

The background of the slide features a large, light blue coat of arms of the City of Edinburgh. The coat of arms consists of a shield divided into four quarters. The top-left quarter shows a castle tower, the top-right shows a stag's head, the bottom-left shows a sailing ship, and the bottom-right shows a lion. Above the shield is a crown with four fleurs-de-lis. A banner at the bottom of the shield contains the motto 'ANE FOR A'.

Agenda Item 6

Following the Public Pound – Poverty and Equalities

Falkirk Council

Title: Following the Public Pound – Poverty and Equalities
Meeting: Scrutiny Committee External
Date: 16 August 2018
Submitted By: Director of Corporate and Housing Services

1. Purpose of Report

- 1.1 This report provides information under the Following the Public Pound arrangements for the period 1 April 2017 to 31 March 2018 for the Council's priorities regarding poverty, underpinned by our Fairer Falkirk and Equality outcome.

2. Recommendation(s)

- 2.1 The Committee is invited to consider each organisation's report and select from the following options for each external organisation:
- 1) Approve the report and acknowledge progress by the external organisation in meeting Council priorities;
 - 2) Request further information be provided to them on specific aspects of the service provided; or
 - 3) Request a follow-up report for a subsequent Scrutiny External Committee's consideration on specific aspects of the organisations performance or on the organisation as a whole.

3. Background

- 3.1 External organisations which receive funding from Falkirk Council are subject to formal monitoring, scrutiny and reporting. The organisations that receive funding to support our outcomes on public protection are from the third sector i.e. voluntary or charitable organisations.
- 3.2 These organisations are funded on the basis that they are able to provide services which could not readily be provided by the Council or have not been provided by the Council in the past.
- 3.3 As with other organisations, some were subject to a reduction in funding last year though not all. Whilst the long term value of the services provided by these organisations is acknowledged, reducing budgets for the Council have required a critical examination of how much support the Council can afford now and in future years.

- 3.4 The Committee has sought to understand the contribution that various organisations are making to achieve the priorities and outcomes that are of importance to the Council. This latter role is increasingly a focus for services given the need to reduce duplication, be consistent in service delivery across the Council area and to achieve a joined approach to service delivery.
- 3.5 Monitoring by officers takes the form of regular reports and meetings. Each monitoring statement, attached as appendices, provides an overview of the service funded by the Council, the agreed objectives or outcomes, performance information during the period and also a financial overview.
- 3.6 In poverty and equality terms, the Council leads the Community Planning Partnership's delivery group for these issues. The focus of these groups are to oversee the delivery of the following outcome:

Our Area Will Be A Fairer And More Equal Place To Live. To achieve this outcome we will:

- Improve our focus on equalities issues and human rights;
- Work with all communities to build more cohesive communities that recognise and celebrate diversity;
- Seek to increase household income;
- Address the impact of poverty on children;
- Prioritise disadvantaged communities when designing and delivering services;
- Improve access to services for our most vulnerable individuals and families;
- Define a basic standard of living we would expect everyone in Falkirk to enjoy;
- Reduce the stigma of poverty on people, families and communities.

- 3.7 The organisations funded or monitored by the Council that support this outcome include:

Organisation	Monitoring Service	Annual Funding
LGBT Youth Scotland	Children's Services	£30,000
Falkirk CAB	Corporate and Housing Services	£168,490
Grangemouth & Bo'ness CAB	Corporate and Housing Services	£98,360
Denny & Dunipace CAB	Corporate and Housing Services	£92,810
Armed Forces Project - Denny CAB	Corporate and Housing Services	£18,000
MacMillan Money Matters	Corporate and Housing Services	£38,000

Equalities

3.8 Members will be aware that the Council has legal obligations with regards to equalities. The Equality Act 2010 sets out a general equality duty which requires the Council to demonstrate 'due regard' in the way they conduct business; deliver services and make decisions. The elements of the general duty are to:

- eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct
- advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- foster good relations between people who share a protected characteristic and those who do not.

3.9 This means that in addition to ensuring we are not discriminating against protected characteristic groups on our decision making and service delivery we must actively seek to promote equalities.

3.10 The Council also has clear outcomes for delivering on equalities and these are set out in our equalities outcomes statement published every two years. The current outcomes include:

3.11 For Service delivery

- Access to our services will be improved by understanding and reducing barriers
- Our communities will be supported to understand and celebrate the diversity of those who live, work and visit the Council area
- Our approach to engagement and participation will give voice to our diverse communities
- People within the relevant protected characteristic groups or who experience other forms of discrimination or disadvantage are able to be themselves and can achieve their full potential

For Education our outcomes are

- Children and young people within the relevant protected characteristic groups or who experience other forms of discrimination and disadvantage are able to achieve their full potential
- Children and young people within the relevant protected characteristic groups within Falkirk schools feel safe, supported and able to be themselves

The Group the Council funds to support this outcome is LGBT Youth Scotland.

Poverty

- 3.12 Members will also be aware of the work being undertaken with regards to supporting people in poverty. This includes providing direct support via the food bank, looking to provide a joined up service to those who need advice and support, to supporting a range of providers that people can access depending on their needs.
- 3.13 A refresh of our poverty strategy, Towards a Fairer Falkirk, is currently underway. We aim to have this finalised in October 2018, following extensive consultation with stakeholders and people with experience of living on a low income.
- 3.14 We are looking at taking forward three key priorities including:
- Money – financial inclusion, income maximisation and financial capability
 - Access to services
 - Culture – including reducing stigma and indirect discrimination
- 3.15 The organisations we fund will be critical in not only delivering the final strategy, but also in informing its development. Once the strategy is finalised and approved by Members, we will seek to ensure that all organisations that the Council funds are doing what they can to achieve the outcomes set out in the strategy.

4. Implications

Financial

- 4.1 The funding allocated to each group is agreed by Council at its budget meeting in February each year. The information set out in this report should inform those decisions.

Resources

- 4.2 Nil.

Legal

- 4.3 Nil.

Risk

- 4.4 Following the Public Pound processes are designed to assess and mitigate risks to the Council of funding external organisations.

Equalities

- 4.5 The funding of each organisation will be subject to an EPIA over the course of the coming months.

Sustainability/Environmental Impact

- 4.6 Nil.

5. Conclusions

- 5.1 Members are asked to consider the projects reported and to determine any future reports or information they may want from Officers.

Director of Corporate and Housing Services.

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Date – 8 August 2018

Appendices

- Appendix One – LGBT Youth
- Appendix Two – Citizen's Advice Bureaux
- Appendix Three – Armed Services Advice Project
- Appendix Four – MacMillan Money Matters

List of Background Papers:

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act 1973:

None

FALKIRK COUNCIL CHILDREN'S SERVICES	
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2017/18	
Organisation Name	LGBT Youth Scotland
Project	Community Development Project
Agreement Dates	1 April 2017 to 30 June 2018
Name of Lead Officer	Mark Meechan
A OVERALL ORGANISATION AIMS	
<p>Summary of Key Aims & Objectives of Organisation</p> <p>i. <u>Summary of Key Aims & Objectives:</u></p> <p>To improve the quality of life, health and wellbeing and opportunities available to LGBT young people with the area, in particular those LGBT young people at risk of disadvantage or exclusion.</p> <p>ii. <u>List of Agreed Outcomes:</u></p> <p>To provide a range of community learning and development activities to LGBT young people living within the Falkirk Council area:</p> <ul style="list-style-type: none"> • To provide a range of positive opportunities for LGBT young people by providing youth groups and opportunities to gain accreditation. • To promote and support volunteering locally. • To provide community meeting space and local information point, including internet access. • To raise awareness of the service with the local community. 	
<p>What is the purpose of the funding provided by the Council?</p> <p>LGBT Youth Scotland provides Community Development Services to LGBT young people and their families across the Falkirk Council area.</p> <p>The work undertaken by the LGBT Youth Scotland contributes to Falkirk's Strategic Outcomes and Local Delivery (SOLD) Plan. The LGBT Youth Scotland contributes to the following 4 priorities:</p> <ul style="list-style-type: none"> • Improving mental health and wellbeing • Maximising job creation and employability • Minimising the impact of substance misuse • Addressing the impact of poverty on children 	
<p>And the following 5 outcomes:</p> <ul style="list-style-type: none"> • Our area will be a fairer and more equal place to live • Our children will develop into resilient, confident and successful adults • Our population will be healthier 	

- People live full, independent and positive lives within supportive communities
- Our area will be a safer place to live

Why Does the Council fund this?

The Council is committed to reducing inequality and developing early intervention with vulnerable children, young people, families and communities.

The work makes a significant contribution in the delivery of community development support to LGBT young people.

The work undertaken is outcome focused and contributes to individuals having the best start in life and improving community wellbeing.

How long has the Council Funded this Organisation to Deliver this Service? When did the Council agree to fund this?

LGBT Youth Scotland has been part funded by Falkirk Council for 3 years.

The Council agreed to a continuation of funding for 2017/18 and 2018/19.

Set out the funding provided by the Council for the last five years

<u>Year</u>	<u>Annual Funding</u>	<u>Support in Kind</u>	<u>One Off Support</u>
2018/2019	£29,705	£1,500	-
2017/2018	£29,708	£1,500	-
2016/2017	£30,000	£1,000	-
2015/2016	N/A	£1,000	-
2014/2015	N/A	£1,000	-

B SERVICE DELIVERY

What does the organisation deliver and to whom?

LGBT Youth Scotland deliver youth groups that are youth led where young people are involved on the planning of their weekly group.

LGBT Youth Scotland offers support to LGBT young people and their families on a 1-2-1 and/or group work basis.

LGBT Youth Scotland also delivers work in Falkirk's secondary schools.

Who and how many people directly benefit from the organisation?

LGBT Youth Scotland deliver a number of youth groups within the Falkirk area. The Youth Groups are:

- Weekly delivery of Falkirk Activists Group
 - 51 group sessions delivered 258 group contacts
- Weekly delivery of FK1NCLUDE
 - 56 group sessions delivered 448 group contacts
- 1 to 1 support for LGBT young people
 - 217 individual support sessions recorded to 16 individual young people
- Young People's Participation opportunities
 - NHS Consultation, Education Consultation
 - Fire Service & Community Safety
 - GRC Consultation
 - LEAP Bowling
 - National Gathering
 - LEAP Festival Fortnight
 - music sessions
 - YP Housing Consultation
- New partnerships & workshop sessions
 - Falkirk Revive
 - Falkirk Active Hub
 - Union Canals
 - Forth Valley Recovery Community
- LGBT Charter of Rights
 - Denny High working towards Silver
 - Braes High working towards Bronze
- Professional Training
 - 2 training events delivered for schools
- Progressing a new charter sign up
 - Fire Service

Detailed below are some impact statements made by young people who access LGBT Youth Scotland Services within the Falkirk Council area:

- "Allowed me to meet new people"
- "it has done a big difference for my life when it is about making new friends and then you have someone there who is able to talk to a youth worker when you need it"
- "It has made me a more confident person"
- "I think I had made me realise the positive impact we have on young people and the journey the organisation is in to ensure all young people who identify as LGBT are fairly represented in our diverse society"
- "I wouldn't be where I am today without it"

Set out what other similar and or complementary services are provided which are similar in function or support the same client / communities.

Within the Falkirk Council area, there are no other organisations that specifically provide similar services to LGBT Youth Scotland.

The Council does fund other community development projects/services within the Falkirk Council area.

However, these projects do not provide specific services to LGBT young people across the Falkirk Council area.

How does this organisation support the Council achieve its priorities?

LGBT Youth Scotland contributes to the Strategic Outcomes and Local Delivery Plan - Falkirk Community Planning Partnership 2016-2020 through the delivery of community development interventions to children, young people, families and community groups within the Falkirk Council area.

The work undertaken by the LGBT Youth Scotland contributes to Falkirk's Strategic Outcomes and Local Delivery (SOLD) Plan. The LGBT Youth Scotland contributes to the following 4 priorities:

- Improving mental health and wellbeing
- Maximising job creation and employability
- Minimising the impact of substance misuse
- Addressing the impact of poverty on children

And the following 5 outcomes:

- Our area will be a fairer and more equal place to live
- Our children will develop into resilient, confident and successful adults
- Our population will be healthier
- People live full, independent and positive lives within supportive communities
- Our area will be a safer place to live

Are there any areas of improvement and efficiency that could be achieved?

LGBT Youth Scotland have identified the following improvement actions for 2018/19

1. Support more schools and organisations to achieve the LGBT Charter of Rights Award.
2. Build on positive work with partner organisations to offer new and challenging opportunities for LGBT young people that contribute to their learning and development in Falkirk.
3. Work proactively to increase group numbers by sharing information about the groups and resources to partners and actively promoting to young people.
4. Embed a manualised approach to all our youth work practice in line with national developments within LGBT youth Scotland to further increase quality and consistency of professional standards in youth work, including embedding coaching approaches for goal-focused 1 to 1 work.
5. Recruitment of sessional worker August 2018.

Which areas does this service / organisation cover within the Council area? – Be Specific.

LGBT Youth Scotland provides services to LGBT young people from across the Falkirk Council area.

C ASSESMENT OF PERFORMANCE

Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.

LGBT Youth Scotland is subject to inspection by HMIE.

In addition to this, LGBT Youth Scotland is regularly visited by Community Learning and Development Service staff and Development Services staff

LGBT Youth Scotland undertakes internal reviews of its service delivery and working practices to ensure efficient and effective outcome focused delivery.

In addition, in 2017/2018 LGBT Youth Scotland, has witnessed a growth in the number of opportunities for young people living within the Falkirk Council area. This has been the result of wider engagement within Falkirk and across Forth Valley with other organisations, agencies and LGBT youth groups.

LGBT Youth Scotland's growing local networks are positive in promoting awareness of the issues faced by LGBT young people and provide opportunities for more choices and services for young people. LGBT are proactively seeking further opportunities and work with other services to ensure that they are inclusive through providing training and information.

Young people have engaged with a diverse range of exciting opportunities from a National Gathering residential in Dumfries, NHS Consultation, GRC Consultation, music sessions and sporting competitions through LEAP sports as well as active engagement in training, employability and peer support projects.

Two young people are part of LGBT Youth Scotland's Homeless Youth Commission helping shape policies nationally. One also is a Year of Young People Ambassador for Falkirk.

LGBT have also seen a rise in the number of referrals for support from other organisations to work with young people.

In February 2018, Denny High School became the first school in the Forth Valley area to be awarded the LGBT Charter of Rights Award and is aiming for silver by February 2019.

Brae's High School are working towards their Charter with a submission date of September/October 2018.

In 2017 we delivered a series of LGBT Awareness training sessions with Falkirk Council Housing and Homeless services.

Young people are also actively engaged with NHS Forth Valley, Falkirk Housing and the Fire service to review and influence policies for LGBT young people.

A transgender awareness session was also delivered to Forth Valley College Falkirk Campus.

<p>Are there any aspects of performance that are causing concern or need to be improved. If so what are they and what are the plans for improvement?</p> <p>LGBT Youth Scotland have complied with Falkirk Council's Joint Working Agreement.</p> <p>However, there is a concern over future funding cuts and how this will affect LGBT young people and their families.</p>
<p>When was the last time the service was reviewed and what plans are there to review this?</p> <p>Monitoring and review meetings are held between the Project Manager and the Monitoring Officer every 8/10 weeks. The Monitoring Officer and Lead Officer also attend regular meetings as and when appropriate.</p> <p>Date of the most recent Monitoring/Review Meeting was on 2 July 2018.</p> <p>Next scheduled Monitoring/Review Meeting is October 2018.</p>
<p>D FINANCIAL / RISK ASSESSMENT OVERVIEW</p>
<p>Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.</p> <p>The funding granted by Falkirk Council to the LGBT Youth Scotland is 100% of the overall running costs associated with the project.</p>
<p>List other sources of funding the organisation has and how much is provided by source.</p> <p>N/A</p>
<p>What is the amount of uncommitted reserves held by the organisation?</p> <p>LGBT Youth Scotland have £105,844 uncommitted reserves.</p>
<p>What proportion of operation cost do reserves represent?</p> <p>10%.</p>
<p><u>Last Period of Submitted Audited Accounts</u></p> <p>2016/17</p>
<p>What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?</p> <p>The Council does not fund other organisations that directly deliver community development services to LGBT young people.</p>
<p>Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?</p> <p>LGBT Youth Scotland are exploring opportunities to secure external funding.</p> <p>However, there are limited opportunities to secure external funding that would cover core costs.</p>

How can reductions in funding be achieved?

Decreasing the present level of funding would directly affect the services that LGBT Youth Scotland could provide.

What is the risk to the Council if these services are not funded?

The Council would not be able to provide the Services that LGBT Youth Scotland provides.

Overall Risk Rating (Low/Medium/High)

If grant funding at present level is maintained there would be a low/medium risk to the Project and in essence Service delivery.

However, if there were a further reduction in funding the risk to Project would be high.

E CONCLUSIONS**Summary of the future activities of the organisation that will allow services to continue to be delivered.**

LGBT Youth Scotland plan to continue to deliver community development interventions with LGBT young people and their families.

There is evidence that the Project is improving outcomes for most of the LGBT young people organisations they work with.

The Project continues to demonstrated value for the funding provided by the Council in 2016/17.

F COMPLETED BY

<u>Name</u>	Mark Meechan
<u>Designation</u>	Community Learning and Development Manager
<u>Date</u>	05/07/18

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2017/18

Organisation Name	Falkirk Grangemouth Denny and Dunipace Citizens Advice Bureaux
Project	Income Maximisation Funding
Agreement Dates	1 April 2017 - 31 March 2018
Name of Monitoring Officer	Sally Buchanan
A OVERALL ORGANISATION AIMS	
<p>1. Summary of key aims & objectives of organisation</p> <p>Citizens Advice Bureaux (CABx) are the largest independent voluntary sector providers of information and advice services in the Falkirk Council area. The CABx have a strong ethos to provide advice which is free of charge, confidential, impartial and independent. The information and advice is generalist but, in some areas such as welfare benefits and debt advice, a specialist service is also provided.</p> <p>The CABx in the Falkirk Council area run as three independent bodies, each with their own Board of Management. The CABx collectively, have a staff resource of around 20, employed on a full and part time basis. The main focus for staff is to manage the service, provide specialist and complex advice and to recruit, train and support volunteers. The CABx work with approximately 60 volunteers at any given time.</p> <p>Although there are 3 independent bureaux with separate management committees and structures, the organisations work closely together on a range of issues for example volunteer recruitment, funding, marketing. Joint working is managed via a Joint Action Group, which has an appointed Chair and is attended by the Managers of each bureau, a member of each bureau board, Citizen's Advice Scotland Advisor and a Council Officer, as required. A Joint Strategic Plan 2014-2017 is in place and regularly reviewed and updated.</p>	
<p>2. What is the purpose of the funding provided by the Council?</p> <p>The purpose of this funding is to ensure every Citizen in the Falkirk area has access to advice services which are adaptable to suit national reform and local interpretation, and to ensure that no individual 'falls through the gaps'.</p> <p>The CABx provide:</p> <ul style="list-style-type: none"> • A wide range of general and specialist advice from appropriately trained and qualified staff and volunteers. • Outreach and community based services • Additional activities that are established and delivered in line with emerging need. <p>The CABx work collaboratively to ensure services are available across the area and to make best use of limited resource, including via external sources of funding.</p>	
<p>3. Why does the Council fund this?</p> <p>The Council provide funding to the CABx as their provision of advice and support directly contributes to the outcome 'Our</p>	

area will be a fairer and more equal place to live' included in both the Council's Corporate Plan and the Community Planning Partnership's Strategic Outcome Local Delivery Plan.

4. How long has the Council funded this organisation to deliver this Service? When did the Council first agree to fund this?

Falkirk Council has been providing funding to the CABx since the Council's inception in 1996.

5. Set out the funding provided by the Council over the last five years.

Year	Annual Funding	Support in Kind	One Off Support
13/14	£452,396	NA	NA
14/15	£418,520	NA	NA
15/16	£407,470	NA	NA
16/17	£377,664	NA	NA
17/18	£377,664	NA	NA

The above figures include the Armed Services Project delivered by Denny CAB. The outcomes of this project are reported separately.

B SERVICE DELIVERY

1. What does the organisation deliver and to whom?

The three Citizens Advice Bureaux in Falkirk delivers free, quality-assured, impartial advice on issues including debt, benefits, employment, housing and consumer rights. They serve some of the most vulnerable people in Falkirk, with

- 40% of clients stating that they are unable to work due to ill health or disability
- 26% of clients living in one of the 20% most deprived data zones (Scottish Index of Multiple Deprivation)

The CABx provide information and advice on a range of issues such as:

- Benefits – questions about entitlement, benefit checks, help with completing application forms and advice on how to challenge decisions
- Debt – how to manage your debts, improve your financial situation and maximise your income
- Employment – questions about terms & conditions, dismissal, wages owed, redundancy and discrimination
- Housing – questions about homelessness, housing allocation, repairs & deposits
- Consumer Rights
- Legal and Relationship Issues

2. Who and how many people directly benefit from the organisation?

The three Citizens Advice Bureaux in Falkirk delivered free, quality-assured, impartial advice in response to over 10,000 customer contacts and handled over 26,000 issues last year. The total client gain resulting from this advice was over £4.2m.

Evidence shows that bureau services improve health, wellbeing and financial outcomes for clients with significant positive impact on those with who are most marginalised. Services also address wider Council's priorities, including through benefits to the local economy, reducing economic inequality and enabling wider participation

A recent report from Citizen's Advice Scotland showed that for every £1 in local authority funding the three Falkirk bureaux deliver cost effectiveness through:

- Further funding of £0.64 gained for Falkirk which helps to support specialist staff and local projects
- Additional resources to the value of £0.64 gained for Falkirk through the time of volunteers
- Additional resources gained for Falkirk through specialist knowledge accessed by being part of the Scottish Citizens Advice network
- Estimated savings of £1.78 to local and national government
- Wider economic and social benefits of an estimated £13.26 from improvements in health, wellbeing, participation and productivity
- Benefits to individuals of £14.80, such as increased income gained by accessing a benefit clients are entitled to and money saved by effectively managing a debt
- An estimated benefit for local businesses of £1.78 through purchases of goods and services supported by the additional gains for individuals and further funding gained for Falkirk

3. Set out what other similar and or complementary services are provided which are similar in function or support the same client / communities.

Falkirk Council's Community Advice Services also provide welfare benefits and debt advice. Having a choice of providers of these services in our area gives people options on where they go for support. There is growing demand for advice services, particularly due to changes in the social security system.

4. How does this organisation support the Council achieve its priorities?

The CABx support our aim to make Falkirk a fairer and more equal place to live by helping people to

- Maximise their income by making sure they are getting the benefits that they are entitled to
- Manage their money through providing debt management support

5. How are users involved in the design and delivery of services?

Under the terms of the current Joint Working Agreement, the three Bureaux undertake user satisfaction surveys, which inform areas of improvement for the services they provide.

There are existing protocols for regular feedbacks to be received from clients on an ongoing basis.

The new commissioning model is expected to promote greater service user participation in service design.

6. What geographical areas does this service / organisation cover within the Council area? – be specific.

There are three CABx within the Falkirk Council area. Denny and Dunipace - 24 Duke Street, Denny FK6 6DD, Grangemouth and Bo'ness - 1 Kerse Road, Grangemouth FK3 8HW and Falkirk - 27-29 Vicar Street, Falkirk FK1 1LL. Additionally, a further 10 locations are covered on an outreach basis providing significant cover across the Council area:

- Denny Parish Church Hall
- Bonnybridge Health Centre
- Bonnybridge Community Centre
- Forth Valley Royal Hospital
- Tryst Community Sports Club
- Dawson Community Centre
- Falkirk & Clackmannanshire Carers Centre
- Westfield Park Community Centre
- Bo'ness, Dean Road Health Centre
- Slamannan Community Education Centre

C ASSESMENT OF PERFORMANCE

1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.

	Denny & Dunipace		Falkirk		Grangemouth & Bo'ness	
	<u>16/17</u>	<u>17/18</u>	<u>16/17</u>	<u>17/18</u>	<u>16/17</u>	<u>17/18</u>
<u>CLIENTS</u>						
Contacts	1,777	2,007	4,564	4,393	4,645	4,018
Contacts (CAD)	1,030	537	2,178	1,313	-	-
Issues Core (Excl. CAD & Non-Core)	6,368	4,436	13,146	10,730	11,762	11,015
Issues (CAD)	1,263	961	2178	1,935	-	-
<u>CLIENT GAINS</u>	<u>16/17</u>	<u>17/18</u>	<u>16/17</u>	<u>17/18</u>	<u>16/17</u>	<u>17/18</u>
Bureau – Benefit gains	£1,029,771	£645,397	£1,395,272	£1,546,753	£1,539,000	£1,844,090
Bureau – other gains	£238,777	£115,433	£75,739	£50,516	£80,481	£56,942
Bankruptcy/Trust Deeds	£37,898	£40,161	£791,310	£592,106	£155,402	£138,604
Number of Bankruptcy/Trust Deed	3	4	41	26	8	5
<u>SOCIAL SECURITY BENEFITS</u>	<u>16/17</u>	<u>17/18</u>	<u>16/17</u>	<u>17/18</u>	<u>16/17</u>	<u>17/18</u>
Social Security Benefit Appointments	85	138	583	564	411	410
Home Visits	-	1	97	18	25	14
Benefit Checks	209	201	312	235	773	442
Benefit Take up Campaigns	-	1	-	-	-	-
Mandatory Reconsiderations	23	44	72	66	9	81
Appeals submitted to Tribunal Services	21	33	-	124	-	62
Appeals Representation	14	14	38	55	-	-
Appeals Won	10	10	30	33	28	32
Appeals Lost	3	4	14	16	12	26
Appeals Adjourned	1	1	-	12	3	12
<u>Referrals – External Agencies</u>	<u>16/17</u>	<u>17/18</u>	<u>16/17</u>	<u>17/18</u>	<u>16/17</u>	<u>17/18</u>
FAWBASU	13	15	-	-	-	-
Confirmed Take-Ups	13	15	-	-	-	-
To External Agencies	-	-	53	108	49	27
Confirmed Take Ups	-	-	41	97	31	19
Food Bank	49	68	138	63	120	108
Confirmed Take-Ups	49	68	138	63	120	104
Salvation Army	-	-	-	-	-	-
Confirmed Take-Ups	-	-	-	-	-	-
Pension Wise	7	34	-	-	-	-
Confirmed Take-Ups	7	34	-	-	-	-
<u>VOLUNTEERS</u>	<u>16/17</u>	<u>17/18</u>	<u>16/17</u>	<u>17/18</u>	<u>16/17</u>	<u>17/18</u>
No. of New Volunteers	5	2	10	4	5	4
No. Active Volunteers	22	19	25	25	16	14
No. of Volunteers commencing training	5	2	10	4	5	5
No. of Volunteers completing training	2	2	8	6	7	1
No. of Volunteers leaving	5	5	1	5	1	3
Training Provided	316	156	0	0	46	35

2. What aspects of performance should be highlighted? This should include any areas for improvement along with how performance will be included.

Advice from the three bureaux resulted in £4,036,240 of additional benefits being received by clients in the Falkirk area. This is an increase compared to the previous year when the total benefit gain was £3,964,044.

3. When was the last time the service was reviewed and what plans are there to review this?

The service was reviewed as part of our review of advice services in 2013. Additionally the effectiveness of the service was recently reviewed by Citizen's Advice Scotland resulting in the Delivering quality, value and positive impact for Falkirk report – November 2017.

The 2018/2019 joint working agreement (JWA) with the CABx allows us to monitor performance on a quarterly basis, through summary progress, and financial returns reporting provided by the three CABx.

4. Are there any improvements in efficiency or effectiveness that could be achieved?

The bureaux have already made significant savings over recent years through service efficiencies.

We are currently working with the three Bureaux via the joint action group, to develop a service commissioning model, which will ensure best value, and explore ways that dependence on Councils funding can over time reduce.

Further, a service commissioning approach will give certainty to the bureaux service funding over a long term, rather than the current year-by-year funding settlement, which adversely affects the ability of the bureaux to better plan for future service delivery over the longer term.

5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?

The bureaux are regularly audited by Citizen's Advice Scotland.

D FINANCIAL / RISK ASSESSMENT OVERVIEW

1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.

Funding from Falkirk Council 2016/17 (including armed services project)	£377,664
Other funding (CAS Report)	£268,076
Council funding as % of total	58%

2. List other sources of funding the organisation has and how much is provided by source.

DWP / Pension wise	£42,078
Citizens Advice Scotland / Scottish Gov / Welfare mitigation	£5,000

Bank of Scotland Foundation, Mental Health Project	£5,000
Scottish Gov, Mental Health Project	£34,000
PASS/FAWBASU related income	£7,461
Scottish Government	£118,650
Citizens Advice Scotland	£20,464
NHS Patient Advice & Support Service	£4,544
NHS Forth Valley	£5,000
SCVO	£3,963
Citizens Advice Scotland - Armed Services Advice Project	£10,098
Citizens Advice Scotland - Aged Veterans Fund	£2,571
Citizens Advice Scotland - Welfare Mitigation	£14,528
Citizens Advice Scotland - Pension Wise	£2,500
Clackmannan CAB/ Forth Valley Health Board	£825
Robertson Trust	£14,000

3. What is the amount of uncommitted reserves held by the organisation?

Uncommitted reserves

Falkirk	£79,774
Grangemouth / Bo'ness	£46,511
Denny / Dunipace	£90,199

4. What proportion of operation cost do reserves represent?

Grangemouth/Bo'ness - Represents 21% of income 2016/17, which equates to 2.7 months running costs (audit recommendation is 3 months)

Falkirk – Represents 3 months of expenditure on free reserves in region of £79,774

Denny / Dunipace - £45,000

5. Last period of submitted audited accounts

Last audited accounts submitted were for period 1/4/2016 to 31/3/2017

6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?

Falkirk Council has its own Welfare Benefit Advice and Debt Advice Service. This is a specialist service that offers free and confidential advice to anyone within the Falkirk area.

Falkirk Council also provide £38k funding per year to MacMillan Money Matters to provide benefits advice and support to people with a cancer diagnosis.

7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?

The bureaux have already made significant savings over recent years through service efficiencies. Further reductions in funding will result in a reduction in the level of service available to clients.

As mentioned previously, working in partnership with the bureaux to commission these services through partnership procurement would provide certainty to the bureaux of their funding over several years, rather than a year by year funding settlement as they have received recently. This will allow them to better plan for future service delivery over the longer term.

8. How can reductions in funding be achieved?

Further reductions could be delivered by reducing the level of services delivered. This would be achieved by a loss of staff which will in turn result in a loss of volunteers through reduced resources available to support the volunteers. This will reduce the advice and support available to people in the area.

9. What is the risk to the Council if these services are not funded?

If these services are not funded there will be less support available to help people to manage their money and maximise their income. This is likely to increase poverty and in conjunction will impact on the mental health and well being of people living in the area.

This would prevent us delivering our outcome: our area is a fairer and more equal place to live.

10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.

High

E CONCLUSIONS

1. Summary of the future activities of the organisation that will allow services to continue to be delivered.

The three Citizen's Advice Bureau in the area and the Council have set up a joint working group, which is currently exploring sustainable options for future advice service design, delivery, and commissioning. The purpose is to jointly develop a commissioning approach that will ensure best value, and find ways that dependence on Council funding can over time reduce.

F. Monitoring Officer Details

Name: Sally Buchanan

Designation: Fairer Falkirk Manager

Service: Corporate and Housing

Date of Report: 30 July 2018

**FALKIRK COUNCIL – CORPORATE AND HOUSING SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2016/17**

Organisation Name	Veteran's Scotland hosted by Denny Citizen's Advice Bureau
Project	Armed Services Advice Project (ASAP)
Agreement Dates	1 April 2017 to 31 March 2018
Name of Lead Officer	Andrew Wilson

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives of Organisation

- The provision of and access to advisory services for armed forces veterans or those currently serving in the armed forces.

What is the purpose of the funding provided by the Council?

This is a project which supports the area's Armed Forces Covenant to support armed forces veterans. The Council is a key signatory to the covenant.

Why Does the Council fund this?

The Council funds Veteran's Scotland / Denny CAB to offer these services across the Council area and on behalf of the Citizen's Advice Bureaux in Grangemouth and Falkirk. The funding recognises the particular expertise citizen's advice has in offering impartial and expert across a range of areas, many of which veteran's need access to.

Veteran's Scotland hosted by Denny CAB was initially approached by the Council to offer these services.

How long has the Council Funded this Organisation to Deliver this Service? When did the Council agree to fund this?

5 years

Set out the funding provided by the Council for the last five years

<u>Year</u>	<u>Annual Funding</u>	<u>Support in Kind</u>	<u>One Off Support</u>
<u>2013/14</u>	<u>£18,000</u>		
<u>2014/15</u>	<u>£18,000</u>		
<u>2015/16</u>	<u>£18,000</u>		
<u>2016/17</u>	<u>£18,000</u>		
<u>2017/18</u>	<u>£18,000</u>		

B SERVICE DELIVERY

What does the organisation deliver and to whom?

The service supports armed forces veterans and current armed forces personnel who have served / are serving in the Royal Navy, the British Army and the Royal Air Force and their territorial / reserve equivalents, as well as their dependants or carers. Clients can self refer or be referred by another agency. The service employs a co-ordinator to support veterans and serving personnel. Clients aged between 45-59 constitute the largest cohort of individuals who receive support. The range of advice required includes:

- Benefits, tax credits and national insurance
- Debt
- Discrimination
- Education
- Employment
- Financial and charitable support
- Housing
- Legal advice
- Tax advice
- Travel, transport and holidays
- Utilities and communications

CAB also has the ability to refer clients to relevant public organisations and other agencies for support and advice. The service receives referrals from the Council, charities supporting serving and ex military personnel, as well self referrals.

Who and how many people directly benefit from the organisation?

This service supported a total 168 clients from an army background, 15 client from an air force background, 14 clients from a navy background and 19 from a territorial army background, across the range of service areas already listed.

The following case study provides an example of the service provided and its impact:

Case Outline

Client is a former soldier who has both physical and mental health issues. Client had been forced to give up work recently due to ill health and he was struggling financially. The Client had applied for Personal Independence Payment but had been turned down. The Client had found the whole process frustrating and stressful however he wanted to try to apply again for PIP but was not sure that he would be able to see the process through. The Client had real problems with filling in the form and had not been able to properly explain himself at the assessment.

Assistance Given

The ASAP Support Officer was able to assist the client with the claim by filling in the form and finding the supporting medical evidence to present the client's case to the DWP. The Support Officer then kept in contact with the client to support and motivate him through the entire process which included ensuring that he attended the Medical Assessment. When the Client received the Decision Notice regarding the Benefit Award from the DWP he was not

entirely happy and did not understand how the DWP had come to the decision to award him the Standard Rate for both Daily Living and Mobility. The Client felt that he should have been awarded the higher rate for both, The Support Officer was able to go through the Award Notice with the Client which allowed the Client to consider his options and to come to an informed and balanced decision regarding the Award.

Positive outcomes

Due to the support given by ASAP the Client had been able to see the claiming process through to the end. The Client was awarded the Standard Rate for both Daily Living and Mobility and increased his weekly income by @£77.65 The Client received @£1242.40 Lump Sum in back payments.

Set out what other similar and or complementary services are provided which are similar in function or support the same client / communities.

No other specialist advice services are available, although veterans and current service personnel would be able to access mainstream advice services as an alternative.

How does this organisation support the Council achieve its priorities?

This supports the Council with its commitment to support veterans particularly those in need of advice and support and/or who are facing hardship.

Are there any areas of improvement and efficiency that could be achieved?

The service continually strives to reach as many veterans or serving personnel as possible who are in need of access to impartial advice services.

Which areas does this service / organisation cover within the Council area – Be Specific.

This service is provided across the whole area on behalf of all three CAB's serving the Falkirk Council area

C ASSESMENT OF PERFORMANCE

Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.

The service reports that the number of clients receiving support remains steady with single men, aged between 45-59 with an army background being the largest client group.

Are there any aspects of performance that are causing concern or need to be improved. If so what are they and what are the plans for improvement.

No areas for concern

<p>When was the last time the service was reviewed and what plans are there to review this?</p> <p>The project is accountable to the Armed Forces Covenant Group chaired by the Council's veteran's champion and receives advice from this group on how to improve its service offering or achieve improved integration with other relevant agencies.</p>
<p>C FINANCIAL / RISK ASSESSMENT OVERVIEW</p>
<p>Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.</p> <p>Unknown</p>
<p>List other sources of funding the organisation has and how much is provided by source.</p> <p>Unknown</p>
<p>What is the amount of uncommitted reserves held by the organisation?</p> <p><u>Unknown</u></p>
<p>What proportion of operation cost do reserves represent?</p> <p>Not applicable</p>
<p><u>Last Period of Submitted Audited Accounts</u></p> <p>Last monitoring return submitted in June 2018.</p>
<p>What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?</p> <p>The Council supports all three CABs serving the Council area with core funding for the provision of mainstream advice services to the general public.</p>
<p>Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?</p> <p>This funding supports a specialist services. Future sustainability of the service will be dependant on this funding.</p>
<p>How can reductions in funding be achieved?</p> <p>Modest reductions in funding are possible, but the service would need to be re-scaled to serve fewer clients as a result.</p>
<p>What is the risk to the Council if these services are not funded?</p> <p>The risk to the Council is that it may fail to support armed services and current serving personnel in need, which is an important element of our Armed Forces Covenant.</p>

Overall Risk Rating (Low/Medium/High)	
<u>Low</u>	
D CONCLUSIONS	
Summary of the future activities of the organisation that will allow services to continue to be delivered.	
<p>This service has operated for the past four years and has been well received by the clients it has supported. It plans no major changes to a service offering which is tried and tested but intends to improve reach to as many veteran's and current service personnel as require support.</p>	
E COMPLETED BY	
<u>Name</u>	Andrew Wilson
<u>Designation</u>	Policy & Community Planning Manager
<u>Date</u>	23 July 2018

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2017/18

Organisation Name	Partnership between Stirling & Falkirk, Councils, NHS Forth Valley and Macmillan Cancer Support
Project	Forth Valley Macmillan Money Matters Project
Agreement Dates	1 April 2017 to 31 March 2018
Name of Monitoring Officer	George Paul (Garry Logan in his absence)
A OVERALL ORGANISATION AIMS	
1. Summary of key aims & objectives of organisation	
<p>To offer easily accessible information and advice on money matters and financial resilience to patients with Cancer and their families and to increase income available to this client group.</p> <p>The project seeks to maximise incomes to sufferers of Cancer and their families living in the Forth Valley area. Provision includes information, advice and assistance on money matters relating to Social Security Benefits, tax credits, the maximisation and management of income and personal debt. This promotes financial wellbeing and tackles financial and social exclusion.</p> <p>The project will provide information, advice and assistance up to and including representation at tribunal on social security benefits. Workers are based in Stirling and Falkirk.</p>	
2. What is the purpose of the funding provided by the Council?	
<p>This is Falkirk Council's contribution to the partnership. In return 1.6 officers are based at the Forum covering all the referrals for people with cancer for the Falkirk Council area.</p>	
3. Why does the Council fund this	
<p>This is a specialist service which has direct links with health professionals, meaning patients get referred at the point of diagnosis and are seen quickly. The project advisers are trained to understand the experiences and needs of cancer patients and their families and to give expert advice to people experiencing these difficult circumstances. They are also able to refer patients to other Macmillan services.</p> <p>The project advisers identify other important issues for patients, their carers and families make referrals to a number of partner organisations including the Macmillan Helpline and Macmillan Financial Guidance Team; the Local Authority Money and Debt Advice Teams for debt advice; the DWP Visiting Service; and local Carer Organisations to further support clients.</p> <p>The team also have "alternative office" status that allows them access to the DWP system</p>	

and to verify forms and evidence gathered.

**4. How long has the Council funded this organisation to deliver this Service?
When did the Council first agree to fund this?**

Since 2009. Macmillan Cancer Relief funded the project in full from 2006 but this was always on the understanding that the Councils and the Health Board would pick up full cost moving forward.

5. Set out the funding provided by the Council over the last five years.

Year	Annual Funding	Support in Kind	One Off Support
18/19	£38,000	£2,620	
17/18	£38,000	£2,620	
16/17	£38,000	£2,620	
15/16	£40,000	£2,620	
14/15	£50,000	£2,620	

B SERVICE DELIVERY

1. What does the organisation deliver and to whom?

Financial Inclusion advice for people suffering from cancer, their carers and families. This includes checking to ensure that all benefits that people are entitled to are claimed. Help is given to challenge decisions not to award benefit including representation at tribunal.

The project has direct links with health professionals, which means they get referred at the point of diagnosis and are seen quickly.

The project advisers identify other important issues and makes referrals to a number of partner organisations to further support clients.

The service is for anyone within the Falkirk Council area who has an active cancer diagnosis (or is a carer or family member).

2. Who and how many people directly benefit from the organisation?

For the financial year 2017-2018, the project helped support 599 clients living in the Falkirk Council area and £1,858,902 of additional income secured.

For every £1 that Falkirk Council has invested there has been a return to the community of £45.76. For the financial year 2018-19 (quarter 1), the project helped support 128 clients living in the Falkirk Council area and £282,106.45 of additional income was secured.

3. Set out what other similar and or complementary services are provided which are similar in function or support the same client / communities.

Falkirk Council has its own Welfare Benefit Advice Service. This is a specialist service but has a wider reach to all people with disabilities and long term health conditions (not just cancer).

This service would not be able to prioritise cancer patients within the tight timescales that the

project operates to.

4. How does this organisation support the Council achieve its priorities?

The project has contributed to the Council's Poverty Strategy of providing support to some of our most vulnerable citizens and improving their financial security by maximising the income of those households and improving benefit uptake and debt management.

This project enhances the lives of its service users by ensuring that their financial wellbeing is secured at a time of a diagnosis of cancer. By ensuring that individuals remain financially included, the project's intervention ensures that benefit income continues to be claimed from central government and utilised within local communities. Increasing the income available and reducing the debt helps improve the quality of life and reduces some stress related illness.

5. How are users involved in the design and delivery of services?

Through customer feedback forms and returns

6. What geographical areas does this service / organisation cover within the Council area? – be specific.

The whole of the Falkirk Council area

C ASSESMENT OF PERFORMANCE

1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.

Key performance is that the target for the project to achieve 17/18 was to help support 400 cancer patients in the Falkirk Council area. The project exceeded this target by helping support 599 clients living in the Falkirk Council area with an additional £1,858,902 income secured.

2. What aspects of performance should be highlighted? This should include any areas for improvement along with how performance will be included.

The staff managed to support 50% more cancer patients than targeted for. They also generated £1,858,902 of additional income for this group. For every £1 invested by Falkirk Council there has been a return of £45.76 to the local community.

3. When was the last time the service was reviewed and what plans are there to review this?

The service is reviewed annually and the service agreement is signed annually.

There is a quarterly management group meeting of all the partners

4. Are there any improvements in efficiency or effectiveness that could be achieved?

Due to the increasing number of referral levels the management group agreed that the Project would concentrate on cases where a diagnosis of cancer has been received and the client is receiving treatment / palliative care (including all DS1500 cases – where death can be reasonably expected within 6 months). All referrals where treatment has been completed, including clients returning to the service for assistance to complete benefit review forms, would be referred onto partner organisations as well as Macmillan's Direct Services.

5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?

Lead is Stirling Council. The workers are supported and supervised by Diane Connock

D FINANCIAL / RISK ASSESSMENT OVERVIEW

1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.

£40,620 from Falkirk Council which represents 23.5% of funding. However, 57% of the projects clients come from the Falkirk Council area.

In 2017/18 this project received £38,000 from Falkirk Council – plus in kind support (accommodation, desks, computers, phones for 1.6 officers approx. £2,620). The project also received £32,000 from NHS Forth Valley and £100,000 from Stirling, which includes management support and funding in kind (office space, HR support, IT support, equipment, pool car vehicles) giving a total funding package amount of £172,620. This funding is used to employ and manage 7 staff across the project area (1.6 based in Falkirk here at the Forum). The pattern of work activity for 2017-18 altered from previous years with an approximate 57/23/20% split across Falkirk, Stirling and Clackmannanshire respectively. Clients in the Falkirk Council area now represent 57% of the projects clients. This is an increase of 1% on previous year.

MacMillan provides financial support in kind in the form of advice and support to staff and

clients, training and guidance for the team and access to the other Macmillan cancer support services.

2. List other sources of funding the organisation has and how much is provided by source.

Stirling Council is the lead for the project (and the employing agency).

As an organisation, Macmillan Cancer Support raised £253 million in 2017 (latest published figures). Most of this money came from legacies, direct marketing, fundraising events and support from Macmillan's corporate partners. For the same year, after expenditure, Macmillan spent £192 million on services for people affected by cancer in the areas of: healthcare; financial, practical and emotional support; information and awareness raising; learning and development and inclusion.

3. What is the amount of uncommitted reserves held by the organisation?

TBC.

4. What proportion of operation cost do reserves represent?

TBC.

5. Last period of submitted audited accounts

16/17

6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?

Falkirk Council has its own Welfare Benefit Advice Service. This is a specialist service but Has a wider reach to all people with disabilities and long term health conditions (not just cancer).

This service would not be able to prioritise cancer patients within the tight timescales that the project operates to.

7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?

Not if the Council wants the partnership to survive. £40,620 from Falkirk Council represents 23.5% of the project funding yet 57% of the projects clients come from the Falkirk council area. In real terms Stirling Council and the NHS are subsidising the workers based here.

8. How can reductions in funding be achieved?

Breaking up the partnership and putting extra funding into our own Welfare Benefits Service.

9. What is the risk to the Council if these services are not funded?

Any further reduction in funding may lead to the withdrawal of the part-time member of the team with the work having to be transferred to Community Advice Service. In real terms this

will cost the Council more to deliver. The project board has warned that any reduction in funding may result in the service being dissolved.

Funding from Falkirk, Stirling and NHS Forth Valley will be crucial to the delivery of the project. Funding for 18/19 has been agreed at the same rates for 2017-18 from NHS Forth Valley, Stirling Council & Falkirk Council. Any reduction from Falkirk Council moving forward will have serious consequences for service delivery in the Falkirk area. Other risks being faced by the organisation include the full-service roll out of Universal Credit across Forth Valley, along with an increase in the number of clients being transferred from Disability Living Allowance to Personal Independence Payment.

10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.

High - Other services will be required to pick up parts of the service that will no longer be supported by this organisation. This will impact on Community Advice Services, Citizen's Advice Bureaus and other advice giving agencies. In 2017/18 the Macmillan project dealt with 599 Falkirk Council residents (budgeted target was 400). This means that the project was 50% more than budgeted for. If the funding was reduced to £30,400 the 0.6 officer would be removed and the budgeted target would be reduced to C250. This would equate to 349 residents having to seek an alternative service.

The income generated by the project would fall dramatically and income would be lost to the local economy

E CONCLUSIONS

1. Summary of the future activities of the organisation that will allow services to continue to be delivered.

Due to the increasing number of referral levels the management group agreed that the Project would concentrate on cases where a diagnosis of cancer has been received and the client is receiving treatment / palliative care (including all DS1500 cases). All referrals where treatment has been completed, including clients returning to the service for assistance to complete benefit review forms, would be referred onto partner organisations as well as Macmillan's Direct Services.

The project continues to provide services to people with cancer. For the financial year 2018-19 (quarter 1), the project helped support 128 clients living in the Falkirk Council area and £282,106.45 of additional income was secured.

F. Monitoring Officer Details

Name: George Paul (Garry Logan in his absence)

Designation: Team Leader, Community Advice Services

Service: Corporate & Housing

Date of Report: 30th July 2018