

## Main Grants 2017-18 report

<b>Name of organisation</b>	<b>170 Community Project</b>
<b>Date of meeting</b>	<b>5<sup>th</sup> September 2016</b>
<b>Names and positions of attendees</b>	<b>Jill Mountford – Chair Frances Fraser – Senior Advice Worker Winston Castello – Community Enterprise Manager, LBL</b>

<b>Group Name:</b>	<b>Total</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Total funding received 2015-16	£98,000	N/A	£32,666. 66	£32,666. 66	£32,666. 66
Total funding to be received 2016-17	<b>£130,666. 67</b>	£32,666. 66	£32,666. 66	£32,666. 66	£32,666. 66
<b>Outcomes</b>	<p>1. Provide General Help with Casework in welfare benefits &amp; housing</p> <p>1.1 General help: increased access appointments with advice workers, increased access to digital technologies, increased referrals, enhanced client ability and confidence to self-manage some of their advice needs. 1512</p> <p>1.2 Welfare benefits general help with casework: Remedy incorrect decisions and assist to iron out client problems with the changeover to Universal Credit. 600</p> <p>1.3 Welfare benefits casework: Income maximisation for clients via increased access to benefits entitlements. Remedy incorrect decisions and award of backdated benefits payments. 362</p> <p>1.4 Housing Casework: Avoid repossession, avoid repossession proceedings. 154</p>				

2. ADVICE HUB - Provide General Help with Casework in welfare benefits & housing via Advice Hub

2.1 General help: increased access appointments with advice workers, increased access to digital technologies, increased referrals, enhanced client ability and confidence to self-manage some of their advice needs. 576

2.2 Welfare benefits general help with casework: Remedy incorrect decisions and assist to iron out client problems with the changeover to Universal Credit. 138

<b>Outputs:</b>	2015-16 Target	2015-16 Q2	2015-16 Q3	2015-16 Q4	2015-16 Total	% Achieved	2016-17 Target	2016-17 Q1	2016-17 Q2	% Achieved TD
<i>Provide at least 1512 client-contact opportunities for new, on-going and follow-up work for clients Assist with signposting and referrals to advice workers and other services. Enable access to IT support for form filling and self-help. Enable access to information and advice via telephone.</i>	1512	824	662	812	<b>2,298</b>	<b>152%</b>	2600	719		<b>28%</b>
<i>600 Welfare benefits general help with casework: Remedy incorrect decisions and assist to iron out client problems with the changeover to Universal Credit.</i>	600	215	210	218	<b>643</b>	<b>100%</b>	580	194		<b>33%</b>
<i>154 Housing Casework: Avoid repossession, avoid repossession proceedings</i>	154	36	149	63	<b>248</b>	<b>161%</b>	160	85		<b>53%</b>
576 General help: increased access appointments with advice workers, increased access to digital technologies, increased referrals,	576	342	294	161	<b>797</b>	<b>138%</b>	600			<b>17%</b>

enhanced client ability and confidence to self-manage some of their advice needs								104		
<b>Welfare benefits</b>	138	99	63	73	<b>235</b>	<b>170%</b>	340	104		<b>31%</b>

## 1. Remove funding from under-performing groups/those performing least well

Have you achieved at least 90% of the agreed reporting outputs and outcomes in all quarters since the start of the programme?

The organisation's aim was to provide 2,600 contact opportunities consisting of welfare and benefits general help, case work and representation, housing and general help, housing case work, other general help, and IT support access.

The organisation achieved its targets despite the fact that, for part of the year, it had a number of staff vacancies. The organisation further experienced changes due to the ending of the funding for the IT hub which had been previously funded by the Big Lottery.

For 2016/17, the organisation's outputs have been adjusted to better reflect the areas of work they are involved in and also to take account of the fact that their information hub, which was previously funded by Big Lottery, is now staffed by volunteers and supported by staff from the 170 Project, working at a reduced level.

Have you achieved all of the wider outcomes outlined in the initial grant application?

The organisation's wider outcomes relate to increasing access to advice and responding to welfare benefits changes. In addition, the organisation aims to increase access to IT based advice. The organisation states it has achieved these outcomes. The organisation undertakes a number of outreach activities which enable it to engage with members of communities who would not ordinarily visit its main offices.

The organisation believes that the work it is undertaking is significantly contributing to increasing the security of service users and reducing poverty.

If no to either of the above:

- what are the mitigating factors?
- what plans are in place for improving performance?
- what progress has been made against actions agreed with your Development Officer?

N/A

What local support/evidence of need can you identify for the work you are undertaking?

The organisation is well-established and works well with a range of community-based organisations in North Lewisham. It receives referrals from a wide range of sources and reports continued demand for its services, including from local GPs. The 170 Project also delivers weekly outreach services at Deptford Lounge.

## 2. Negotiate reductions and seek alternative funding streams

Are there any proposals that you can put forward that will deliver significant saving against current expenditure? This can include capital investment to change your delivery/business model.

During the last year, the organisation has re-focused its work and is aiming to further develop its advice services. The 170 Community Project owns its premises and is seeking to invest in them and broaden the range of community services which can be accessed. It is also exploring potential sharing arrangements with other organisations.

What alternative funding streams are you already pursuing?

The organisation has been successful in attracting £24,000 from New Cross Gate Trust which will enable it to enhance its existing outreach work.

Are there any other funding streams that you can identify that the council can support you to access?

The organisation is aiming to develop its fundraising strategy including the development of its building as a source of income generation.

## 3. Work with groups to consider mergers or asset sharing

Are there any organisations doing similar work to you in the borough who you may consider sharing resources or merging with? Who have you considered/approached?

The 170 Project has stated that it would be willing to engage in discussion with Evelyn 190 to explore closer collaboration.

The new Chair and trustees will also be exploring other potential partnerships.

Are there other groups in the local area that you could share resources with even if they are delivering a different type of service? Again, who have you considered/approached?

The project is willing to share its building and office space with other organisations which has the potential to achieve back office savings.

What support might you need to move these suggestions forward?

The organisation has suggested that support may be required in the future once plans have been further developed.

#### 4. Pro-rata reductions across all groups

What would a 25% cut in your grants look like in service delivery terms? What are the wider impacts?

The organisation currently offers advice services four days per week but would need to review whether this level of service delivery would be sustainable were they to experience a 25% cut. There may well be a reduction in the number of days open or possibly a reduction in the number of advice areas that are currently offered.

The modelling of any reduction will need to be done as part of the Advice Lewisham partnership as this will be the single delivery vehicle for advice provision in Lewisham via a range of delivery mechanisms including a Free phone line as the main service entry and triage point.

Have you modelled this cut and developed an action plan for its implementation?

The organisation has not as yet modelled this cut but trustees will be discussing the organisation's strategic direction before the end of the year.

#### Conclusion

**Any other comments / areas discussed**

N/A

**Conclusion and recommendation**

**A pro rata cut in grant is recommended.**

The organisation is participating in the advice review and will contribute to the single point of entry for advice clients. This recommendation is conditional on the full involvement of the 170 Project in the review and the organisation's commitment to jointly plan and deliver advice provision across the borough via Advice Lewisham.

Equalities groups disproportionately impacted by recommendations

Ethnicity:		Pregnancy / Maternity:	
Gender:	X	Marriage & Civil Partnerships:	

Equalities groups disproportionately impacted by recommendations			
Age:		Sexual orientation:	
Disability:		Gender reassignment:	
Religion / Belief:			
Commentary and potential mitigations:			
<p>170 has a majority of female users. This group would therefore be disproportionately adversely affected by a funding cut. The impact of this will be mitigated by the planned advice service changes which will provide better planning for service users and improved referral arrangements between the existing advice providers.</p>			