

<b>Forum Area or Division:</b>	Eden - Eden
<b>Reference:</b>	CGA/399-21
<b>Group Name:</b>	Citizens Advice Carlisle & Eden (CACE)
<b>Community Development Officer:</b>	Tracey Moran
<b>Community Development Assistant:</b>	Amy Frith
<b>Amount Requested:</b>	£5,000.00
<b>Total Project Cost:</b>	£5,000.00

## APPLICATION REPORT

### Application Summary

6 month extension of project CGA/140-20

#### Proposal:

Citizens Advice will continue to employ a worker for 1 day per week to provide a dedicated employment service for people in Eden.

£5k will pay for this dedicated Employment Advice resource for the period April 2021 to Sept 2021.

The service will help people remain in employment (thus safeguarding their current and future income), to challenge dismissals or reductions in pay (where appropriate) and to assist people to claim the appropriate assistance at the right time (e.g. universal credit).

#### Need for service:

Citizens Advice will provide specialist level advice to clients before their employment problem becomes a contentious or employment tribunal case. Many clients need advice on how to assert their employment status and rights before infringement, before enforcement.

Many clients are not trade union members and don't engage solicitors as it is often uneconomic and there is no legal aid available.

Since the start of the pandemic Citizens Advice Carlisle & Eden have seen employment enquiries increase by 85%. There has been no reduction over the last few months and it is anticipated to remain the case in the first 6 months of 2021/22 financial year.

Whilst public helplines and websites are available, e.g. ACAS, they tend to signpost clients to Citizens Advice. The Citizens Advice public site is available, but these are sources of information, not tailored advice.

#### Complementary service:

Citizens Advice provides benefits, Macmillan and money advice to a high level and standard. Employment advice dovetails with those services.

#### Generalist service:

The Citizens Advice generalist service cannot usually provide specialist level employment advice.

The funded Employment Advice Worker has, and will, support the generalist service to provide specialist level advice or casework to people in Eden when it is needed.

**Key Themes Met**

The project supports the strategic priorities of Eden Local Committee under the themes:

The development of strong and resilient communities

Access to services

Supporting a better quality of jobs in the area

This project also supports Cumbria County Council's vision, included in the Council Plan, that it will be 'A Council that works with residents, businesses, communities and other organisations to deliver the best services possible within the available resources';

Specifically supporting the outcomes 'People in Cumbria are healthy and safe; Places in Cumbria are well-connected and thriving; The economy in Cumbria is growing and benefits everyone'

**Number of People Benefiting**

50 - 100

**Breakdown of Project Costs**

£5000: Additional employee and on-costs for 1 day per week delivery for 6 months.

**Previous CCC Funding**

DEFRA £5000 for previous six months, Annual Money Advice grant £34500

**Grant Amount Recommended**

£5000

**Officer comments**

The grant will continue to fund a dedicated officer at Citizens Advice to support employment issues for the next 6 months, this will run alongside the Debt support service currently funded by ELC. The service has been of great benefit to Eden residents over the past 6 months and the demand for this additional support from is evident by the increase in demand for employment advice in the area.

**Comments from Elected Member(s) / Neighbourhood Forum / Grant Panel**

**Member Signature:**

**Date:**