

Proposal for WBC Investment in Farnham CAB

At our presentation to the Community Overview and Scrutiny Committee on 22nd June 2004, Waverley CABx set out their requirements of Waverley Borough Council in order to maintain the current level of CAB service within the Borough. The requirements are

- Adequate funding to support our current service
- Security to allow us to plan effectively and realistically for the next 3 years
- A closer effective working relationship with the council

This proposal sets out the investment Farnham CAB requests from Waverley Borough Council in order to maintain its current service delivery.

Funding to Support Current Service

Farnham CAB relies on Waverley Borough Council and Farnham Town Council principally to support core costs. A small amount is also secured through fundraising and general donations, this figure equates to about £5,000 annually. Farnham Town Council provides a grant of £28,980 (actual for 04/05) which supports the employment costs of the bureau's supervision requirement (Deputy Manager and Advice Session Supervisor)

The remaining **£66,248** (£6.79 per advice-giving hour) is what is requested from Waverley Borough Council to ensure Farnham CAB maintains its current service provision. An inflationary rise of 3% is requested for each of year 2 and 3.

See appendix 1 for fuller detail on service and costs.

Security for 3-year planning and development

Security of funding is essential for the bureau to plan effectively and more importantly to be able to execute these plans and continue to provide outcomes which support the council's objectives. As highlighted in our presentation, the introduction of 3-year funding agreements within the SOS has not resulted in an actual figure being committed.

Farnham CAB would like a commitment from WBC on a specific figure for their investment for years 2 and 3.

A closer effective working relationship with the Council

At the recent presentation we expressed our desire to work as a delivery partner with the council, and not be considered simply as a cost burden. We recognise that budgets are constrained and many demands are made, but service has cost implications.

A CAB is the ideal organisation in which to invest, as their outcomes more closely support WBC's objectives than any other single organisation. Last year, Waverley CABx helped over 14,000 people who live and work in Waverley. Population of Waverley is 115,665. Discounting the 0-15 age group (22,352) our 14,000 equates

to 15% of the Borough's adult population. The people who seek our help are those who need us most.

There are many examples of effective partnership working between CABx and their local authority:

In Woking, the bureau has access to parts of the council's housing benefit and council tax IT systems, thus reducing the number of telephone calls to council officers.

In Luton, Council and CAB worked together on a benefit take-up campaign and secured funds from the Governments Affordable Warmth Scheme to execute the campaign.

Fleet and Yateley CAB have worked closely with their local authority, Hart District Council, over recent months to identify initiatives that will assist in the prevention of homelessness. It was felt that if the CAB could offer clients extra support, both in the bureau and at court hearings, this would often result in clients not being made homeless and receiving much needed help. Hart District Council directed CAB to some funding from the ODPM and each bureau received £3,000 specifically for this purpose.

Summary

Farnham CAB recognises that Council's financial resources are constrained and it faces a difficult decision in respect to its commitment to Waverley CABx.

However, this paper requests that Council invest in a meaningful partnership delivering services which really "enhance the quality of life in Waverley".

Appendix 1

Farnham CAB Current Service

Product	generalist advice – all areas Specialist advice – welfare benefits, debt, employment
Opening hours	32 weekly (1,600 annually)
Advice giving hours	195 weekly (9,750 annually)
Number of advisers (vol)	33 plus 5 in training
Number of paid staff	3.5 Full Time Equivalent (7 people)
Delivery methods	drop-in, appointments, home-visiting, telephone, letter

Statistics 2003/04

People helped	6,000 (1 in 6 of Farnham population)
New queries	9,407
Money secured for clients	£459,302 (91% of this through benefit applications)

Core Costs (to maintain the above level of service delivery)

Rental	£18,400 (this is the rent set for Montrose House which the bureau will be moving to in September 2004)
Employment	£64,828 (Management, training and administration)
Overheads	£17,000 (based on budget 04/05)

Total core operating costs for 2004/05 are **£100,228**. (£10.27 for each advice-giving hour provided.)

Haslemere and Cranleigh District CAB

Waverley Borough Council core funding of CABx

This document is submitted by Haslemere and Cranleigh District CAB and offers, for discussion, one option for core (revenue) funding from WBC. It is not a formal bid for funding. Other funding issues are addressed in the Joint Development Plan 2004/09 available from any of the bureaux.

1. Basis of proposal

- To provide core funding to support the provision of the CAB service from the four main locations in Cranleigh, Haslemere, Godalming and Farnham. The level of service provision to be agreed.
- To resolve anomalies in the funding of the four bureaux
- To provide a minimum cost option for WBC

2. Current level of WBC funding (2004/05)

The grant awarded by WBC to the four CABx in 2004/05 amounts to £196,630. In addition, WBC have committed to an increase of £6000pa in grant to Farnham bureau to part meet the increase in rent on relocation to Montrose House. It is anticipated that £3000 of this will be paid in the current financial year and this is included in the following table, increasing the 2004/05 grant figure to £199,630.

In 2001 WBC resolved to make a general grant to CABx rather than meet specific costs. However, the general grant was based on historic figures.

	Haslemere		Cranleigh		Godalming		Farnham		
2004/05	WBC grant	budget	WBC grant	budget	WBC grant	budget	WBC grant	budget	Total WBC grant
rent	£10,750	£11,500	£4,940	£4,940	£17,500	£25,000	£15,000 ¹	£15,200 ²	
payroll	£27,784	£30,854	£27,784	£33,190	£27,784	£50,750	£27,784	£64,828	
overheads	£9,996	£14,549	£9,606	£14,315	£11,766	£15,251	£8,936	£16,490	
	£48,530	£56,903	£42,330	£52,445	£57,050	£91,001	£51,720	£96,518	£199,630¹

¹ Includes additional £3000 grant committed by WBC towards rent for period 1/9/04 – 31/3/05 (WBC committed to 12 months additional rent).

² Includes additional £3200 rent for period 1/9/04 – 31/3/05

Following a further change of policy in 2001 WBC no longer provides concessionary parking permits to volunteers. Instead, actual parking costs are refunded; this is not reflected in the above figures.

Budgeted payroll costs are higher in Farnham and Godalming. However, these bureaux serve a larger population and receive substantial funding for additional paid

posts from their town councils, allowing the bureaux to be open to the public for more hours than is the case in Haslemere and Cranleigh.

3. Issues to address

All 4 bureaux

- Freezing of grants in 2002/03 and 2004/05 has meant that the WBC grant has not kept pace with inflation. Without inflationary increases in future years, current operational levels cannot be sustained.
- Anomalies in the treatment of bureaux rents and overheads need to be resolved

Haslemere and Cranleigh

- Following a further rent review by WBC, the proposed new rent on the Cranleigh premises will be £10,500 with effect from 31 December 2004, an increase of £5,560pa. This cannot be met without a corresponding increase in the WBC grant.
- The 2003 increase in rent on the Haslemere premises is being met from donations in the current year. This and a further potential increase at the next review in 2007 cannot be met without a corresponding increase in the Waverley grant. Current rent £11,500.
- Haslemere and Cranleigh bureaux merged operations in 2001 and reduced opening hours as a cost saving exercise. There is no further scope for cost saving if the service is to remain viable.

Godalming

- Current rent £25,000pa. The rent increase in 2000 (£7,500) was not met by a corresponding increase in the WBC grant. The bureau is now dependent upon a sub-letting agreement with WBC for the first floor at a rent of £11,000pa. Without this agreement Godalming bureau will be in financial difficulty.
- The Bureau is actively looking for smaller/cheaper premises with a view to taking advantage of a lease break clause in 2005.
- There may be a substantial dilapidations claim on lease break.

Farnham

- Moving to new premises in September 2004. New rent will be £18,400. WBC has committed to subsidise rent up to £18,000 for 1 year only.
- For historic reasons, the 'overheads' element of WBC grant is lower than for other bureaux. Overheads are likely to increase on move to new premises.

4. Proposal

- A) That WBC grant funding is agreed on a 3/5 year basis to include:
- Contribution to payroll costs – current figure of £27,784 to be used as base line, allocation at bureau discretion
 - Rents to be covered in full, up to an initial maximum of £18,000, on Waverley approved leases. Maximum to be reviewed in the light of market rents prevailing at the time of relocation. Increases on review of Waverley approved leases to be met. Godalming position to be maintained until able to relocate.
 - Contribution to other overheads – baseline to be £10,000 where bureau responsible for buildings insurance and external maintenance; otherwise £9600. Godalming position to be frozen until end of financial year of relocation.
 - Non rental element to be increased annually in line with RPI
- B) That the level of service funded by the above be agreed

5. WBC grant 2005/06 onwards

Based on the above proposal and assuming an RPI increase of 3%, the total WBC grant in 2005/06 would be £214,314. This represents an increase of £14,684 on the committed grant for the current year; however, once Godalming Bureau has relocated a saving of £11,000 would be made by WBC on rental of part of present Godalming premises.

2005/06	Haslemere	Cranleigh	Godalming	Farnham	Total
rent	£11,500	£10,500	£18,000	£18,000	
payroll	£28,618	£28,618	£28,618	£28,618	
overheads	£10,300	£9,888	£11,766	£9,888	
	£50,418	£49,006	£58,384	£56,506	£214,314

In arriving at the above figures the following assumptions have been made:

- Godalming bureau moves to new premises in December 2005 and that £18,000 is a realistic market rent at that time
- The issue of a dilapidations claim is addressed as a separate exercise
- Refund of volunteer parking costs continues

2006/07 (includes 3% RPI increase)	Haslemere	Cranleigh	Godalming	Farnham	Total
rent	£11,500	£10,500	£18,000	£18,000	
payroll	£29,477	£29,477	£29,477	£29,477	
overheads	£10,609	£10,185	£10,609	£10,185	
	£51,586	£50,162	£58,086	£57,662	£217,496
2007/08 (includes 3% RPI increase)					
rent	£13,150 ¹	£10,500	£18,000	£18,000	
payroll	£30,361	£30,361	£30,361	£30,361	
overheads	£10,927	£10,490	£10,927	£10,490	
	£54,438	£51,351	£59,288	£58,851	£223,928

¹ assumes rent increase of 3% pa after rent review due June 2007

Jackie Gaskell
Manager
Haslemere and Cranleigh District CAB
23 August 2004

Godalming Citizens Advice Bureau

Proposal for Waverley Borough Council Funding

Following on from the presentation given to the Community Overview and Scrutiny Committee on 22nd June 2004 Godalming CAB would like to make the following proposal for core funding from Waverley Borough Council.

The basis of the proposal is:

- Sufficient funding to allow us to maintain our current service
- Security to allow us to plan effectively and realistically for the next 3 years.
- A closer effective working relationship with the council.
- A recognition of the constraints on the council's own funding.

Funding of the Current Service

Godalming CAB relies on Waverley Borough Council and Godalming Town Council for most of its funding. A small amount is also secured through donations and fundraising. Godalming Town Council's grant for 2004/5 was £21,115 and the grant from Waverley Borough Council was £57,050.

Following our last rent review in 2000 the bureau is also reliant on the agreement with the council over the rental of our training room for £11,000 per annum.

The bureau has a break clause in its lease in November 2005 and is actively seeking alternative premises in order to reduce running costs until that time we are requesting that Waverley continue with this agreement. Without this income the bureau would face severe financial difficulties.

If the bureau does manage to secure new premises it will face a dilapidations claim, this would need to be looked at as a separate exercise.

Security for Planning and Development over the next 3 years

Security of funding is essential for the bureau to plan effectively so we can continue to provide an effective, accessible advice service to the population of Godalming. To provide us with this security we request that our grant continue at the same level as it is currently, with an inflationary rise of 3% per annum (excluding the rental element which does not rise every year).

A closer effective working relationship with the Council

The Citizens Advice Bureau works to achieve outcomes for its clients, which closely support Waverley Borough Council's own objectives. For this reason funding for a CAB is also an investment for the Council, working in partnership can mean more effective services for the population of the Borough.

Some examples of effective partnership working:

In Woking the CAB is able to access parts of the council's housing benefit and council tax computer, thus reducing the number of phone calls to council officers and enabling the bureau to track the progress of a claim for the client.

In Luton, the Council and the CAB worked together on a benefit take-up campaign and secured funds from the government's Affordable Warmth Scheme to execute the campaign.

Fleet and Yateley CAB have worked closely with their local authority, Hart District Council, over recent months to identify initiatives that will assist in the prevention of homelessness. It was felt that if the CAB could offer clients extra support, both in the bureau and at court hearings, this would often result in clients not being made homeless and receiving much needed help.

Working within the constraints of the Council's funding

Godalming bureau recognises that the Council has limited funds available and is currently unable to increase CAB funding to allow further development of the service. The bureau is seeking to try to reduce running costs by finding alternative premises and we do fundraise where we can. However, to maintain the level of service currently provided adequate and secure core funding is necessary and this is what we are asking the council to provide. When making any decision over new premises we would like to work closely with the council to ensure that the level of rent is one that Waverley would be able to fund.

Summary

Godalming Bureau is requesting:

- that our grant is maintained at the same level with an increase for inflation and
- that our current subletting agreement should continue until we are able to secure new premises

This will enable the bureau to maintain its current level of service.

At the end of our presentation we left the council with these questions:

Does the council wish to support a service decided mainly on financial rather than community considerations?

Or

Will the council invest in a meaningful partnership delivering services which really 'enhance the quality of life in Waverley'?

Godalming Citizens Advice Bureau

Current Service Provision

Godalming CAB provides a generalist advice service in all subjects, our main enquiry areas are :

- welfare benefits,
- housing,
- employment,
- consumer
- money advice
- family and relationship problems
- Immigration

We offer the following methods of service delivery:

- Face to face – by appointment and drop in
- Telephone
- Home visits
- Letter
- Email

Our opening hours are:

At our main office 10 Queen Street Godalming:

10:00 – 16:00 Mondays, Tuesdays, Thursdays and Fridays

10:00 – 19:00 Wednesdays

10:00 – 12:00 Saturdays

At Chiddingfold Baptist Church Hall, Woodside Road:

10:00 – 12:00 Thursdays

Advice giving hours:	37 per week
Number of paid staff:	2.3 fte
Number of volunteer advisers:	29 (including trainees)

Statistics for 2003/4

New clients :	3455
New enquiries:	4655
Money gained for clients	£316,411

Core Costs:

Rent:	£25,000
Salary costs	£47,592
Running costs:	£17,887

John Swanton
17/09/2004 16:49

To: "Draper, Dawn " <Dawn.Draper@citizensadvice.org.uk>
cc: Roger Standing/CE/WBC@WBC, Louise
Goodfellow/BT/WBC@WBC
Subject: Re: Waverley District Council Review of CAB's

Dawn

Thank you for your recent email about our CABx Review in Waverley.

I should be delighted to meet with you and the three CABx managers and Chairmen to discuss what services could be provided by the CABx in respect of possible funding levels.

As you know, the Overview and Scrutiny Committee have not come to any conclusions as yet about future funding or levels of service that they might expect.

Not wanting to prejudge what the Overview and Scrutiny Committee might conclude, it seems to me that one way to frame the conversation, is for us to assume three funding scenarios and work out together what services this level of funding might buy. But also consider the sort of service levels we might be interested in securing.

1. Given that, broadly speaking, Waverley commits c£200,000 to the CABx at present we could assume the three funding scenarios - say: £150,000 per annum; £200,000 per annum and £250,000 per annum. - This is an approach that the Government has adopted with us - what can you deliver with the same, with some more or with less. I accept that it is not a sophisticated approach, but, if nothing else, it would focus our discussions around the service delivery implications of these funding scenarios.

2. We are interested in services being provided across the Borough as a whole and I have no view as to where or what sort of premises you should be providing - the important thing for us is service delivery, not commitment to buildings.

3. The services we should like to see provided are those in line with our objectives and responsibilities viz:

- a. Independent Housing Advice
 - b. Benefit Advice and Take-up
 - c. Relationship Advice in so far as it impacts on Waverley responsibilities
 - d. Immigration
 - e. Employment
- NB we are less interested in
 - Consumer Advice - as arguably, this area of work relates to Trading Standards and is a county responsibility;
 - Health related Advice - as this is a PCT responsibility
 - Tax
 - Legal (other than housing and benefit related)

4. I should be interested for us to explore different scenarios with respect to opening hours, but these should include at least one evening a week and half a day at a weekend. Any plans you may have for providing services or information on-line over the internet would also be of interest.

I hope the above provides a reasonable basis for our discussion.

For the sake of clarity, could I remind you that any conclusions/proposals arising from the review undertaken by the Community Overview and Scrutiny Committee will be reported to the Council's Executive for consideration and decision.

I have spoken with Roger Standing with regard to potential meeting dates and he and I can be available on the evenings of: 1st 4th 5th 11th 14th or 15th October. Perhaps you could let me know if any of these are acceptable to you.

With every good wish -

