

LISKEARD TOWN COUNCIL

SOCIAL EMERGENCY FUND POLICY

Aim: One of the ways that the Town Council has responded to the Coronavirus and issues facing vulnerable people within Liskeard, is to establish this Social Emergency Fund. This is intended to support the activities of those community groups and organizations bringing help and support to those facing isolation and need.

It is not to cover things already provided by other organizations. It is to fill gaps in provision. Other sources of support might be:

- The UK Government www.gov.uk – this is where the Government releases the latest information and you can sign up to alerts
- Cornwall Community Foundation www.cornwallcommunityfoundation.com

Eligibility Criteria to assist potential applicants and Councillors.

- Applications need to demonstrate that the grant aid will be of benefit to the community of Liskeard.
- Applications are welcomed from community groups, social enterprises, trusts and charities. Grants will only be given to non-profit making organisations.
- We particularly welcome applications from several groups working together. If we receive similar applications from different groups we may ask you to coordinate your efforts.
- An individual may not receive a grant, although we can fund organisations to provide financial help to individuals.
- Grants will not normally be awarded retrospectively to any project.
- Normally awards of grant will be in the range of £50 - £500. For applications which the Committee considers are exceptional, the Committee can reserve the right to approve a grant of up to £5,000.
- When supporting the delivery of frontline services to those facing isolation and need, grants can be paid against the normal operating costs of an organization. For example, wages, rents, stock etc.
- It is expected that the money will be used during the Coronavirus outbreak and it must be used within two years of being awarded.

- Should a grant be awarded the Town Council requires as a condition of approval that the support of the Town Council is acknowledged in all relevant press releases, social media posts etc. and that the recipients of grants give feedback to the Town Council on the use of the monies awarded. This could include presenting information at the public annual meeting.
 - Should the grant fund the purchase of an asset or service, which could be used by other community groups when not required, the applicant is encouraged to share the benefit.
 - Applications must be made on the form supplied.
 - Applications to be sent by e-mail to the Town Clerk townclerk@liskeard.gov.uk
 - Correctly completed applications will be considered by the Town Council as soon as possible.
- Please contact Steve Vinson, the Town Clerk, to discuss any questions you have. The application needs to comply with the above guidelines to be considered by the Council.

LISKEARD TOWN COUNCIL
SOCIAL EMERGENCY FUND APPLICATION FORM

Do not complete the Application Form until you have read the Policy above and believe that you comply with it.

By making the application you are giving consent for the information to be shared with Councillors and the public

When you have completed this form please e-mail it to Steve Vinson – townclerk@liskeard.gov.uk

Name of Applicant / Organisation	Citizens Advice Cornwall (CABCornwall)
Person to contact Position Held	Pippa Cann pippa.cann@citizensadvicecornwall.org.uk Business Development Officer
How are you normally funded?	<p>We receive a County Council grant that covers approximately ¾ of our Generalist Advice service. We fundraise for the rest from the public, Town and Parish Councils, and by approaching Grant-giving bodies, National Lottery etc.</p> <p>Our Projects (Debt Specialist, Help to Claim Universal Credit, Council 'Money Matters' Domestic Violence Project, MHned Mental Health, Financial Capability), are separately funded by restricted funds from local and national government departments and the European Social Fund.</p>
What do you need the money for?	<p>The pandemic has stopped many of our normal fundraising activities and caused extra expenses, whilst forcing us to adapt and find new ways of working to reach our clients in the Liskeard and Dobwalls area, and across Cornwall.</p> <p>Pre-Covid, Citizens Advice Cornwall operated from 9 offices and 6 outreaches across Cornwall and the Isles of Scilly, including our office in Liskeard. We work out of libraries, job centres, village halls, community facilities, foodbanks, our offices, and now our homes, to reach the people who need us most in a way that suits them, whether that is face to face, by phone, email, video link or webchat. We have good links in communities across the County and with multiple partners. At lockdown, our advisers adapted quickly to working from home, continuing the telephone, text and email advice service. We purchased webcams, headsets and laptops and retrained advisers to advise remotely. We kept 3 offices open for administrative purposes and, between lockdowns, offered very limited face to face appointments for vulnerable clients (where it is Covid-safe</p>

	<p>and no alternative is possible). We have now begun an innovative, and very popular, remote advice service by video link – either from client home, or from laptops placed in outreaches with partner organisations that our clients already attend.</p> <p>In order to support the increased web and telephone traffic demanded by remote working, we need to upgrade our servers and back office computer equipment. We also need to train new volunteer advisers to cope with increased demand.</p> <p>We received a grant from Cornwall Community Foundation to buy laptops for home working and upgrade one of our servers (in Falmouth) to run video advice appointments. We need to further upgrade our servers in Liskeard and Truro. These servers host our remote working traffic and the computer-based phone system serving all telephone calls. We would use a grant from Liskeard Town Council to upgrade the Liskeard server which hosts the computer-based telephone system and to increase the digital service offered in Liskeard.</p>
<p>How will vulnerable people in Liskeard benefit from this?</p> <p>Is it aimed at specific groups?</p>	<p>In 2019-2020 we helped 317 clients from Liskeard and Dobwalls with 2,565 issues. We helped them gain £222,964 in income and write off or reschedule over £236,855 in debt. So far, from April to October 2020, we have helped 145 Liskeard clients with 711 issues, gain £48,073 in income and written off or rescheduled over £15,000 in debt.</p> <p>Our service is open to everyone, but our CRM statistics show that over half of clients that access our service have a long term health condition or disability. We work closely with partners at Pentreath, First Light, the DWP, CRCC, doctor's surgeries, the foodbank, mental health drop ins, Age UK and others, and have direct referral routes from many organisations, so we can reach the vulnerable and at risk clients that need us.</p> <p>We advise on issues such as welfare benefits, health and social care, dealing with debt, employment issues, relationship breakup and consumer and legal issues. We help with benefit and employment tribunals and are there at turbulent times when people need us.</p> <p>Unemployment in Cornwall is predicted to be 27% this year and we are there to help support people during the changing rules, advice and support schemes of the pandemic.</p> <p>We anticipate the demand on our service will only increase in the Liskeard area in the coming year.</p> <p>Until lockdown, Citizens Advice Cornwall had an office in Liskeard offering face to face appointments for advice to vulnerable clients. Liskeard residents can currently access our services from home using webchat and information on our website, or for video advice appointment direct to their home computer or smart phone; or by calling our Adviceline, or by</p>

	<p>texting us for a call back. Our advisers are working from home to keep the vital advice service running. We are currently seeking a room in Liskeard to host our equipment to offer remote video advice for clients who feel more comfortable seeing the face of their adviser and do not have access to the internet or a video channel (computer or smartphone) themselves.</p>
<p>Have you previously received a grant from Liskeard Town Council?</p> <p>If 'Yes' please indicate</p>	<p>YES</p> <p>(a) When (Date) 07/05/2020</p> <p>(b) Amount received £595</p>
<p>What is the total cost of what you are planning?</p> <p>What sum of money are you looking for from the Town Council and what exactly will it be used to support?</p> <p>How is any difference to be funded?</p>	<p>We are asking Liskeard Town Council for a total of £2000. We will spend £1300 of this to upgrade the computer server based in Liskeard to enable us to keep pace with the increased load on our systems due to phone and digital traffic. This will enable Liskeard and Dobwalls residents to continue to reach us by text, phone, webchat and video-link.</p> <p>If a venue can be found with a partner organisation, we would also like to buy and place a laptop in a Liskeard town Digital Outreach.</p> <p>If a suitable outreach partner cannot be found, we would put the rest of the grant towards training and recruitment of new volunteer advisers for the Liskeard office to answer the increased phone and video calls.</p> <p>Volunteering at Citizens Advice can increase chances in the job market and give new skills and prospects to local people who may have lost jobs in the pandemic.</p> <p>The costs of working from home and the Digital Advice programme have added a further £60,000 to our annual budget for Generalist Advice this year.</p> <p>We received a £30,000 grant to initiate our Digital Outreach service in July from the Department for Business, Energy and Industrial Strategy, via the National Citizens Advice office, and a further £10,000 emergency Covid Grant from CCF in August for computer equipment.</p> <p>We have applied to several other Town and Parish Councils for the funds for projects in their areas, and to CCF for a second grant to upgrade other servers and provide second screens for advisers working from home. The County Council give us a £296,000 grant per year which covers approximately $\frac{3}{4}$ of the cost of the £400,000 Generalist Advice service - before any extra Covid or Digital Outreach costs are added. We fundraise constantly to cover the shortfall for the Generalist advice, from grant-giving bodies, the National Lottery, and other Trusts.</p>

Charity Number or Registered Company Number (if applicable)	Please do not sign your name in this box. Charity Registration Number 1096193 Company limited by guarantee, Registered Number 04409017 Date: 15/12/2020
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Name of Applicant / Organisation	Citizens Advice Cornwall (CAB Cornwall)
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