



HASLEMERE TOWN COUNCIL

Revenue Grant Application Form¹

CONTACT DETAILS

Name of Organisation	Citizens Advice Waverley
Contact Name	Lynn Hannah
Position in Organisation	Chief Executive
Address	36 Bridge Street Godalming GU7 1HP
Telephone	
Email	Lynn.hannah@cawaverley.org.uk

ORGANISATION DETAILS

Name of organisation	Citizens Advice Waverley
Amount applied for from HTC	£21750
What will the revenue grant money be used for – please be as specific as possible and use a separate sheet if necessary.	Please see attached proposed SLA
What specific benefits for the Haslemere community do you expect will result from the grant? ²	<ul style="list-style-type: none">• Improve people's financial security and stability• Raise awareness and understanding of individual rights and entitlement• Help to reduce the impacts of poverty and avoid crises such as preventing homelessness• Improve people's mental wellbeing and ability to cope with their lives• Help people to feel more empowered and supported• Helping people to help themselves• Providing advice and support where people need it• Provide information to support and act as a critical friend to the Town Council in order to shape improvements to social policies and services in the town

FUNDING DETAILS

Have you or will you be applying to other bodies for financial assistance?	Yes
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¹ Delete as appropriate

² Use a separate sheet if required

If yes please state: To whom applied	We apply to Parish Councils on an annual basis Lurgashall Northchapel
Amount(s) applied for	Not Specific
Amount(s) received	Lurgashall - £100 Northchapel -£200
What fundraising activities will your organisation be doing to fund this project?	We rely on volunteers in the main. When attending events we have a donation box. We promote online donations on the website

ORGANISATION DETAILS

Is your organisation a Registered charity or trust? (If yes please provide Registration Number)	Yes registered charity Registration Number: 4823693
Is it affiliated to a National Body? If yes please specify.	Yes – paid membership to Citizens Advice
What are the aims and objectives of the organisation?	<p>CAW services aim to contribute to the delivery of the Waverley Corporate Plan, and to support local councils to protect the health and wellbeing of all our residents, especially our vulnerable residents where children, young people and adults can thrive and achieve, through a service delivery model based on easy access to effective information and advice.</p> <p>Our aim for the coming year is to support as many people in Haslemere as possible. We will not only support residents to get the help they need face to face but will also provide information to those who can largely help themselves. It is often these people who have not in the past thought they needed help.</p> <p>To reduce the stress and strains experienced by our clients as they engage with the demands of modern life, thereby improving their overall mental health, emphasising the importance of early intervention and prevention in our services.</p> <p>To be guided by our clients’ experiences and campaign on the big issues which affect the lives of local people through the collection and communication to those in authority of evidence from the community.</p> <p>To maximise the social value provided by Citizens Advice Waverley through an ability to signpost and refer our clients to support services outside our scope.</p>
What is the geographical area covered by your organisation?	Waverley Borough – this request is only for those people we help in the Town Council of Haslemere
Bank account to which payment should be made This must be in the name of your organisation. Payments cannot be made to individuals.	Account Name: Citizens Advice Waverley

VALIDITY CHECKLIST

For your project to be considered you must be able to confirm the following statements:

Criteria	Tick to confirm
The revenue grant will be used to specifically benefit to residents of the Council's electoral area	<input checked="" type="checkbox"/>
You hold a bank account in the name of the organisation applying, not an individual	<input checked="" type="checkbox"/>
This application is accompanied by either the latest audited financial report or, where this does not exist, a forecast budget of income and expenditure relating to the grant application.	<input checked="" type="checkbox"/>
The grant is not to contribute to a surplus for charitable distribution or to increase your organisation's reserves	<input checked="" type="checkbox"/>
You consent to acknowledge HTC's contribution in your marketing / promotional material	<input checked="" type="checkbox"/>

DECLARATION

In submitting this application on behalf of the stated organisation I certify that all statements made or enclosed to be true. This application and all supporting information may be made publically available	Signed: Print name: Lynn Hannah
Date	3 November 2022

Schedule 1

Service expectations, standards and monitoring measures:

Service expectations:

Deliver an information and advice service in which vulnerable people are supported with effective debt, budgeting and benefits advice, are able to access benefits they are entitled to including consumer goods and services, employment, education, GVA and hate crime, health and community care, housing and homelessness. The impacts of poverty are actively mitigated and managed as far as possible, and the wider health and wellbeing and life chances for these individuals are enhanced.

The service will:

- Improve people's financial security and stability
- Raise awareness and understanding of individual rights and entitlement
- Help to reduce the impacts of poverty and avoid crises such as preventing homelessness
- Improve people's mental wellbeing and ability to cope with their lives
- Help people to feel more empowered and supported

Outputs

- Subject to funding, maintain an office in the Town accessible to clients 4 days per week Monday 10am -1pm, Tues 1pm – 6pm, Wednesday and Thursday 10am – 2pm
- Provide email and telephone advice Monday to Friday 10am to 4pm
- Offer up to 10 events in Haslemere to offer information and advice through accessible community locations where people experiencing challenges already visit, such as day centres, village halls, foodbanks, local community events, job fairs, libraries etc and rotate this across the town.
- Work collaboratively with Haslemere Town council officers that support residents
- Support vulnerable individuals with wider support offers such as signposting to Mental Health services, relationship advice, domestic abuse community opportunities etc
- Provide information to support and act as a critical friend to the Town Council in order to shape improvements to social policies and services in the town

- **Measures:**

Supply to the Town Council service information every 6 months during the period of this agreement for:

- 1 April to 30 September each year – due by 31 October each year
- 1 October to 31 March each year – due by 30 April each year
- Case studies
- Sample of testimonies- showing examples of client feedback
- Data –
 - clients, number of issues, number of activities and number of cases of people supported with money, debt and budgeting advice
 - Number of people supported with benefits advice
 - Number of people supported through wider advice and signposting
 - Client income generated through interventions – income gain, reimbursements/services/loans/debts written off and other
 - Channels of support to people – broken down by percentage, covering in-person, web chat, email, advice line phone, telephone and outreach with the expectation that about 20% of support will be via outreach
- People's wellbeing and positive changes. We will work to reporting the difference the service makes to the wellbeing of residents, with the expectation that the service improves their lives. Number of people reported to have reported a reduction in anxiety and/or better able to manage through client feedback received.
- A year-end report to be presented at an annual review meeting held in May/June each year. The report gives the CAW the opportunity to showcase the funded service delivery and may include information such as progress made towards achieving outcomes and outputs, challenges faced and why that may have affected progress or how any were overcome, any relevant financial information, plans for the year ahead etc.

Schedule 2

Haslemere Town Council

Provision of funding for access to advice services

- In consideration of the provision of the Service the Town Council agrees to contribute £21750 for at least the next financial year towards the costs to deliver the service to Haslemere including Lurgashall and Northchapel.
- Within the draft Service Level Agreement we are looking to achieve a 3 year funding commitment at which point this schedule would be amended to reflect this.

In this/these parish/es we helped

Clients	398
Issues all	1,496

Top Issues

Benefits & tax credits	394
Benefits Universal Credit	183
Debt	134
Housing	132
Relationships & family	113

Top 5 benefit issues

21 Personal independence payment	98
01 Initial claim	82
19 Employment Support Allowance	66
04 Limited capability for work elements	29
17 Attendance Allowance	28
18 Carers Allowance	28

Top 5 debt issues

04 Fuel debts	17
49 Debt Relief Order	17
09 Council tax arrears	13
99 Other Debt	12
40 3rd party debt collection excl. bailiffs	11

Homelessness

03 Threatened homelessness	8
02 Actual homelessness	3

Clients seen (parishes)



Gender



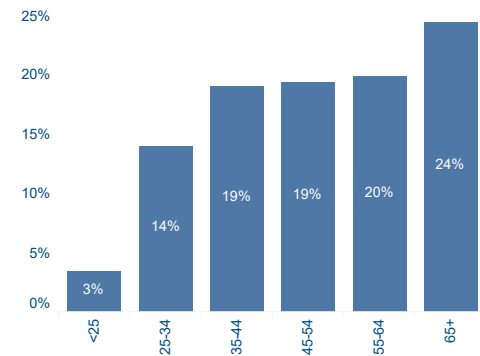
Ethnicity



Disabled or Long term health



Age group



In this/these parish/es we helped

Clients	278
Issues all	1,166

Top Issues

Benefits & tax credits	330
Benefits Universal Credit	177
Debt	112
Housing	100
Financial services & capability	89

Top 5 benefit issues

21 Personal independence payment	83
01 Initial claim	73
23 Council tax reduction	37
28 General Benefit Entitlement	37
03 Pension Credit	33

Top 5 debt issues

60 Debt Assessment	15
99 Other Debt	15
04 Fuel debts	12
49 Debt Relief Order	11
06 Rent arrears - LAs or ALMOs	7
30 Mobile phone debt	7

Homelessness

03 Threatened homelessness	7
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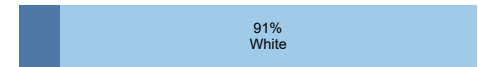
Clients seen (parishes)



Gender



Ethnicity



Disabled or Long term health



Age group

