

# Resources and Fire and Rescue Overview and Scrutiny Committee

21 January 2016

## Update Report on the Warwickshire Local Welfare Scheme

### Recommendation

That Resources and Fire and Rescue Overview and Scrutiny Committee consider and comment on this report.

### 1 Background

- 1.1 On 14 February 2013, Cabinet approved the policy and eligibility criteria for the Warwickshire Local Welfare Scheme (WLWS) which is the local scheme implemented in Warwickshire replacing the Government's previous discretionary social fund.
- 1.2 Warwickshire County Council is committed to keeping residents protected from harm and to help people stay independent for longer. The WLWS aims to support Warwickshire residents who are in immediate need of food, heating and need to access preventative services such as debt management. It also provides help to those whose needs are more long term and who have become vulnerable through an ongoing set of circumstances such as:
  - people left homeless (often after a breakdown in family relations)
  - people leaving prison
  - women fleeing domestic violence
  - young people leaving care
  - people with mental health problems or
  - people who are encountering financial difficulties at a certain period of their lives, often through no fault of their own.
- 1.3 The WLWS comprises two elements, one for Immediate Need and one for Planned Need. Brief details for each element are given below:
  - Immediate Need is to assist applicants who are in an emergency or crisis, have no access to funds and no other agencies will provide help. Support is given in the form of food vouchers and credit for electricity or gas top-ups or providing basic furniture and appliances.
  - Planned Need
    - Support is given to eligible applicants by providing a limited range of essential household items that cannot be provided by any other

agency, for example fridge, basic kitchen equipment such as kettle/toaster, bed and bedding.

- The Pro-active Element looks to implement preventative measures to address problems at source and tackle them before they become a crisis. Projects are commissioned to offer services that develop life skills. Grants have been made to projects offering money or debt management advice and cookery or job skills training.
- 1.4 The Immediate Need service was launched on the 1 April 2013, enabling an emergency award for food or heating to applicants who meet the eligibility criteria, and signposting to appropriate alternative services for anyone seeking support.
- 1.5 The Planned Need Support service has been operating since May 2013.
- 1.6 The immediate and planned need elements have approved over 6,500 applications since the Scheme began.

<b>Reactive Scheme</b>	<b>Year 2</b>	<b>Year 1</b>	<b>Total</b>
Immediate Need	2875	2868	5743
Planned Need	441	465	906
			6649

- 1.7 The Planned Need Pro-active part of the Scheme launched in August 2013 and a Panel was set up to assess the bids submitted and agree which projects qualify for funding. The Panel comprises:

Head of Customer Service, Warwickshire County Council (WCC)  
Director Finance & Procurement, Nuneaton and Bedworth Borough Council  
Manager Citizens' Advice Bureau, Warwick Area  
Group Manager, Localities and Partnerships, WCC  
Finance Manager – Projects, Corporate Finance & Advice, WCC

- 1.8 Details of the projects which have been funded can be found in Appendix A.

## **2 Review of the Progress of the Pro-active Element of WLWS**

- 2.1 Following the first year of the Scheme the views of a wide range of stakeholders were sought and some common recommendations for improvements were adopted, such as amending WLWS's eligibility criteria in a few key areas to assist those most affected.
- 2.2 The main changes to the criteria approved by Cabinet on 22<sup>nd</sup> July 2014 were:
- Increasing the number of food parcel awards to three in any rolling 12 month period. This brought the Scheme in line with Trussell Trust foodbanks
  - Allowing vulnerable people experiencing sanctions to apply for support

- 2.3 Demand was expected to increase for the reactive element following these amendments to the eligibility criteria; however, this does not appear to have been the case.
- 2.4 The review highlighted a few gaps in provision where preventative services across the county could be improved. Allocation of funding for projects in the second year of the Pro-active Scheme has focussed on these priorities.
- 2.5 The priorities are:
- Developing a sustainable model for accessing food/meals
  - Improving access to debt advice
  - Developing a direct referral scheme where key partners book appointments for customers where other support is needed rather than giving out telephone numbers to customers for them to arrange appointments themselves
  - Investigating an affordable credit solution for Warwickshire
  - Supporting digital inclusion in relation to financial inclusion eg job searching/applying for benefits online/switching energy or mobile phone contracts

### **3 WLWS Outcomes**

- 3.1 One of the main successes of WLWS, has been partnership working and joining up networks and services for the benefit of vulnerable customers.

#### **Sustainable Food Provision**

- 3.2 In preparation for the first year of the WLWS officers researched different models of food provision including the FareShare and Trussell Trust models and made contact with Trussell Trust to ask if it would be willing to support the Scheme in Warwickshire. At that time, there were one or two Trussell Trust foodbanks operating in the county with a small number being considered or in development.
- 3.3 The Trussell Trust model was chosen as the most sustainable option and apart from three one-off small awards to get individual distribution points off the ground, the Trussell Trust foodbanks do not require financial support from WLWS to continue its operation.
- 3.4 In North Warwickshire the Borough Council set up a foodbank in partnership with FareShare. FareShare is a charity that secures surplus foods from food producers and supermarkets and redistributes it to charities and not for profit groups, for a small annual membership fee.
- 3.5 WLWS has supported North Warwickshire Borough Council financially with the setup of its foodbank and continue to support it with some running costs and until April 2015, funded surplus food deliveries from FareShare. This model provides emergency food parcels for the borough and has supported 5

community cafes using any remaining FareShare food so that the community cafes could offer freshly cooked hot meals at subsidised prices.

- 3.6 The county now has an established network of Trussell Trust foodbanks in Warwick, Rugby, Stratford and Nuneaton & Bedworth areas, and an emergency parcel scheme with some additional community café activity in North Warwickshire area.
- 3.7 The aim of the WLWS is to promote more widely the idea of communities providing free or subsidised meals to those in need. To enable this WLWS has been investigating alternative models which could provide sustainable solutions in the medium to long term.
- 3.8 Discussions with FareShare highlighted a pioneering approach to social eating developed by a charity in Nottingham called Super Kitchen. Their approach promotes community cafes as a place where local people can go and share a meal with others, no matter what their financial circumstances may be. The model is flexible and can be tailored to each community's needs. Donations are welcomed from those who can afford it and these offer an opportunity to subsidise a meal for someone who cannot afford to pay; volunteers are welcomed to help with food preparation and serving and everyone gets to eat together.
- 3.9 The advantage of such a model is that it encourages everyone in the community to come and eat together regularly. Super Kitchens promote partnerships with allotment schemes and encourage volunteering, teaching people food preparation and cooking skills in a supportive environment. By using surplus foods from FareShare additional savings can be made making it a sustainable model that meets several of the health and wellbeing priorities such as promoting healthy eating and building communities to look after their own.
- 3.10 To date, WLWS has funded the launch of 3 Super Kitchens in Newbold Methodist Church, Rugby; Camp Hill Education Sports and Social Centre, Nuneaton; and Wem Brook Community Centre, Nuneaton. There are 2 more Super Kitchens in development in Edward Street Day Centre, Nuneaton and St Michael's Children's Centre, Bedworth who are working towards setting up early in the new year. WLWS is investigating how the model can be extended across other areas of Warwickshire.

### **Summer Support Scheme**

- 3.11 In the summer of 2014 WLWS ran a scheme supporting vulnerable families during the school holiday period. A letter was sent by district and borough councils to all families who had been adversely affected by changes to the benefits system advising that those who were registered for free school meals could apply for vouchers to help them in the holiday period.
- 3.12 Over 1200 letters were sent out, however, the response was much lower than expected and only 280 families responded asking for the extra support. This year the scheme adopted a different approach through front line workers offering families in debt who are registered for free school meals the chance

to apply for the vouchers. In total, 80 applications were received of which 58 were approved.

- 3.13 Feedback from frontline workers suggested that vouchers were not a popular solution with these families and WLWS is keen to investigate the opportunity of Super Kitchen cafes being used in the future to offer free or subsidised food during school holiday periods as well as enabling parents and carers to take advantage of all Super Kitchen's associated benefits and support.

### **Financial Inclusion**

- 3.14 In its first year WLWS gave awards to two projects to tackle debt advice and money management issues. The participating organisations were Citizens Advice Bureaux (CABx) Warwickshire and Welfare Rights Advice Service (WWRAS).
- 3.15 The two projects were successful, however, it became apparent there was some overlap between the services the organisations offered and still a potential for customers to be signposted on to other partners. To address this WLWS worked with the Warwickshire Financial Inclusion Partnership (WFIP) to explore ways of reducing this overlap and improving the customer journey in the future. Performance data on these and other projects funded by WLWS can be found in Appendix B.
- 3.16 In the second year WFIP was commissioned by the WLWS Panel to facilitate a single application for a Financial Inclusion project to be submitted, that would bring together three key partners, namely CABx, WWRAS and Coventry and Warwickshire Community Development Agency, to address the different areas of work in a collaborative and streamlined way.
- 3.17 The organisations worked together and submitted a single bid which clarified each partner's area of responsibility and streamlined a direct referral route to another partner where the customer needed this. The referral ensures the customer does not get lost in the process of finding the right advice. This project commenced in April 2015 and initial feedback is good. The CABx have submitted an End of Grant Report on their achievements from the initial project and these are detailed in Appendix C: CABx Self-Assessment.
- 3.18 Achievements from the first 6 months of this year's project include over 800 people receiving advice and support, with £517,421 in benefits having been realised for clients already. Partners have run 21 awareness sessions for frontline workers across the county and now have over 300 workers linked to their electronic referral system which receives on average 3 - 5 referrals every day.
- 3.19 Another positive outcome from the project to report is that the CAB have been given approval to move to Stage 2 for their application to the European Structural and Investment Fund (ESIF) to continue the financial resilience work beyond WLWS funding which ends in September 2016. This ESIF funding extends the service for a further 18 months.

## 4 Scheme Performance

- 4.1 Over the last two years WLWS has directly helped over 11,450 individual vulnerable people across the county.
- 4.2 The Immediate Need Scheme has supported 5,743 applications over the two years and we know that food parcels often feed more people than just the applicant. Planned Need has supported another 906. A breakdown by district/borough council area is attached at Appendix D.
- 4.3 The Planned Need Pro-active projects have directly supported more than 5,000 people and indirectly supported many more as 652 front line workers have received financial awareness training. The commissioning approach allowed WLWS to encourage various networks to join up and work collaboratively across the county to meet identified gaps.
- 4.4 The true success of WLWS funding lies in the impact it has had for vulnerable people across Warwickshire. A few case studies have been compiled to give a flavour of the positive outcomes that have been achieved. These can be found in Appendix E.

## 5 Conclusions

- 5.1 It is recommended that Resources and Fire and Rescue Overview and Scrutiny Committee consider and comment on the content of this report.

## 6 Background Papers

- 6.1 None

	<b>Name</b>	<b>Contact Information</b>
<b>Report Author</b>	Gill Page	01926 414168 <a href="mailto:gillpage@warwickshire.gov.uk">gillpage@warwickshire.gov.uk</a>
<b>Head of Service</b>	Kushal Birla	01926 412013 <a href="mailto:kushalbirla@warwickshire.gov.uk">kushalbirla@warwickshire.gov.uk</a>
<b>Strategic Directors</b>	David Carter	01926 412564 <a href="mailto:davidcarter@warwickshire.gov.uk">davidcarter@warwickshire.gov.uk</a>
<b>Portfolio Holder</b>	Kam Kaur	01926 632679 <a href="mailto:cllrkaur@warwickshire.gov.uk">cllrkaur@warwickshire.gov.uk</a>

## Appendices

### Appendix A: Projects receiving funding from WLWS

<b>Project: Warwickshire Welfare Rights Advice Service – Lunch for Free</b>		<b>Award: £63,500</b>
<b>Main aim:</b> Increase the take up of Free School Meals (FSM) and to maximise benefit entitlement, both for in-work and out of work families		
<b>Outcomes Achieved</b>		
1. Number of schools participating	6 + 2 (some still in negotiation)	
2. Number of additional Free School Meals claims secured	46	
3. Total amount of Pupil Premium gains	£47,185	
4. Total number of clients advised	157 families	
5. Total amount of benefit gains secured for clients	£131,719	
6. Total amount of match funding achieved	£12,000	
Other outcomes listed: additional schools (over and above participating schools) that have benefitted from our FSM take up due to some families having children that attend different schools for whom we have also secured FSM entitlement; still awaiting decisions on a number of benefit claims and so the above figures are likely to rise significantly		
<b>Project: Bedworth Rugby and Nuneaton CAB – Help to make the most of your money</b>		<b>Bid: £79,745</b>
<b>Main aim:</b> Provide 1:1 financial / digital advice and support to vulnerable people so they can improve money management skills and make ends meet; provide financial capability awareness training for front line workers to give them greater understanding about financial capability education to cascade to others;		
<b>Outcomes Achieved</b>		
1. Number attending 1-1 sessions	1393	
2. Number attending group training sessions (number of sessions)	1435 (112)	
3. Number of frontline workers attending awareness sessions	662	
4. Total project beneficiaries, by financial capability worker	565	
5. Numbers of people being referred in by other key agencies	1405	
6. Organisations referring in: WLWS; Other WCC (Priority Families & Children's Centres teams); Foodbanks; Age UK; Armed Forces Support Services; Brunswick Healthy Living Network; Credit Unions; Crossroads (ex-offenders charity); District / Borough Councils; Euro Car Parts; Orbit Housing; Salvation Army. Please see case studies for further outcomes		
<b>Project: Benn Partnership – Beyond Recession</b>		<b>Bid: £1,500</b>
<b>Main aim:</b> to provide skills assessment, job journey planning, a work club, assistance with writing a CV, help with job applications on-line or written,		

advice on issues connected to unemployment and regular reviews for those attending the project.

**Outcomes Achieved**

1. Numbers attending workshops and courses	830
2. Numbers of work club members attending courses and then moving into work	212
3. Numbers completing UK Online work-related modules	535

Other outcomes listed: attitude change; ability to stick to schedules; better CV's; improved interview skills; volunteering uptake; improved self-care; healthier eating; improved awareness of how to cope with debt / money management; improved awareness of energy efficiency.

**Project: South Warwickshire Local Food – Fresh Food Co-op**      **Bid: £9,255**

**Main aim:** making fresh seasonal vegetables available to the most economically and socially deprived wards in Leamington Spa and Warwick and to make the Co-ops self-sufficient over time.

**Outcomes Achieved**

Current sales are Leamington @ 50 per week; Warwick @ 35

Increased dedicated team of volunteers

Forged stronger links in the community:  
Brunswick Healthy Living Centre; The Hub, Leamington Town Hall; The Coffee Lounge, Chase Meadow Square; Westgate School; The Packmores Centre; Warwick Children's Centre and Nursery School; The Rock, Woodloes.

Other outcomes listed: volunteering opportunities have secured three jobs; weekly recipe sheets have enabled our members to master cookery basics; trying vegetables they hated as children cooked differently and enjoying them; introducing new tastes and ways to include more fruit and vegetables in day to day life; changes in shopping, cooking and eating vegetables and fruit evidenced from questionnaire.

**Project: Nuneaton Foodbank**      **Bid: £3,713**

**Main aim:** To procure storage boxes to enable us to store donated food more effectively than we can at the moment, as we are using cardboard boxes which have not enough integral strength for stacking safely. All the food we use is donated by the public, and transported to the warehouse for dating and sorting, and onward movement to the food distribution centres; trolleys for moving boxes of food from inside the warehouse to the transport - and for



unloading from the transport at the foodbank distribution centres; a ramp to help with the movement of food into and out of the warehouse – there is a high step into the warehouse, and getting heavy boxes and bags into the warehouse, and boxes out of the warehouse is a potential hazard.

### **Outcomes Achieved**

Food Parcels issued – 2003. Number of people supported. 2674 adults, 1606 children (total of 4280 an increase of 15.36% on the previous year, where 3710 people were fed).

Other outcomes: we were able to safely equip the warehouse with food storage crates; these crates replaced cardboard boxes, and are strong and much safer for our volunteers to use; the crates stack and can be transported on a sack truck, which helps us with Manual Handling operations; we were able to equip all our centres and the warehouse with sack trucks, which enables safer handling of storage boxes; we were able to purchase a filing cabinet to store essential paperwork; we were able to purchase scales for weighing food for one of our centres, which ensures that we give the correct weight of food to clients, dependent on family size; we were able to purchase additional food collection boxes for donation points; we were able to purchase a toaster for one of our centres

**Project: Brunswick Healthy Living Centre**

**Bid: £15,068**

**Main aim:** The project was set up to provide specialist Employment Service for Warwick residents to address the gap in provision which meant they had to travel to Leamington and this was achieved by using the already operating Computer Suite at The Gap.

### **Outcomes achieved**

- No of sessions held = 49
- No of job starts = 14 (29.17%)
- No of referrals to other services (ie IT basic skills courses, or literacy skills) = 7
- No of people signposted to volunteering opportunities = 1
- No of people referred to Work Experience placements = 1
- No of people signposted to Apprenticeships = 1

Moving forward the Employment club has been sustained by being incorporated into a WDC SLA for the next three years.



## WLWS Quarter 4 - Management Information April 2014 – March 2015

Please find below the summary of Warwickshire Local Welfare Scheme information from April 2014 to March 2015.

### a) Demand

Applicants to WLWS April 2014 - March 2015			
Applications Received	3,547		52%
General Enquiries	3,246		48%
Total	6,793		100%

Breakdown By Type	Received	Eligible	%
Applications Immediate Need	3,095	2,875	93%
Applications Planned Need	452	441	98%

Eligible Immediate Need	Total	%
Total Immediate Awards	2,875	
Eligible cases single need	1,933	67%
Eligible cases multiple need	942	33%

For geographical breakdown of figures please view the data here:  
<http://maps.warwickshire.gov.uk/iareports/customercontactmap/>

The data is organised by Quarters. To view each quarter's data, click on the 'Select Indicator to View' field and select which quarter to view.

### b) Reasons for Application

Reasons for Immediate Need	%	Reasons for Planned Need	%
No access to food or heating	76.5	Homeless - Resettling	52.9
Benefit Wage Change or Delays	13.7	Prision Leaver	15.5
Families under exceptional pressure	2.9	Domestic Abuse	16.6
Lost Money	1.5	Care Leaver	5.1
Homeless	1.4	Other	3.3
Domestic Abuse	0.6	Care Leaver - Local Authority	2.4
Stolen Money	0.5	Hospital Leaver	1.8
Unexpected death of a relative	0.2	Personal Crisis	1.1
Flood or fire or gas explosion	0.1	Armed Forces Leaver	0.4
Budgeting Load Refused	0.2	Homeless - Crisis	0.9
Other	0.0		
Not Recorded	2.3		

### c) Type of Support Awarded by WLWS

Immediate Need	%	Awards	Planned Need	%
<b>Total food cases</b>	54.4	<b>2,078</b>	Domestic Appliances	20.8
Foodbank vouchers		1,534	Bedroom	51.8
Sainsburys vouchers		307	Kitchen	21.9
Co-op vouchers		237	Misc. Items	4.4
<b>Total energy cases</b>	42.3	<b>1,615</b>	Clothing	1.1
Energy - Single fuel		567		
Energy - Dual fuel		1,048		
<b>Total items cases</b>	3.2	<b>121</b>		
Microwave		36		
Bedding		85		
<b>Total other cases</b>	0.1	<b>3</b>		
ICES		3		
Apetito		0		
<b>Total Number of Awards</b>		<b>3,817</b>		

#### d) Foodbank Cases

Foodbank Cases April - March 2015					
Total No. of Foodbank Cases Awarded		Eligible	Ineligible	Total	District Total
Bedworth & Keresley, Keresley Community Church	NBBC	16	2	<b>18</b>	656
Bedworth & Keresley, The Baptist Church	NBBC	28	8	<b>36</b>	
Bedworth & Keresley, The Little Chapel	NBBC	45	13	<b>58</b>	
Nuneaton, Attleborough, Holy Trinity	NBBC	75	4	<b>79</b>	
Nuneaton, Camp Hill	NBBC	331	7	<b>338</b>	
Nuneaton, Manor Court Baptist Church	NBBC	63		<b>63</b>	
Nuneaton, Stockingford, St Pauls	NBBC	64		<b>64</b>	
North Warwickshire Borough Council	NWBC	449	3	<b>452</b>	456
Tamworth, Manna House Company	NWBC	3	1	<b>4</b>	
Rugby, Christ Church	RBC	26		<b>26</b>	152
Rugby, New Life Church	RBC	60	1	<b>61</b>	
Rugby, Rugby Methodist Church	RBC	65		<b>65</b>	
Arden, Alcester Methodist Church	SDC	5	1	<b>6</b>	105
Arden, Studley Methodist Church	SDC	5	2	<b>7</b>	
Fosseway, St Peter's Church, Kineton	SDC	2	6	<b>8</b>	
Fosseway, Wellesbourned	SDC	1	5	<b>6</b>	
Henley In Arden, Church Hall	SDC	2	35	<b>37</b>	
Stratford, Holy Trinity Church	SDC	17	4	<b>21</b>	
Stratford, United Reform Church	SDC	19	1	<b>20</b>	
Kenilworth, Jubilee House	WDC	21	1	<b>22</b>	
Warwick & Leamington, Leamington St Mary's Church	WDC	81	7	<b>88</b>	
Warwick & Leamington, Leamington St Paul's Church	WDC	60	6	<b>66</b>	
Warwick & Leamington, Lillington Children's Centre	WDC	42	4	<b>46</b>	
Warwick & Leamington, Warwick Saltisford Church	WDC	47	6	<b>53</b>	
Warwick & Leamington, Whitnash St Margaret's Centre	WDC	7	2	<b>9</b>	284
<b>Total</b>		<b>1,534</b>	<b>119</b>	<b>1,653</b>	<b>1,653</b>

#### e) WLWS Applicant Profile

WLWS Applicant Profile	
Summary	
Number of Applicants received	3,547
Number of Cases Eligible	3,316
Age of receipt	%
16 to 18	2.9
19 to 24	16.1
25 to 34	27.8
35 to 44	23.5
45 to 54	19.8
55 to 64	7.2
65 +	1.3
Unknown	1.4
Dependants	%
Adults	10.9
Children	21.8
Both	13.8
None	53.5

## f) WLWS Budget

WLWS Budget	Budget	Expenditure	Reserves
Balance transferred to reserves 13/14			663,284
Budget 14/15	975,801		
Reactive Scheme Expenditure 2014/15		369,937	
Pro-active Scheme Expenditure 2014/15		527,300	
Balance transferred to reserves 14 /15		78,564	
	<b>975,801</b>	<b>975,801</b>	<b>78,564</b>
Opening balances for 2015/16	Budget	Expenditure	Reserves
Amount Agreed By Cabinet for 2015/16	396,922		741,848
Existing Proactive commitments 2016/17		128,963	

Pro-active Scheme Expenditure 2014/16	
Grant for Nuneaton Foodbank	3,715
NWBC: Fareshare Membership Fee (for Foodbank 2014/15)	10,000
Grant for Bedworth & Keresley Foodbank (hot meal provision)	1,500
North Warwickshire Borough Council: Grant for the NWBC foodbank	29,000
Grant for Nuneaton & Bedworth Borough Council Keep Calm - "its only money project"	61,000
Instalment 2 Brunswick Healthy Living Centre Employment Club Warwick	7,804
Instalment 2 for BRANCAB the 'Help Empower Local People"	39,873
Instalment 2 for Warwickshire Welfare Rights Advice Service (WWRAS) Lunch for Free project	31,750
Instalment 1 for Springfield Mind - Food for Thought Project	9,243
Instalment 1 for Community Food Skills for Life	14,727
NWBC: Grant for the NWBC foodbank 2015/16	10,000
CAB - Money Management Advice - Instalments 1&2	166,696
WWRAS - Benefit maximisation - Instalments 1&2	62,638
Coventry & Warwickshire Cooperative Development Association – Employment Support - Instalments 1&2	28,592
Fareshare Membership Fee (for North Warwickshire Foodbank 2014/15)	8,400
Warwickshire Association of Youth Clubs - Cook Well Eat, Well Project	18,394
Instalment 2 for Springfield Mind - Food for Thought Project	9,243
Instalment 2 for Community Food Skills for Life	14,726
	<b>527,300</b>
Potential Commitments 2016/17	
CAB - Money Management Advice - Instalment 3 of 3	83,348
WWRAS - Benefit maximisation - Instalment 3 of 3	31,319
Coventry & Warwickshire Cooperative Development Association – Employment Support - Instalment 3 of 3	14,296
	<b>128,963</b>



## WLWS Management Information April 2013 – March 2014

Please find below the summary of Warwickshire Local Welfare Scheme information from April 2013 to March 2014.

<b>a) Demand</b>			
<b>Applicants to WLWS April 2013 - March 2014</b>			
Applications Received	4,736		63%
Solved Enquiries	2,830		37%
Total	7,566		100%
<b>Breakdown By Type</b>	<b>Received</b>	<b>Eligible</b>	<b>%</b>
Applications Immediate Need	4,256	2,868	67%
Applications Planned Need	480	465	97%
<b>Immediate Need</b>			
Eligible	2,868		
Eligible - Awarded Multiple Need	838		29%

For geographical breakdown of figures please view the data here:  
<http://maps.warwickshire.gov.uk/iareports/customercontactmap/>

To view each quarter's data, click on the 'Select Indicator to View' field and select which quarter to view.

<b>b) Reasons for Application</b>			
Reasons for Immediate Need	%	Reasons for Planned Need	%
No access to food or heating	84.5	Armed Forces Leaver	0.8
Families under exceptional pressure	1.9	Care Leaver	5.0
Benefits Wages Changes Delay	10.1	Care Leaver - Local Authority	7.4
Homeless	0.6	Domestic Abuse	13.2
Domestic Abuse	0.5	Homeless	48.8
Lost Money	1.2	Hospital Leaver	0.8
Stolen Money	0.7	Prison Leaver	20.2
Flood or Fire or Gas explosion	0.3	Personal Crisis	1.2
Budgeting Loan Refused	0.1	Other	2.5
Unexpected death of relative	0.1		

<b>c) Type of Support Awarded</b>					
Immediate Need	%	%	Awards	Planned Need	%
<b>Total food</b>	58.9		<b>2,142</b>	Domestic Appliances	19.5
Foodbank vouchers			1,527	Bedroom	55.1
Sainsburys vouchers			425	Kitchen	20.6
Co-op vouchers			190	Misc. Items	2.9
<b>Total energy</b>	40.5		<b>1,473</b>	Clothing	2.0
Energy - Single fuel			571		
Energy - Dual fuel			902		
<b>Total items</b>	0.3		<b>11</b>		
Microwave			21		
Bedding			13		
<b>Total Other</b>	0.2		<b>6</b>		
ICES			4		
Apetito			4		
<b>Total Awarded</b>			<b>3,632</b>		
<b>Immediate Need</b>		%			
Immediate Need Awards			<b>3,706</b>		
Eligible Cases			2,868		
Cases with Multiple Need		29.0	838		
**Total Immediate Awards were 3,706. The difference in totals is due to the loss of the CRM before the end of month reports could be run.**					

## **Appendix C: Citizen's Advice Bureaux Self-Assessment**

### **Citizen Advice Bureaux in Warwickshire – Taken from the CAB Final Report**

The WLWS funded financial capability project has enabled us to re-establish a countywide service delivered in each Borough / District which delivers a co-ordinated and integrated service across the whole county yet is adapted to suit circumstances and priorities locally. The project workers share materials, knowledge, experience and innovation and meet regularly to build the teamwork aspect of the project.

It is clear from the outcomes we have achieved from this project that there is increased awareness of financial inclusion and capability work amongst professionals throughout the county and a real will to develop services that enable people to manage their money more effectively, access best deals, avoid debt and generally develop more confidence in handling their financial affairs.

Whilst the results of our Financial Wellbeing Assessment (FWA) show that around half the people surveyed have sufficient money to cover their household expenditure and have strategies in place to manage their money the remainder struggle to make ends meet, have to borrow to cover the shortfall or not pay bills. This means that there is much work still to do and we will look to build on our learning from this countywide financial capability project and the integrated money advice project currently being delivered to access continuation funding to continue and build on the positive work to date.

We should like to acknowledge and thank the WLWS Board members who have supported our project that has enabled us to provide a service that has helped a considerable amount of local people to manage their money more effectively.

### **Driving Innovation**

The FWA tool developed by **North Warwickshire Citizen's Advice Bureau (CAB)** was adopted by each bureau and used to identify people who were struggling financially or were facing, or had faced a change of circumstances that had meant a decrease in the amount of household income they received. By completing the FWA clients were able to reflect on their financial circumstances and the information was used to individually tailor one to one financial capability sessions to address individual needs and make the most productive use of the time available to support clients. We also encouraged frontline workers to use the FWA as a method of identifying their service users who would benefit from a referral to our service.

**Nuneaton and Bedworth CAB** held an away day for Priority Families Support Workers from across the county which was well supported and introduced the Financial Wellbeing Assessment which subsequently has led to an increase in referrals for financial capability and debt casework support. We are involved in the newly formed Nuneaton and Bedworth Financial Inclusion Partnership which is developing a financial inclusion strategy for the Borough linking in with the countywide Financial Inclusion Partnership (FIP).

**Rugby CAB** continued to develop links with frontline workers, promoting the service through training and presentations at the local community forums, the homelessness forum and the Compact Day held at the Benn Hall. As a result of raising awareness



of the financial capability service we are in discussions with the Benn Partnership about jointly providing a learning to cook and money management course which helps people to shop wisely and get best deals as well as manage their household budget. We are also involved in the development of the newly formed Rugby Financial Inclusion which is developing a financial inclusion strategy for the Borough linking in with the countywide FIP.

**Stratford upon Avon CAB** prepared a comprehensive series of presentations delivered in conjunction with Community Adult Learning Team at Alcester Children's Centre. We continue to enjoy a great relationship with the Children's Centres in Alcester and Studley with outreach at Henley in Arden. We have supported the young mums group, concentrating on how to deal with post-Christmas debt. This has led to several referrals for on-going debt work, and we have been asked to hold further sessions in the spring. The WLWS funded service is now well-known and an established point of reference for many frontline workers in our District

**Warwick District CAB** - Residents attending 2 of the 5 Food Banks have the chance to speak to a Financial Capability Trainer and take away a pack which includes a leaflet on the Bureau's services.

3 ½ hour Money Management Training Sessions were provided to 2 groups of WCC Foster Carers in the North and South of the County to help them in looking after their charges and to help prepare them for leaving care. Financial Capability awareness training was provided to Support Staff at Warwickshire College as part of a Staff Training Day. So they are able to help their students better and cascade information received from the training.

## Appendix D: Breakdown of applications by district / borough

