



**District Executive - Thursday 6th January 2022**

Please find attached the presentation slides shown at the meeting.

<b>Agenda No</b>	<b>Item</b>
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6	<b><u>District-wide strategic grants - funding arrangements with Citizens Advice South Somerset and Spark Somerset 2022/2023 (Pages 2 - 18)</u></b>
	Presentation slides



## Welcome to Citizens Advice South Somerset

Please note we are closed from Friday 24th December to Tuesday 28th December, and Friday 31st December to Monday 3rd January. We will be open on Wednesday 29th and Thursday 30th December. Normal service hours resume Tuesday 4th January 2022.

Citizens Advice South Somerset is an independent advice charity providing free, confidential and impartial information, support and advice for anyone who needs it. Our vision is to deliver excellence in prevention and advice services, helping clients prepare for and manage key life events and changes.

Our services benefit the whole community and our goal is to reduce poverty, disadvantage and discrimination, improving independence, prosperity and wellbeing.

[Covid-19 Vaccinations in Somerset](#)

### Volunteer



### Donate



[Macmillan Referral](#)

[CA Partner Referral](#)

[Apply to the Somerset Household Support Fund](#)

[Struggling with your Mental Health? Click here](#)

## Our Supporters

Thank you to all the supporters of our service.

## South Somerset Household Support Fund



The Somerset Household Support Fund is designed to provide short-term financial support (from December – end March 2022) to vulnerable households which are struggling to afford the cost of food, gas, electricity, oil and water bills and other essential costs.

The scheme is funded by the DWP and administered by Somerset County Council. The fund is being distributed by Citizens Advice in Somerset which are assisting the County Council.

Household Support Fund activity Mid December 21 soft launch

# South Somerset

## Changes in Volume of Client Work

April 2019 to End December 2022 (last FY is ¾ data)

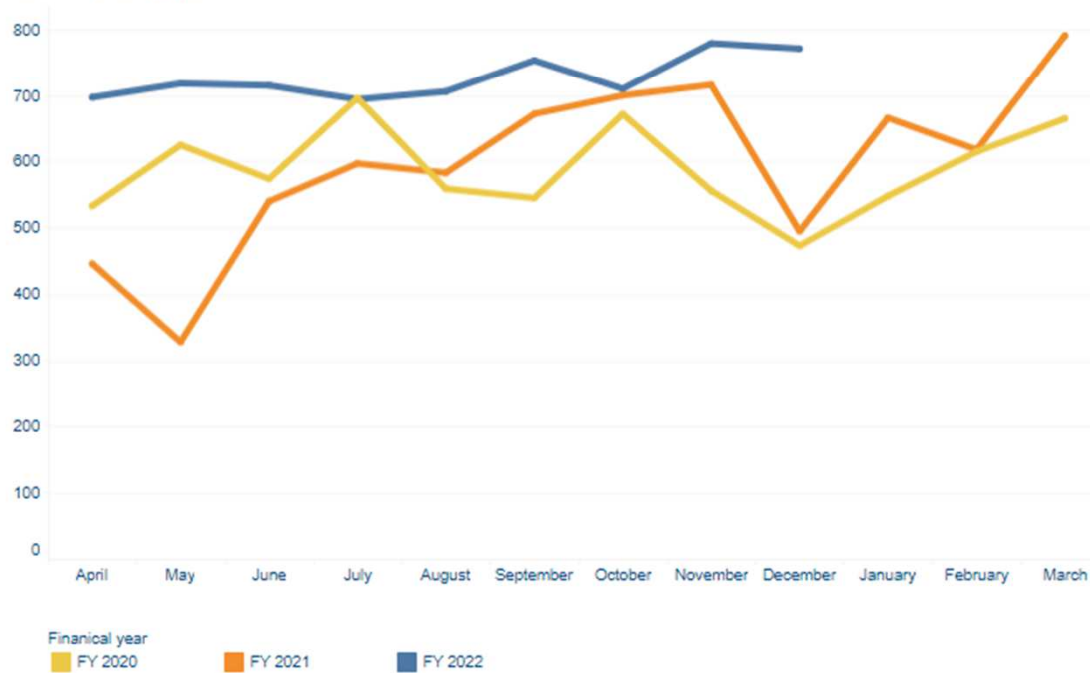
### Issue - Year on year comparison | Clients

Date: 4/1/2019 to 12/31/2021  
 Part1: (Multiple values)  
 Count issues or clients: Clients  
 Office Group: South Somerset (member)  
 Issue Type: (All)

Click on an issue name below to filter the report

FY = financial year ending March of year

Clients year by year



AICPart1	FY 2020	FY 2021	FY 2022	Grand Total
Benefits & tax credits	2,491	2,464	2,593	6,941
Benefits Universal Credit	1,522	1,407	1,103	3,832
Housing	873	1,115	998	2,844
Employment	843	1,127	652	2,526
Debt	937	982	836	2,515
Relationships & family	733	858	687	2,188
Utilities & communications	365	326	250	890
<b>Grand Total</b>	<b>5,520</b>	<b>5,975</b>	<b>5,248</b>	<b>15,073</b>

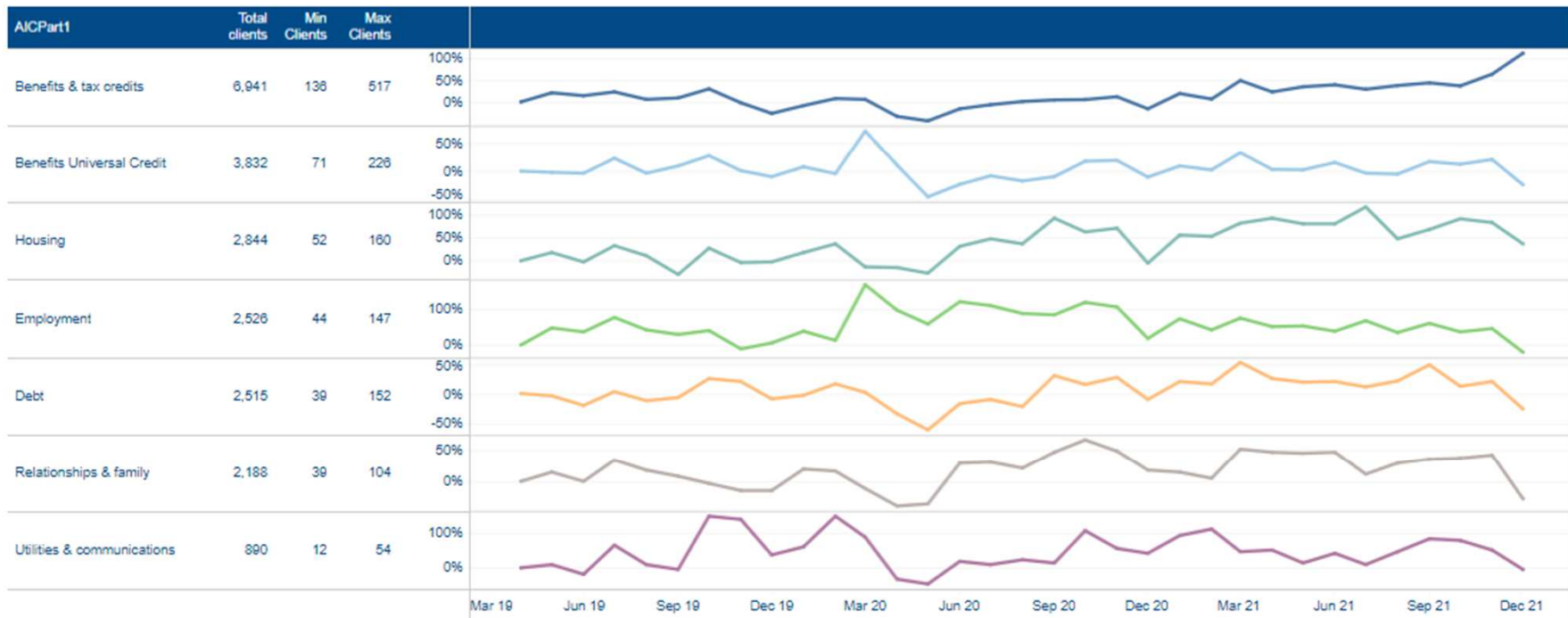
# South Somerset

## Changes in Advice Need Topics From 1/4/19 – 31/12/21

### Issue - Change Part 1 Spark Lines | Clients



Date: 4/1/2019 to 12/31/2021  
 AICPart1: (Multiple values)  
 Office Group: South Somerset (member)



- Benefits & tax credits
- Benefits Universal Credit
- Housing
- Employment
- Debt
- Relationships & family
- Utilities & communications

Click on the legend name or a line in the graph to highlight that issue

# South Somerset 9 Month Dashboard (2021/22)

## 39 weeks = 178 clients a week or 35 a day

### Key Statistics South Somerset (member) 01/04/2021 31/12/2021



#### Summary

Clients	6,958
Quick client contacts	248
Issues	22,505
Activities	32,369
Cases	7,110

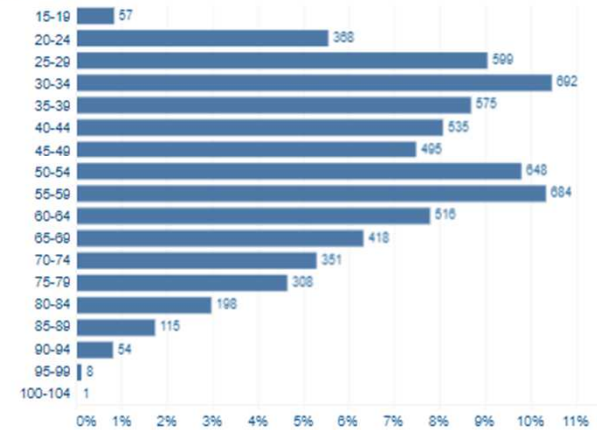
#### Outcomes

Income gain	£2,341,575
Re-imbursements, services, loans	£1,873
Debts written off	£844,550
Repayments rescheduled	£77,300
Other	£25,504

#### Issues

Issues	Clients
Benefits & tax credits	2,593
Benefits Universal Credit	1,103
Consumer goods & services	374
Debt	836
Education	42
Employment	652
Financial services & capability	263
GVA & Hate Crime	62
Health & community care	232
Housing	998
Immigration & asylum	111
Legal	416
Other	610
Relationships & family	687
Tax	111
Travel & transport	382
Utilities & communications	250
<b>Grand Total</b>	<b>22,505</b>

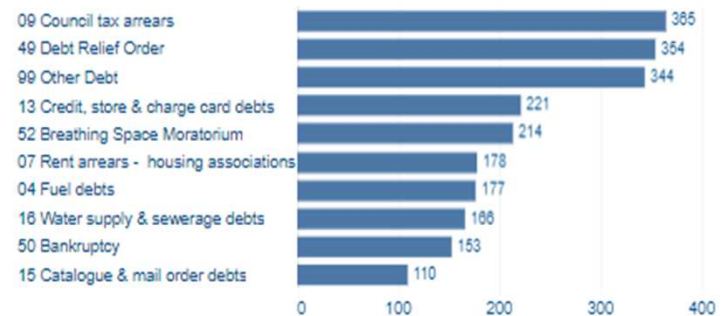
#### Age



#### Top benefit issues



#### Top debt issues



Comparison to same 9 months 2020/21: number clients 5,850 = 19% increase  
 Debts written off: £300,589    Income gained: £2,114,933

- Re-commissioning of Debt Services – Money and Pension Service have notified all providers that they have not awarded a contract. We are unsure about funding for debt casework for 2022/23
- Work with the other Citizens Advice in Somerset continues through the joint provision of Adviceline
- Plans to use video advice booths across the community are in discussion to provide an equivalent service to face to face drop-in.
- Ward dashboards – working to produce quarterly ward based dashboards for elected members with trends and emerging issues



# SPARK

# SOMERSET

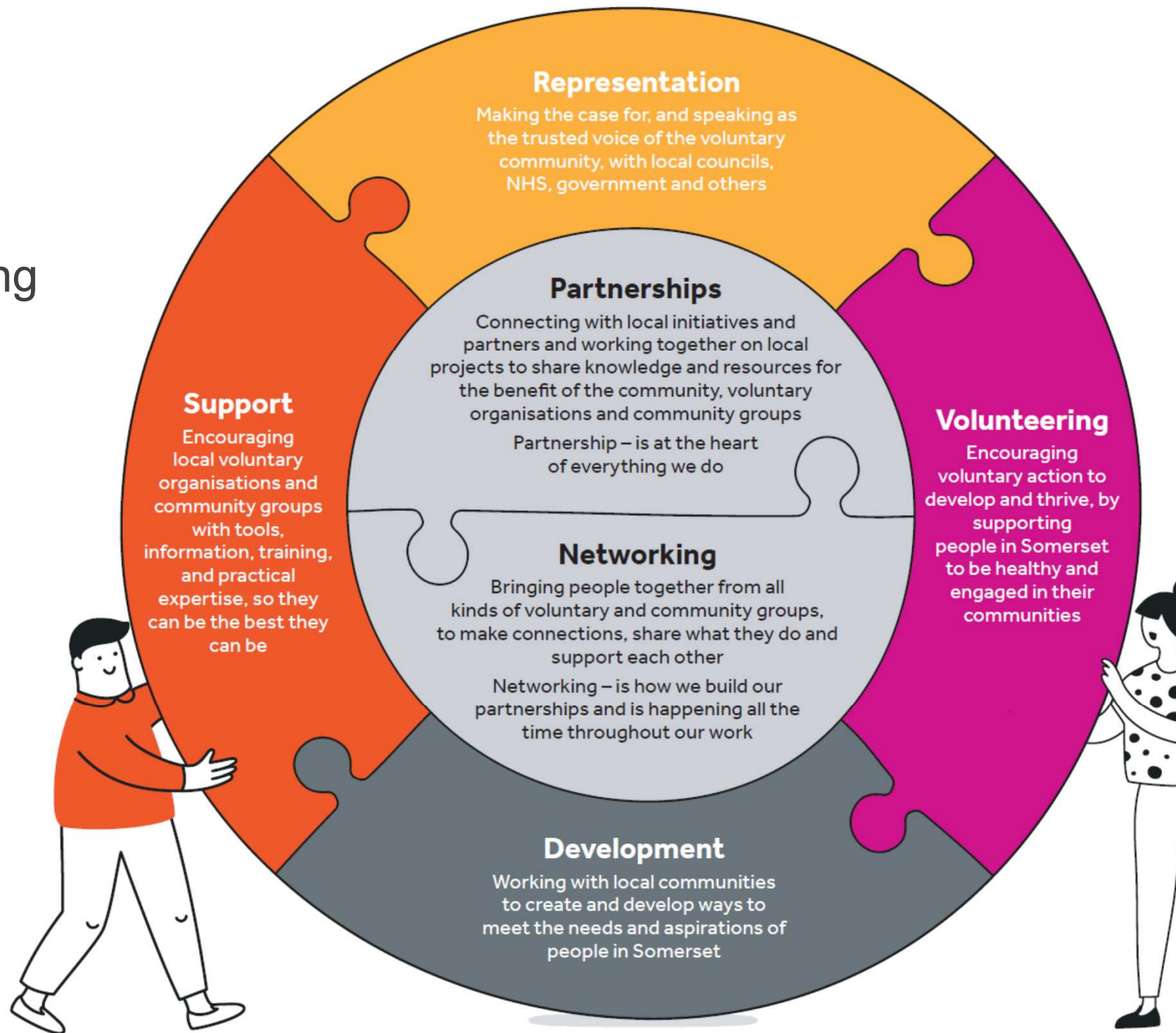
INSPIRING COMMUNITIES





Our aim is to inspire strong and sustainable communities through voluntary and community action

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95 groups supported with:

- Governance, policies and set-up
- Funding advice and support
- Covid-19 issues
- Volunteering
- Connections, collaboration and partnership support
- Community events and activities
- Legal issues
- Training

**15** groups received 121 support with volunteer management

**9** groups received in-depth funding support

**25+** events and forums, providing networking and learning opportunities

**3** South Somerset forums held to support local groups with 35 representatives attending.

**77** new volunteers and **67** new volunteering opportunities registered on [www.sparkachange.org.uk](http://www.sparkachange.org.uk)

**308** DBS applications processes

- **Yeovil Men's Shed:** Have a new committee in place, provided support to the new Chairman. Supplied with Safeguarding Policy pro forma, involved with dementia project, reconnected with Westfield Community Garden and attending Meet the Funder. *“Thank you for all the help you are giving us.”*
- Supported **South Chard Church** over a period of time, including funding advice, accessing training, providing opportunities for collaboration. *“In short, the team have been outstanding. They are an absolute support to us and as we move forward with our community projects, we are so grateful to have them at our back.”*

- **Helped St Michael's Yeovil** get a grant of £1500 to start a simple garden planting project at Birchfield Rec. *"I received an email today offering me the complete £1500. That was the best news of this week... I am very grateful for your help in finding this funder! It would not have happened without your help."*
- **Supported Stoma Heroes** to secure their first ever grant. *"When I was asked by Shane (the founder of Stoma Heroes) if I would help trying to get such much needed funds for the charity, I thought "No problem, how hard can this be?!" I am not going to lie - it's a minefield getting your head around these application forms...With Spark's help I have now secured a grant of £2,000 for the charity..... All I can say is a huge thank you to Spark Somerset, I was struggling, and they came to my rescue!"*

**9** training workshops, attended by **38** local groups  
(including GDPR, trustee training and Emergency First Aid)

### First Aid, September 2021

(1 not at all, 10 extremely):  
Prior Confidence Average: 5.6  
Post Confidence average: 8.6

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*“Thank you to all involved, for such an enjoyable and profitable morning yesterday. I shall be recommending the course on 6th May to my fellow trustees.”*

*Like many others, during the past 40 years I've attended numerous First Aid and HSE workshops. Yesterday's was by far the most engaging and valuable. I would certainly recommend the training to even the most experienced but uncertified people.”*

## Wider activity– some highlights

Employer supported volunteering –129 individuals, supporting 6 community organisations, including Harmony Fires: *“We wanted to carry out a volunteering day as it fitted perfectly with our charitable foundations’ ethos of supporting social and local communities and providing young people with opportunities. Helping at ARK seemed the perfect way of combining a team building day with doing good in the local community”.*

100+ Covid Community Champions and 15 Vaccine Buddies: *“Being a Covid Community Champion has been so beneficial, I've been able to reassure friends and family regarding the vaccine programme....Its been really nice knowing I am helping people through the Covid crisis thank you for this.”*

Represent the voluntary sector on key Boards, forums and events (including Local Government Reorganisation Advisory Board, Integrated Care System, Community Hospitals Strategy Group etc)

Thriving Communities: working in partnership with health, art and nature organisations to run this funded project, designed to support the social prescribing agenda.

## Consultation and Engagement

- Reflect on how the pandemic impacted VCSEs in Somerset, and the people/communities they support.
- Understand the **recovery** needs of VCSEs, and the people/communities they support.
- Identify what the VCSE sector in Somerset needs to **renew** and thrive as we emerge from the pandemic.

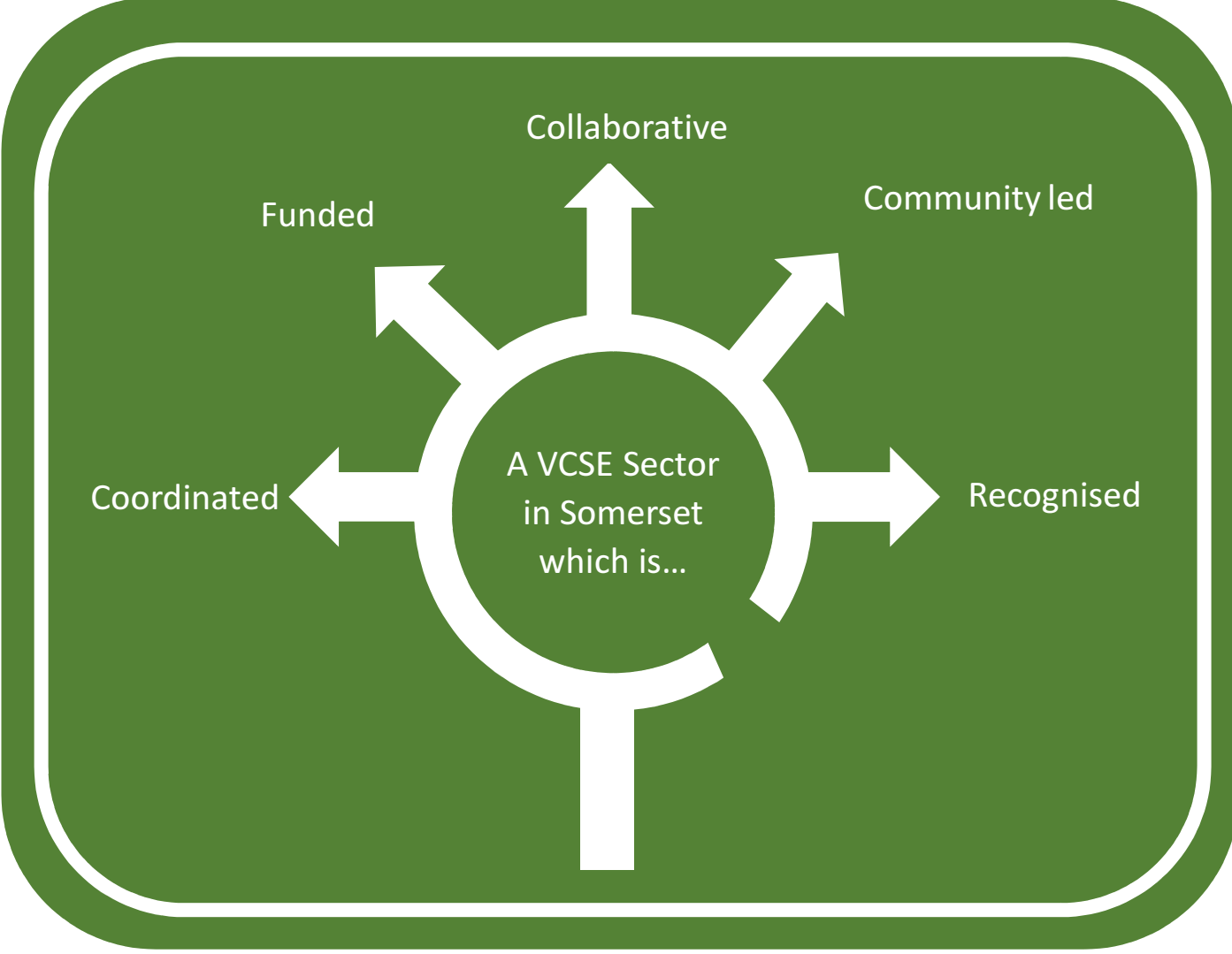




long term planning  
places place so that  
short term projects can  
shape and deliver  
better outcomes over  
time"

*"Work with and not for statutory services."*

*"That we are inclusive  
and people don't get  
forgotten. There are  
pockets of deprivation  
and it's great all around  
the county"*



*"Respect (and  
understand) each other's  
specialities/expertise"*

that the VCSE knows  
what to do, so that  
individuals and groups  
get the right help they  
need, as quickly as  
possible."

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**Thank you for  
your support**



[www.sparksomerset.org.uk](http://www.sparksomerset.org.uk)

[www.sparkachange.org.uk](http://www.sparkachange.org.uk)

<https://www.youtube.com/watch?v=Elc0ddBotj0>