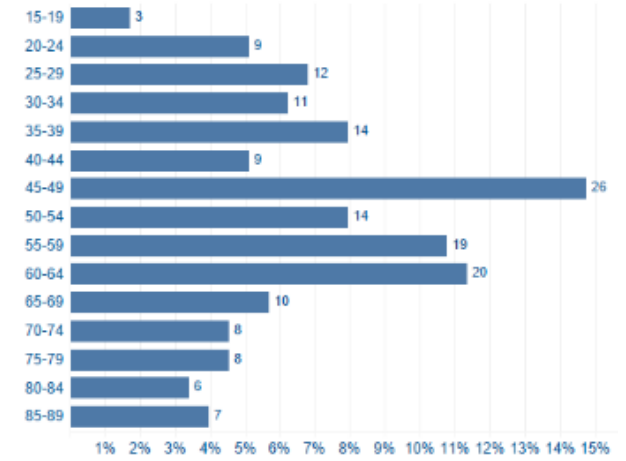
Summary

Clients	177
Quick client contacts	
Issues	358
Activities	473
Cases	127
Outcomes	
Income gain	£42,829
Re-imbursements, services, loans	£10
Debts written off	£93,889
Repayments rescheduled	£480
Other	£1,630

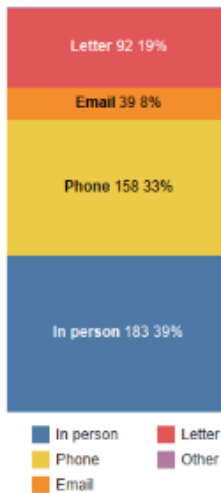
Issues

	Issues	Clients
Benefits & tax credits	93	56
Benefits Universal Credit	52	21
Consumer goods & services	2	2
Debt	136	43
Education	2	1
Employment	18	11
Financial services & capability	11	6
Health & community care	4	3
Housing	14	7
Other	2	2
Relationships & family	6	3
Travel & transport	14	14
Utilities & communications	4	4
Grand Total	358	

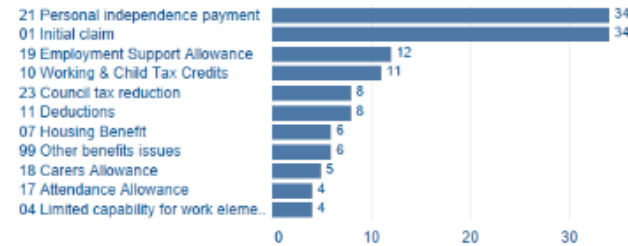
Age



Channel



Top benefit issues



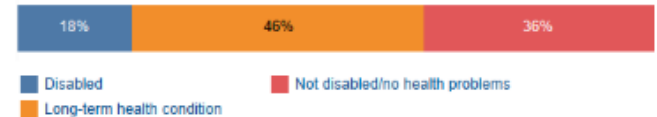
Top debt issues



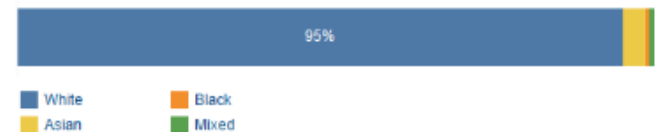
Gender



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.

Activities and clients by Local Authority					
Client Geography Group or locations Local Authority	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	8	4%	28.0	8%
	Billington & Langho	10	6%	47.0	9%
	Bowland	1	1%	1.0	0%
	Chatburn	1	1%	8.0	2%
	Chipping	6	3%	17.0	3%
	Derby & Thornley	11	6%	43.0	9%
	Dilworth	5	3%	22.0	4%
	East Whalley, Read & Simonstone	1	1%	2.0	0%
	Edisford & Low Moor	17	10%	35.0	7%
	Littlemoor	24	13%	53.0	11%
	Mellor	4	2%	6.0	1%
	Primrose	21	12%	57.0	11%
	Ribchester	1	1%	3.0	1%
	Sabden	6	3%	21.0	4%
	Salthill	18	10%	54.0	11%
	St Mary's	18	10%	47.0	9%
	West Bradford & Grindleton	7	4%	12.0	2%
	Whalley & Painter Wood	7	4%	13.0	3%
	Whalley Nethertown	2	1%	3.0	1%
	Wilpshire & Ramsgreave	3	2%	5.0	1%
Wiswell & Barrow	7	4%	22.0	4%	
Grand Total		178	100%	499.0	100%

