

Surrey Heath Borough Council
External Partnerships Select Committee
1 March 2022

Citizens Advice Surrey Heath (CASH)

Strategic Director/Head of Service: Louise Livingston- Head of Human Resources, Performance & Communications

Report Author: Jayne Boitout, Community Development Officer

Purpose

To receive a presentation from Kate Sawdy, Chief Executive Officer at Citizens Advice Surrey Heath (CASH).

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.

1. Background and Supporting Information

- 1.1 Prior to the Covid pandemic, Citizens Advice Surrey Heath (CASH) were open for face to face appointments system from 10am-4pm, Monday –Thursday and via a existing partnership arrangement with Citizens Advice Woking diverts all phone calls from the bureau on a Friday from 9-5.
- 1.2 The Council and Citizens Advice work well together and since the pandemic have successfully working on a number of projects many of which are delivered via the Community Support Working Group where Citizens Advice are a pivotal member: an example includes: the Hardship fund.
- 1.3 In November 2021 the Council through Citizens Advice Surrey Heath have delivered the Household Support Grant which will remain open to receive applications until the close of business on the 31st March. This is designed to help families meet the rising costs of energy and food. To the 17th February over 1,000 grants have been awarded at a cost of £77,000 and a further £44,000 is to be allocated for 2nd applications to qualifying families, plus new applications continue to be invited, this Central Government initiative has seen Surrey Heath receive just under £200,000 to help support those locally most in need.

- 1.4 CASH is one of the three ring fenced organisations that receives funding from the Council revenue grant scheme which awarded £80,000 for the year starting 1st April 2022, and then continue until the 31st March 2024, which is provided subject to a service level agreement. Please see attached agreement for the year ending 31st March 2021, as annex 1.

Background Papers

Monitoring Report Q3 21/22