

The background of the slide features a large, faint, light blue outline of the City of Edinburgh coat of arms. The crest includes a crown with four thistles, a shield divided into four quarters (top-left: a saltire, top-right: a stag's head, bottom-left: a ship, bottom-right: an eagle), and a motto scroll at the bottom. The text is centered over this background.

Agenda Item 8

Following the Public Pound – Poverty and Equalities

Falkirk Council

Title: Following the Public Pound – Poverty and Equalities
Meeting: Scrutiny Committee External
Date: 30 May 2019
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 2018 to 31 March 2019 for the Council's outcome to make our area a fairer and more equal place to live.

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 Committees 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 poverty and inequality outcome 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 The Council leads the Community Planning Partnership's delivery groups for poverty and inequalities. 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	2018/19 Funding
LGBT Youth Scotland	Children's Services	£29,750
Falkirk CAB	Corporate and Housing Services	£168,490
G'mouth & 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

Equalities

3.8 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 it conducts business; delivers services and makes 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:

Council or community outcomes:

- Access to our services will be improved by understanding and reducing barriers
- Our communities are supported to understand and celebrate the diversity of those who live work and visit the area
- Our approach to engagement and participation will give a voice to our diverse communities
- Our communities will report harassment, hate crime and gender based violence
- 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

Education Outcomes

- 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 in Falkirk Schools feel safe, supported and able to be themselves

Employment Outcomes

- Improved quality employee data across all equality protected characteristics
- Increased representation of minority ethnic groups, disabled people, young people aged 16 – 24 and LGBT people across Falkirk Council workforce

- Reduced job segregation and pay gaps

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

Poverty

3.12 The Council undertakes a significant amount of work to support people in poverty. This includes providing direct support from a number of services, redesigning services to provide a joined up service to those who need advice and support and supporting a range of providers that people can access depending on their needs.

3.13 Our refreshed poverty strategy 'Towards a Fairer Falkirk 2019-2024' was approved by Council Executive in February 2019 and Falkirk Community Planning Partnership Strategic Board in March 2019. The refreshed strategy and action plan are based on four themes:

- Fairer Access
- Fairer Money
- Fairer Childhood
- Fairer Culture

3.14 The organisations we fund support us to achieve the outcomes of our poverty strategy, particularly around access to services, income maximisation and access to appropriate financial products and advice, as part of the Fairer Money theme.

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 Any changes in funding to this organisation will be subject to an EPIA prior to the funding allocation as part of budget setting.

Sustainability/Environmental Impact

- 4.6 Nil.

5. Conclusions

- 5.1 The Committee is asked to consider the projects reported and to determine any future reports or information it may want from Officers.

Director of Corporate and Housing Services.

Author – Sally Buchanan, Fairer Falkirk Manager
01324 506189, sally.buchanan@falkirk.gov.uk
Date – 08 May 2019

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 2018/19
--

Organisation Name	LGBT Youth Scotland
Project	Community Development Project
Agreement Dates	1 April 2018 to 31 March 2019
Name of Lead Officer	Mark Meechan

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives of Organisation

- i. Summary of Key Aims & Objectives:
To improve the quality of life, health and wellbeing and opportunities available to LGBT young people within the area, in particular those LGBT young people at risk of disadvantage or exclusion.
- ii. List of Agreed Outcomes:
Provide a range of community learning and development activities to LGBT young people living within the Falkirk Council area to:
 - Provide a range of positive opportunities for LGBT young people by providing youth groups and opportunities to gain accreditation.
 - Promote and support volunteering locally.
 - Provide community meeting space and local information point, including internet access.
 - Raise awareness of the service with the local community.

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

LGBT Youth Scotland provides Community Development Services to LGBT young people and their families across 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

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.

This work makes a significant contribution reducing the impact of inequality experienced by 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 1 year.

The Council agreed to a continuation of funding for 2017/18, 2018/19 and 2019/20.

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>
2019/2020	£29,705	£1,500	
2018/2019	£29,705	£1,500	
2017/2018	£29,708	£1,500	
2016/2017	£30,000	£1,000	
2015/2016	N/A	N/A	

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:

Falkirk Activists Group

- 24 group sessions
- Average attendance of 3 young people
- 8 unique young people accessed the group
- Group provision ceased November 2018 due to changes in staffing

FK1include Group

- 45 group sessions
- Average attendance of 8 young people
- 20 unique young people accessed the group
- Weekly group provision was maintained throughout 18/19 despite changes in staffing

1 to 1 support for LGBT young people

- 112 individual support sessions recorded
- 15 unique young people accessed 1 to 1 support

LGBT Charter of Rights

- Denny High School signed up and now working towards the Silver Charter
- Braes High School working towards Bronze Charter

Young people who have attend these Services have stated the following:

- "I have became more confident with in myself and I have been able to work on my issues in a positive way."
- "I had regular 1:1 support which has made me be more confident and self-assured as a person. This support has allowed me to understand myself more and be able to put myself forward to try new things such as Pride and the youth games."
- "I have made many new friendships since I began attending the group, it's nice to have other LGBT friends who are like minded or have experienced similar circumstances. Because of the 1:1s I had, this has allowed me to be able to develop better relationships with professionals as I can open up more easily and talk about what's on my mind."
- "I have been able to look at situations more critically and think about my actions and the consequences."
- "I have been able to make a positive impact with other LGBTQI+ young people by talking to them and recommend services to them."

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 2019/20:

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

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 ASSESSMENT 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 2018/2019 LGBT Youth Scotland, has witnessed a growth in the number of number of opportunities for Falkirk's LGBT young people, as a result of engagement across Forth Valley with external organisations and other LGBT Youth Scotland youth groups.

LGBT Youth Scotland's network across Forth Valley is growing and as a result awareness of the issues faced by LGBT young people is being spread to a wider audience.

We are working proactively to continue expanding the range of opportunities available to Falkirk young people, for example, through young people consulting with the Scottish Fire & Rescue Service with a view to establishing a short-term employability skills project in 2019.

Falkirk young people have taken part in consultations with NHS Forth Valley throughout 2018/19, culminating in the young people developing a guidance document for staff in children's wards and emergency departments across NHS Forth Valley.

In other youth participation highlights, 8 young people attended LGBT Youth Scotland's national gathering, Falkirk young people are represented on LGBT Youth Scotland's youth commissions, 6 young people attended the Pride Youth Games in Wales, young people attended the Pride events in Glasgow, Edinburgh and Dundee. Young people were also supported to lead group sessions throughout 2018/19. For example, 2 young people led a session at FK1nclude on arts and crafts.

Further opportunities for LGBT young people from across Forth Valley to interact were provided through the 'Kinky Boots' musical in Edinburgh (December), the Forth Valley Christmas Party held in Alloa (December) and the LEAP Sports bowling tournament in Camelon (February).

Health and wellbeing was highlighted as a topic for group sessions by the young people during 2018, as such mental health awareness sessions were delivered as part of Mental Health Awareness Week (May) and young people were encouraged to become more active through a group cycle session with Falkirk Active Travel Hub. Further health and wellbeing sessions included: healthy and unhealthy relationships (Forth Valley Fearless worker), alcohol awareness (LGBT YS Falkirk Volunteer) and sexual health (LGBT YS Youth & Community Development Officer).

Braes High School are working towards their Charter with a submission date of September/October 2019.

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.

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?

LGBT Youth Scotland have complied with Falkirk Council's Joint Working Agreement.

However, there is a concern over future funding cuts and how this will affect LGBT young people and their families.

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

Monitoring and review meetings are held between the Project Manager and the Monitoring Officer every 8/10 weeks.

Date of the most recent Monitoring/Review Meeting was on 2 February 2019.

Next scheduled Monitoring/Review Meeting is 21 May 2019.

D FINANCIAL / RISK ASSESSMENT OVERVIEW

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

The funding granted by Falkirk Council to the LGBT Youth Scotland is 100% of the overall running costs associated with the project.

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

N/A

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

LGBT Youth Scotland have £105,844 uncommitted reserves.

What proportion of operation cost do reserves represent?

10%.

Last Period of Submitted Audited Accounts

2017/18

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

The Council does not fund other organisations that directly deliver community development services to LGBT young people.

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

LGBT Youth Scotland are exploring opportunities to secure external funding.

<p>However, there are limited opportunities to secure external funding that would cover core costs.</p>	
<p>How can reductions in funding be achieved?</p> <p>Decreasing the present level of funding would directly affect the services that LGBT Youth Scotland could provide.</p>	
<p>What is the risk to the Council if these services are not funded?</p> <p>The Council would not be able to provide the Services that LGBT Youth Scotland provides.</p>	
<p>Overall Risk Rating (Low/Medium/High)</p> <p>If grant funding at present level is maintained there would be a low/medium risk to the Project and in essence Service delivery.</p> <p>However, if there were a further reduction in funding the risk to Project would be high.</p>	
<p>E CONCLUSIONS</p>	
<p>Summary of the future activities of the organisation that will allow services to continue to be delivered.</p>	
<p>LGBT Youth Scotland plan to continue to deliver community development interventions with LGBT young people and their families.</p> <p>There is evidence that the Project is improving outcomes for most of the LGBT young people organisations they are work with.</p> <p>The Project continue to demonstrated value for the funding provided by the Council in 2018/19.</p>	
<p>F COMPLETED BY</p>	
<p><u>Name</u></p>	<p>Mark Meechan</p>
<p><u>Designation</u></p>	<p>Community Learning and Development Manager</p>
<p><u>Date</u></p>	<p>02/05/19</p>

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 2018 - 31 March 2019
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 is in place and regularly reviewed.</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
18/19	£377,664	NA	NA
17/18	£377,664	NA	NA
16/17	£377,664	NA	NA
15/16	£407,470	NA	NA
14/15	£418,520	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 11,911 customer contacts and handled 25,635 issues last year. The total client gain resulting from this advice was £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 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

Additionally the CABx participate in our Fairer Falkirk Partnership, inputting into the refresh of our poverty strategy and action plan, and the manager of the Grangemouth CAB chairs our Fairer Money subgroup.

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 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, in 2018/19 a further 10 locations were 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
- Hallglen Ettrick Dochart Centre (now closed)
- 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>17/18</u>	<u>18/19</u>	<u>17/18</u>	<u>18/19</u>	<u>17/18</u>	<u>18/19</u>
<u>CLIENTS</u>						
Contacts	2,007	2,731	4,393	4,924	4,018	4,256
Contacts (CAD)	537	436	1,313	959	-	-
Issues Core (Excl. CAD & Non-Core)	4,436	4,097	10,730	9,604	11,015	11,934
Issues (CAD)	961	704	1,935	1324	-	-
<u>CLIENT GAINS</u>	<u>17/18</u>	<u>18/19</u>	<u>17/18</u>	<u>18/19</u>	<u>17/18</u>	<u>18/19</u>
Bureau – Benefit gains	£645,397	£776,372.61	£1,546,753	£1,532,407	£1,844,090	£1,883,646
Bureau – other gains	£115,433	£ 95,212.03	£50,516	£26,724	£56,942	£65,466
Bankruptcy/Trust Deeds	£40,161	£34,169.11	£592,106	£610,877	£138,604	£4,738
Number of Bankruptcy/Trust Deed	4	3	26	16	5	1
<u>SOCIAL SECURITY BENEFITS</u>	<u>17/18</u>	<u>18/19</u>	<u>17/18</u>	<u>18/19</u>	<u>17/18</u>	<u>18/19</u>
Social Security Benefit Appointments	138	90	564	503	410	481
Home Visits	1	3	18	8	14	13
Benefit Checks	201	134	235	-	442	537
Benefit Take up Campaigns	1	0	-	73	-	97
Mandatory Reconsiderations	44	30	66	55	81	2
Appeals submitted to Tribunal Services	33	41	124	20	62	81
Appeals Representation	14	23	55	22	-	-
Appeals Won	10	17	33	20	32	41
Appeals Lost	4	6	16	10	26	21
Appeals Adjourned	1	1	12	-	12	7
<u>Referrals – External Agencies</u>	<u>17/18</u>	<u>18/19</u>	<u>17/18</u>	<u>18/19</u>	<u>17/18</u>	<u>18/19</u>
FAWBASU	15	35	-	-	-	-
Confirmed Take-Ups	15	35	-	-	-	-
To External Agencies	-	-	108	168	27	35
Confirmed Take Ups	-	-	97	158	19	26
Food Bank	68	86	63	63	108	91
Confirmed Take-Ups	68	86	63	63	104	88
Salvation Army	-	-	-	-	-	-
Confirmed Take-Ups	-	7	-	-	-	-
Pension Wise	34	7	-	-	-	-
Confirmed Take-Ups	34	-	-	-	-	-
<u>VOLUNTEERS</u>	<u>17/18</u>	<u>18/19</u>	<u>17/18</u>	<u>18/19</u>	<u>17/18</u>	<u>18/19</u>
No. of New Volunteers	2	14	4	6	4	8
No. Active Volunteers	19	23	25	25	14	17
No. of Volunteers commencing training	2	3	4	6	5	8
No. of Volunteers completing training	2	1	6	5	1	4
No. of Volunteers leaving	5	10	5	6	3	4
Training Provided	156	261	0	99	35	39

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 £4,192,426 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 £4,036,240.

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 2019/2020 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. The bureau funding for 2019/2020 has been reduced by £50k. This reflects a decrease in funding across the three bureau by ~14%.

During 2019/20 we plan to work 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 2018/19 (including armed services project & health & social care)	Total £405,153
Other funding	£347,032
Council funding as % of total	54%

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

Scottish Gov, Mental Health Project	£32,000
Scottish Government - FAWBASU	£110,000
Patient Advice & Support Service	£2,394
Citizens Advice Scotland - Armed Services Advice Project	£10,098

Citizens Advice Scotland - Aged Veterans Fund	£3,479
Citizens Advice Scotland - Welfare Mitigation	£42,333
Citizens Advice Scotland - Pension Wise	£50,978
Citizens Advice Scotland – Energy Best Deal	£6,950
Citizens Advice Scotland – Financial Health Check (Face to Face)	£13,598
Citizens Advice Scotland – Financial Health Checks (Telephony)	£40,000
Citizens Advice Scotland – Short Term Debt	£14,001
Clothworkers Trust	£7,200
Robertson Trust	£14,000

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

Uncommitted reserves Total £217,860, equates to 4.2 months running costs against core running costs.

Falkirk	£105,717
Grangemouth / Bo'ness	£39,917
Denny / Dunipace	£72,226

4. What proportion of operation cost do reserves represent?

Grangemouth/Bo'ness - Represents 31.2% of core running costs 2018/19, which equates to 3.7 months core running costs.

Falkirk – Represents 29.5% of core running costs 2018/19, which equates to 3.5 months running costs.

Denny / Dunipace – Represents 45.3% of core running costs 2018/19, which equates to 5 months running costs.

5. Last period of submitted audited accounts

Last audited accounts submitted were for period 1/4/2017 to 31/3/2018

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. Funding for 2019/2020 has been reduced by £50k across the three CABs. 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 further 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.

Medium

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: 02 May 2019

**FALKIRK COUNCIL – CORPORATE AND HOUSING SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2018/19**

Organisation Name	Veteran's Scotland hosted by Denny Citizen's Advice Bureau
Project	Armed Services Advice Project (ASAP)
Agreement Dates	1 April 2018 to 31 March 2019
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 Citizens Advice Bureau (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 advice 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>2018/19</u>	<u>£18,000</u>		
<u>2017/18</u>	<u>£18,000</u>		
<u>2016/17</u>	<u>£18,000</u>		
<u>2015/16</u>	<u>£18,000</u>		
<u>2014/15</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 192 clients from an army background, including the territorials, 11 clients from an air force background, 24 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 served in the Royal Navy. The client is a 64 year old male who is single and lives alone in a council rented flat. Although he worked for a number of years after leaving the Navy the client developed a number of complex medical conditions which eventually prevented him from working. The client had been in receipt of Employment and Support Allowance (ESA) but after a recent assessment had been found fit for work and denied the benefit and placed on Universal Credit which left him financially worse off and struggling to manage. Client approached ASAP looking for assistance to appeal this decision.

Assistance Given

Due to his health issues the ASAP Support Officer arranged a home visit where he assisted the client to gather further evidence of his medical condition and request a mandatory reconsideration of the Department of Work and Pensions (DWP) decision. While awaiting the outcome of the decision the ASAP Support Officer contacted the clients GP and Health Care Professionals to gather further evidence in anticipation of having to appeal the

decision. Some weeks later the DWP confirmed their decision not to award ESA. Using the additional evidence gathered the ASAP Support Officer lodged an Appeal to HM Courts & Tribunal Service on behalf of the client.

The ASAP Support Officer identified that there was a possibility that the client could be entitled to Personal Independence Payment and during a further home visit assisted the client to claim for this benefit.

Positive outcomes

The ASAP Support Officer represented the client at a Benefit Tribunal where the client was awarded ESA and placed in the Support Group with a significant lump sum back payment.

The client received the Mobility Component of Personal Independence Payment without having to attend an assessment.

As a result of receiving the Personal Independence Payment, the client was assisted to apply for a Mobility Blue Badge which he received.

Benefits Received:: ESA :£ 7811.89 PIP: £ 3465.50 Total = £11277.39

The client is now on the correct Benefits and able to manage financially, he shares that he is more confident.

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

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

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.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

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

This is set out in the main monitoring return for Citizen's Advice.

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

This is set out in the main monitoring return for Citizen's Advice.

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

This is set out in the main monitoring return for Citizen's Advice.

What proportion of operation cost do reserves represent?

This is set out in the main monitoring return for Citizen's Advice.

Last Period of Submitted Audited Accounts

This is set out in the main monitoring return for Citizen's Advice.

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

The Council supports all three CABs serving the Council area with core funding for the provision of mainstream advice services to the general public.

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

This funding supports a specialist services. Future sustainability of the service will be dependant on this funding.

How can reductions in funding be achieved?

Modest reductions in funding are possible, but the service would need to be re-scaled to serve fewer clients as a result.

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

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.

Overall Risk Rating (Low/Medium/High)

Low

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

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.

E COMPLETED BY

<u>Name</u>	Andrew Wilson
<u>Designation</u>	Policy & Community Planning Manager
<u>Date</u>	1 May 2019

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 2018 to 31 March 2019
Name of Monitoring Officer	George Paul
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>The funding 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; and 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>	

The team also have “alternative office” status that allows them access to the DWP system 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?**

The Council has funded this project 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
19/20	£38,000	£2,620	
18/19	£38,000	£2,620	
17/18	£38,000	£2,620	
16/17	£38,000	£2,620	
15/16	£40,000	£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 make 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 2018-2019, the project helped support 1043 clients in the Forth Valley area. The geographical split was Falkirk 56% Stirling 25% and Clacks 19%. The overall income generated was £2,819,930. For Falkirk, 582 clients were supported and £1,584,275 of additional income secured.

For every £1 of Falkirk Council funding there has been a return to our community of £39.

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 18/19 was to help support 400 cancer patients in the Falkirk Council area. The project exceeded this by helping support 582 clients (45.5% over target), The project secured an additional £1,584,275 income for these clients.

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 45.5% more cancer patients than targeted for. They also generated £1,584,275 of additional income for this group. For every £1 invested by Falkirk Council there has been a return of £39 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, 56% of the projects clients come from the Falkirk Council area.

In 2018/19 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 2018-19 altered from previous years with an approximate 56/25/19% split across Falkirk, Stirling and Clackmannanshire respectively. Clients in the Falkirk Council area now represent 56% of the projects clients.

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 £247.7 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 56% of the projects clients come from the Falkirk council area. In real terms Stirling Council and the NHS are subsidising the workers based here. Falkirk Council is getting excellent value for its money.

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 19/20 has been agreed at the same rates for 2018-19 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 2018/19 the Macmillan project dealt with 582 Falkirk Council residents (budgeted target was 400). This means that the project was 45.5% 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 332 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 where death can be reasonably expected within 6 months). These are seen as the most vulnerable of clients. 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.

F. Monitoring Officer Details

Name: George Paul

Designation: Team Leader, Community Advice Services

Service: Corporate & Housing

Date of Report: 24th April 2019