



GRANT APPLICATION FORM

**For Applications for the Financial Year
April 1st 2022 – March 31st 2023**

Part 1: Your Details

Your Name: Duncan Furey, Chief Executive Officer.

Name of Organisation:
Citizens Advice Rutland (CAR)

Telephone:
duncan.furey@citizensadvicrutland.org.uk
01572 723494

E-Mail:

Address:
56 High St,
Oakham
LE15 6AL

If you are applying on behalf of a community or voluntary group, please give its name and address

Not Applicable

Part 2: A Description of your idea

What do you want to do?

Demand for CAR services has never been greater in the charities 49 years of existence as an independent registered charity. Client numbers are up 40% on pre-pandemic years and referrals to the Foodbank from CAR are up an additional 30%.

CAR operates, in person, telephone and online advice services Monday-Friday offering free confidential advice to the entire population of Rutland, many of whom are Oakham residents.

With Client numbers at an all-time high we need to hire an additional advisor to meet increased demand and to prevent exhaustion amongst the existing advice team. This grant will contribute towards the cost of an additional qualified specialist to join the team.

Part 3: Your Community

Who would benefit from your project?

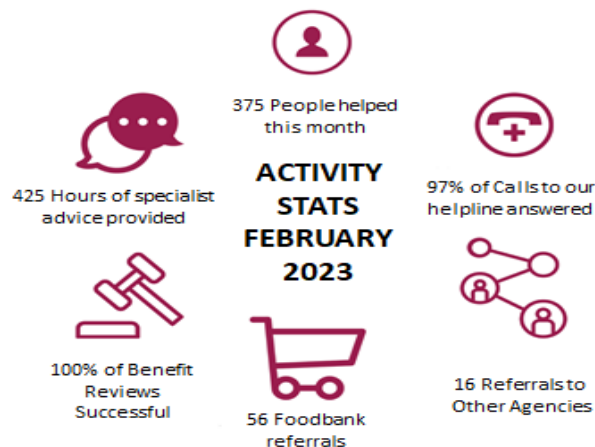
The entire population of Rutland with Oakham residents accounting for 47% of our client base.

In particular we will target those most affected by the cost-of-living crisis and socio-economic deprivation.

It is well established that deprivation (a lack of money, access to resources, access to life opportunities) or being in a position of relative disadvantage (having significantly less resource than others) is associated with poorer health, including mental health.

Demand for CAR's services are up 40% on pre pandemic numbers, the demand for our services has never be higher as result of the cost of living crisis, food and fuel poverty and the ongoing reduction in welfare and benefits funding.

Below are the service highlights for February 2023.



What difference will your project make?

CAR serves the entire population of Rutland. We help anyone that contacts us, across a huge range of problems, from managing debts to making complaints about faulty consumer goods, from employment issues to housing problems.

CAR's office on the High Street in Oakham provides face-to-face service available Monday-Friday to the residents of Oakham. We also provide specialist support via phone, online and via home visits in the community if other channels are not possible.

As well as giving advice directly, we also work to fix the underlying causes of people's problems. We use the data and evidence gathered from our network of 280 independent local Citizens Advice to advocate for changes to policy, regulation and business practices.

There exists in Rutland a statistically significant a number of individuals living on minimum wage, isolated in rural communities. Individuals and families who have

not sought to access services. Equally, there is another segment of clients known well to CAR and our partner agencies, individuals and families who are trapped in a cycle of debt and deprivation, often with chaotic domestic circumstances all linked to poor mental health outcomes.

Over the past 5 years CAR alone had returned £16.5 Million to residents of the Rutland via debt write offs, via re-calculation of benefits, via eviction stays etc.

This project will increase our capacity to continue to deliver a first class service to the residents of Rutland including the high percentage of Oakham residents as highlighted above. As the cost of living continues we expect to see even more people who would greatly benefit from our service.

Part 4: Monitoring

How will you monitor the project once it has started?

Citizens Advice Rutland operates an online CMS system “Casebook”.

Casebook has shared outcome measures with over 800 outcomes codes built into our centralised case system management system, allowing advisers to record what happens to a client as a result of advice.

Each client interaction is recorded against set criteria and these cases are reviewed internally by supervisory staff within and these entries are audited externally by CitA.

These outcomes codes are reviewed annually to make sure that our measures still best-fit the likely issues and outcomes our clients experience.

CAR was recently audited as part of our annual Leadership Self-Assessment by CitA HQ and we received a “good score”. So CAR is in the top percentile in terms of quality assurance when compared nationally to other Citizens Advice Bureaus.

Part 5: Funding

What is the total cost of your project? (Please remember to enclose two quotes if applicable)

This is a contribution to the overall cost of running the service and increasing staffing to match a rise in demand.

The cost of an additional advisor with debt specialisation will be **£28,000** per annum.

How much money are you applying for?

£ Five Thousand Pounds (£5000.00)

Have you applied for funding from anywhere else? Please give details

We are covering the cost of an additional advisor from a small grant from CitA HQ and the remainder will come from CAR reserves and therefore any contribution from Oakham Town Council will be highly strategic and timely.

Please give an approximate breakdown, if applicable, of how you expect to spend the money:

This funding will be a contribution towards the overall cost of delivering core advice services with Rutland and specifically within Oakham and its boundaries.

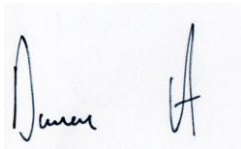
The Cost-of-Living Crisis has had a profound effect on demand for our services with client referrals up 40% on a normal year. CAR are seeking to recruit an additional advisor with specialist debt qualifications and this grant will contribute towards the cost of that additional hire.

In the last financial year Oakham residents last year accounted for 47% of our clients are recorded by our Casebook CMS system.

If your application is unsuccessful, are funds available to ensure your project goes ahead? If yes, please give details:

No, we will have to utilise reserves. Demand for services has reached a point where additional staff are required to prevent burn out of the existing advice team.

Signature:

A handwritten signature in blue ink, appearing to be 'D. Allen', written over a light blue rectangular background.

Date: Friday 31st March

Note: Please remember to supply the most recent set of accounts, if applicable, of your organisation.

Please return this form to: Town Clerk
Oakham Town Council
ROL House
Long Row
Oakham
Rutland
LE15 6LN