

Forum Area or Division:	Carlisle - Carlisle Wide
Reference:	CGA/557-21
Group Name:	Citizens Advice Carlisle & Eden (CACE)
Community Development Officer:	Jackie Hayhow
Community Development Assistant:	Susan Smith
Amount Requested:	£17,855.00
Total Project Cost:	£17,855.00

APPLICATION REPORT

Application Summary

Citizens Advice Carlisle & Eden (CACE) provide free, confidential, impartial and independent advice and information on their rights and responsibilities to the people of both Carlisle and Eden districts. They are the only quality-marked advice agency in Carlisle which advises anyone regardless of age or issue and uses volunteers extensively to deliver services.

1. Employment advice and support has seen the single largest rise in demand during the pandemic. There is a shortage of quality, independent, free advice and representation on employment matters in Carlisle.
2. During the pandemic CACE has delivered advice remotely via telephone, email, webchat, video. As we are emerging from the pandemic and gradually returning to office based-work CACE will be delivering face-to-face advice to vulnerable clients on complex matters. However, the demand for the alternative delivery channels is likely to remain high and it will be a challenge to resource all of these channels.

Proposal:

1. CACE to employ an Employment Adviser for one day per week from October 2021 to June 2022.
2. CACE to employ a worker (training officer then supervisor) 1 day p.w. from Aug 2021 to June 2022 to recruit, induct, train and support a team of Digital Advisers specifically to deliver advice remotely. This will free up experienced advisers to provide the face-to-face service needed.

CACE are in the process of applying to Eden Local Area Committee for similar funding for an Employment worker to cover the Eden district as well as a contribution towards training and supervision costs.

Key Themes Met

It supports county council priorities to respond to needs in the community following the impacts of the virus, as well as supporting the emerging county wide poverty strategy.

It will support healthy communities by helping to tackle poverty, maximizing income and challenging poor housing conditions.

Number of People Benefiting

100 +

Breakdown of Project Costs

£17,855 Salary and all oncosts

Previous CCC Funding

CACE have received various grants for various projects

Grant Amount Recommended

£17,855

Officer comments

or a contribution towards the application

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

Member Signature:

Date: