

WARWICK TOWN COUNCIL

APPLICATION FORM COMMUNITY FUNDING



- Please read Guidelines Parts 1 & 2 before completing the form.
- Closing date for applications: 10 days prior to Committee Meeting.
- Applications must be countersigned by the supporting Town Councillor
- Warwick Town Council encourages applicants to have other partners, groups or charities supporting financially to the cost of the project.
- Grants under £3,000 will go forward for approval by the committee.
- Grants more than £3,000 will be taken to the committee for recommendation and then to the following Full Town Council meeting for final decision.

If you can tick ALL the boxes below you are eligible to apply for a grant

✓
Your group has got a bank account (we cannot pay money into individual's accounts)

✓
Your group is non-profit making, i.e a registered charity, a voluntary or community group, or a club or society

✓ Your project will benefit people in Warwick (CV34)

✓ Your project requires a one-off payment (we cannot provide ongoing funding)

X Your project has not already started or been completed

X Your application includes at least 3 comparison quotes to demonstrate best value for money (where applicable)

Section 6 of this application, Town Councillor Declarations, must be completed before submitting your application to the office.

Section 1: Contact Details	
Name of group/organisation applying	Citizens Advice South Warwickshire
Contact details of person completing the application form	Julie Robinson Chief Officer
This person is responsible for:	Julie.robinson@casouthwarwickshire.org.uk
<ul style="list-style-type: none">• providing information if requested• receiving the grant money if awarded• signing the grant agreement• providing evaluation/feedback and ensuring a representative is available to present at our Annual Town Meeting, should the application be approved	Telephone number 07877340263

	<p>Postal address</p> <p>10 Hamilton Terrace</p> <p>Leamington Spa</p> <p>CV32 4LY</p>
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Section 2: Group/Organisation Details

<p>Briefly explain what your group/organisation does (e.g. – youth club, charity) & your aims and objectives</p>	<p>Citizens Advice South Warwickshire (hereafter CASW) is a charitable organisation with national branding, offering services across the whole of the south Warwickshire area, including Warwick District and Stratford. Our operations and staff are geared towards offering free, confidential advice and information to all residents within our area following a merger some years ago of the Warwick (Leamington office) and the Stratford Upon Avon office.</p> <p>We are a volunteer-led organisation, with a small paid staff team (20.4 FTE) of managers, supervisors, trainers and project caseworkers. We have 40 volunteers currently supporting our service with an average 8-10 volunteers available each day across the week for activity across a range of referral channels.</p> <p>CASW applies a strengths-based approach that recognises the imperative to minimise the likelihood and impact of financial exclusion in Warwick District through the provision of advice, support and services at the point of need. We do this through our Core Advice available by telephone and in person at Hamilton Terrace, and through our targeted project based provision in the community including food banks, community pantry and community hubs.</p> <p>Underpinning our delivery are the following aims and principles:</p> <p>Aims :</p> <p>To provide the advice people need for the problems they face</p> <p>To improve the policies and practices</p>
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	<p>that affect people's lives</p> <p>Principles</p> <p>The service is free to all</p> <p>The service is independent and impartial</p> <p>The service is confidential</p> <p>The service will advocate on client's behalf at a local and national level on policies and practices through an analysis of trends and issues which informs our work into social policy and Research and Campaigns.</p> <p>The service will fight discrimination, challenge harassment and work for equality for everyone</p> <p>The service will regularly review our delivery to ensure that we provide quality advice to clients in a manner that is responsive and flexible to local needs.</p>
Please provide the charity & VAT number for your group, if applicable	<p>Charity registration number:110663</p> <p>Company registration number:5252247</p>
How many people are currently involved in your group /organisation?	<div style="background-color: black; height: 15px; width: 100%;"></div> <p>Women (18+) = 19 Men (18+) = 5</p> <p>Girls (0-17) = Boys (0-17) =</p> <div style="background-color: black; height: 15px; width: 100%;"></div> <p>Paid staff = 20.4 FTE Volunteers = 40</p>
Section 3: Project Information	
Project Title / Event	Advice Action & Empower Warwick
<p>Tell us about your project</p> <ul style="list-style-type: none"> This should describe what you want to do with the money 	<p>This project replaces our previous incarnation of Reach Out & Help Warwick, and is funded in part by The Charity of Thomas Oken & Nichola Eyffler; The King Henry VIII Endowed Trust, and in the past, By Warwick Town</p>

<ul style="list-style-type: none"> • Planned timescales and start date of project • Who the project will benefit and what age groups? • Location – where will your project be based? 	<p>Council. The new project is called Advice Action & Empower Warwick, and launched on 1st February 2023.</p> <p>We have initial funding in place for 2023-2024, with a further 2 years agreed if the project meets its KPIs and service specifications.</p> <p>This is a Warwick District (WD) based CV34 project, to support those clients suffering from multiple vulnerabilities caused by health issues, ageing, isolation and debt. The cost of living crisis is having a huge impact on everyone, but affects those already vulnerable to a disproportionate level. The cost of living indices indicate clearly five areas of support for Warwick District:</p> <p>Personal Independence Payments (PIP) Applications;</p> <p>Energy concerns and energy debt;</p> <p>Foodbank and charitable grants;</p> <p>debt and</p> <p>Council Tax Arrears</p> <p>Advice Action and Empower will support Warwick residents who are finding acting on advice difficult due to mild to moderate mental health issues, physical disabilities or illness, vulnerabilities and the elderly. We provide a 6 week tailored package of advice and support to guide the client to be more independent and financially stable. Each client will work with an advisor to create an action plan to ensure maximum impact and future stability. The client will be given advice, support and empowerment to work through their action plan. This will also include preparation to be able to fully access other Citizens Advice services for example our debt team. A summary of advice will be given at the end of project involvement; exceptional cases will receive a longer period of support.</p> <p>Our service will help clients:</p> <p>Manage household budgets</p> <p>Deal with debt</p> <p>Support clients to manage their energy bills and keep warm</p> <p>Claim eligible benefits</p>
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	<p>Ensure a pathway of support with key agencies and home case services.</p> <p>The project is available 9am-5pm Monday to Friday. Please note we operate an out of hours service on a Monday evening from 5-7pm.</p> <p>Targets for Year 1 with 1.5 FTE Caseworker support:</p> <p>160 Unique Warwick Residents supported for 6 weeks</p> <p>£200,000 income gain through benefits, grants, and energy saving advice (together with financial capability support to live within their means post debt support)</p> <p>£180,000 of debt managed</p> <p>53 clients supported to gain access to health and social care services</p> <p>and 30 Warwick families supported.</p>
<p>How do you know there is a need for the work covered by your grant application?</p> <ul style="list-style-type: none"> Describe the evidence you have got and the source (e.g survey, statistical data etc) 	<p>As we face our biggest cost of living crisis, we see more clients asking for help with crisis support. We are always trying to help our clients by ensuring they are getting the right benefits, getting the first benefit payments whilst waiting on applications, and helping with essential costs such as 'welfare assistance' or the 'Household Support Fund'. We are also assisting clients with food and fuel vouchers, helping them apply for grants such as grants from energy suppliers, grants to help pay off energy debts, and local energy grants. In addition, we provide advice and support to help with other issues such as rent, council tax and other bills, help with health costs, school costs, help with travel costs and help with pets. Our clients come from the identified communities of interest, with many older people, often with mental and physical health needs, as well as carers and families with children.</p> <p>In 2021 we carried out an in depth needs analysis of our community to assess needs, gaps and challenges for local communities. Currently our data from Warwick District reveals the following client breakdown over the past financial year:</p> <p>Since April 2022 we have supported 1,400 Warwick District clients with over 8,300 issues and we anticipate this reaching c1500 by the end of the financial year 2022-2023</p> <p>CASW as a whole supported 2,200 clients in the same period; just under 65% of the clients we</p>

supported across all services were Warwick District clients.

In this past year we have helped 9 Warwick District veterans - the number may well be higher as we don't specifically ask for it, but instead note it if it is relevant to the advice needs

54% of our clients presented with a disability and/or chronic health condition, and 64% were female.

The overwhelming age range is 30-60 Years of age, with a peak of 35-39, suggesting that more families are experiencing hardship and requiring advice and support.

The top 5 issues since April 2022 were:

1. Personal Independence Payment (PIP)
2. General Benefit enquiries
3. Debt
4. Housing
5. Energy and fuel debt

The National Citizens Advice Dashboard (<https://public.flourish.studio/story/1634399/>) for cost of living issues allows for local area analysis: In Q3 Warwick District has seen:

1. A significant uptick in energy Debt
2. Personal Independence Payment issues have increased
3. Local authority housing applications have increased
4. 7.87% per 10,000 of the population in Warwick District have been helped by local and National Citizens advice. In 2021-2022, it was 5.24%

CASW relies on a range of data to assess the need for services; both to support Core funding, and the services we need to provide with additional fundraising, such as the food bank project in Warwick. We use our own internal data produced by our Casebook system, which allows us to run a series of reports showing the clients groups accessing our services. These are produced and shared monthly, and show the breakdown of clients by key demographics and also by vulnerability. These reports also allow us to interrogate the advice needs that are cropping up most often so that we can identify trends and raise through our local partnership meetings and through to the national discourse, for example energy debt, food poverty and homelessness.

We also respond to external data, for example the Census data 2021; Joint Strategic Needs Assessment (JSNA); Indices of Multiple Deprivation for each area, and The Cost of Living Dashboard produced by National Citizens Advice, which allows us to analyse by geographical location the specific needs of clients.

As mentioned previously, we also conduct our own regular Community Needs Analysis (the most recent of which was autumn 2021) which allows us to ensure we are meeting the needs of specific communities in our area. At that stage the following groups were identified as under-represented in both or either district (Warwick and Stratford) for CASW and this is reflected in the communities of interest element of this grant:

- Men
- 16-24 year olds
- 65+ year olds
- People with Asian heritage, particularly Chinese and Indian heritage
- People with sensory impairments (d/Deaf, hard of hearing, visual impairment)
- Homeowners
- Students

Certain groups of people experience deprivation more acutely than others, or experience discrimination and harassment because of their personal circumstances or characteristics. Because of this, they may be overrepresented in our client profile, and their needs require careful consideration.

Other key and relevant findings from our Community Profile 2021 and client data for 2021-2022:

- The Population data for Warwick District (WD) in the Census 2021 reveals that population has increased from Census 2011 by 7.8% to 148,500. **49.8 per cent male and 50.2 per cent female.** In 2021-22, our clients were 62.0% female and 38.0% male, demonstrating an increase in female clients on the previous year (60.7% female, 39.3% male). None of our clients identified as neither female or male. The overrepresentation of women in our client profile may be due to a number of factors. For example, women are more likely to be carers, to be single parents and to have part-time, low-paid or precarious jobs affected by

	<p>lockdowns. Women are also more likely to seek help with problems such as debt or poor mental health.</p> <ul style="list-style-type: none"> • Between the last two censuses, the average (median) age of Warwick increased by one year, from 39 to 40 years of age. This area had a similar average (median) age to the West Midlands as a whole in 2021 (40 years) and had a similar average (median) age to England (40 years). The number of people aged 50 to 64 years rose by just over 3,200 (an increase of 13.2%), while the number of residents between 20 and 24 years fell by around 900 (7.6% decrease). Only 4.4% of our clients were 15-24, 8.7% of our clients were 25-29. All other age brackets were overrepresented in our client profile. Our generalist advice can help people of all ages, but younger people may need advice on employment, housing, money and making a new benefits claim in particular. Younger people may not know about our services, may be less able to answer the phone, or may not feel represented due to an older age profile for volunteers. We are working to attract younger volunteers as advisors and use other channels such as email and online advice as well as out of hours telephone advice. More people of working age with families are accessing us for advice . • Older people may need advice on money and pensions, health and social care and utilities/winter fuel costs in particular. As they are more likely to have limited internet skills and access, some older people may prefer face-to-face or phone advice rather than emails. Home visits work well too and are offered throughout Warwick projects. • The % of households with children increased by 1.4% to 20.2%, and the number of households in social rented housing grew from 13.4% in 2021 to 14.1% in 2021. Home ownership has slightly fallen. The Index of Private Housing Rental Prices (IPHRP) and private sector measures have reported increases in private rental price annual inflation during 2022, caused by rising rental prices spanning the UK. In addition, private sector measures of UK newly let rents reported increasing annual percentage change during late 2021 and early 2022. By December 2022, IPHRP
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	<p>reported record-high UK annual inflation in private rental prices of 4.2% in the 12 months to December 2022, up from 2.1% in the 12 months to January 2022 and the strongest annual inflation in London (4.0% in the 12 months to December 2022) since November 2015.</p> <ul style="list-style-type: none"> ● In 2021-22, where tenure was recorded in our client data, 1.9% of the clients we saw in WD were homeless (this includes if they were staying in a B&B).. Around 0.7% of our clients in 2021-22 were staying in a hostel. Homeless people may especially need housing advice, food bank vouchers, benefits and money advice, support regarding gender-based violence and abuse and support accessing addiction services. Our Court Desk Workers support clients in challenging evictions. We can access specialist housing advice and refer to specialist solicitors where we lack the resources to meet demand. ● Clients with poor mental health are substantially overrepresented compared to the local population. Mental health issues frequently exacerbate other issues for our clients. 34.4% of disabled clients in WD had mental health issues. Though they are overrepresented, clients with poor mental health can be difficult to reach over the phone due to anxiety. This presents barriers while offices are closed and therefore offering face to face drop in at our office Warwick District and our community hubs, including the community pantry in Lillington, will improve accessibility. ● People identifying as having been born in England increased from 116,700 in 2011 to 119,700. 84.6% identify as White. The next most populous is residents from India - up from 3,100 in 2022 to 5,000 in 2021.1% identify as Polish, Punjabi is the largest minority language (1.4%). Polish is the second largest minority language in WD (0.7%). We actively seek volunteers with the ability to speak another language and this will continue as we build our volunteer profile.
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- A small proportion of the population have sign language as their main language (0.03%) People with English as a second or third language may need extra support translating information and completing forms. We have access to Language Line, for free translation services and actively seek volunteers from minority ethnic groups to offer advice in own language. Many of our staff have British Sign Language skills and have used them to support clients.
- An estimated 2.6% of the population in the West Midlands identify as lesbian, gay or bisexual. There is insufficient data regarding trans and non-binary clients. (2018). Sexuality is often not recorded in the client profile. Advisers may not be comfortable asking and clients may not be comfortable answering or using the labels provided. Casebook provides 5 categories: bisexual, gay man, gay woman/lesbian, heterosexual/straight, prefer not to say. In WD 2021-22, 21.1% of clients asked preferred not to say, and 2.9% of clients asked identified as LGBTQ+. From these data, it appears that LGBTQ+ clients are slightly overrepresented in our client profile compared with the regional population. However, some people who identify as LGBTQ+ may not be comfortable saying so, and may not want to use the labels provided. Trans and non-binary people especially are likely to be underrepresented due to accessibility issues.
- In Census data 2021, 5.6% of residents in Warwick District identified as disabled which is slightly down on 2011 - but this data does come with a warning that the questions in the two Ceneus relating to disability were differently worded. Disabled clients are significantly overrepresented in our client profile. In 2021-22, 47.3% of our WD clients were disabled or had a long-term health condition. Disabled clients may need more time and support to self-help. As well as all the usual advice areas, disabled people may need advice on benefits; employment; housing; health and social care; discrimination.

People with disabilities have diverse needs, and therefore having a range of advice channels with suitable adaptations is key.

- In 2021-22, 3.1% of WD clients said their main occupation was as carers for children. 1.6% WD clients were carers for elderly or disabled people in 2021-22. This increase is perhaps associated with the recent increase in the proportion of female clients, and the impact of lockdowns on women and childcare arrangements. Women are more likely to provide unpaid care and clients with caring responsibilities may need advice about benefits, health and social care and mental health support in particular. Census data from 2021 reveals a slight decrease in residents reporting they provided up to 19 hours of unpaid care each week (4.7% from 7.8% in 2011).

Joint Strategic Needs Assessment: data for Warwick District:

<https://www.warwickshire.gov.uk/joint-strategic-needs-assessments-1/warwickshire-people-place> Based on an analysis of the of the *Warwickshire in 2025 Report* the following information will be relevant to our services:

An ageing population who are living an increasing number of their later years in poor health will impact on health and social care services. This will also mean increased caring responsibilities for family members and for those without support networks a risk of loneliness and social isolation.

The prevalence of disability will grow as a result of the rising number of people living into old age. Dementia, diabetes, musculoskeletal diseases and mental ill health are all areas that are likely to have greater impact on health services. Levels of overweight and obesity in young people will continue to cause concern

The number of people aged over 70 will increase by over 11% and the number of 85+ by almost 12%

Demand for housing will increase. By 2025, 25% of all households will privately rent with the largest

	<p>increase among those aged 20 to 39. An increase in requirement for private rented properties is likely to lead to issues with rent levels, security of tenure and quality, particularly for vulnerable groups. In the social rented sector, those living in the most deprived areas will see a reduction in income, year on year, which is likely to be a direct result from the impact of welfare reform</p> <p>Estimates suggest that in Warwickshire in 2025 approximately 4,309 people aged 65 and over will be living in a care home (both LA and non-LA) with or without nursing, an increase of 19.7% from 2019 estimates</p> <p>By 2025, the prevalence of disability will grow as a result of the rising number of people living into old age, rather than an increase in ill-health. Overall, dementia represents the biggest growing cause of disability and rates are predicted to increase by 17% in people aged 65 or over in Warwickshire between 2019-2025 (from 8,484 in 2019 to 9,953 in 2025). The second largest cause will be other chronic diseases including mental health problems, diabetes, and musculoskeletal disorders. These diseases are fastest-rising in people aged over 85.</p> <p>The awareness of mental health issues is increasing; currently one in four adults will experience a mental health problem in any given year. With awareness increasing more adults and young people are likely to present to health services by 2025.</p> <p>Loneliness and social isolation has been identified as an area to address; with an ageing population and a higher ratio of dependents this issue is likely to increase in importance by 2025.</p>
<p>Partnership Working</p> <ul style="list-style-type: none"> What other partners are involved in the project and what are their contributions? 	<p>We receive funding support from The Charity of Thomas Oken & Nichola Eyffler; The King Henry VIII Endowed Trust</p> <p>£38,771.88 from Oken £20,000 from Henry VIII leaves £5,000 funding gap which is currently being funded from Core, and which we are applying to fill using this grant from Warwick Town Council</p>

<p>Equality of access</p> <ul style="list-style-type: none"> How will you ensure that your project is open to all or, if you are focusing on a specific group or community that the target audience will have access to the project? 	<p>The access routes that we provide currently are referral from our Core Service and from other agencies; drop in at Hamilton Terrace and community hubs, home visits and outreach at food banks via our projects and targeted services, email, telephone (and call back), referral from frontline workers and agencies via LAW REFERRALS.</p> <p>We pride ourselves on being available and accessible to all. A significant proportion of our clients have disabilities, long-term health conditions, language barriers and poor literacy and numeracy skills. We provide flexibility in terms of channels of access (online, telephone and face to face) and means of communication (for example large print text or simplified language where needed) and often work with family members, carers, support workers and interpreters, with the client's permission, to facilitate access to advice. We use LanguageLine to support clients for whom English is not their first language.</p> <p>Our business hours are 9am – 5.00pm on weekdays and we provide an 'out of hours' service on Monday evenings until 7pm. We respond to voice messages and emails sent during evenings and weekends on the next working day.</p> <p>Advice at our community hubs:</p> <p>Kenilworth: every Thursday 9am-415pm</p> <p>Community Pantry - 11am- 3pm every Wednesday and Thursday</p> <p>Shire Hall Warwick- every Wednesday 9.14-4pm</p> <p>The Sydni Centre - every Monday by appointment</p> <p>Our Casebook case management system includes a task list including deadlines to contact clients. This is managed by our Technical Supervisors to ensure that clients are contacted in a timely manner and passed through to our targeted projects like Advice Action & Empower.</p> <p>We continue to promote our services and engage with the community through:</p> <ul style="list-style-type: none"> Promotion of LAWREFERRAL among frontline workers and agencies Raising Awareness of our services and the principles of financial inclusion within Warwick
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District via website, telephony services, community hubs and attendance at events for residents. In 2022 we attended 10 local events to support community initiatives and wellbeing events, an average of 1 per month, supported by staff and volunteers.

- **Regular dialogue** with agencies and partnerships to identify emerging trends and issues (e.g. resettlement schemes)
- **Client Feedback** forms and case studies to ensure that the qualitative and quantitative impact of the service is captured.
- Publicise National and Local Resources via our website and a countywide e-bulletin on a quarterly basis
- Utilise partner communication outlets (Family Information Service (FIS) Newsletter, Tenant Bulletins)
- Provide more **Pop Up drop in and appointment sessions** in targeted areas of deprivation in Warwick District
- Inclusion in and promotion of WDC Cost of Living resources

We ensure our online presence is accessible and detailed as evidenced by the following links.

Clients are given clear access information as well as detailed information on the website to enable them to research their own advice needs.:

<https://www.casouthwarwickshire.org.uk/>

with clear links to specific advice pages such as fuel poverty:

<https://www.casouthwarwickshire.org.uk/fuel-poverty/>

and support with local resources for cost of living:

https://www.warwickdc.gov.uk/info/20845/cost_of_living_support

<https://www.costoflivingwarwickshire.co.uk/>

	<p>As part of a National network, we can also take advantage of the National Citizens Advice website which provides comprehensive self help advice to clients for example the information available in connection with the cost of living:</p> <p>https://www.citizensadvice.org.uk/debt-and-money/get-help-with-the-cost-of-living/</p> <p>Finally our Caseworkers on this new project moved across from the old Reach Out and Help project, meaning that they took with them the clients who still needed support, and are actively continuing to build on the links the project enjoyed with partner organisations.</p>
<p>What economic or community-based need does your grant aim to fulfil?</p>	<p>As evidenced in previous answers, we are seeing a significant impact on the vulnerable clients who are disproportionately impacted by the cost of living crisis. Many of those clients struggle to take forward the advice we give without support, and this is where our targeted project based services with paid caseworkers can make all the difference. Advice Action & Empower Warwick will assist with the Cost of Living Crisis.</p> <p>In February 2023, around a quarter (26%) of trading businesses expect the price of goods and services sold to rise. Among these, energy prices remain the top reason for businesses raising their prices, with 35% reporting this as a factor. This was followed by the price of raw materials (27%) and labour costs (23%). Almost a third (30%) of trading businesses reported their turnover had fallen in November 2022 compared with the previous month.</p> <p>Although inflation continues to ease, food price rises remain at record highs. Gas and electricity prices continue to rise rapidly compared with last year, and most adults in Great Britain are reporting using less fuel in their homes because of the rising cost of living. Increases in the cost of living are affecting different adults in different ways. For example, when looking at the experiences of adults who pay their energy bills (gas or electricity) by prepayment, around 7 in 10 (72%) reported difficulty in affording their energy, compared with 4 in 10 (42%) who paid for their gas and electricity by either direct debit or one-off payments when they received a bill.²¹</p> <p>This finding is reflected in our latest Citizens</p>

Advice data, which shows that the number of people seeking advice, who say they cannot afford to top up their prepayment meter, has increased rapidly in the past year. These data also show that across different groups of the population who seek advice, people are more likely to request support with cost of living issues than ever before.

[CA cost of living data dashboard | Flourish](#)

and we cross reference the information from the National dashboard with what we are seeing locally.

Locally also we have leveraged our branding to secure significant hardship funding from local trusts which means we have considerable funds available for clients who need emergency charitable relief. The evidence shows that this is one of the key reasons people access advice services across the county, and in Oct-Dec alone, as an organisation we distributed over £16,000 of emergency funds to CASW clients, of which £7,915 was distributed to Warwick District clients. These funds are used for energy and food purchase, clothes, white goods for new tenancies, mobility aids, school uniform and a myriad other urgent requirements which fall outside of many people's budgets.

Our free impartial and confidential advice enables us to support people manage their debt, maximise their income and ensure they are able to claim all of the financial support available to them. In addition we are able to take referrals from other organisations, for example those families with children via FIS, to ensure that we reach the most vulnerable clients in the area. Widening access through community hubs, office drop in sessions and of course the telephone advice and out of hours service on a Monday evening, ensures we are able to offer a range of convenient ways to contact us, and ensure we provide a pathway onto our projects.

Physical and Mental Health & Wellbeing

CASW plays a critical role in the delivery of this outcome and our concern is reflected in the National Citizens Advice data on how the cost of living is impacting our clients who identify with a disability:

Disabled adults are more likely than non-disabled adults to find it difficult to afford their energy bills, rent or mortgage payments. They were also more likely to report being behind. Over half (55%) of disabled adults reported finding it difficult to afford their energy bills, and around a third (36%) found it difficult to afford their rent or mortgage payments compared with 40% and 27% of non-disabled people, respectively, in the latest pooled

period. Around 1 in 15 (7%) disabled adults reported being behind on their energy bills compared with around 1 in 25 (4%) non-disabled people. Around 1 in 25 (4%) disabled adults reported being behind on their rent or mortgage payments compared with 1 in 50 (2%) non-disabled people.

We adopt an empowering approach to our delivery of advice which gives clients a greater degree of confidence and independence over their lives even if they are experiencing health and mobility challenges. This in turn enhances mental health and emotional well being. Prevention and Early Intervention are critical in our approach and having an accessible front door that is free, confidential and impartial means that we are able to be an inclusive service that is tailored to the needs of the individual. Personal Independence Payments have already been identified as a critical advice area of growing work for Warwick District and we have specific projects to support clients with these advice needs.

Isolation & Loneliness

CASW is unique among local citizens' advice in that we offer a home visiting service through projects like Advice Action & Empower, enabling clients to receive support with issues at their homes. This means we are able to identify problems and challenges on a home visit that may not have come to light previously, and then we can make the appropriate referral on to other agencies as well as link with GPs and other health service providers as necessary. Our community development work means that we are opening up advice avenues close to where people live, thus saving them the expense and difficulty of attending services in town.

Home visits and telephone advice has been really important in building relationships with clients, which enable them over time to be honest about the specific advice issues they are struggling with. It can be very challenging to discuss such personal financial matters with a volunteer or caseworker unless there is a trusting relationship, and this often happens over time. The casework support we offer to clients, especially those with PIP issues, can take place over many months, and our case studies show that we have provided significant support to people in tackling the issues which keep them isolated at home and away from sources of support.

<p>What age group(s) will benefit from the project?</p>	<p>Tick/indicate all that apply:</p> <p>Advice Action & Empower will support families and individuals, and is open to all ages:</p> <p>0-8 <input checked="" type="checkbox"/> 9-14 <input checked="" type="checkbox"/> 15-24 <input checked="" type="checkbox"/> 25-35 <input checked="" type="checkbox"/></p> <p>36-50 <input checked="" type="checkbox"/> 51-65 <input checked="" type="checkbox"/> 66+ <input checked="" type="checkbox"/></p>
<p>How will it be monitored for success?</p>	<p>There are several key ways in which we will monitor our service and demonstrate impact, not least through the regular reports we produce for funders, but also at the Board meetings with our partners which happen twice a year. Our funding for year 2 depends on hitting the targets for Year 1, and therefore we are monitoring quite carefully how many clients the workers are seeing, and what outcomes are being secured.</p> <p>As a service we pride ourselves on giving great advice. Our clients rely on us to provide accurate information and help them move forward with their problems. Our professional reputation depends on the quality of the service we provide and we operate a QAA (Quality of Advice Assessment) programme across our offices overseen by experienced and qualified assessors and supervisors.</p> <p>CASW has a rigid quality framework in place which is monitored both internally and externally by National Citizens Advice.</p> <p>In addition to the KPIs already indicated we can run reports from our Casebook Client management system which indicate:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Number of Clients and demographics <input type="checkbox"/> Income Maximisation <input type="checkbox"/> Debt managed <input type="checkbox"/> Case Studies <p>Casebook is a GDPR compliant and networked CRM system (CASEBOOK) will record work with clients and can disaggregate by:</p>

	<ul style="list-style-type: none"> • Age group • Disability • Ethnicity • Gender • Ward • Issue or combination of issues <p>Casebook enables the presenting of detailed data for each delivery partner area. This micro-analysis ensures resources are deployed appropriately by need.</p>
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Section 4: Financial Details																	
How much money are you requesting from Warwick Town Council?	Total amount applied for £5,000 which is proportion of the costs of 1.5 FTE caseworkers for one year with associated training travel and equipment costs. This amount represents 8% of the total funding of the project.																
Please provide a simple itemised breakdown of how this money will be spent	<table border="1"> <thead> <tr> <th>ITEM</th> <th>COST</th> </tr> </thead> <tbody> <tr> <td>Salary caseworker 3.5 hours per week</td> <td>4,711.50</td> </tr> <tr> <td>Travel</td> <td>137.50</td> </tr> <tr> <td>Training</td> <td>57.50</td> </tr> <tr> <td>Other expenditure including postage, mobile phone costs stationery etc</td> <td>93.50</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>5,000</td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table>	ITEM	COST	Salary caseworker 3.5 hours per week	4,711.50	Travel	137.50	Training	57.50	Other expenditure including postage, mobile phone costs stationery etc	93.50			TOTAL:	5,000		
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Is this the total cost of the project?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																
If no, please give details of funds raised or applied for from other partners, agencies, groups etc:	Other funds applied for/secured (including amount): £38,771.88 from Oken £20,000 from Henry VIII																

What is the total cost of the project / event?	Total cost £63,771.88

Section 5: Declarations	
Signature of main contact person	<i>JARobinson</i>
Date form completed	28th March 2023

This section must be completed before submitting your application to the office. 'Councillors Funding Application' form must also be completed by the supporting Town Councillor to indicate their support and submitted at the same time as this completed application.

Section 6: Town Councillor Declarations	
Town Councillor supporting the project (name)	Councillor Terry Morris
Have you been or will be actively involved in this project?	
Town Councillor's signature	
Date:	
Town Councillor's additional comments (if applicable)	

Completed forms and any supplementary sheets should be sent to:

Warwick Town Council
Court House
Jury Street
WARWICK
CV34 4EW

Electronic Copies: clerk@warwicktowncouncil.org.uk