

Subject: Community & Voluntary Sector Grants

Report to: Housing & Communities Committee – 24 January 2018

Report by: Neil Shaw, Strategic Director & Daniel Hastings, Community Development Manager

RECOMMENDATIONS

- 1. The Grants Panel recommend that members approve the following community and voluntary sector grants for 2019/20:**

First Move Furnishaid	£19,000
Gyros	£17,000
Citizens Advice Bureau	£19,750
DIAL	£19,750
Homestart	£19,000
Foodbank Plus	£5,000

- 2. That the Committee recommends this proposal for consideration as part of the Council's 2019/20 revenue budget to be approved by Full Council.**

1. INTRODUCTION

- 1.1.** The council is providing funding of £99,533 for community/voluntary sector grants in 2019/20. The grants are awarded for one year, from 1 April 2019.
- 1.2.** On 25 October 2018 the Housing & Neighbourhoods Committee agreed the establishment of a Grant Panel to make recommendations for the 2019/20 grant allocation. The Committee also agreed a new set of commissioning criteria for the grants. This report provides the recommendations of the Grant Panel.
- 1.3.** The funds awarded for the last two years have been used in a variety of ways:

Organisation	Amount	Summary
First Move Furnishaid	£15,500	To provide residents with support through education, training and learning sessions. Those who are long term unemployed (over 2 years) will engage in activities to improve their work readiness with residents such as training/volunteering. Supporting over 1900 residents.
DIAL	£43,050	Provision of debt management including budgeting, housing, and maximisation of income to ensure that households are in receipt of full benefit entitlement. 50% of the award was made to specifically work with council tenants who are in rent arrears and/or who face financial

		difficulty. Supporting over 1100 residents.
Citizens Advice Bureau	£33,000	To deliver free, generalist advice and information primarily covering welfare benefits, debt, finance, housing, energy, employment, immigration, consumer and family matters. Supporting over 2000 residents.
Food Bank Plus	£8,483	Development of a 'Fuel Bank' to support families facing fuel poverty. Also includes support into services for people in crisis. Supporting over 1000 residents
2. TOTAL	£99,533	RIA

2.1. In October 2018, the Committee agreed the following themes for awarding grants in 2019/20:

- Housing - support helping people with advice on debt/household budgeting and in crisis situations (whether they are or are not related specifically to housing)
- Economic growth - support to help people to develop skills, access training and/or employment
- Environment – support to significantly improve the borough's open and green spaces

2.2. Grants to individual organisations are capped at a maximum of £25,000.

2.3. £40,000 of the funding is provided from the Housing Revenue Account and this must be used for the benefit of tenants. The Panel has to ensure that this portion of the overall funding must meet criteria which will benefit housing tenants.

3. GRANTS PANEL

3.1. The Committee resolved to establish a one-off grants panel. The role of the grants panel is:

- To oversee the grant allocation process for 2019/20
- To consider grant applications against the commissioning criteria, including interviewing bidding organisations
- To make recommendations to the Housing & Neighbourhoods Committee to enable the Committee to make a decision on grant awards prior to 31 March 2019

3.2. The Committee agreed that the following members would participate in the Grant Panel:

- Councillor T Wright
- Councillor K Robinson-Payne
- Councillor E Flaxman-Taylor
- Councillor P Carpenter
- Councillor S Hacon

3.3. Two officers supported the Panel - a Strategic Director and the Community Development Manager. The Panel met on three occasions and undertook detailed discussion to consider the grant applications in order to formulate its recommendations to the Housing & Neighbourhoods Committee. This included a longlisting and a shortlisting process against the following criteria:

- Experience and track record
- Capacity and capability
- Approach to the project
- Targeting the beneficiaries of the project
- How partner organisations will be engaged
- Cost

3.4. All shortlisted organisations were interviewed by the Panel. The Panel has made recommendations and there was a strong consensus across the Panel.

4. GRANT APPLICATIONS

4.1. Eighteen applications were received in total. A list of these organisations is attached as Appendix 1. Organisations could apply against more than one award criteria. Each application was initially checked by officers to check they met the application criteria.

4.2. The Panel was strongly inclined to recommend for approval bids from six organisations based on the quality of their bid and their strength in meeting the bid criteria. The total cost of the six bids was £116,949. Acceptance of these bids in full would exceed the available funding (£99,533). After detailed discussion, the Panel is proposing a reduction in the majority of the allocations for the six organisations. The interviewed organisations were asked to consider how they would shape their bid to accommodate a reduced allocation and they have all agreed in principle. The full bid applications from these six organisations is attached as Appendix 2.

4.3. The Panel is recommending the following allocations:

First Move Furnishaid	£19,000
Gyros	£17,000
Citizens Advice Bureau	£19,750
DIAL	£19,750
Homestart	£19,000
Foodbank Plus	£5,000
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	£99,500

4.4. First Move Furnishaid

Furnishaid is a local charity providing activities and services that assist people living in Great Yarmouth and Gorleston. They have over 25 years of experience in delivering

employability and social support to help people move closer to meaningful employment. Their bid is focused on providing support for up to 105 people to attend ICT support sessions to complete a basic level 1 course and access pre-employment support. The ICT training will be targeted at individuals who are trying to re-enter the workplace and need a basic level of ICT knowledge and/or help such as CV writing.

The Panel is recommending an allocation of £19,000.

4.5. **GYROS**

GYROS provide information, advice and guidance to refugees, asylum seekers and migrant communities in the borough. Their support includes being accredited immigration advisers, debt advice and employment training/advice. Their bid is focused on operating a Job Club and embedding ESOL training within key employment related training such as for food hygiene and health and safety courses. The Job Club will support writing CVs, applying for jobs and English language support for residents for whom English is not their first language. They will run two-hour sessions each week for up to 75 local people each session.

The Panel is recommending an allocation of £17,000.

4.6. **Norfolk Citizens Advice Bureau**

The CAB has an office in Great Yarmouth and is a nationally recognised organisation which local people use for a wide range of advice. The office is open four half-days each week and in 2018 helped over 1,900 local people (at least 10% of which are the council's housing tenants). Around two thirds of this is for debt, benefits and/or housing related advice. Their bid is to provide funding towards the cost of operating the Great Yarmouth office and outreach service. The CAB office in the borough is jointly funded by grant funding from Norfolk County Council, GYBC and CAB through fund raising.

The Panel is recommending an allocation of £19,750.

4.7. **DIAL**

DIAL are based in King Street and provide a range of advice and support services. They provide specialist advice and support on the benefits system including help to complete complex benefit claim forms through to support at tribunals. DIAL also has fully qualified money and debt advisors who support people who have financial issues by providing budgeting support, setting up manageable repayment plans, and liaising with creditors. Their services are available six days per week, including Saturdays. This bid is to fund a part time debt advisor to provide the money and debt advice service. Since April 2018 DIAL have worked with over 220 GYBC tenants (many having been referred direct from the Housing team).

The Panel is recommending an allocation of £19,750.

4.8. **Foodbank plus**

The Great Yarmouth Foodbank was set up in 2015, by local churches. It operates out of four centres: three in Gorleston and one in Great Yarmouth. As well as food provision, the Foodbank offers volunteering opportunities, fuel advice, cooking on a budget courses, help with debt and training. Their bid is focused on providing mentoring support for up to 40 people visiting the foodbank per month. This will focus on people who are unemployed and experiencing crisis to gain confidence, professional skills, and team-working experience. The funding will also provide an addiction recovery course.

The Panel is recommending an allocation of £5,000.

4.9. **Home-Start Norfolk**

Home-Start Norfolk has worked in the borough for 22 years in delivering support to disadvantaged families. Home-Start worked closely with Norfolk County Council who provided statutory funding until March 2017 to offer early intervention support to vulnerable families with young children. Their bid is to provide home based support through intensive weekly or fortnightly support visits to around 23 families with young children. This includes getting children school ready, support to enable families with young children to improve their health, improve their household and financial management, reduce inequality and improve their children's life chances.

The Panel is recommending an allocation of £19,000.

5. **LEGAL**

A grant agreement will be drawn up with each of the successful organisations to underpin the effective monitoring of the delivery of the projects.

6. **RISK**

- 6.1. Risks exist in ensuring the organisations have sufficient capability to deliver their project and the projects deliver the anticipated outcomes. The risk associated with the organisations' capability has been mitigated through the information they have supplied in their bid and the interviews with the Grant Panel. The organisations will be monitored on the performance of the delivery of their projects to manage the risk around the delivery of their intended outcomes. A monitoring report will be provided to the Committee at the end of quarter two in 2019/20, with representatives from the organisations attending to provide an update for members.
- 6.2. Local organisations have access to a number of other funding sources. Locally this includes the recently launched ESF Inclusion Grant available for organisations wanting to support local people into employment or to develop their skills. This would assist some of the organisations who were either unsuccessful in their bids or who wished to increase their level of funding for projects.

7. FINANCIAL

- 7.1. The total funding available for community and voluntary grant for 2019/20 is £99,533. The allocations are within the proposed budget for 2019/20. The council will monitor the use of the funding against the proposed outcomes.
- 7.2. £45,000 of the overall funding is provided from the Housing Revenue Account. This must be used for the benefit of tenants. The allocations to DIAL, CAB, Homestart and Foodbank Plus would ensure this requirement is met. All of these directly provide support to council housing tenants and this was evidenced in their bids and the presentations to the Grant Panel. Requirements will be inserted into the grant agreement with these organisations to ensure a sufficient proportion of their funding is used directly to benefit the council's housing tenants.

8. EQUALITY IMPLICATIONS

There is no requirement to undertake an equality impact assessment for the applications. However, it is clear that each of the six recommended bids is aimed at making a positive impact for a range of vulnerable local communities. For example, the bids from DIAL, CAB and Foodbank Plus are aimed at improving the health and financial position of some of the borough's most vulnerable residents. The bid from Gyros is aimed at improving the employment chances available to local residents where English is not their first language. All of the bids are likely to have a positive impact of some of the borough's most vulnerable people.

9. RECOMMENDATIONS

- 9.1. The Grants Panel recommend that members approve the following community and voluntary sector grants for 2019/20:

First Move Furnishaid	£19,000
Gyros	£17,000
Citizens Advice Bureau	£19,750
DIAL	£19,750
Homestart	£19,000
Foodbank Plus	£5,000

- 9.2. That the Committee recommends this proposal for consideration as part of the Council's 2019/20 revenue budget to be approved by Full Council.

Area for consideration	Comment
Monitoring Officer Consultation:	Yes
Section 151 Officer Consultation:	Yes
Existing Council Policies:	No

Financial Implications:	Yes
Legal Implications (including human rights):	No
Risk Implications:	Yes
Equality Issues/EQIA assessment:	Yes
Crime & Disorder:	No
Every Child Matters:	Yes

APPENDIX 1**ORGANISATIONS WOULD APPLIED FOR A CVS GRANT**

Organisation Name	Bid Category	Bid Amount
CAB	Econ growth	£25,000
CAB	Housing	£25,000
First Move Furnishaid Ltd	Econ growth	£19,432
DIAL	Housing	£24,447.28
Future Projects	Econ growth	£25,000
Foodbank Plus	Housing	£4,998
Voluntary Norfolk	Econ growth	£24,979.10
GYROS	Econ growth	£18,190
Green Light Trust	Environment	£15,000
National Flood Forum	Housing	£20,000
Mandalay CIC	Econ growth	£25,000
Home-Start	Housing	£24,882.55
MIND	Econ growth	£24,447
Civic Society	Environment	£19,000
MIND	Environment	£24,824
Equal Lives	Housing	£26,385.68
RAISE Norfolk	Environment	£15,699
Embrace	Econ growth	£15, 000

GRANT APPLICATIONS

(NOTE: THE APPLICATIONS HAVE BEEN PRODUCED BY THE BIDDING ORGANISATIONS AND REPRODUCED HERE IN THEIR SUBMITTED FORM)

First Move Furnishaid

First Move Furnishaid (FMFA), is a Local Charity and Company Ltd by Guarantee, which formed in 1991 to provide activities and services that can assist people living in Great Yarmouth and Gorleston. With over 25 years of experience in delivering employability and social support for people who are unwaged and unemployed; FMFA presents a considerable track record of helping people to move closer towards meaningful employment and opportunities to build a good life of their choosing. FMFA works holistically to offer personalised support and access to opportunities that are right for where people currently are, and for what they want to achieve most; utilising tailored volunteering placements, group and one to one training and access to resources that can help people to build self confidence and to progress towards goals at their own pace .

2 examples of our ways of working are as follows: SP was looking for support to return to work after a period of unemployment following a number of unsuccessful job applications within warehouse environments. SP was supported to undertake volunteering within our furniture renewal projects to help build some recent and relevant experience along with support to update and refresh his CV. SP was supported to apply to a number of Employment Agencies where he was offered a series of temporary contracts. FMFA continued support to update the CV with placement details alongside ongoing job applications and interview support which culminated in SP securing full-time and permanent employment.

LL had been out of work for over 2 years and during which time she had lost self-confidence and self-belief. LL was regularly attending ICT classes with support around job searching and applications for vacancies for administrator and receptionist positions. We continued to revise the CV for different posts; strengthening and tailoring areas of relevant experience. We supported LL to enrol and update a number of employment websites; and with support LL was eventually offered an interview culminating in successfully securing a full time position as a business administrator. LL confirmed that it was the friendly and encouraging environment along with practical support whenever it was needed which had made the most difference during her time with FMFA.

CAPACITY AND CAPABILITY:

FMFA has been in operation for over 25 years, and during which time we have developed an incredibly strong local identity, supported through a range of projects and services which are interwoven with the internal life of our local communities. These strong associational bonds and local relationships are vital in delivering positive and sustainable social change for people who continue to feel marginalised from local opportunities and who are often reluctant to access support from more mainstream service environments. Recent examples of our ways of working

include: Developing part of the Drill Hall as a practical training space and resource for local residents to access tools and equipment for both group and individual projects. Aligned with the International Men's Sheds Association; FMFA now have an active and regular membership of local men who are actively leading in all aspects of developing the space to create an accessible and well utilised community workshop.

Moving forward FMFA are working to expand the space to cater for larger resident groups whilst generating opportunities to develop more formal and employability focused courses in areas including carpentry, recycling and re-use. The Men's Shed project has also led to FMFA developing plans to set up a Men's Health Forum that will support benefits to men's health and wellbeing with support from Norfolk County Council's Public Health Team. Our Community Kitchen continues to be well utilised by local community groups and resident associations and we are in active discussions with a number of partners to identify new ways in which the space can be used to benefit local people. This includes linking with RAISE Norfolk and Top Banana to facilitate courses in catering, barista skills and healthy eating activities to help people to re-build self-confidence, improve health and move closer to local job markets. STAFF

EXPERIENCE AND RESOURCES:

Our ICT Training and Deputy Manager presents over 10 years experience of working within the organisation, and leads the development of our pre-employment support and ICT training packages with excellent links to key partners including JCP and East Coast College. FMFA took ownership of the Drill Hall on July 14th 2010, supporting a wide range of benefits to the charity including a range of efficiencies to operational and core costs and capacity to develop new services in response to local needs and requests. The Drill Hall is a community space with incredible potential and FMFA are incredibly active in seeking capital grants to improve and maximise how the hall space can be utilised for a wider variety of community projects and services. FMFA Project Manager began working with the organisation in 1991, facilitating the PM role since 2006, presenting extensive experience and expertise of the locality and it's key strengths and challenges.

FMFA is committed to continuous reflection, inquiry and revision of our priorities and services, to ensure we remain aware and responsive to the changes and challenges that are currently, or are likely to be experienced by our local communities. We utilise both in-house service reviews alongside regular external and independent consultations, to ensure our policies and practice remains aligned with local needs through targeted fieldwork and on the ground research and analysis. FMFA strives to ensure vital standards of best practice are maintained, improved and surpassed, with clear plans and indicators in place, supported by regular Director, staff and Volunteer meetings alongside external stakeholder engagement including participant groups, customers and other local community organisations and partners.

Within the scope of best practice; FMFA undertakes a range of checks and balances to ensure activities are focused and informed through local knowledge and expertise; and can generate additional benefits and outcomes through positive representation of local people within both internal and external structures of influence. Approaches we apply to this area of work includes:

- (1) Ensuring services aimed at addressing local priorities are fully supported through the

commitment of local people; by encouraging opportunities for local residents to actively participate in decision making processes and areas of delivery and leadership whenever possible. (2) To add value to local services by ensuring resources, skills and activities for volunteers and other local groups can remain accessible and open, such as working with RAISE Norfolk to increase employability for adults with SEN via flexible and joint working arrangements with our community kitchen and ICT Training space. (3) To develop activities orientated to commercial investment whilst improving access to key services and products for local people. For example ongoing plans to develop a furniture re-use shop in the market area; supporting opportunities to develop linked volunteer and training programmes such as customer services and warehouse operative whilst creating room at the Drill Hall to develop new resources for skills training, and space for recycling and re-use activities.

DELIVERY FOCUS:

The activities and services described in this proposal are focused on providing support to the following ITT Priority:

SCOPE; EMPLOYABILITY: - Providing direct support to help people in developing their skills and capabilities to access meaningful occupation and paid employment.

OUTPUTS AND OUTCOMES: PROJECT TARGETS: The project service will be available 5 days a week; Monday to Friday with options to extend into evenings and weekends in response to local preferences to be discussed and decided on a case by case and needs basis. The outputs over the 1 year delivery period are as follows: To advance the knowledge and skills for people who lack ICT confidence and which can reduce confidence and present a barrier to employment. Covering group and one to one support. 105 people to attend drop-in and structured ICT support sessions; leading to a minimum of 71% of attendees to complete a basic L1 course. ICT training will continue to be targeted towards individuals who are the most at risk due to their levels of ICT literacy; including risk of sanction from welfare support due to presenting learning and practical barriers to completing the requirements of Universal Jobs Match and Universal Credit.

Over the last year FMFA have seen a considerable increase in presentations and requests for support from people who are in desperate and critical need as a result of being subject to welfare sanctioning regimes. Therefore a key priority will be to ensure local people who are long-term unemployed and economically inactive are equipped and supported to mitigate and reduce risk of sanction through improved ICT literacy and access support. FMFA will work with key information and advice organisations including Norfolk CAB to ensure participants receive accurate and up-to-date assistance and support in areas including managing tribunals and advocacy on legal matters. 50% of participants will be aged 50 years or over and 50% of participants will be eligible under protected characteristics (presenting with additional physical, emotional and or mental health support needs).

PROJECT OUTCOMES: A minimum of 35% of participants will undertake a volunteer opportunity within FMFA or local placement. A minimum of 20% of project participants move into

further education or training. A minimum of 17% of project participants move into employment including self-employment.

SUPPLEMENTARY OUTCOMES: FMFA will also achieve a range of additional outcomes which will ensure the economic benefits of our core activities are felt most tangibly in neighbourhoods that experience the highest levels of socio-economic deprivation including South and Central Great Yarmouth (Nelson Ward); and which includes: Participants will be less at risk of social isolation by being better supported and more confident to access and join new local community groups, with increased capacities and resilience to respond to changing social, economic and environmental factors. Participants will be better supported to access specialist advice services and resources through the delivery of multi-agency drop-in's and improved service integration via the Drill Hall.

COMMUNITY NEEDS:

FMFA are developing new activities in response to the tangible declines in the social and economic landscape; and which is clearly demonstrated through the following evidence sourced via the ONS Index of Multiple Deprivation 2015 and NOMIS: Great Yarmouth accounts for 39% of all of Norfolk's neighbourhoods in the bottom 10% nationally for overall deprivations despite only comprising 11% of the county's total population. Great Yarmouth is ranked at the very bottom out of 326 local authority areas for deprivations relating to education, skills and training and 37th for deprivations relating to income. These challenges are shown in the seasonal variations of the monthly claimant count, with a range in the last 12 months between 1.2 and 3.4% of the working age population, with the high mark of these figures shown during the winter months of January and February. The Borough's job density is also much lower than the national average and only 17% of the population having qualifications up to and above NVQ Level 4, which is less than half the national average. The area also suffers from a drain of incomes with average earnings by workplace at £518 compared to the same figures for resident earning per week of £449 or £368 for female employees.

BUILDING SOCIAL RESILIENCE:

The nature of local support needs are becoming increasingly complex and challenging, due to the inter-correlation between social and economic factors creating crises and the need for ever more sophisticated and co-ordinated support interventions, from statutory agencies, local government, voluntary organisations and legal bodies. The situation for Great Yarmouth is further exacerbated by the decline in public sector funding, meaning that many citizens are now bereft of support as services either close, reduce capacity and or implement more stringent eligibility criteria to only focus on the most critical cases. Therefore our approach to finding solutions for local citizens centres on early help and prevention; and recognising that a mix of interventions is required if participants are to find the stability from which to build a more fulfilling life.

APPROACH AND RATIONAL:

The complexities of needs being presented by participants includes people experiencing more than 2 of the following conditions. Poor mental and emotional wellbeing; long-term unemployment including inter-generational and under-unemployment; facing financial exclusions due to issues including a reliance on welfare support, rising household costs and dealing with unmanageable debt; risk of homelessness and loss of independence due to issues including substance and alcohol misuse, repeat criminal justice involvement and offending behaviours. In response, additional approaches via this proposal includes: Developing a new multi-agency support and activity hub that can assist better integration between local VCSE services, advice agencies, statutory support, community activities and social networks. Delivering new multi-skill workshops that will better appeal to local men who would otherwise be reluctant to access social and community based support. Re-developing our ICT training resources to become more community focused, and driven through enabling local citizens to share their knowledge and skills for wider personal and community benefit.

Throughout our long-standing service history FMFA have remained committed to the development and delivery of open and effective partnerships that are inclusive, involving and empowering for local citizens. Our services are built upon the strength of our networks of active volunteers and citizens and which we will continue to develop and grow through this proposal. Examples of which includes:

- 1: Continuing the expansion of partnership work with East Coast College and Norfolk Community Learning Services and the provision of community-based further education opportunities that are delivered directly where local learners already are.
- 2: Building opportunities for citizen-led training and leadership via our Men's Sheds project; and ambitions to expand the area allocated for our 'Shedders' to develop new activities that provide a community benefit. For example making a range of products and resources for local community groups as requested; such as planters and signage alongside cross-generational skills and information shares and repair services. The ambition for the Shed Space is to providing ongoing and affordable opportunities for men of all ages to connect, share and learn new skills and be supported to find their own solutions to personal and local social and economic concerns. This will include helping local men to develop key transferable and practical skills with direct advantages for future employment opportunity's including self-employment
- 3: Building upon work with key local housing charities including Herring House Trust, St Matthew Housing, and Julian Support to better develop inclusive ICT training support, focused around the job club model, and which will include a collaborative network of smaller providers and helpers. This includes work to increase the comprehensiveness, scope, and reach of local volunteer training provision so that local people who are considering becoming volunteers can make more informed choices on the types of opportunities that are available, and be informally introduced to potential host organisations. This aspect will also improve the capacity of local VCSE organisations to share volunteers, skills and resources such as developing collaborative core training packages and to improve information exchanges and referrals between organisations; leading to improved service outcomes.

The funding requested will be directed solely towards the salary for our Deputy Manager who will lead in the delivery of all pre-employment and ICT training support.

Cost: £19,432.40

GYROS

GYROS have been working in Great Yarmouth since 1998 providing information, advice and guidance to refugees, asylum seekers and migrant communities in GY. All of our staff are multi-lingual and accredited immigration advisers. We also have staff who are accredited to give debt advice, PTTLs qualified and TEFL qualified to deliver training.

Project 1: We have delivered employment support and English language support in 2012 when we received Big Lottery Funding for x3 years. With our Big Lottery Funding we delivered a weekly "Job Club" where we saw over 50-70 people week over x3 years. In this Job Club we did support in writing CVs, applying for jobs and English Language Support. This Job Club was specifically for those who do not have English as a first language.

The Job Centre also referred to us often to work with those who could not attend other Job Clubs due to language barrier. (2012-2015) ESF/TCHC funded project "Spring Board"- Work related ESOL embedded Training Programme- teaching interview skills, CV writing, professional language, cultural expectations in the workplace, self-employment etc over a 12 week course. All of our training was ESOL embedded so that clients were learning English while attending the course (trainers were multilingual) to support those with very little language skills to develop them so that they could enter work. (2014-2015) AMIF EU Funding: Supporting Third Country migrant women to develop urban spaces in Great Yarmouth and also to develop enterprise skills.

Funded by Migration Integration Fund with seven partners across the European Union. During this project we also visited other migrant enterprise activities in France, Portugal, Cyprus and Greece and brought learning back and applied it to our project in Great Yarmouth. (2016- Nov 2018) Building Better Opportunities- BBO Project "On Track" Norfolk. Working with 16-24 year olds who are not in education, training or employment and supporting them to develop goals. Partners on the project: Matthew Project, Princes trust, Nansa, Mind, YMCA, ACE Training. Funded until 2020. Neighbourhoods that Work: 5 year BLF Project led by the GYBC. In this project we were crisis support for the project for first three years having x2 funded service connector posts. We now lead on service transformation within the project ensuring that NTW principles of asset based community development are embedded across the patches and also influence service delivery of third party/ other services in the Borough. Funded until 2020.

GYROS have 12 members of staff who work across Norfolk and Suffolk. In Great Yarmouth we are co-located with Age Concern on Regent Street where we also currently run a weekly advice drop-in funded until January 2019. We run a community cafe in the Great Yarmouth Library where we deliver our training. The Library is an amazing community hub and the community cafe we run helps us to be able to offer volunteer opportunities to our clients to support them to

learn English and obtain a work reference so crucial for a CV. As mentioned all of our staff are multi-lingual covering Latvian, Lithuanian, Russian, Polish, Romanian, Portuguese amongst other languages. We are also accredited to give immigration advice, debt advice and have a housing advice specialist. Staff on this project who will deliver the training are multi-lingual with PTTLS qualification to teach adults and also TEFL qualified to teach those who have English as a second language. We are also involved in both the NTW and BBO programmes locally. For the Neighbourhoods that work project we lead on the Transformation of Services Agenda so we are embedded in all the local Neighbourhood Offices in GY and also have two workers who hot desk in the Early Help Hub on a weekly basis. For the Building Better Opportunities programme we work with 16-24 year olds who are not in education, training or employment and support them to set goals to move towards this and we run a weekly drop-in at the Job Centre and also in the GY Library to support young people 1-1 with these goals.

For the funding we would like to run a Job Club/ ESOL Training session for x4 hours delivery per week. The first two hours will be a drop-in Job Club where migrant communities can come to get support with applying for jobs, job search, access to meaningful employment, transferring qualification from home country to UK etc, learning their skills, capabilities, strengths and assets so that they can gain meaningful employment. This will be followed by a 2 hour weekly Employment ESOL Embedded Training course where people can learn what to put in their CVs, interview skills, how to register as self-employed, cultural expectations in the workplace all ESOL embedded so that they learn the English language skills which will help them to find employment. The course will be ESOL embedded employment support training. The course will run weekly on a 12 weekly rolling basis- x4 12 week courses delivered over the year. Participants will also be encouraged to volunteer in the community cafe at the end of their 12 week training course to support further English language learning, customer service skills, relevant work experience in the UK. Outcomes will be measured by using the outcomes star with all who attend the training- one at the start of the training and another at the end of the training to measure success of reaching outcomes. One further outcomes star will be completed at the end of their volunteer placement in the community cafe. The project will be sustainable because all those who attend will learn life skills and language skills which they will continue to use after the life of the project. Some will continue to volunteer in the cafe after the life of the project. We do not currently receive any funding to deliver any training such as this so there is no conflict with any other funding should this be funded all outcomes will be directly attributed to this fund.

Outcomes:

Improved English language skills

Improved customer service skills

Improved CV writing and Job Search skills

Improved awareness of cultural norms in UK workplace

Improved integration into the wider GY community- through a) English language skills b) volunteering in the local cafe which is based with a crucial GY community hub Improved support networks in the community- through meeting people at training and during time in the cafe Increased resilience and lessened vulnerability

Giving back to the community- volunteering

The beneficiaries for this project will primarily be those from migrant communities who do not speak English as a first language. Our research tells us that the majority of clients we see move to the UK to find work in the UK. We know this because we have been working with this client group in Great Yarmouth for over 20 years. A major barrier to finding work is English language skills. Alongside this often those from migrant communities find work in local factories where they do not get the opportunity to develop their language skills, their work skills and capabilities. They are often under-employed in terms of their level of education in their home country (often tertiary level) and their skills set. By supporting migrant communities to learn English we can support them to find employment and also to find employment more relevant to their skills set ensuring that their skills are maximised for the benefit of the local community.

As described we will use outcomes stars to monitor our delivery of training x outcomes stars (start and finish) will be completed by each person on our training with an additional one completed by those who undertake training. We will keep a record of all those who attend the Job Club and also the reason for their attendance on our database- so we will be able to pull off and report on this data too. This will also give us and the Borough Council a good snapshot of nationalities and work related issues across the Borough as currently this is unknown. We have included in our budget time for someone to project manage and coordinate the admin and reporting for this project. Within our team we have x2 researchers who are very competent in pulling together qualitative and quantitative data and presenting it in report format for funders. We can also analyse and look at any trends identified within that data.

For this project we will work with the Great Yarmouth Library as we will deliver our training there and also our community cafe is based in the Great Yarmouth Library. We will also communicate with partners on our Neighbourhoods that Work project and the On Track Building Better Opportunities project to make them aware of our services and ensure that they can refer in. We also work with the Job Centre as we hold a drop-in there each week for young people so we will ensure that they are able to refer in- we know anecdotally they struggle to work with those who do not speak English so a very quick partnership will grow here. As mentioned we also sit in the early help hub on a weekly basis and work in partnership with Sue Robinson the EHH coordinator. GYBC staff attend this and often bring GYBC tenants as cases for support. We will ensure that through our partnership with the EHH and other organisations who attend that we are picking up any referrals re migrant communities and employment/English language support.

Cost: £18,190

Norfolk Citizens Advice Bureau

Our 'project' is based on continuing the provision of free, high quality, impartial advice and information to enable local people to deal positively with the increasingly complex challenges they face, to improve their resilience and to take control of their lives. We know from experience that this leads to better outcomes not only for the individual but for the wider local community. This is entirely in line with Great Yarmouth's strategy and vision contained in their 'Neighbourhoods and Communities' objectives within their corporate plan. Our experience and track record date back to our first office at the library in Great Yarmouth over 50 years ago and we have maintained a presence in the town throughout this time helping local people. We are currently based close to the town centre as well as having outreach services in other wards which were as a result of our own analysis of local demand. We therefore run a highly regarded outreach service in Ormesby and Scratby using local parish halls which provides a service to people who otherwise would not be able to access free and impartial accredited advice. In addition to this, invaluable advice is contained in regular articles that our team write in the local 'Community News' which we know is extremely useful to local residents.

In the year from January 2018 we have helped a total of 1,920 Great Yarmouth residents with 11,868 issues that they needed assistance with. The attached 'Key Statistics' for Great Yarmouth outline more of the detail and scope of our work to date in the Borough. From this, it can be seen that since January 2018, 255 Great Yarmouth residents have come specifically to seek support with 788 employment related issues. As part of this we have helped people to deal with unfair dismissal claims where they have then been able to move forward and find alternative employment or seek redress from their employer. Moreover, we have supported people to help them complete a job application form prevising both guidance and access to a computer where necessary. This has enabled people to feel confident about applying for and gaining paid employment. We are also committed to continuing our work mentoring and supporting volunteers who work with us to gain the skills necessary to go on to find paid employment. We have several examples of this in Great Yarmouth where volunteers have progressed following a period of learning and development to successfully apply for a paid post within Norfolk Citizens Advice and some who have gone onto successfully apply for paid employment in other organisations. This is a great benefit to both the individual, the organisations they work for as well as the wider local community who benefit from an increase in economically active citizens. In terms of references we have worked in the Borough for many years but if you require additional contact details you may approach Chris Jones or Robert Cooper at Norfolk County Council, Adam Clark at Norwich City Council, Liam Pickering at South Norfolk District Council, Sonia Shuter at North Norfolk District Council.

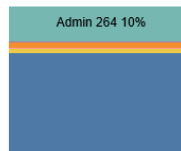
Key Statistics

Norfolk (member)

Summary

Summary	
Clients	1,744
Quick client contacts	176
Issues	11,868
Activities	2,615
Cases	2,096
Outcomes	
Re-imbursements, services, loans	£300
Debts written off	£12,364
Other	£1,120

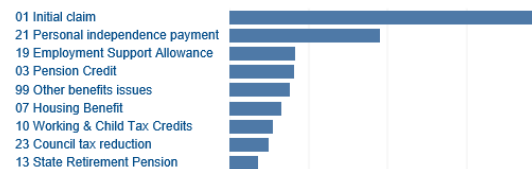
Channel



Issues

	Issues	Clients
Benefits & tax credits	798	294
Benefits Universal Credit	610	247
Consumer goods & services	193	81
Debt	7,133	453
Discrimination	27	18
Education	11	9
Employment	788	255
Financial services & capability	472	140
Health & community care	53	30
Housing	427	206
Immigration & asylum	73	33
Legal	362	182
Other	147	84
Relationships & family	485	191
Tax	64	40
Travel & transport	82	44
Utilities & communications	143	43
Grand Total	11,868	

Top benefit issues



Our Great Yarmouth service is fully accessible and open to local people four days each week and, as previously mentioned, has helped over 1,920 local people this year to date with 11,868 issues. This gives some indication of the level of demand for our services and the increasingly complex nature of help being sought by local people. We have 16 fully trained volunteers who are supported by our on-site local manager (Advice Coordinator). We also have a specialist Money Advise Service debt caseworker based at Great Yarmouth. Additionally, the local Great Yarmouth service is supported by the management and administrative functions of Norfolk Citizens Advice. This provides operational, developmental, financial and HR support to Great Yarmouth as well as access to the National Citizens Advice resources as a result of our membership of that organisation. We want to extend our service in Great Yarmouth and are currently aiming to raise our local income to enable this service to expand to be open five days each week.

Because we are able to provide accredited, quality assured advice under the Advice Quality Standard (AQS) we ensure that our teams are trained and re-trained with the most up to date resources so that they can provide relevant and current advice in line with all regulatory and legislative changes. Our volunteers and staff are experts in their field, providing accredited advice and information on a range of topics including employment issues. The attached key statistics show the range of advice issues we deal with. Our teams are made up of local people who have undergone extensive training and are fully up to date on all of the latest information including that which relates to employment issues, for example around employment law for which we have specialist trained volunteers with many years' experience and qualified FCIPD. As part of the national network of Citizens Advice, our training, monitoring and evaluation

systems are all supported by this wider network, enabling us to ensure that our service delivers excellent results. Our existing feedback demonstrates that 100% of our clients would use our service again, 99% were happy with advice received and 86% felt their wellbeing had improved due to our intervention.

Our approach is to offer an open-door service to anyone who comes to us for support. We allocate appointments to local people on a first come first served basis, but with time slots so that people are not having to wait in our office to see an advisor. Our appointments are not time limited and we will spend as long as it takes with each client and will have repeat appointments when needed to enable people to fully resolve their issues. Our approach is non-judgemental, confidential and professional. We are able to give accredited, relevant and expert advice, including that which relates to employment and training to enable local people to enhance their life chances and opportunities to enter paid employment. Because we are able to provide advice and information on a range of matters, we are able to support clients with other issues that relate to their ability to maintain or seek employment. Commonly this will be around debt issues and benefit entitlements, but will also include a wide range of often related issues that people need assistance with in order to resolve often urgent and crisis situations and to then become actively engaged in their local communities, for example gaining experience as a volunteer in a number of organisations in readiness for seeking paid employment in the future. The key statistics alluded to and attached in previous answers clearly demonstrate this. As a local charity we are proud to have the support of 16 volunteers who work in Great Yarmouth alongside our two paid staff, the Advice Coordinator and the Money Advice Service Debt Caseworker.

This provides an exceptionally professional service whilst also ensuring incredible value for money. Our limited resources are used extremely efficiently to ensure we can provide the most benefit for local people. Although referred to as volunteers this does not account for the consistent, professional and expert input our teams of highly trained volunteers provide. The true test of our success is the impact we have and the positive outcomes our clients experience. We monitor this in several ways including asking for client feedback, reviewing case notes (case checking) and completing impact studies. The majority of clients we receive feedback from is very positive and demonstrates high levels of satisfaction. Whilst it is difficult to place a financial value on our work, H M Treasury have approved a financial model that allows us to value many of our activities and place a value on the outcomes that we achieve. The latest information demonstrates that for every £1 invested in Norfolk Citizens Advice we generated at least: £4.98 in savings to government giving a total of £4.98M £23.47 in benefits to individuals giving a total of £18M £26.95 in public value giving a total of £20.8M We currently receive an amount of grant funding from Norfolk County Council and this enables us as a local charity to provide a core service across the county from several offices and outreach locations. However, this core funding is not sufficient to cover our costs for providing a comprehensive service at each location and so we are limited in the number of days and hours we can operate. Any additional funding we then receive in the form of grants from District and Borough Authorities enables us to focus additional resources in those areas to open additional days. We are also proactive in seeking funds from non-statutory sources (primarily Trust Funds and Lottery/EU sources) in an attempt to increase our reach across the county and have several project specific funding bids

to help achieve this. For example, we secured 1 year funding from the EU as the Europe Direct Information Centre for Norfolk and which directly benefits non UK EU Nationals who live in Great Yarmouth.

The additional funding we are seeking will ensure we can continue to operate for 4 days each week in Great Yarmouth as well as continuing with our important outreach work within some of the hardest to reach communities in wards within the Borough. We are also seeking further additional funding from Trust Funds specifically in the Great Yarmouth area as we explore how we can respond to the current unmet levels of demand in the area. We are regularly approached by more people each day that we are open in Great Yarmouth than we can offer help to. We would like ultimately to receive sufficient funding to enable us to open at least five days per week in order to cope with the level of demand for our services. We have also been successful recently in attracting funding (from the Norfolk Community Foundation and several Trust Funds) for our 'Digital Hub' project which will enable us to answer an additional 7,800 calls and emails that come through our Adviceline from Norfolk residents, with significant numbers of these in the Great Yarmouth area. This will provide telephone, email and ultimately webchat services to people who otherwise could not access a service. This may be because they are isolated geographically, cannot afford transport to get to our office in Great Yarmouth, are unwell or have a disability or for whatever reason find themselves unable to attend a face-to-face appointment. This project will significantly enhance our provision in Great Yarmouth and across the county generally providing added value and increased reach to the local community including those who are the most vulnerable and isolated.

We help anyone who comes to us in Great Yarmouth. Our mission is to provide a free and impartial service to everyone in the local community who comes to us (either physically or via phone or email). We are able to analyse information around the types of people who need our help. In Great Yarmouth this year we have seen that 7% of our clients are disabled and 27% have a long-term health condition. However, most people who come to see us are the most vulnerable and marginalised people in our local community. People tend to visit us when they cannot deal with a problem and, once they visit, it is common for people to highlight a number of complex issues rather than the single issue they at first spoke about. 255 people who have approached us this year for help with 788 issues relating to their employment. Again this may also have an impact on their housing or debt as many of these issues relate to people experiencing unemployment through redundancy, dismissal or short term contracts coming to an end. Our approach to helping people in these situations is such that we can provide free, impartial, independent and accredited advice from fully trained advisors to ensure people can deal positively with these issues and find a way forward.

People come to see us in Great Yarmouth who need support to help them back in to training, education or employment. We are able to provide advice on courses available as well as advice and practical assistance on how to develop skills necessary to find gainful employment. We also offer opportunities for volunteers to work with us and become trained advisors. This has enabled many people both to gain in self-confidence as well as acquire the necessary experience, training, qualifications and skills to go on and find paid employment. We have supported several people to become volunteers in Great Yarmouth who have then gone on to find paid

employment. We will continue to offer volunteering opportunities as we develop our services further, including establishing more outreach services in wards within the Borough that make it difficult for people otherwise to receive a service (as we have already done in Ormesby and Scratby).

We will also be developing enhanced digital services (Adviceline/phone, email and webchat). For this we will need to encourage a significant additional number of volunteers to work with us over the next 12 months and for whom, some will then be able to go on to find paid employment. We also offer paid opportunities within NCA that many of our volunteers have taken advantage of. Many of our existing team of paid staff started as volunteers and were able to use the opportunity to train and develop within their role, gaining the experience and knowledge to then go on and successfully apply for a paid position. Moreover, we have been able to ensure people who come to us for other advice, have, by virtue of resolving the issues they visited us about, have gone on to become more economically active. For example, we have assisted many hundreds of local people to resolve their debt situation and thereby created more disposable income to spend locally. We have supported people to resolve their housing issues so they can retain their tenancy, stabilise their lives and go on to become more secure and retain employment. For those in receipt of benefits, we have ensured that people receive the correct advice and information and, where necessary, are provided with support to make appeals (mandatory reconsiderations) to ensure they receive their full entitlement to benefits. This in turn ensures they have more income available to them and so can move forward positively contributing to the local economy.

We use Casebook as a secure recording and monitoring system that ensures we can keep track confidentially of all those people who come to see us, including the advice they have been given, the accredited sources of such information they have received and a clear record of the outcome of their contact with us. This enables us to measure the success of the outcomes for any person who visits us. An example report of 'key statistics' for Great Yarmouth has been attached to a previous question and gives an indication of the level of reporting we can and do provide to measure the outcomes achieved. Moreover, we also receive feedback in the form of an evaluation from many of the people who visit us for help and advice. This tells us if people have been satisfied with the advice they received, what impact it has had on the issue(s) they have experienced and whether they have experienced any improvement in their wellbeing as a result of the help we have provided.

We have a stated aim of working in partnership with all key stakeholders, particularly in the voluntary and statutory sector. We have already established positive, collaborative working relationships with many other organisations and wish to develop this further for the benefit of local people. We are keen to see the further strengthening of partnership arrangements that see the shared use of resources to more effectively provide a range of services. For example, in Great Yarmouth we have been discussing with the Library Service the possibility of eventually basing ourselves within the library so that we can coordinate our services with the library as a central hub within the local community and also to ensure we are even more accessible to everyone. We have also already established good working relationships locally with community groups such as the Bread Kitchen and Revolutionary Roots for which there is mutual benefit for

all of our respective clients. In addition to this we work closely with our allied partners in the voluntary advice sector for example, MAP, Shelter, Age UK, Equal Lives, NCLS. Moreover, as part of the steering group within the Norfolk Community Advice Network (NCAN) we ensure we work with all organisations who are either also steering group members but also those who are strategic partners of NCAN.

These strong partnerships enable us all to work together to ensure people are referred to the most appropriate organisation based on their needs at any given time. We are also able to share resources for staff and volunteer training as well as look at partnership arrangements for specific aspects of service delivery. For example, debt advice or our involvement in a neighbouring part of the county in ensuring that partnership working benefits the establishment of a multi-faceted approach to Social Prescribing. We plan on developing these positive collaborative partnerships in Great Yarmouth and aim to liaise more widely with other organisations including DIAL. This can best be highlighted by our intention to look at ways we can work with all interested parties as we roll out Universal Support in Great Yarmouth from April 2019. Our intention will be to continue to work with all agencies and organisations (DWP, the Borough Council and the advice sector generally) to ensure we can coordinate the support to all Universal Credit claimants from the moment they need to start a claim right through to them receiving their first payment.

Please see attached budget spreadsheet which is for the entire service we aim to provide in Great Yarmouth. As there are economies of scale achieved by including all costs for the complete service it would be impossible to breakdown a service specifically based on the activities in Lot 1 or Lot 2 alone. In fact, both complement and are complemented by our core offer which is included in the total budget and in the grant being sought as part of this bid. For clarity, the total we are seeking is £25K for both Lot 1 and Lot 2 which would provide funding for the Great Yarmouth office and outreach service to open at least 4 days per week. The £25K would cover the cost for a notional 1.4 days per week and our other core funding would pay for the remaining 2.6 days per week.

	April - October	12 month calculation
<u>Overheads</u>		
Salaries and pensions	13177.29	£22,589.64
Staff costs	498.75	£855.00
Volunteers costs	2516.17	£4,313.43
Property costs	20643.15	£34,738.26
Info/Books & Subscriptions	247.26	£423.87
Telephone	1273.56	£2,183.25
Postage	20.24	£34.70
Stationery	213.50	£366.00
Photocopying Leasing	910.73	£1,561.25
Repairs and maintenance	80.00	£137.14
Small capital items	188.55	£323.23
Professional fees	1425.23	£2,443.25
Governance costs	50.00	£85.71
Miscellaneous expenses	40.21	£68.93

41284.64

£70,123.67

Cost: £25,000

DIAL Great Yarmouth

The Money and Debt advice service at DIAL was established in 2009 and continues to provide debt advice to residents experiencing financial difficulties. Our debt advisors are registered with the IMA (Institute of Money advisors) with 2 being qualified to Debt Relief Order level with others continuing professional development to achieve the qualification. As members of the IMA all Money and Debt advisors receive regular training and information ensuring that they are compliant with changes to legislation. In order to provide Money and Debt advice DIAL is required by law to be licensed with the FCA (Financial Conduct Authority) license number 711136 and provide annual reports to retain status.

DIAL has been contracted by GYBC to deliver tenant support for the last 4 years working closely with the rent income team to ensure a high quality of service is maintained. Since April 2018 we have worked with over 220 GYBC tenants many having been referred direct from GYBC and as a result of our current contract which ends in March 2019, will over achieve the agreement of working with 250 tenants. With DIAL's help tenants have seen their household outgoings decrease by over £195,000.00 as a result of manageable repayment plans being set up with creditors and in some cases Debt Relief Orders for those with high levels of debt. Since the introduction of GDPR the direct referral process has had to be revised and where possible telephone calls, in agreement with the tenant are now being transferred direct to us enabling us to arrange for the tenant to have a face to face appointment.

DIAL continues to recognise the complex and often chaotic lifestyles of tenants and looks at how best to create lasting change and engagement with the support that we offer. Our advisor works closely with the housing department to prevent evictions and the associated impact on health, wellbeing and homelessness by referring to our extensive range of partner organisations who offer specialist support to those with specific needs and challenges. References can be obtained from Trevor Chapman and Amanda Nugent. DIAL has also managed the Personal Budgeting Support contract which is managed by GYBC in partnership with the DWP and local Job Centre. This contract was awarded in April 2016 to provide both face to face support for new claimants and Personal Budgeting. In April 2017 this was amended to providing Budgeting support only with Work Coaches at the Job Centre referring any resident requiring help to manage their finances as a result of moving to Universal Credit. Since April this year over 200 residents have benefitted from the support of our Budgeting support advisor who has helped, with support from other Charities to secure electrical items, beds, carpets, food items together with reduced stoppages direct from benefits as a result of various overpayments. In the last month over £4000 for 2 families is being repaid as a result of monies being stopped from benefits as a result of monies being stopped from benefit entitlement despite it being included in a debt relief order over 4 years ago. References can be obtained from Miranda Lee GYBC/ Anne Rawstron DWP.

DIAL is a well-known and trusted organisation and has provided information and advice to residents across the Borough since 1985. Our well-equipped, fully accessible premises on King Street are within easy reach of public transport and have car parks close by with disabled on street parking outside the building.

Our premises are used by many other organisations including Credit Union which provides a service to residents on Mondays and Fridays, Pensionwise, Stonham and from January 2019 MIND will also be having a presence in the building. DIAL is Matrix accredited until March 2020 having been re-assessed in March 2017. We are also a Disability Confident Leader with re-assessment due in August 2020 one of only 2 across the Borough. DIAL continues to develop partnership relationships and as a result has been able to further expand our reach into communities enabling us to provide greater support to vulnerable individuals and their families to develop personal independence and resilience. We have invested in our workforce making sure they have the specialist skills needed to deliver an "Institute of Money Advisers" (IMA) recognised money and debt advice service, whilst upskilling our benefit advisors with regular training to ensure changes to legislation are known.

Qualified and experienced personnel deliver an expert debt counselling service constructing personalised debt management plans. Our advisors negotiate with creditors on behalf of residents and offers "Debt Relief Orders" (DRO's) service where appropriate. We continue to offer support services during the DRO period offering advice on household budgeting and energy efficiency to greater reduce the household outgoings. DIAL continues to offer the Personal Budgeting Support service as part of the Universal Credit delivery model supporting residents to move to a single household payment with expert budgeting advice, working in a community setting as part of a cross sector partnership delivering personalised support packages for families and individuals. As an indication of the breadth of specialist advice service offered, DIAL delivers "Multi Discipline" support as a stakeholder on the Neighbourhood that Work partnership project. This service offers a wide range of advice including housing, rent arrears and much more. DIAL's specialist benefits advice service offers Appeals advice and support in addition to the help given to complete the complex benefit application forms. This is a specialised area which requires a real-time working knowledge and understanding of the ongoing welfare reforms that continue to take place. This is maintained through our close working knowledge with the local and regional DWP and the high regard in which DIAL is held by the local tribunal service. The above supports vulnerable and disadvantaged residents and is much valued by those living in and across the Borough.

Our proposed service would be available to all living within the Borough but would focus on the most deprived wards providing opportunities for some of the harder to reach residents to access our services. For many who have complex and challenging lifestyles, financial issues are difficult to face up to and often have a detrimental effect on the health and wellbeing of the family unit. Our proposed delivery would be to hold regular drop-ins and information sessions within the deprived areas in local community centres, libraries, doctors' surgeries (as part of Social Prescribing) Neighbourhood centres and Housing offices to enable residents to take the first steps into seeking help and support.

The information and drop in sessions would be held at varying times throughout the month including Saturdays and evenings to raise awareness and give as many people as possible the opportunity to find out about the help available. Alongside this we would also work closely with the rent income team, EHH and Neighbourhood managers and their teams to encourage referrals into this service. Residents will be encouraged to become champions within their local communities so that they have a basic up-to-date knowledge to share with residents providing peer support outside of normal working hours working alongside our experienced advisor to develop their knowledge and understanding of financial issues. Developing peer support groups will ensure that residents will still have access to basic advice and support at the end of the project. DIAL will employ an advisor to provide advice on debt and household budgeting including support when in a crisis together with an admin support worker. This will enable the advisor to be available so that as much time as possible is available for meeting needs of residents. This will include face to face appointments at locations across the Borough, at various times, including our Kingside office, regular drop ins and workshops including a quarterly roadshow. Working one Saturday each month will improve access for residents with family or work commitments. Home visits will be made where the individual is unable to leave their home due to health reasons. Our advisor will work closely with GYBC rent income team and housing officers along with connectors working as part of the Neighbourhoods that work team.

The connectors will support our advisor in engaging and encouraging residents to attend drop-ins, workshops and roadshows delivered in various community locations. The employed advisor will be a member of the IMA (Institute of Money Advisors) and will be expected to keep up to date with all training as part of the requirements for IMA membership, with regular 1:1's with their line manager to ensure this is being achieved. Records of all training both internal and external together with CPD points achieved will be submitted to the council on a quarterly basis for discussion as and when necessary. Monthly meetings will be set with the DIAL manager and GYBC project manager to ensure delivery is on track and that the service detailed in this application is being delivered to the standard required. DIAL currently receives funding for one FTE (full time equivalent) Money and Debt advisor through our Big Lottery funded project together with our existing contract to deliver tenant support from GYBC which expires in March 2019. Award of this grant will enable us to continue to provide a much-needed service for residents at a time where demand is continuing to increase. This funding will provide an additional benefit as we will be able to continue to raise awareness to some of the harder to reach living within our community and to have an in-house referral system for high levels of debt where a Debt Relief order or Bankruptcy is in the individuals best interest.

DIAL firmly believes that it is essential for our work to be delivered in way that is as fully accessible for all based in geographical settings that people are familiar and comfortable with. This will help residents build and develop strong relationships by working together to create a safer and more resilient community in which they live. Many residents struggle to manage their household finances and with low levels of numeracy and literacy skills within many of the deprived wards it is difficult for people to take the first steps to address such issues. Our advisor will build trusting relationships to encourage transparency and gain a broader insight into the circumstances both financial and other wise of the individual to ensure the best possible help and support is given. Changing mindset and behaviour sensitively and sympathetically is

paramount to ensure sustainable progress with individuals helping them to take small positive steps which will in order that they can make changes and improvement to their finances to be successful. The advisor when looking at an individual's outgoings will detail and explain priority debts with rent being the most important whilst looking at areas to reduce outgoings and allow the setting up of manageable repayment plans to ensure rent payments are made and any arrears reduced. They will support the resident, upskilling them to manage and maintain improvement in their financial situation by providing support to help them explore money saving opportunities such as switching energy providers, insurances and Banks.

DIAL's positive partnership approach will identify opportunities for residents to engage in positive activities, helping to replace negative spending habits such as dependency on alcohol, drugs and gambling. This will include promoting DIAL activities such as the Social Blooms gardening project, Get Set DIAL to improve wellbeing as a result of exercise, Craft Group and other volunteering opportunities with DIAL including retail in our Charity Shop and administrative duties within the office. Maintaining a resident's tenancy is priority and any direct referrals from GYBC and the rent income team where the individual is present will be prioritised with appointments being offered as follows: High Priority 5 working days, Medium Priority 7 working days, Low Priority 10 working days. Referrals from all other sources will be offered as and when appointments are available. The admin support worker will contact all residents by phone to remind them of their appointment the day before as experience has shown that people leading hectic and chaotic lives often miss appointments without reminders being given. Where residents fail to attend an appointment with 10 minutes of the start time and where contact is made offer another appointment. Where individuals fail to attend an appointment on 2 consecutive occasions a letter will be sent offering another appointment whilst advising that should an appointment be made and they fail to attend the file will be closed. Where the individuals are known to be GYBC tenants and authority has been given to share information, the rent income team will be informed. Monthly reports will be sent to GYBC to advise of the following: Number and locations of drop-ins/workshops Number of "face to face" appointments booked, attended, new and ongoing cases. Successful reductions in outgoings including amounts saved. Number of residents attending other DIAL services including volunteering opportunities.

DIAL has a proven track record for collaborative working and is involved in a range of partnership projects. These include a Lottery funded project with 6 partners and being led by GYBC along with an ESF project involving several voluntary groups and is being led by East Coast College. DIAL also participates in the Early Help Hub and represents the voluntary sector on resident led Neighbourhood Boards. On average we connect with more than 20 different services each week either from referrals being made into other services or receiving requests into our services. DIAL works closely with the Neighbourhood teams to embed money, debt and benefits advice within the communities they serve. This includes providing workshops to smaller community and self - help groups so that they can offer basic up-to-date information and guidance which reduces the need for residents to access more formal services. This helps to ensure that support is available outside of normal office hours encouraging people to develop supportive peer networks.

DIAL is committed to providing a service that is flexible in order to meet the needs and demands of local people currently providing Money, Debt and benefits advice at various locations across the Borough. We recognise that travelling into Great Yarmouth could be a barrier for those wanting to access our services both from a financial aspect and from those feeling more comfortable in locations with which they are familiar. We open on a Saturday giving those that work or have other commitments, e.g. Carers, the opportunity to access advice and guidance at a time convenient to them. This is particularly important for those who receive letters on a Saturday from bailiffs etc and who suffer from anxiety and health issues. Having someone to talk with can reduce the need for crisis intervention during a weekend and whilst we may not be able to resolve the issue there and then we can put the individuals mind at ease. We would look to provide advice from other venues across the Borough as and where the need was identified. We would continue to offer home visits as and when a specific need arises for example if resident was unable to leave the home, this would include joint visits with GYBC where engagement has been difficult, and tenant is facing risk of eviction.

Cost: £24,447.28

Foodbank plus

The Great Yarmouth Foodbank was set up in 2015, by local churches partnering with the local council. Since then it has grown in terms of links with local agencies, provision of crisis relief, number of volunteers and number of outlets. As well as food provision, the Great Yarmouth Foodbank also offers volunteering opportunities (especially for those who have benefitted from the Foodbank), fuel provision with advice, cooking on a budget courses, help with debts, agency training, food provision for families during school holidays, household and toiletry items, clothes provision, homeless packs. One of the key roles of the Foodbank is sign-posting clients to relevant services and agencies, including those who visit at least monthly (CGL, Job Centre Plus, Neighbourhoods that Work, Police, Medical services).

The benefit for the local community has been massive and the need continues to increase as the impact of Universal Credit upon the most vulnerable continues - see attached statistics. The impact of this support on individuals and families is that they are freed from the anxiety and stress of finding food, fuel and essentials during times of crisis, along with having people to talk to and look to for support and sign-posting during this difficult time. When these clients are provided with food and fuel this also has a major positive impact on the physical and mental health of our clients, including that of the many children whose families are beneficiaries. We have a proven track record for helping people move on beyond crisis situations to living fulfilling lives which contribute to the local community, especially those suffering from poor mental health, unstable housing, addictions and unemployment. For example, Jack came to us through probation 3 years ago with poor mental health.

Over the past few years, the Foodbank provided support, links other organisations, positive relationships. He has now set up a company which as well as providing a valuable practical service also supports others who are unemployed and experiencing crisis to gain confidence, professional skills, and team-working experience. He also now volunteers for the Foodbank and acts as a role model to many of those who attend.

Physical and structural Resources:

4 centres (3 in Gorleston, 1 in Great Yarmouth). Looking to establish 2 more centres, one in the villages and one in Great Yarmouth, for which no additional funding will be needed. This includes use of internet, computers, telephones for clients in order that they can access essential services (e.g. Universal Credit journals, job applications, writing CVs, contacting utilities). These centres also provide storage space for food and essentials. Due to the increase in need over the past year, these storage facilities have been expanded and now include a food container and a cabin which is being re-developed not only for storage but with additional facilities of laundry and showers.

Relationships:

The Foodbank is extremely well-known and well-respected in the local community. We have excellent relationships with a wide range of community services (e.g. schools, colleges, local firms, superstores, Police, medical centres), charities (e.g. DIAL, CAB, Matthew Project, CGL, Christians against Poverty, The Living Room) and statutory services (e.g. Social Services, Great Yarmouth Borough Council, Children's Services, Job Centre Plus). We provide training for these groups about the Foodbank, a safe, relaxed (and if necessary confidential) place for them to come and easily meet with the people they work with, and liaison around specific clients. We will also signpost as necessary to help people move beyond their crisis situation.

Volunteers:

We have a team of volunteers who collect food from supermarkets, pack boxes, provide refreshments, work on allotments, administration support, prepare food, serve meals and deal with clients. We have begun to offer mentoring, tailored support and training for our volunteers in order to help them progress from being only recipients of food parcels to improving their skills, wellbeing and ultimately to help them become effective members of the volunteer team and local community. Many of our volunteers are then able to generalise the skills they have learned to contribute to the wider community. We also receive placements from Princes Trust, Probation, Duke of Edinburgh award scheme, work experience from schools, Police 180.

We are looking to provide increased and enhanced supervision and mentoring for our volunteers and Foodbank users, particularly those who are in the process of moving between being Foodbank recipients to becoming more independent. In practice, this will mean an increase in our provision time from one volunteer supervision group a month to two groups a month. It will also mean that we can provide individual mentoring for Foodbank clients fortnightly for up to 10 clients. We are also looking to provide support groups for those clients who are struggling with addictions. Because we have built up positive relationships over many years with our clients, many of them are happy to talk to us and accept support who would not feel comfortable to visit or open up to other agencies.

We also have good relationships with the agencies working around addiction and could act as a link between the two. We plan to access appropriate training and support in order to be able to run these groups, dependent on funding. This would be a rolling programme and would look at

holistically rehabilitating those who accessed it, with support from other agencies. Both of the planned projects fit closely with the Borough Council's priority for "Neighbourhoods, Communities and the Environment" which aims that "residents will form strong, safe communities that are resilient and work together." In particular it will support the Council's goals within this priority to "encourage voluntary and community activity" "tackle crime and anti-social behaviour" and to "provide support to local residents to access employment, address complex needs and drive community development to improve life changes for people living in more deprived areas of the borough." The projects will do this by tackling the root causes of unemployment and anti-social behaviour, and by encouraging voluntary and community activity as part of a holistic healing and recovery process.

The majority of the beneficiaries of the two projects would be existing and future visitors to the Foodbank. The idea would be to further help them to move away from crisis towards resilience. Many of these are likely to residents in local authority housing. In terms of the mentoring project, the beneficiaries would primarily be people with mental health issues, those who have dropped out of education, those in unstable accommodation, and those looking for work. They would be at a stage where they were ready to consider change and keen to develop their skills. In terms of the addiction project, the beneficiaries would be people addicted in a variety of ways (possibly including alcohol, drugs, gambling, pornography, shopping, hoarding). Many of these are also struggling with additional and complex needs. Monitoring This service delivery aims to create the following outcomes; increased access to support services, increased employability and life skills, increased financial awareness and capability, increased wellbeing and resilience, reduced statutory crisis intervention, reduced dependency on statutory services, and reduced inequalities. Statistics will be gathered around these outcomes numbers being referred, numbers moving into voluntary placements or jobs or both issues resolved, addiction groups attended, training sessions attended, supervision groups attended, mentoring groups attended, questionnaires, people using the services recruited as volunteers, statistics and evidence around moving on.

Our primary partners for the mentoring project will be:

- Neighbourhoods that Work
- A trained counsellor who already works with us
- An experienced and trained mentor who already works with us
- Social Services
- Norfolk and Suffolk Foundation Trust
- MIND

Our primary partners for the addiction project would be:

- CGL
- Matthew Project

- Behind the Wire
- Neighbourhoods that Work
- Norfolk and Suffolk Foundation Trust
- GP surgeries
- Northgate Hospital
- other churches in the Foodbank referral system

Cost: £4,988

Home-Start Norfolk

Home-Start Norfolk has 30 years experience in delivering support to disadvantaged families, with 22 years working in the Great Yarmouth area. In the past Home-Start has worked closely with Great Yarmouth Community Trust who funded an additional Home-Start support worker. Home-Start worked closely with Norfolk County Council who provided statutory funding until March 2017 to offer early intervention support to vulnerable families with young children in disadvantaged communities in the Great Yarmouth area. Since April 2016, Home-Start has received Children in Need funding to support the most disadvantaged children in the Great Yarmouth area, funding which is due to end in March 2019.

In April 2017, the former Home-Start Great Yarmouth and District merged with the other 4 Home-Start charity's in Norfolk, consolidating its delivery model countywide whilst maintaining a strong and effective presence in the Great Yarmouth area, via its office base in Gorleston Library. Three year funding of £468,000 from the Big Lottery is supporting our Right from the Start project which is delivering home-visiting support to families with a child under 2 affected by, or at risk of, poor mental health and / or isolation. Home-Start Norfolk has recently been successful in becoming a delivery partner in Voluntary Norfolk's Better Together Norfolk project, tackling isolation and loneliness in Great Yarmouth and Norwich, alongside other agencies focused on addressing disadvantage in the local community. Work focuses around the NCC Early Help Hub in Great Yarmouth, where referrals are received from a range of different organisations. Kevin Vaughan, the Health and Social Care Manager at Voluntary Norfolk would be able to provide a reference (kevin.vaughan@voluntarynorfolk.org.uk)

Home-Start Norfolk currently has office bases at Gorleston Library and Swaffham Community Centre, providing support to disadvantaged families across Norfolk, with a focus on the most deprived urban areas of Great Yarmouth and Norwich. The experienced and professional staff team of 13 work alongside 110 trained and compassionate volunteers who during the last year have offered home-based support to 393 families with 890 children across the county. Working in partnership with the Early Help Hub, health and education professionals and other voluntary organisations, Home-Start Norfolk provides a vital link to ensure that disadvantaged individuals get the enduring help and support they need to enable them to improve their health and wellbeing, improve their household and financial management, reduce inequality and improve

their children's life chances. The charity is managed by a team of professional managers, consisting of two Family Support Managers who manage referrals, supervise team of family support coordinators, oversee the volunteer training programme.

A Funding Manager oversees the income generation of the charity, monitoring and reporting back to funders. Seven family support coordinators conduct initial assessment with referred families to identifying a support plan to address their primary needs and issues, and monitor volunteers weekly visits to families. All 13 staff members are experienced and established in their field - qualifications include a primary school teacher, early years practitioners, PTLLS teaching certificate, health and social care qualifications, funding certificate, and business administration. Many staff began their career at Home-Start initially via volunteering, which furnished them with a unique insight and compassion for the charity and its effectiveness in making a difference. A Board of 10 Trustees provides strategic direction and management of the charity - trustees with a range of skills including early years, marketing, finance, law and business management. Our volunteer workforce consists of 110 individuals, all of whom have completed a comprehensive volunteer training programme and receive regular ongoing training. All staff, trustees and volunteers undertake an annual safeguarding training update and are subject to an enhanced DBS check.

In order to address some of the wide-ranging inequalities and meet the needs of local communities in the Great Yarmouth Borough, Home-Start Norfolk wishes to provide direct support to disadvantaged families by creating a new 1 year post within the charity of a Family Support Worker. The role of the Family Support Worker would be to provide intensive weekly or fortnightly support visits to around 30 families with young children during the year, addressing their most critical areas of need and building resilience within the community. These families would be considered as having issues and needs too complex for a home-visiting volunteer to work with, however following a period of intensive support, they may then move on to receive one-to-one support from one of our existing trained volunteers, to provide weekly emotional and practical support for a further period of up to 6 months.

This will provide added value to the service, as home-visiting volunteer support will be funded by one of our existing funding streams. Home-based support has been shown to be particularly effective in addressing the needs of the most vulnerable and marginalised people in society, who typically fail to engage with existing support services available to them (known as hard-to-reach). A trusted, regular visitor to the home enables even the most anxious and isolated members of our community to gain support, increasing the social capital of the intervention. Delivery of focused home-visiting support to vulnerable families can lead to lifelong change within a family affected by multiple and complex life challenges, who without support, would be at risk of escalating into a crisis situation. A person centred approach is adopted, aiming to promote empowerment with small steps to reach identified goals. Sustainability is achieved by providing parents with the tools they need to motivate change in behaviour and routines, enabling families to move forward and reducing the reliance on statutory services that are forced to intervene when problems are exacerbated. The new post will complement our existing home-visiting volunteer service in the Great Yarmouth area, and our funded delivery with the Better Together Norfolk initiative. In the past this role has been effective in working with those

families in Great Yarmouth that are deemed to be too complex for the role of a volunteer. Funding for the previous post of Family Support Worker ended in March 2017 but there continues to be a high level of need for this role within the local community.

Home-Start Norfolk will, through this funding, be able to offer intensive support to up to 30 of the most vulnerable families with young children living in Great Yarmouth. The new role of a Family Support Worker will be able to work closely with families identified by referrers as in need of focused support to address challenges and issues affecting their parenting abilities and the long term outcomes for themselves and their families, aim to reduce the inequalities of some of our most vulnerable members of the community. Through early intervention, problems can be addressed and managed, avoiding a crisis from occurring. Families with young children (at least one under 5 years) may be affected by a range of issues causing them to struggle to cope with the challenges of parenting and day-to day routines. For example, struggling to cope with poor mental health or a physical health problems, social isolation, financial/benefits difficulties, or housing issues. Priority will be given to families who are tenants of Great Yarmouth Borough Council and those of the greatest need. Identified families will be supported with weekly or fortnightly visits, providing intensive support to address specific issues such as budgeting or benefits issues, housing problems, behaviour management for a child with additional needs or focusing on supporting the emotional and physical wellbeing of parents and their children. Following a period of intensive support (up to 3 months) families who have made progress with some of their identified issues may be offered follow-on support from one of our existing trained and experienced home-visiting volunteers for a further period of up to 6 months to continue the support plans initiated by the Family Support Worker and empower the parents to take a lead role in addressing their issues.

This will provide added value to the role as volunteer support will be funded by one of our existing funding streams. Great Yarmouth has high rates of deprivation compared to the rest of Norfolk and England, with 5 Lower Super Output Areas in the borough in the bottom 1% in England (IMD, Sept 2015). The introduction of Universal Credit has exacerbated financial difficulties for many residents, who may lack the capacity to access support due to their own health issues. High rates of unemployment, seasonal employment, lack of affordable housing, high levels of obesity and poor mental health can all have a detrimental effect on an individuals motivation and ability to address the complex needs and issues they are face in their daily lives. Families may be referred for support via a number of different routes – including the Early Help Hub, Children's Centres, Health Visitors, School, another voluntary organisation or via a self-referral. An initial needs assessment will establish the priority needs and issues in the family, and support is tailored around the individual needs and issues. The regular support may include assistance to access appointments for benefits advice, support to access medical appointments or counselling sessions, signposting to domestic abuse or substance abuse support services. Delivery of support is monitored and recorded against the identified needs, and flexible to incorporate new or emerging needs throughout the period of support. Data is tracked throughout the support period and improvement against the identified needs is recorded on our client relationship management system. Anonymised data will be available to our funders and used to promote the effectiveness of the service to assist with promotional opportunities.

Home-Start Norfolk has an established reputation for providing family support in the Great Yarmouth area, working with other agencies since 1996 to provide an effective service to address local needs. It is anticipated that this new role will contribute to the effective partnership working that already exists in the Great Yarmouth area, as Home-Start already works in partnership with colleagues within the areas of health, education, libraries and the Early Help Hub, as well as with other local community organisations such as DIAL and the Great Yarmouth Community Trust. If successfully funded, the post holder will be able to develop the partnership opportunities and work closely with the existing community services to develop a network of support services for the most vulnerable in our community. Home-Start Norfolk was recently recognised for its community contribution by being awarded Winner of the Greatest Community Contribution Award at the Great Yarmouth Spirit of Enterprise Business Awards and is keen to build on the success of this achievement.

Cost: £24,882.55