

The City Bridge Trust

Investing In Londoners: Application for a grant



About your organisation

Name of your organisation: Hounslow Citizens Advice Bureau	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? Hounslow	
Contact person: Mr Alman Elal	Position: Chief Executive Officer
Website: http://www.hounslowcabs.org.uk/	
Legal status of organisation: Charitable company	Charity, Charitable Incorporated Company or company number: 107510
When was your organisation established? 02/03/1999	

Grant Request

Under which of City Bridge Trust's programmes are you applying? Reducing Poverty
Which of the programme outcome(s) does your application aim to achieve? More Londoners with Improved economic circumstances Fewer Londoners experiencing food poverty
Please describe the purpose of your funding request in one sentence. The purpose of this funding is to provide a specialist welfare benefits and income maximisation service targeted at people facing the most disadvantage.
When will the funding be required? 01/10/2018
How much funding are you requesting? Year 1: £53,038 Year 2: £51,121 Year 3: £50,559 Total: £154,718

Aims of your organisation:

The charity's objects are to promote any charitable purpose for the benefit of the community in the London Borough of Hounslow by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. There have been no changes in the charity's objectives or policies during the period.

Main activities of your organisation:

Citizens Advice Hounslow aims to provide an inclusive, consistent, high quality and accessible advice service to the community of Hounslow. The Service is founded on the four Citizens Advice principles, offering advice that is:

- ? Independent
- ? Free
- ? Confidential
- ? Impartial

The focus of the organisation is on social welfare law, particularly Welfare Benefits, Housing, Employment, Immigration, Debt and Consumer.

The Service provides high quality generalist and specialist advice services from three sites in the borough and through targeted outreach projects across Hounslow.

Number of staff

Full-time:	Part-time:	Management committee members:	Active volunteers:
4	5	7	60

Property occupied by your organisation

Is the main property owned, leased or rented by your organisation?	If leased/rented, how long is the outstanding agreement?
Rented	8 years

Summary of grant request

Over the past few years, advice services have been operating against a backdrop of reforms and cuts impacting the 'welfare rights' and 'access to justice' systems, with detrimental consequences for millions of residents in London on low incomes. With welfare benefit advice removed from the scope of Legal Aid, coupled with a plethora of post-Welfare Reform changes, Hounslow Citizens Advice (HCA) queries for welfare benefits advice in recent years have soared to a staggering 40% of all the enquiries. In 2016/17 alone, we dealt with 11,284 welfare benefit enquiries compared with 8,442 in 2015/16.

Hounslow is the 118th most deprived local authority nationally. In 2017 the proportion of Londoners living in poverty was 27% and residents on low pay in the whole borough are higher than the London average at 22% (London's Poverty Profile 2017). The LB of Hounslow statistics on indices of deprivation in the borough in 2015, show that the overall severe relative deprivation in Hounslow has increased compared to 2010. The borough has

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16 Lower Layer Super Output Area (LSOAs) in the most deprived 20% nationally in the 2015 Index of Multiple Deprivation (IMD) (including two in the top 10%), compared to 12 (of which one was in the top 10%) in the 2010 IMD.

The benefits system is complex and difficult to understand. Since the on-going changes within the Welfare Reform, our clients, including disabled people and people in minority ethnic communities have been disproportionately affected.

The move from paper to online benefit claims has added an extra barrier for many clients who lack digital literacy or internet access (20% of Hounslow residents).

As a result of these multi-layered issues there is growing evidence that people are not always claiming what they are entitled to. The September 2017 Department for Work and Pension report shows that an estimated £20 billion in benefits went unclaimed in 2015/16 meaning many people are missing out on benefits that could improve their living standards.

The requested funding would enable HCA to employ a full time specialist welfare benefit caseworker, who by building on our knowledge of local needs, will focus on for example, supporting clients who have received UC sanctions, clients who have to be reassessed for ESA or who have received unfavourable ESA decisions, and those migrating onto PIP.

The service will aim to resolve the barriers to entering employment that people face, ensuring that there is an awareness of in work benefits for people on low incomes.

It is envisaged that the majority of appointments will be face to face. In addition a direct email address will be available for existing clients and referral agencies.

By placing the service within HCA, clients will be able to receive a holistic service through seamlessly referred internally to the specialist debt Advisor, Disability Advisor, and or other specialist advisors if they have related problems.

We have 80 years of experience in providing free, confidential advice on welfare rights and other enquiry areas. We have a robust organisational structure focused on effective responsive service delivery, with over 60 volunteers. We invest in our community through our volunteers, giving them skills and experience to improve their CVs as well as their knowledge. We hold the AQS Quality Mark and are fully licenced to provide debt and immigration advice. Promoting equality, embracing diversity and challenging discrimination, forms a fundamental part of our activities, as well as gathering evidence and campaigning to influence positive change and fight discrimination. We embed service user engagement within our service provision by gathering feedback from client focus groups and satisfaction questionnaires. We proactively take measures to reduce CO2 emissions.

If you need any planning or other statutory consents for the project to proceed, what stage have the applications reached?

Do you have a Vulnerable Adults policy? **Yes**

What Quality Marks does your organisation currently hold?

AQS

Outputs and outcomes

What are the main activities or outputs you want to deliver? Please include no more than 5. By activities or outputs we mean the services, products or facilities you plan to deliver. If you plan to deliver work over more than one year you should include activities over the full grant period requested. Try to be specific.

600 local residents will be assisted over a 3 year period.

The adviser will assist with raising awareness and completing benefit claims, advocate on behalf of clients and submit reviews and appeals.

Develop effective referrals by close liaison with agencies such as the Hounslow Foodbank, and organisations supporting specific emerging communities in Hounslow such as Somal, Tamil and Nepalese Association.

The caseworker will train a team of volunteers to increase capacity and expertise and will act in a consultancy role for generalist HCA advisers and frontline workers in other agencies in the Borough.

The caseworker will feed into the HCA campaign work on a local and national level raising attention to issues relating to welfare benefits, affecting our clients to exert a responsible influence on policy and practice.

What main differences or outcomes do you hope the activities you have described above will achieve? Please include no more than 5. By differences or outcomes we mean the changes, benefits, learning or other effects that result from the work your project would deliver. These might be for individuals, families, communities or the environment.

Unemployed people and people with disabilities are more aware of their welfare benefit entitlements, leading to an increase in economic well being

Maximising income for individuals and families leading to better standard of living and reduced anxiety and stress levels

Local agencies are able to effectively refer their service users/tenants for high quality welfare benefits advice, leading to a reduction in need for food bank vouchers and hardship payments

Local agencies and decision makers better understand the issues facing clients leading to improvements in policy and practice

By training volunteers to provide welfare benefits casework local capacity is increased and local residents are better able to access high quality advice

Do you plan to continue the activity beyond the period for which you are requesting funding? If so, how do you intend to sustain it? If not, what is your exit strategy?

The information we gather for monitoring will be used to show the need for the project and will form the basis to approach statutory bodies such as Public Health, and Well Being Board.

HCABx has a robust funding strategy. We will also research and approach charitable trusts.

By providing training for a team of volunteers we ensure work continues beyond funding.

Who will benefit?

About your beneficiaries

How many people will benefit directly from the grant per year?

200

In which Greater London borough(s) or areas of London will your beneficiaries live?

Hounslow (100%)

What age group(s) will benefit?

16-24

25-44

45-64

65-74

75 and over

What gender will beneficiaries be?

All

What will the ethnic grouping(s) of the beneficiaries be?

White (including English/ Welsh/ Scottish/ Northern Irish/ British; Irish; Any other White background)

Mixed / Multiple ethnic groups

Asian/ Asian British (including Indian; Pakistani; Bangladeshi; Chinese; Any other Asian background)

Black/ African/ Caribbean/ Black British (including African; Caribbean; Any other Black/ African/ Caribbean background)

If Other ethnic group, please give details:

What proportion of the beneficiaries will be disabled people?

21-30%

Funding required for the project

What is the total cost of the proposed activity/project?

Expenditure heading	Year 1	Year 2	Year 3	Total
Set up cost	1,845	350	350	2,545
Staff Cost	38,693	39,271	39,859	117,823
Volunteers Expenses	1,700	1,700	1,700	5,100
Premises and operating costs	2,050	2,050	2,050	6,150
promotion	750	750	600	2,100
HR, Finance and Management support	8,000	7,000	6,000	21,000
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL:	53,038	51,121	50,559	154,718

What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL:	0	0	0	0

What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Total
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL:	0	0	0	0

How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Total
Set up cost	1,845	350	350	2,545
Staff Cost	38,693	39,271	39,859	117,823
Volunteers Expenses	1,700	1,700	1,700	5,100
Premises and Operating Costs	2,050	2,050	2,050	6,150
Promotion	750	750	600	2,100
Support Cost	8,000	7,000	6,000	21,000
TOTAL:	53,038	51,121	50,559	154,718

Finance details

Please complete using your most recent audited or independently examined accounts.

Financial year ended:	Month: March	Year: 2017
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Income received from:	£
Voluntary Income	15,000
Activities for generating funds	0
Investment Income	0
Income from charitable activities	423,963
Other sources	664
Total Income:	439,627

Expenditure:	£
Charitable activities	532,266
Governance costs	0
Cost of generating funds	0
Other	0
Total Expenditure:	532,266
Net (deficit)/surplus:	-92,639
Other Recognised Gains/(Losses):	0
Net Movement In Funds:	0

Asset position at year end	£
Fixed assets	0
Investments	0
Net current assets	245,755
Long-term liabilities	115,821
*Total Assets (A):	129,934

Reserves at year end	£
Restricted funds	0
Endowment Funds	129,934
Unrestricted funds	0
*Total Reserves (B):	129,934

*** Please note that total Assets (A) and Total Reserves (B) should be the same.**

Statutory funding

For your most recent financial year, what % of your income was from statutory sources?
91-100%

Organisational changes

Describe any significant changes to your structure, financial position or core activities since the date of your most recent accounts:

N/A

Previous funding received

Please list the funding received by your organisation from the following statutory sources during the last THREE years.

	Year 3 £	Year 2 £	Most recent £
City of London (except City Bridge Trust)	0	0	0
London Local Authorities	394,475	416,785	437,406
London Councils	0	0	0
Health Authorities	0	0	0
Central Government departments	0	0	0
Other statutory bodies	0	0	0

Previous grants received

Please list the grants received by your organisation from charitable trusts and foundations (other than City Bridge Trust) during the last THREE years. List source, years and annual amounts. Please include the 5 largest only.

Name of Funder	Year 3 £	Year 2 £	Most recent £
Big Lottery Advice Services Transition Fund	66,097	132,830	28,841
Energy best deal CA	0	8,175	5,000
Pension Wise	0	0	9,000
L&Q	0	1,725	7,875
	0	0	0

Declaration

I confirm that, to the best of my knowledge, all the information I have provided in this application form is correct. I fully understand that City Bridge Trust has zero tolerance towards fraud and will seek to prosecute and recover funds in every instance.

Please confirm: Yes Full Name: **Alman Elal**

Role within Organisation: **Chief Executive Officer**