

Update from the current commissioned Voluntary and Community Sector providers under the Council's Commissioning Prospectus

## **CITIZENS ADVIVCE BRENTWOOD**

### **Enquiries by type**

<b>Type of enquiry</b>	<b>2015-16</b>	<b>%</b>	<b>2016-17</b>	<b>%</b>	<b>2017-18 (Q1 &amp; Q2 only)</b>	<b>%</b>
Benefits and Tax credits	2898	36	2668	36	493	29
Benefits universal credit					13	1
Consumer goods and services	357	4	306	4	87	5
Debt	1128	14	750	10	146	9
Discrimination	20	0	40	1	10	1
Education	42	1	50	1	15	1
Employment	791	10	831	11	188	11
Financial services & capability	140	2	132	2	30	2
Health and Community Care	149	2	126	2	34	2
Housing	915	11	923	12	258	15
Immigration and Asylum	89	1	156	2	29	2
Legal	402	5	336	5	106	6
Other	203	2	128	2	32	2
Relationships and family	736	9	694	9	172	10
Tax	118	1	97	1	11	1
Travel and transport	74	1	87	1	32	2
Utilities and communications	75	1	70		22	1
<b>TOTAL</b>	<b>8137</b>	<b>100</b>	<b>7394</b>	<b>100</b>	<b>1678</b>	<b>100</b>

### **When is support available**

Currently Citizens Advice Brentwood can offer face to face support during the following times: Monday, Tuesday, Thursday and Friday 10am – 4pm and Wednesdays 1-4pm. Telephone advice times are 10am – 12noon Monday, Tuesday, Thursday and Friday and 1.30 – 3.30pm Monday, Tuesday and Wednesdays

There is also an outreach at the Town Hall on Wednesday mornings 9.45am – 12noon.

There have been rise in the requests for Housing related issue from 13% to 16%, and Benefits enquiries are overtaking Debt enquiries over the last 2 years. Universal Credit is being introduced in November with the attendant delays in payments Citizens Advice Brentwood expects more short-term debt problems.

## **BRENTWOOD COUNCIL FOR VOLUNTARY SERVICES**

Essex County Council (ECC) and Essex Council for Voluntary Services (ECVS) have jointly developed a new scope for infrastructure support services in Essex based on a clearer ask of Councils for Voluntary Services(CVS) by ECC (and partners) which is more aligned to refreshed, clearly defined outcomes that support the overall intentions of Essex County Council and its partners (e.g. District/Borough/City Councils and the Clinical Commissioning Groups (CCGs). ECC and the CVSs have previously agreed the need for a more 'funding for outcomes' approach.

Initially, this approach will bring together all ECC requirements for its CVS funding (Public Health and Social Care) and, in some areas, this will be extended to include piloting co-funding with District Councils (specifically Brentwood, Rochford and Basildon Councils to date). The approach set out in this document, therefore takes account of discussions with those Councils on a co-funding approach to help ensure District Council and ECC funding are aligned (where appropriate). In time, and if successful, the framework in this document could be extended to include co-funding with other CVS funders (e.g. CCGs, other Districts, Police and Crime Commissioner, other parts of ECC, etc.)

More details are set out in the document in Appendix C.

Therefore, it is recommended that the new Commissioning Prospectus will reflect the four key areas of infrastructure support services as set out in Part A: the defined outcomes, Part B: the VCS Infrastructure support, Part C: CVS effectiveness and Part D: Underlying principles.

Brentwood CVS have held three networking events in 2016-17

- July 2016 – Networking lunch with 67attendees
- November 2016 – Networking breakfast 46 attendees
- March 2017 – Networking breakfast 40 attendees
- Attendees completed an evaluation form and 99% of these rated the events as either good or excellent
- Brentwood CVS has 112 organisations registered with them

- There are 197 volunteers registered through the Volunteer Essex (Brentwood) with 153 active opportunities available to Brentwood residents.
- Brentwood Borough Council has requested them to look at any gaps in provision
- Future funding from Essex County Council looks OK subject to the completion of the evaluation forms.

## BRENTWOOD COMMUNITY TRANSPORT

In the twelve months leading up to 31 March 2016 Brentwood Community Transport provided the following (2015 figures are in brackets):

- 299 (317) individual members benefitted from our activities
- 54 (52) group members, giving other charitable organisations access to transportation for their events
- 45,816 (48,618) passenger journeys for the residents of Brentwood
- Hospital shuttle bus now running with a Section 22 permit. This change was necessary due to significant reduction in a way the NHS fund this service. The change has been well received enabling residents to continue to access local health services
- We receive notification of funding towards our Queens Shopper service
- Main funding from ECC and BBC now guaranteed for a further year at the same level as before
- Renewed agreement with Basildon Community Transport services to provide temporary cover for the role of Chief Executive Officer at Basildon. It continues to provide a cost-effective approach and both organisations benefit from resulting synergies
- Driver volunteers allow the organisation to provide many more journeys than would be possible with just paid drivers. Social car drivers use their own vehicles to provide local journeys and assistance to residents who can access a standard vehicle but are able to use public transport; whereas Minibus drivers use our vehicles for the same purposes, except cannot access a standard vehicle, but are also able to cover absences of paid drivers. Office volunteers provide invaluable support in the areas of finance and statistics.
- Overall our volunteers give over 5,000 hours of their time in a year, which is the equivalent of almost 3FTEs.

[illegible]

(Section 19)												
Section 22 routes	2061	1957	2293	1985	2132	1984	2050	2122	2301	2067	1892	2465
<b>Total passenger journey numbers</b>	<b>3958</b>	<b>4124</b>	<b>4268</b>	<b>3954</b>	<b>3814</b>	<b>4634</b>	<b>4434</b>	<b>4508</b>	<b>4793</b>	<b>4603</b>	<b>4220</b>	<b>5206</b>
<b>Journeys unable to fill</b>												
	April	May	June	July	August	September	October	November	December	January	February	March
Potential journey numbers	15	15	17	20	48	60	26	40	30	22	25	16

Annual total passenger journeys 52516

BCT did experience a 14.4% cut from ECC which means they are unable to fulfil the needs of the service and are now holding a waiting list of 40 people and they are constantly reviewing that list.

The demand has also grown for health service transport which can only be met with their registered bus route serving Brentwood Community Hospital

Due to age and illness our volunteer workforce is decreasing with no new people coming on board despite marketing and advertising such as the local paper, our window in the High Street, Facebook, leaflets etc.

Their satisfaction survey for this year has not yet been undertaken as this is scheduled for September.