

1. Name/Address of organisation

Citizens Advice Hart
Royal Oak Close
Yateley
GU46 7UD

Contact name: Jane Friend

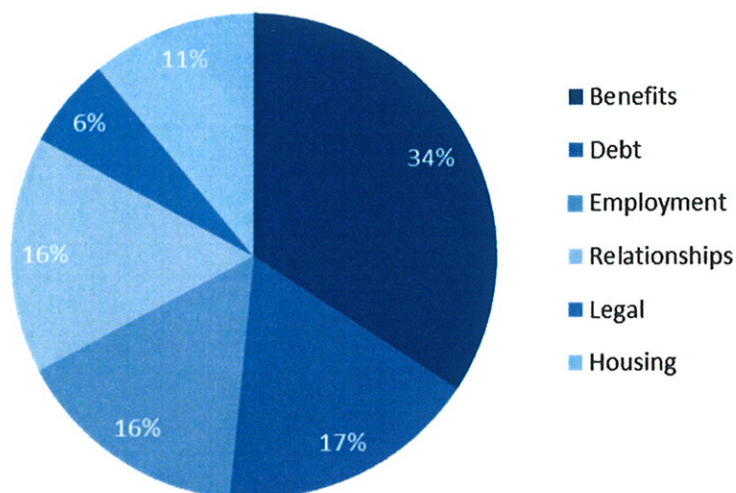
Contact telephone number: 01252 878435

Position in organisation: Chief Officer

2. Aims and objectives of your **organisation**; What does your organisation do and how does it benefit the residents of Yateley, Frogmore and Darby Green?

Citizens Advice has had a presence in Yateley since 1982. We provide free, confidential and impartial advice, and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problems they face. In 2015/16 **from Yateley residents** we received **541** new client enquiries; made **1,501** client contacts and dealt with **1,815** client issues as follows:

top six issues



Where does your organisation meet? Our headquarters is in Yateley and we also have an office in Fleet

How often do you meet? We provide a drop in service from Monday to Thursday and clients can also access telephone advice from Monday to Friday. We are a Registered Charity and Company Limited by Guarantee governed by a Board of Trustees which meets quarterly.

How many members do you have?

We are not a membership organisation but serve all Hart residents.

How many are Yateley, Frogmore or Darby Green residents? A quarter of our clients are from Yateley, Frogmore and Darby Green.

Does your organisation have a constitution? Yes

If yes you should provide a copy with your application.

3. Briefly describe the project for which you require a grant. Please be aware that YTC do not normally give grants for running costs. If your application contains an element of running costs please detail your plans to source alternative funding for this in future years.

This year we will be developing an outreach programme across the whole district. This project describes what we are planning in Yateley, Frogmore and Darby Green to respond to the specific needs we have identified within the community.

We know that Yateley is a great place to be – as a district Hart is the least deprived and happiest in the country. Yet we also know that looking at averages can be misleading and that Yateley includes small pockets of deprivation; an ageing population; high numbers of commuters and that its residents face a number of challenges due to its rural location.

Our aim in 2016 is to provide advice and information to Yateley residents **where** and **when** and **how** they need it. We want to respond to these issues through a programme of outreach which makes full use of **digital** technology; provides a **pop up** service in the town and extends our **advocacy** and **education** programme within the Yateley community.

The overall costs of this project are broken down as follows:

| | |
|---|-------------|
| DIGITAL: project worker, staff time, training and website | £28k |
| POP UP: project worker, recruitment, laptops, training, publicity | £30k |
| ADVOCACY & EDUCATION: project worker, staff time, venues, publicity, printing | £22k |
| TOTAL | £80k |

4. How much funding are you applying for (Please be aware that YTC do not usually grant applications over £1,000. For applications over £500 we would expect at least 50% of the total cost to be match funded)

£8,500

5. Has the project that you want the funding for already happened?

No

6. Will you be passing the funding on to any other groups (except to pay for goods and services)?

No

7. If the funding is for security measures do you have the support of the local police and/or crime reduction officer?

Not applicable

8. How will the funding benefit the community or residents of Yateley, Frogmore or Darby Green?

Digital Services

We want to extend our telephone advice service and introduce web and email chat. This will enable new audiences to access our services including young people, the housebound, commuters or those who struggle with transport. Many more people are accessing information online and this enables people to find the answers to their problems themselves. If you can't and are unable to access a bureau then we want to enable them to be able to pick up the phone, send an email or chat to an adviser over the internet. This requires us to install specialist software, provide specific training to our staff and volunteers and make sure we are available when needed.

Pop Up Services

We will work with partners in Yateley including Adult and Community Learning at Yateley School; the Food Bank at Darby Green and care settings to offer advice in the community. We are increasingly looking to extend our core service and one of the things we are keen to do is to take our service to where it is needed. Although we think of ourselves as a household name and part of the social fabric of the district, not everyone is aware of our service or knows where we are – even in Yateley. We want local partners to be able to book us for key events – such as the Yateley May Fair or Gig on the Green - or to reach specific audiences. We will recruit and train a team of advisers who can travel to where needed with not much more than a laptop.

Education & Outreach

This year we want to introduce a job club to Yateley, roll out our financial capability tool to local schools and run sessions to help people with budgeting. Our research and campaigning activity continues and we will be focusing on the impact of Universal Credit in Yateley, raising awareness and providing feedback to DWP. We are also looking at the financial situation of students going away to university from Yateley and the wider district and will be working with a team of young volunteers to ensure that they have access to the information and budgeting support they need. Our prevention work is key and if we can support people into work and to manage their own finances then we will avoid many issues before they begin. Having piloted our financial capability tool (for 5-7 year olds) in one Yateley school, we would like to extend it to other schools in the town. We will also start exploring tools for older age groups.

9. Please tell us how this funding will lead to greater self-sufficiency and lessen the need for future applications?

This project covers the set up costs and development of an outreach service for Yateley residents. After a year of operation the plan is for the 'pop up' advice service; web and email chat to be embedded into the organisation and to become part of our core service.

10. How is your organisation normally funded?

We receive a local authority grant of £148k from Hart DC which funds our core service. We also receive project funding to fund specialist services including from Hart Housing (to prevent homelessness); from Macmillan Cancer (advising cancer patients) and from NE Hampshire and Farnham Clinical Commissioning Group (for a social prescribing project).

11. What are your current subs/fees/charges?

Our advice service is free of charge.

Details of other fundraising activities for this project

12. Have you applied for any other funds/grants towards the cost of this project? Please include details below

This project is part of a wider outreach programme across the whole district. Any funding received from Yateley TC will be used for outreach work only for the benefit of local residents.

TOWN & PARISH COUNCILS

| | | |
|----------------------------------|--------|-----------------------------------|
| Blackwater & Hawley Town Council | £1,500 | Pending |
| Church Crookham Parish Council | £500 | To be confirmed (deadline 30 Jun) |
| Crondall Parish Council | £250 | Pending |
| Crookham Village | £1,000 | Pending |
| Elvetham Heath Parish Council | £1,250 | Pending |
| Eversley Parish Council | £500 | Pending |
| Fleet Town Council | £6,500 | Pending |
| Hartley Wintney Parish Council | £1,500 | Pending |
| Hook Parish Council | £2,000 | Pending |
| Odiham Parish Council | £1,500 | To be confirmed (deadline 30 Jun) |
| Winchfield Parish Council | £250 | Pending |
| Yateley Town Council | £8,500 | Pending |

OTHER FUNDING

| | | |
|------------------------------|---------|-------------------|
| Citizens Advice Hart | £25,000 | Confirmed |
| Access to Advice Legacy Fund | £15,000 | Confirmed |
| Citizens Advice (National) | £5,000 | Awaiting decision |

IN KIND SUPPORT

| | | |
|----------------------------|--------|-----------------------------|
| Adult & Community Learning | £900 | Confirmed (Tutors) |
| Citizens Advice (National) | £1,400 | Confirmed (IT equipment) |
| Communications Consultancy | £2,700 | Confirmed (Consultant time) |

TOTAL **£80,000**

13. What fund raising activities took place in the **last** 12 months and what fund raising activities are planned for the **next** 12 months

2015/16

In addition to our core local authority funding, we received significant project funding from the Big Lottery Fund to improve access to advice in Hart. We also worked in partnership with other Citizens Advice Services in Hampshire to access funding for projects such as Healthwatch Hampshire (health based consumer rights) and Macmillan (benefits advice for cancer patients).

2016/17

Cuts to central government spending over the next four years will bring challenges for the voluntary sector and we are increasingly aware of our own reliance on public sector funding. This year we will work hard to diversity our income base exploring opportunities for individual giving; earned income; contracts for service delivery; workplace delivery; accessing public health and social care funding; building relationships with trusts and foundations and community outreach work.

14. Anticipated income/expenditure for next 12 months

AS AN ORGANISATION our anticipated income and expenditure for 2016/17 is £250k.

FOR THE PROJECT the anticipated income and expenditure is £80k across the District and £8.5k for those elements of the project taking place in Yateley. We are seeking just over 10% of the total costs from Yateley Town Council, reflecting the fact that 23% of Hart's population lives in Yateley and that a quarter of the issues we deal with come from Yateley residents.

15. Details of any grants received from Yateley Town Council in the past three years with dates.

| | |
|---------|-------|
| 2013/14 | £8.5k |
| 2014/15 | £8.5k |
| 2015/16 | £0.0k |

16. Other grants from any other sources in the last three years with dates.

| | 2015/16 | 2014/15 | 2013/14 |
|--------------------------------------|---------|---------|---------|
| Hart District Council (core) | £148.1k | £148.1k | £148.1k |
| Hart District Council (homelessness) | £21.0k | £15.0k | £15.0k |
| Macmillan | £24.8k | £24.1k | £22.5k |
| Healthwatch | £13.7 | £2.8k | - |
| Church Crookham Parish Council | - | - | £3k |
| Hartley Wintney Parish Council | - | - | £1.5k |
| Elvetham Heath Parish Council | - | - | £1.5k |
| Blackwater Parish Council | - | - | £1.3k |
| Crookham Village Parish Council | - | - | £1.2k |
| Greywell Parish Council | - | - | £0.01k |
| Citizens Advice Hampshire | £0.05k | £0.06k | £5.8k |
| Big Lottery Fund | - | £136.9k | £114.9k |
| Hart Rotary | - | £0.03k | - |
| Pensionwise | £5.5k | - | - |

If the grant is approved who should the cheque be made payable to? Citizens Advice Hart District Ltd

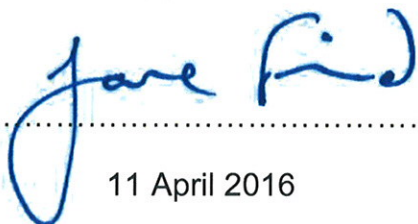
Please note, cheques can only be issued following receipt of appropriate invoices. Please ensure the following supporting documentation accompanies your application;

- Your most recent accounts;
- Your most recent bank account statement & details of any other investments/savings;
- A copy of your constitution;
- Details of your organisation's officers;
- Any other documentation you feel may help in assessing your application.

Declaration: I/we declare that the information confirmed in this application is correct and that any grant received will be applied as detailed in the request.

Signed

Date 11 April 2016



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Grant applications must be checked against the following criteria. Any questions where the answer is no must be reported to the Finance and Policy Committee meeting where the application is being considered and must form part of the formal agenda items list for that meeting.

| Yes | |
|-----|--|
| ✓ | The grant will result in a benefit for the area covered by the Town Council and will contribute positively to the life of people living, working and visiting the area of Yateley, Frogmore and Darby Green? |
| x | Does the grant exclude ongoing running costs? |
| N/A | If the application is for running costs has the applicant included plans for where future running costs will be found from? |
| ✓ | Is the grant for a group and not for individuals or organisations whose function is primarily undertaken by the health authority or Hampshire County Council's Social Services? |
| ✓ | Is the grant for non-political or non-quasi-political organisations or projects? |
| x | Is the grant application for less than £1,000? |
| ✓ | For applications in excess of £500, has the applicant detailed sources for at least 50% of the overall cost of a project? |
| N/A | For applications for less than £500, has the applicant detailed evidence of applications to other funding bodies and/or internal fundraising. |
| ✓ | Does the application include the required financial and organisational information? |
| ✓ | Is this the only application in this financial year from this group or organisation? |
| ✓ | Is the applicant based in the Town Council area? If not what proportion of beneficiaries of the grant reside in the area? (grants will be pro-rata for residents of Yateley using that service.) |
| x | Is the application for future funding? (ie not retrospective) |
| ✓ | Is the grant for the sole use of the applying group and not to pass on money? |
| | Will the applicant supply invoices before payment of a grant? |
| | Has the applicant demonstrated how one off grant funding will lead to greater self-sufficiency and lessen the need for future applications. |
| N/A | For applications for funds for security measures, does the applicant have the support of the local police or crime reduction officer. |

Assessing officer M DAVIS

Date of assessment 12-4-16

Decision (delete as applicable) reject / return for further information / proceed to committee

Approved as agenda item for the Finance and Policy meeting on 18-4-16 / 6/6/16

Outcome at that meeting 18-4-16 refer to 6/6/16