

Presentation -- Citizens Advice Surrey Heath

Portfolio	Transformation
Ward(s) Affected:	All

Purpose

To receive a presentation from, Kate Sawdy Chief Executive, Citizens Advice Surrey Heath

1. Organisational Information

Citizens Advice Surrey Heath (CASH) relocated to within Surrey Heath House in Spring 2019, and is open from 10am-4pm, Monday – Thursday plus outreach sessions in Bagshot, and Chobham.

There is an existing partnership arrangement with Citizens Advice Woking which diverts all phone calls from the bureaux on a Friday from 9-5.

The organisation helps people from within the community to resolve their legal, money and other problems, by providing free, confidential, independent and impartial information and advice.

A full range of services will be delivered during the year, and quarter two performance is attached as a further background paper, but examples of this include: Local Assistance Fund and Health Watch Surrey which is commissioned by Surrey County Council, North West Surrey CCG, whereby referrals are taken to support clients in Chobham and Bisley who require help with welfare benefits. Pension Wise, Besom Foodbank referrals, and Local Solicitor Support and many more areas outlined within their application.

CASH have worked with Surrey Heath Clinical Commissioning Group and Voluntary Support North Surrey in being awarded funds from the Department of Health, Health and Wellbeing fund which broadens the scope of social prescribing within Surrey Heath. This project will operate from 2018-2022.

Citizens Advice Surrey are working in partnership with the Surrey Police and Crime Commissioner, to build awareness and sign post to hate crime services to 'Stop Hate'.

Total costs are estimated at £183,412 in 2019/20 which reflects an increase of £22,630. There is also an increase of £15,972 in unrestricted reserve levels which were recorded at £128,697 on the 31/03/18.

2. Surrey Heath Revenue Grant Funds

The Council have awarded revenue grants for the past 16 years, at its Executive meeting on the 11th September 2019 it was agreed to amend this scheme from 1st April 2020. Where organisations undertake work on the Council's behalf it was agreed to ring fence their funds, and this relates to Citizens Advice Surrey Heath (£80,000), Blackwater Valley Countryside Partnership (£10,000), and Basingstoke Canal Authority (£10,000).

Each organisation is required to enter in to a service level agreement which for this current year is included as a background paper. The funding awarded for this year is £80,000 plus a rent subsidy cost of £25,000 and parking for volunteers and staff which is provided without cost to the organisation.

3. Recommendation

The Committee is asked to consider the presentation in relation to Surrey Heath and any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers: Service Level Agreement and Q2 Report

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