

Members of the Public wishing to attend the online virtual meeting – please contact the Town Council via info@yatetowncouncil.gov.uk joining details will be provided

1 April 2020

You are hereby invited to attend a Meeting of the **FINANCE AND GOVERNANCE COMMITTEE** of **Yate Town Council** to be held virtually on Tuesday 7 April 2020 from 7.30pm until 9.00pm for the purpose of transacting the business set out in the Agenda below.

Hayley Townsend

Hayley Townsend
Town Clerk

AGENDA

In the exercise of Council functions, Members are reminded that the Council has a general duty to consider Crime & Disorder, Health & Safety, Human Rights and the need to conserve biodiversity. The Council also has a duty to tackle discrimination, provide equality of opportunity for all and foster good relations in the course of developing policies and delivering services under the public sector Equality Duty and Equality Act 2010.

1. Apologies for absence. To **NOTE** that the Town Clerk has delegated powers to grant leave of absence for any councillor affected by the Coronavirus pandemic, in accordance with minute no. 129/1(a) of the Full Council meeting held on 25th February 2020.
2. Declaration of Interest under the Localism Act 2011
Members who consider that they have an interest are asked to: (a) State the item number in which they have an interest, (b) The nature of the interest, (c) Whether the interest is a disclosable pecuniary interest, non-disclosable pecuniary interest or non-pecuniary interest.
3. To receive any requests for dispensations.
4. Public Participation Session with respect to items on the Agenda.
5. To receive and approve the minutes of the Finance & Governance Committee meetings held on: 12 June 2018, 24 July 2018, 9 October 2018, 4 December 2018, 5 February 2019, 9 April 2019, 11 June 2019, 23 July 2019, 8 October 2019, 3 December 2019 and 4 February 2020 (copies of which can be found via the following link: <http://www.yatetowncouncil.gov.uk/downloads/finance-and-governance/minutes-finance-and-governance/>).
6. To consider the following matters contained in the Clerk's Report:

ITEMS FOR NOTING:

- 1 **To NOTE action taken following recommendations from the Environment & Community Committee meeting held on 21 January 2020**
- 2 **Sealing and Signing of Town Council Documents**
2/1 Documents for Signing/Sealing.

- 3 **Accounts/Finance**
3/1 Accounts for Payment

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- 3/2 Fundraising
(a) Fundraising Report
(b) MAF Funding
(c) YOSC Multi Activity Community Building (YOSC MAB)
- 3/3 Financial Effects on Yate Town Council Finances Following the Outbreak of COVID - 19
- 4 Premises**
4/1 Sunnyside Bowling Club
- 5 Sub-Committee Reports**
5/1 Grants and Finance Sub-Committee
a) Grants
5/2 Service Level Agreements
a) LPW
5/3 Priorities & Strategy Scrutiny Working Group
5/4 Staffing and Governance
a) Sub Committee Meeting
b) AGAR
c) Staffing of a booking (taken under confidential items)
d) Avon Pension Fund - Scheme Advisory Board's (SAB) update on McCloud
5/4 IT – Website Review Sub-Committee
- 6 Town Council Representatives on Outside Bodies which report to the Finance & Governance Committee**
6/1 ALCA Regional Committee
6/2 NALC Larger Councils' Group
- 7 Consultations**
7/1 Current Consultations
7/2 Consultation Responses
7/3 Urgent Consultation Documents
- 8 YOSC Athletics & Track Facility Project Steering Group**
8/1 Project Steering Group
- 9 ITEMS FOR APPROVAL**
9/1 Direct Debits, Standing Orders & BACs Payments
9/2 Insurance
9/3 Service Level Agreements
b) Citizens Advice Bureau
- 10 Consideration of Impact of Decisions on Climate and Waste**
- 11 Confidential Items**
In view of the confidential nature of the business to be transacted, pursuant to the Public Bodies (Admission to Meetings) Act 1960 etc, it is advisable in the public interest that if a confidential session is required, any members of the press or public present be excluded, and they be instructed to withdraw.
- Item 5/3 c) Staffing of Booking (Confidential due to staffing information being available)

CLERK'S REPORT TO FINANCE AND GOVERNANCE COMMITTEE MEETING TO BE HELD ON TUESDAY 7 APRIL 2020.

General note about action taken between meetings:

Owing to the national pandemic situation, where action has been taken between meetings, it has been in consultation with members of the council via email and the existing below delegation invoked:

“The Town Clerk shall have the power to take action as necessary between Meetings of the Full Council, Committees, Sub-Committees, Project Steering Group Committees and Working Groups provided that such action is in accordance with the policy of YTC and is within budget.”

1 RECOMMENDATIONS FROM THE ENVIRONMENT AND COMMUNITY COMMITTEE MEETING HELD ON 10 MARCH 2020 FOR CONSIDERATION

To **NOTE** that the following recommendations from the Environment and Community Committee meeting held on 10 March 2020 were considered by members via email and decisions taken in accordance with the delegation of powers in place to the Clerk:

Minute No 4 Public Participation Session with Respect to Items on the Agenda

Further to a member of the public attending the Environment and Community meeting held on 10 March 2020 to request:

- a) The time of the hirers use of the YMCA be extended to 2pm;
- b) Permission requested to pay for the installation and provision of a new cooker at the YMCA to enable use by all users.

To **NOTE** it has subsequently been agreed by email circulation:

- a) for the SGSE booking at the YMCA to be extended to 2pm;
- b) Agreement for the installation of the cooker remains outstanding.

To further **NOTE** that since this decision was taken, the YMCA is now closed to all hirers and that the above arrangement will be permitted should the YMCA re-open before July (when the booking arrangement will be reviewed).

2 SEALING AND SIGNING OF TOWN COUNCIL DOCUMENTS

2/1 Documents for Signing/Sealing

(a) To **NOTE** that the following documents have been signed or sealed and signed:

- Apprenticeship Training Services Agreement for the delivery Apprenticeship Programmes for Yate Town Council by South Gloucestershire and Stroud College;

- Contracts for Refuse and Recycling Recovery for Yate Town Council premises for 3 years with effect from 1st April 2020;
- Licata Ice Cream licence permit for use of Kingsgate Park £7,000. To further **NOTE** that this licence has been suspended due to the closure of Kingsgate Park during the pandemic crisis period and full refund issued;
- A 36-month contract with SUEZ for recycling bin at Sunnyside Lane with effective from March 2020;
- JCT minor works contract with Parsons Landscapes Ltd for the delivery of the Abbotswood paving project in the sum of £31,142.71. Work commenced on 9 March 2020; works are currently on hold due to “essential working only” restrictions and closures of building merchants etc;
- Heritage Centre Service Level Agreement with South Gloucestershire Council to provide Educational Workshops with effect from 1st April 2020 until 31st March 2021 in the sum of £2,800.

(b) To receive any urgent documents for signature/sealing.

3 ACCOUNTS/FINANCE

3/1 Accounts for Payment

To receive and **NOTE** the accounts for payment previously authorised in line with the Financial Regulations. (Appendix 1)

3/2 Fundraising

a) Fundraising Report

To receive fundraising report 2020-2021 (Appendix 2)

b) MAF Funding

To **NOTE** that the following MAF funding has been received:

- £1,800 to provide and install a further defibrillator in Yate as part of phase 1– Councillor Ben Nutland;
- £2,200 towards the cost of the restoration of tipping truck and interpretation board (lozenge roundabout island project) – Councillor Mike Drew.

c) YOSC Multi-Activity Building (relocation of boxing club project)

To **NOTE** a response has been received from the National Lottery in relation to the application made for funding towards the cost of the YOSC Multi Activity Building, advising that on this occasion we were unsuccessful. To further be advised that YOSC Ltd, Boxing Club and Sports England has been advised that the project is currently on hold.

3/3 Financial Effects on Yate Town Council Finances Following the Outbreak of COVID - 19

To receive and **NOTE** report regarding the effects on Yate Town Council finances following the outbreak of COVID – 19. (Appendix 3)

3/4 Card Readers

Further to the Town Clerks weekly update, to be advised we are still awaiting further card readers to be delivered to enable more members to authorise payments online.

4 PREMISES

4/1 Sunnyside Bowling Club

To receive and **NOTE** correspondence from Yate and District Bowling Club and response in relation to their booking in terms of the current pandemic. (Appendix 4)

4/2 YOSC

To **NOTE** that YOSC Ltd has been asked to advise of financial reserves and to respond to the Town Council's feedback on their counterproposal for a governance model.

5 SUB COMMITTEES & WORKING GROUPS

5/1 Grants & Finance Sub-Committee

a) Grants 2020/2021

To **NOTE** under delegated powers, Yate Town Council has agreed the Yate Town Council grants for 2020/2021 be redirected; £4,000 to Foodbank and the remaining grant money to fund a Coronus Battle Fund for community groups be set up to assist with emergency funding for those groups that assist the most vulnerable in the Yate Community.

5/2 Service Level Agreements

a) Learning Partnership West (LPW)

To **NOTE** that correspondence has been received from LPW as follows:

“All of our open access and detached provision is closed at the moment following Government guidance. We are continuing to connect with young people through our social media channels and we are beginning to create online youth sessions for young people and are following NYA advice and guidance on this.

Our plan is:

- *Live stream some sessions directly to young people;*

- *Upload videos to our You Tube channel so they can be viewed at young people's leisure as well;*
- *Hold planning meetings with young people so we can plan provision for when things return to normal based on what they would like to see (we think this will also help lift the mood with young people as its future planning).*

As you can imagine things are changing on a daily basis at the moment and we review our work with children and young people daily. We currently have a live document that staff can escalate need directly to management where a child or young person may be struggling with mental health, access to food or relationship may become extremely strained within the household during this time so we will work closely with social care and the policing teams to ensure they remain safe and well. This may include but is not limited to:

- *A home visit to check welfare;*
- *A food parcel drop*
- *Online 1-1 sessions;*
- *Referrals into social care/ART.*

5/3 Priorities and Strategy Scrutiny Working Group

To receive the minutes of the Priorities and Strategy Scrutiny Working Group meeting held on 12 February 2020. (Appendix 5)

5/4 Staffing and Governance Sub-Committee

a) Sub Committee Meeting

To **NOTE** that:

- Recruitment for current vacancies has been put on hold at this time (Estates Cleaner, Armadillo Apprentice and Finance Assistant (Maternity Cover);
- the next meeting of the Staffing and Governance Sub-Committee will be arranged to take place as required.

b) AGAR

i) External Audit 2019/2020

To **NOTE** PKF Littlejohn has advised that the circulation of the External Audit instructions for the 2019/2020 external audit have been delayed pending clarity over coronavirus implications.

ii) Year End Certification of Accounts

To **NOTE** correspondence has been received from NALC suggesting that consideration be given to the completion and certification of the Year End Accounts prior to 30 June 2020, in light of the Coronavirus and the

possibility of not being able to call a Full Council meeting to undertake this task.

It has been suggested that: *'If councils are concerned about potential delays, they may wish to consider approving the AGAR as early as possible, for example, at an April meeting rather than waiting for the May/June meetings.'*

However, it is unlikely a larger council would be able to meet this timeframe, especially as the internal audit for year end is not due to take place until the beginning of June.

It is therefore suggested that the following delegated power be amended to accommodate such an emergency:

Joint Delegation with Chairman and Vice Chairman of the Appropriate Committees

Any urgent matter which time precludes being referred to Full Council. Such matters to be reported back to the relevant committee/Full Council.

To read as follows:

Joint Delegation with Chairman and Vice Chairman of the Appropriate Committees

Any urgent matter which time precludes being referred to Full Council e.g., **In an extreme event (e.g., national pandemic episode) meaning that the council does not meet or is not quorate, this delegation includes the approval of the Year End Accounts, which will be done in consultation with all councillors by email.** Such matters to be reported back to the relevant committee/Full Council.

c) Staffing of Booking

This item to be considered under item 10 Confidential Items due to staffing matters being involved.

d) Avon Pension Fund - Scheme Advisory Board's (SAB) update on McCloud

To **NOTE** the following update has been received in relation to the McCloud Judgement:

'4th March 2020 - Scheme Advisory Board - Update on McCloud

When the Government reformed public service pension schemes in 2014 and 2015 they introduced protections for older scheme members. The Court of Appeal ruled that younger members of the Judges and Firefighters Pension schemes were discriminated against because the protections did not apply to them. The Government has confirmed that there will be changes to all public sector schemes to remove this age discrimination.

The Government and the SAB are having high level discussions about what this means for the LGPS. The SAB is confident that the eventual outcome will provide younger members in scope with protection that is equal to the protection provided to older members.

*The protection compares the benefits payable under the current rules with the benefits that would have been paid if the Scheme had not changed in 2014 and pays the higher. This protection **will apply automatically** – LGPS members who meet the qualifying criteria do not need to take any action.*

It is important that members are made aware that many of them will not see an increase to their pension benefits. For others any increase is likely to be small because of low salary growth since the new schemes were introduced.

*The SAB will continue to work with Government to ensure **that the necessary changes to the LGPS are fully implemented and that all members automatically receive the protection they are due.***

Changes to the Scheme will be backdated to April 2014 and will apply to qualifying members who left the LGPS after that date. Implementing and communicating the changes will be extremely challenging. The SAB have set up an implementation group to assist LGPS administering authorities and employers with this challenge’

To further **NOTE** that the SAB is working on a communication to all LGPS members. In the meantime, communication has been sent to Yate Town Council scheme members regarding the qualification for protection under McCloud, advising that if LGPS scheme members qualify for protection it **will apply automatically**. They do not need to make an employment tribunal claim.

5/5 IT - Website Review Sub-Committee

To **NOTE** that a meeting of the Website Review Sub-Committee took place on 27th February 2020 together with the preferred Website Provider. Details of the proposed design were due to be forwarded to the Website designer by the end of March (meeting set for 18th March 2020 was postponed). Discussions are continuing online.

6 TOWN COUNCIL OUTSIDE BODIES WHICH REPORT TO THE FINANCE AND GOVERNANCE COMMITTEE

6/1 ALCA Regional Committee

To **NOTE** the provisional date set for the ALCA AGM is 25th June 2020 (venue to be confirmed).

6/2 NALC Larger Councils’ Group

To **NOTE:**

- the draft Minutes of the NALC Larger Councils Committee held 21st January were previously circulated on 30 March 2020;
- the NALC Spring Conference scheduled for 17th March was cancelled due to the Coronavirus.

7 CONSULTATIONS (*Paper copies of all consultations are available to view in the Town Council office*)

7/1 Current Consultations

No current consultations to report.

7/2 Consultation Responses

No consultation responses to report.

7/3 Urgent Consultation Documents

To receive any urgent consultation documents.

8 YOSC ATHLETICS AND TRACK FACILITY PROJECT STEERING GROUP

8/1 Project Steering Group

To **NOTE** that:

- At the Environment and Community Committee meeting on 10th March 2020, it was resolved that “*Works to the pole vault area (following feedback from UKA) at YOSC be commissioned (to meet accreditation standard) at an approximate cost of between £5,500 - £8,500.*” Contact has been made with the Project Consultant to compose a specification, check compliance with UKA and to seek 3 quotes from those on the UKA accredited suppliers list, including the contractors used for the project. Owing to the current national situation, a timeline for works is not known;
- A DDA compliant fold out chair is being sourced to be installed in one of the shower units, at a cost of £300, to be met by Yate Town Council as previously agreed at Full Council on 25th February 2020;
- Subject to the above matters being resolved, site accreditation will be pursued;
- We are in correspondence with the Project Consultant/Contractor/Supplier regarding the high jump bed mattress and pole vault bed over concerns about the robustness of the equipment provided;
- The last monthly meeting between the Estates Manager and representatives of YOSC Ltd was in February 2020, as was the last meeting between the Estates Manager and the Contract Administrator. Outstanding issues are as follows;

- The inner aluminium track edge/kerb were causing concern where large gaps have appeared in the joints, which led to damaged seating sections. A meeting with the manufacturer is to be arranged;
- The list of snagging issues has been discussed, which CLS has confirmed will all be completed before the end of the 12 months defects period, including;
 - cracked kerbs;
 - flaking paint within the steeple chase;
 - damaged buckles to the high jump bed.

- Consideration of the way forward regarding track maintenance is pending the outcome of discussions with YOSC Ltd regarding overall governance agreement.

9 ITEMS FOR APPROVAL

9/1 ACCOUNTS/FINANCE - Direct Debits, Standing Orders and Bacs Payments

In line with items 5/7 and 6/6 of Yate Town Council's Financial Regulations:

- 1) to annually approve the use of Direct Debits, Standing Orders and BACS payments;
- 2) to receive an up-to-date listing of Direct Debit and Standing Order payments made by Yate Town Council on a regular basis (Appendix 6) for consideration and approval.

9/2 ACCOUNTS/FINANCE

a) Insurance - Key Personnel Cover

Yate Town Council previously agreed to put in place the Key Personnel endorsement within the Zurich insurance policy, with a proviso that after one year, consideration be given to the continuance of this part of the policy.

Details of the Key Personnel endorsement can be found in Appendix 7, and costs £72.58 per annum.

To decide if we wish to continue with Key Personnel Endorsement for a further term or permanently.

b) Subscriptions - Zoom

Following the use of Zoom conferencing to facilitate this meeting to review and consider an annual subscription to Zoom Pro for use by the council.

9/3 SUB-COMMITTEES & WORKING GROUPS - Service Level Agreements (SLA)

a) Citizens Advice Bureau

To **NOTE** funding was set aside for the 2020/2021 budget to fund a further SLA with the Citizens Advice Bureau for one year whilst the council awaited the outcome of the voluntary sector funding. This has now been received appendix 8 and South Gloucestershire Council has had advised it has decided not to make funding reductions and at the same time to extend existing contracts for a further 18 months.

Further to this, correspondence has been received from the Citizens Advice Bureau, providing its monitoring report for April 2016 – March 2020 and to request a further 3 year Service Level Agreement. (Appendices 9)

To agree way forward.

10 CONSIDERATION OF IMPACT OF DECISIONS ON CLIMATE AND WASTE

To consider if there are any impacts on climate and waste following decisions taken by the committee during the meeting.

11 CONFIDENTIAL ITEMS

In view of the confidential nature of the business to be transacted, pursuant to the Public Bodies (Admission to Meetings) Act 1960 etc, it is advisable in the public interest that if a confidential session is required, any members of the press or public present be excluded, and they be instructed to withdraw.

Item 5/3 c) Staffing of Booking

To receive a confidential report regarding the staffing of a Town Council property booking. (To be circulated prior to the meeting)

Payments made between 1st and 28th February 2020			
Date Paid	Payee Name	Transaction Details	Amount
01/02/2020	South Glos recoveries	Recovery Payment	£ 198.93
01/02/2020	Telefonica 02 UK Limited	Estates staff mobile phones	£ 28.73
03/02/2020	ASMC	Bowling Green Maintenance Materials	£ 504.83
03/02/2020	Bank Current Account	Bank Transfer	£ 18,678.67
03/02/2020	Barclays	Bank Charges	£ 35.50
03/02/2020	Barclays	Bank Charge	£ 14.48
03/02/2020	Beacon Cleaning Services	Cleaning town council properties	£ 59.30
03/02/2020	Bristol Gas & Heating Ltd	Legionella works	£ 367.50
03/02/2020	BS1 Fire & Security Ltd	Engineer call out	£ 159.60
03/02/2020	Chapple & Jenkins Wholesale De	Kitchen stock for resale	£ 184.79
03/02/2020	Churchills	Kitchen stock for resale	£ 166.50
03/02/2020	Complete Business Solutions Gr	Stationery	£ 107.57
03/02/2020	Greendays Lighting Ltd	PPE and defib installation	£ 625.05
03/02/2020	Hunts Foodservice Ltd	Kitchen stock for resale	£ 172.37
03/02/2020	K N Office Supplies	Stationery	£ 70.50
03/02/2020	MD Group	Sunnyside extension retentions	£ 4,542.55
03/02/2020	Murray Hire Ltd	Estates Equipment	£ 190.50
03/02/2020	NSG Security Monitoring Ltd	Security Town Council Properties/Play Areas	£ 772.68
03/02/2020	Pearce Bros	Estates Vehicles	£ 1,232.40
03/02/2020	Playsafety Limited	Play Area Annual Inspections	£ 1,173.00
03/02/2020	PPL Music Licence	Music Licences Town Council Properties	£ 1,237.67
03/02/2020	Society of Local Council Clerk	Staff Training	£ 42.00
03/02/2020	South Gloucestershire Council	HR Support Services	£ 346.50
03/02/2020	SUEZ Recycling and Recovery UK	Refuse and recycling collections	£ 195.41
03/02/2020	The Purple Guide	Subscription to H&S manual for Events	£ 30.00
03/02/2020	Trade UK	Estates maintenance materials	£ 105.04
03/02/2020	Water2Business	Water/Sewerage Town Council Properties	£ 1,301.98
03/02/2020	West Mercia Energy	Gas/Electric Town Council Properties	£ 2,714.72
03/02/2020	Yate Supplies	Cleaning Materials	£ 44.16
07/02/2020	Disclosure and Barring Service	DBS Check	£ 13.00
07/02/2020	Petty Cash	Petty Cash	£ 249.69
07/02/2020	Telefonica 02 UK Limited	Estates Mobile Phone Top Up	£ 10.00
10/02/2020	British Telecom Payment Service	Phone Charges	£ 15.16
10/02/2020	Myhrtoolkit Limited	IT Software subscription	£ 108.00
10/02/2020	South Glos Council	Business Rates Town Council Properties	£ 129.00
11/02/2020	British Telecom Payment Service	Phone Charges	£ 15.60
12/02/2020	Bank Current Account	Bank Transfer	£ 2,533.40
12/02/2020	Imprest Account	Bank Transfer	£ 1,622.44
12/02/2020	PEAC (UK) Ltd	Photocopier rental fee	£ 643.20
13/02/2020	National Windscreens	Estates Vehicle Repair	£ 221.75
13/02/2020	Phoenix Coffee & Equipment Ltd	Kitchen stock for resale	£ 279.96
17/02/2020	Henry Howard Finance	Coffee Machine lease Armadillo	£ 151.67
18/02/2020	Askew Cavanna	Boxing Club - Professional Fees	£ 2,100.00
18/02/2020	Avon Fencing 2000	Yosc fencing	£ 1,860.00
18/02/2020	Avon Sports Ground Maint Co.	Bowling Green Maintenance Materials	£ 66.00
18/02/2020	Bank Current Account	Bank Transfer	£ 93,467.52
18/02/2020	Beacon Cleaning Services	Cleaning Town council properties	£ 1,309.74
18/02/2020	Blazen Web Marketing	Website Support	£ 230.22
18/02/2020	Brake Bros Ltd	Kitchen stock for resale	£ 167.60
18/02/2020	Brigstowe Media	Yate and Sodbury voice advertisement	£ 816.00
18/02/2020	Bristol Gas & Heating Ltd	heating boiler works	£ 440.00
18/02/2020	BS1 Fire & Security Ltd	Engineer call out	£ 50.40
18/02/2020	Chapple & Jenkins Wholesale De	Kitchen stock for resale	£ 649.98
18/02/2020	Communicorp	Annual Subscription	£ 75.00
18/02/2020	Complete Business Solutions Gr	Stationery	£ 11.09
18/02/2020	CPC Combined Precision Compone	Complete Business Solutions Gr	£ 859.15
18/02/2020	CVS South Gloucestershire	Community Advertising Fee	£ 25.00

18/02/2020	Friends of Kingsgate Park	Grant Funding	£ 289.61
18/02/2020	Fuelgenie Business Accounts	Fuel Estates Vehicles	£ 375.41
18/02/2020	Greendays Lighting Ltd	Electrical PAT testing	£ 36.00
18/02/2020	Hunts Foodservice Ltd	Kitchen stock for resale	£ 204.69
18/02/2020	J Hollister Hardware	Estates maintenance materials	£ 52.16
18/02/2020	Lawrence Tree Services	Tree works	£ 900.00
18/02/2020	Office Beverages	Water cooler rental	£ 41.68
18/02/2020	Panel Warehouse	Display stand	£ 254.95
18/02/2020	Proludic Ltd	Play Area Refurbishment	£ 47,999.99
18/02/2020	Scoffers	Kitchen stock for resale	£ 337.24
18/02/2020	SHB Hire Ltd	Estates vehicle lease payment	£ 437.10
18/02/2020	Society of Local Council Clerk	Staff Training	£ 120.00
18/02/2020	South Gloucestershire Council	Elections recharge	£ 27,486.53
18/02/2020	STANNAH LIFT SERVICES	Lift Servicing Armadillo/Heritage	£ 391.10
18/02/2020	Steam Clean Systems	Cleaning Materials	£ 14.82
18/02/2020	SUEZ Recycling and Recovery UK	Refuse and recycling collections	£ 303.67
18/02/2020	T H WHITE LTD	Estates Vehicle maintenance/repairs	£ 3,033.74
18/02/2020	Trade UK	Estates maintenance materials	£ 65.92
18/02/2020	Veale Wasbrough Vizards LLP	Solicitor Fees	£ 435.00
18/02/2020	Verde Recreo Ltd	SLA Maintenance	£ 446.26
18/02/2020	Water2Business	Water/Sewerage Town Council Properties	£ 873.86
18/02/2020	West Mercia Energy	Gas/Electric Town Council Properties	£ 445.74
18/02/2020	Yate Supplies	Cleaning Materials	£ 79.93
19/02/2020	Avon Pension Fund	Monthly Pension Contributions	£ 10,533.16
19/02/2020	Bank Current Account	Bank Transfer	£ 10,533.16
19/02/2020	Petty Cash	Petty Cash	£ 126.23
19/02/2020	Rinkit Ltd	Kitchen Equipment Armadillo	£ 111.49
19/02/2020	Telefonica 02 UK Limited	Estates Mobile Phone Top Up	£ 10.00
21/02/2020	Age UK South Gloucestershire	Age UK South Gloucestershire	£ 240.00
21/02/2020	Amazon	Skipping rope - Armadillo Youth Equipment	£ 14.48
21/02/2020	Amazon	Tennis sets - Armadillo Youth Equipment	£ 31.98
21/02/2020	Amazon	Filter Jugs - Poole Court/Heritage Centre	£ 29.98
21/02/2020	Bank Current Account	Bank Transfer	£ 129,382.58
21/02/2020	Bank Current Account	Bank Transfer	£ 3,000.00
21/02/2020	Bristol Gas & Heating Ltd	heating boiler works	£ 233.75
21/02/2020	Cleveland Land Services	YOSC Track Refurbishment	£ 59,444.95
21/02/2020	Complete Business Solutions Gr	Complete Business Solutions Gr	£ 46.80
21/02/2020	GLDM	Consultancy YOSC Track	£ 675.00
21/02/2020	High Speed Training Limited	Staff Training	£ 307.80
21/02/2020	HMRC	Monthly Tax/NI Contributions	£ 11,193.53
21/02/2020	Morrisons Supermarket	Refreshments Civic Event	£ 20.00
21/02/2020	Murray Hire Ltd	Murray Hire Ltd	£ 70.20
21/02/2020	NATIONAL ASSOC OF LOCAL COUNCI	LCR Subscription	£ 17.00
21/02/2020	PAB Services	Fridge Servicing	£ 96.00
21/02/2020	Phoenix Software Ltd	IT Software Subscription	£ 198.68
21/02/2020	RBS Software Solutions	RBS Software Solutions	£ 198.00
21/02/2020	SEVERN AMBULANCE & MEDICAL SER	First Aid Cover for Events	£ 100.00
21/02/2020	Simon Jersey	Staff Uniform	£ 121.20
21/02/2020	South Gloucestershire Council	Localism Charge	£ 8,347.65
21/02/2020	Sutcliffe Play South West	Abbotswood Informal Play Area	£ 45,300.32
21/02/2020	Tesco	Poole Court Artwork Project	£ 56.00
21/02/2020	Total Print Solutions	Notice board refurbishments	£ 315.60
21/02/2020	Trade UK	Estates maintenance materials	£ 4.48
21/02/2020	Verde Recreo Ltd	SLA Maintenance YOSC	£ 446.26
21/02/2020	Virgin Media Payments Ltd	Telephone/Broadband charge	£ 44.30
21/02/2020	Yate Supplies	Cleaning Materials	£ 151.01
27/02/2020	Petty Cash	Petty Cash	£ 233.33
28/02/2020	Bank Current Account	Bank Transfer	£ 44,785.33
28/02/2020	Staff salaries Feb 2020	Staff Salaries	£ 44,785.33

Fundraising Report to 31 March 2020

Listed below is a summary individuals/organisations who have been approached or have donated funding to Yate Town Council projects in the

2019/2020 financial year:				
Name of Organisation	Project Identified	Status of Application	Amount Awarded	
South Glos Council	S106 Sunnyside changing room	Received	£10,871	
South Glos Council	S106 Sunnyside changing room Revenue	Received	£23,186	
South Glos Council	S106 Sunnyside Bowls Irrigation	Received	£447	
MAF	Eco & Encironment Proj North Yate	Received	£750.00	
South Glos Council	S106 Howard Lewis Enhancement	Received	£41,736.22	
South Glos Council	S106 Kingsgate Gym Equipment	Received	£40,089.08	
South Glos Council	S106 Abbotswood Informal Play	Received	£38,667.00	
MAF	Defibrillators	Received	£1,800.00	
MAF	Restoration of tipping truck and interp board	Received	£2,200.00	
MAF	Repair of tile mural	Received	£500.00	
Ibstock Enovert	YOSC Astroturf Refurbishment	Received	£10,000.00	
Enovert Trust	YOSC Astroturf Refurbishment	Received	£50,000.00	
Sport England	YOSC Track Retentions	Received	£3,750.00	
Lottery Funding	YOSC Astroturf Refurbishment	Received	£19,000.00	
Suez Communities	YOSC Astroturf Refurbishment	Received	£50,000.00	
Renisahw	Defibrillators	Received	£1,800.00	
David Wilson Homes	YOSC	Received	£2,000.00	
Barratt Homes	YOSC	Received	£2,000.00	
Tesco - Groundwork	Easter Egg Event	Received	£1,000.00	
Dragonfly jewellery	Yate Rocks	Received	£15.00	
M&E Jewellery	Yate Rocks	Received	£30.00	
Wicked Chilli	Yate Rocks	Received	£15.00	
A&M entertainment	Yate Rocks	Received	£100.00	
A&M entertainment	Yate Rocks	Received	£80.00	
J Dowse	Yate Rocks	Received	£15.00	
Z Edwards	Yate Rocks	Received	£450.00	
J Edwards	Yate Rocks	Received	£310.00	
J Crole Rides	Yate Rocks	Received	£200.00	
S Haberfield	Yate Rocks	Received	£30.00	
Cameron Catering	Yate Rocks	Received	£125.00	
Coffee Cottage	Yate Rocks	Received	£100.00	
Rose Marie Cakes	Yate Rocks	Received	£15.00	
Limetech Bar	Yate Rocks	Received	£250.00	

Dodington PC	Yate Rocks	Received	£1,500.00	
Monster Cones	Yate Rocks	Received	£50.00	
Yate Rocks Bar	Yate Rocks	Received	£250.00	
Burger Van	Yate Rocks	Received	£30.00	
Little Toy	Yate Rocks	Received	£30.00	
Gin & Sin	Yate Rocks	Received	£70.00	
Ride/Slush	Yate Rocks	Received	£185.00	
Skirt Magic	Yate Rocks	Received	£15.00	
Icecream Van	Yate Rocks	Received	£220.00	
Utility Warehouse	Yate Rocks	Received	£15.00	
		Total:	£303,896.31	
Pop Inn Café				
Name of Organisation	Project Identified	Status of Application	Amount Awarded	Notes
Dodington PC	Crockery	Received	£298.47	
Donation	Tables and Chairs	Received	£60.00	
Bromford	Interior table and chairs	Received	£3,000.00	
Yate Rotary Club	Non Slip Trays	Received	£244.62	
		Total:	£3,603.09	
Armadillo				
Name of Organisation	Project Identified	Status of Application	Amount Awarded	Notes
Renisyhaw Armadillo	Outside games and equipment	Received	£350.00	
David Wilson Homes	Youth Equipment	Received	£1,000.00	
			£1,000	
Heritage Centre Trust Fundraising Report to 31 March 2019				
Name of Organisation	Project Identified	Status of Application	Amount Awarded	Notes
South Glos Council	SLA	Received	£2,800	
<i>awaiting update regarding Heritage Centre to be circulated if received prior to the meeting</i>			£2,800	

Financial Effects on Yate Town Council Finances Following the Outbreak of COVID - 19

This report has been created to update members with a summary on the effects that the Coronavirus has had on Yate Town Council's finances to date (31.03.2020), in terms of booking cancellations and budgeted income, grants, events, service level agreements, licences, suppliers, projects, employment and delegated powers:

1. Overview;
2. Booking Cancellations and Budgeted Income;
3. Grants;
4. Events;
5. Service Level Agreements;
6. Licences;
7. Suppliers;
8. Projects;
9. Employment;
10. Delegated Powers.

1. Overview

Consideration has been given in the cancelling/postponing of works/employment and agreements in relation to how quickly the council could resume its activities once the 'all clear' has been given. It's expected the council would want to be fully operational as soon as possible in its endeavours to return to normality if possible.

2. Bookings Cancellations and Budgeted income

All bookings at all Yate Town Council premises have been cancelled or postponed as from 23 March 2020 with the following financial effect to date:

Value of cancellations at Yate Town Council premises as a result of the Coronavirus

Venue	Value of loss up to 31 March 2020	Value of Loss for April 2020	Value of Loss for May 2020	Total
Poole Court	£640.47	£492.21	£387.70	
Parish Hall	£93.60	£773.75	£695.65	
YMCA	£62.40	£1,421.00	£1,352.90	
Pop Inn Café	£27.29	£27.29	£27.90	
Heritage Centre	£44.43	£37.98	£37.98	
Armadillo	£1,236.84	£2,039.28	£1,937.38	
	<u>£2,105.03</u>	<u>£4,791.51</u>	<u>£4,439.51</u>	<u>£11,336.05</u>

The above values are estimated as they include regular bookings that had not booked/invoiced at this point but where it was expected the booking would have continued.

(NB: the Easter holiday and May half terms have an effect on the Poole Court booking income during April & May, hence the reduced figures for these periods in table above).

At the time of writing, and not taking into consideration the adjustments referred to above, the income for properties currently stands as follows:

	Actual Income	Budget	Variance
Football Pavilion	4,829	5,000	171
Parish Hall	16,292	16,037	255
PIC	29,573	30,050	477
Poole Court	59,540	53,160	6,380
Armadillo	66,966	62,386	4,580
YMCA	4,779	4,825	46
Heritage Centre	3,614	3,550	64
	<u>185,593</u>	<u>175,008</u>	<u>10,585</u>

These figures are prior to the accounts having been checked. However, it does appear that we will still be on target to meet the estimated income for properties under the 2019/2020 budget but it is anticipated that 2020/2021 income targets will likely be effected.

Investigations are currently being undertaken in to whether the government small grants scheme may apply to Yate Town Council.

3. Grants

Yate Town Council general grants fund for 2020/2021 has been redirected:

- £4,000 to foodbank and the remaining grant money transferred to the below;
- £4,500 to fund a Coronus Battle Fund for community groups to assist with emergency funding for those groups that assist the most vulnerable in the Yate Community and that are struggling.

To **NOTE** the above decision has overtaken council's earlier resolution about prioritising funding for carbon reducing groups.

4. Events

Both major events at Kingsgate Park (the Easter Egg Hunt and Yate Rocks) have been cancelled and a saving will be made; amount of savings not yet fully identified as some costs already incurred will need to be covered. The 2020/2021 budget stands at £14,463 for Yate Rocks and £100 for the Easter Egg event.

5. Service Level Agreements

Delivery via the Learning Partnership West Service Level Agreement has been postponed and no youth work is being delivered.

6. Licences

Yate Town Council has postponed the commencement of the following licences:

- Ice Cream Licence Kingsgate Park £ 7,722
- Yate & District Bowling Club £20,849
- Ice Cream Licence Brinsham Park Not yet determined (not budgeted)

7. Costs and Suppliers

Following the closure of facilities, some costs will be saved and have been listed below, further to this, savings will also be made on some maintenance and running costs such as ongoing repairs and fuel etc. However statutory maintenance such as PAT testing / building servicing etc will still be carried out.

Listed below are details regarding suppliers and whether they continue/have been suspended:

- ASMC – are continuing to provide the service for the bowling green;
- Verde Recreo - following the latest guidance from government have suspended all ongoing maintenance work until further notice. – saving £371.88 pcm;
- Beacon Cleaning - has been paused, saving of £1,022.17 pcm;
- SGC Cleaning (Armadillo) - has been paused, saving £1,385.75 pcm;
- NSG Security - Those parks that can be locked have been and the security firm paused, saving £727.90 pcm;
- Initial Hygiene - investigations are currently ongoing.

Further to the above:

- The purchase of café stock has halted;
- Stationery and copier costs are not expected to be incurred during the period whilst staff are working from home;
- Electricity, gas and water rates will still be payable, albeit on a reduced rate due to the reduced usage of the properties;
- Leases for vehicles and equipment remain in place;

- Business rates are fully paid for the year 2019/2020. Direct debits are in place to pay 2020/2021. However enquiries have been made into refunds/reductions in line with government guidance;
- SGC is still providing the outside maintenance service contract for highways/verges.

8. Projects

The following projects have been suspended:

- Boxing Club project - DR Jones (Yeovil Ltd) and Askew Cavanna;
- Abbotswood paving - Parsons Landscapes Ltd;
- Armadillo garden project

It is not anticipated the postponement of these projects will incur any savings or extra costs at this point in time.

9. Employment

Yate Town Council staff costs are met from the precept and staff remain employed. Staff are working from home with the exception of:

- those who are unable to work from home:
 - estates team – they are carrying out a reduced site-based service but are not working full-time hours;
 - Armadillo youth/café based team – we are working through whether we can offer a digitalised service but whilst this is looked at, the staff are not working.
- those who are categorised as high risk and are unable to work from home (x1 Estates Cleaner and x1 Armadillo Co-ordinator).

The Local Government Association has advised that:-

“Ultimately, in many cases employers will have no option other than to accept that some employees can neither work at home nor be redeployed / seconded etc and will therefore be staying at home on full pay for the duration of this emergency. The LGA is and will continue to be in discussion with government regarding the support required for the sector. If it is not currently necessary to redeploy staff, or would not be possible, then employees may be required to stay at home, for which they would continue to receive contractual pay. They should remain available for work and may be called to work at short notice. Any requests for leave should be managed through appropriate channels. Ultimately though should the question of redundancies arise then authorities should consider whether the Government’s Coronavirus Job Retention Scheme could apply to prevent such lay-offs (see FAQ 7 for further details).”

The following advice has been received from the LGA regarding furloughing:

Public Sector Organisations

The government expects that the scheme will not be used by many public sector organisations, as the majority of public sector employees are continuing to provide essential public services or contribute to the response to the coronavirus outbreak.

Where employers receive public funding for staff costs, and that funding is continuing, we expect employers to use that money to continue to pay staff in the usual fashion – and correspondingly not furlough them. This also applies to non-public sector employers who receive public funding for staff costs.

Organisations who are receiving public funding specifically to provide services necessary to respond to COVID-19 are not expected to furlough staff.

In a small number of cases, for example where organisations are not primarily funded by the government and whose staff cannot be redeployed to assist with the coronavirus response, the scheme may be appropriate for some staff.

However, the LGA has confirmed that they intend to issue updated guidance via their FAQs soon and will advise when these are available.

It is anticipated council will require the services up and running across the organisation as soon as we can when the 'all clear' has been issued as the public will expect things to be normalised as soon as possible.

10. Delegated Powers

To **NOTE** using delegated Powers granted to the clerk:

The Town Clerk shall have the power to take action as necessary between Meetings of the Full Council, Committees, Sub Committees, Project Steering Group Committees and Working Groups provided that such action is in accordance with the policy of Yate Town Council and is within budget.

... the following decisions have been made in consultation with members of the council to facilitate the above:

- To refund Licata Ice Creams the licence fee of £7,722 and postpone the licence due to commence on 1 April until the pandemic 'all clear' has been issued;
- Delay the commencement of the Yate & District Bowling Club licence until the pandemic 'all clear' has been issued – Value £20,849;
- The payment of £4,000 to Foodbank (previously agreed by email with 10 members agreeing to the payment) so they can buy food, in anticipation of a surge of problems in light of the

current climate. The grant to be paid from the 2020/2021 grant funding budget, currently standing at £8,500; this will reduce to £4,500 once the Foodbank grant is paid;

- a Coronus Battle Fund for community groups to assist with emergency funding for those groups that assist the most vulnerable in the Yate Community and that are struggling;
- Postponement of events / meetings and cancellation of Yate Rocks;
- Closure of YTC properties from 23.03.2020;
- Not to accept SGSE booking at YMCA but to allow it to continue at YOSC as it's an essential service;
- The payment of contractor invoice following receipt of the boxing club payment progress certificate.

Steph Davies

From: Steph Davies
Sent: 31 March 2020 13:57
To: Steph Davies
Subject: FW: Yate & District Bowling Club

HAYLEY TOWNSEND - YATE TOWN CLERK

Hello Hayley

Hope you and family all well - bit of a fraught time for everyone isn't it?

Out of courtesy and to keep the Town Council, as our landlords, in the picture we would advise you that the Bowling Club Management Committee has heeded the advice of the Government and Bowls England and forwarded the attached letter to all our members. As a consequence of this decision members will not be entering the pavilion or green on a regular basis for the foreseeable future. In fact because of age the majority of us will be confined to our homes.

In view of this could we please ask the Town Council Estates Team to include the pavilion and green in their regular safety/security rounds as we will not be there to alert you to any problems that should arise. As the lads use the pavilion facilities on a daily basis we assume it would not be an issue for you to give an assurance that the Estates Team will check both the green and pavilion on a regular weekly basis. Perhaps you could confirm whether or not this is acceptable to you.

It is further presumed that Bowling Green Maintenance Contractors are facing the Covid-19 issue country wide and will adapt their maintenance programme accordingly.

As I am sure the Council will appreciate as a consequence of following Government and Bowls England advice our income has completely 'dried up' and there is also the worry that if this pandemic lasts through the summer we may in fact have members who do not wish to rejoin. Although it may be premature to raise this with the Council it is sincerely hoped that, when the time comes, you will be open to discussions on a fair adjustment to our licence fee to reflect these difficult times.

We are very much aware that because of the coronavirus pandemic the Council is facing somewhat bigger concerns but obviously to our members, who are mainly in the 'over 70' age group, the bowls facility is an absolute fitness and social lifeline and we commend the Town Council for providing this community facility and we need it to survive.

We thank you, especially the Estates Team, for all the support you give our Bowling Club.

Very kind regards
 Susan
 Secretary Y&DBC

Letter to all Members of Y&DBC

Dear Member

It is with regret that the Management Committee have to inform you that due to the coronavirus pandemic our pre-season get together planned for Saturday 21 March will not now take place. As the situation continues to deteriorate, our primary aim has to be the wellbeing of our members and visitors.

We will continue to heed the advice of National and Local Government, as well as that of Bowls England. At this time nobody knows the length or extent of the restrictions currently being imposed. We await direction from Bowls

England in the coming days as to what will happen regarding the leagues and other competitions and will keep you updated as and when we receive such information.

In relation to subscriptions, we will ask members for an adjusted amount once we know how much of the season remains to be played.

Take care of yourselves and don't hesitate to ask for assistance if required.

Regards Chris Farrell

Club Chairman

Steph Davies

From: Steph Davies
Sent: 25 March 2020 12:39
To: Susan Tubey
Cc: Hayley Townsend; Catherine Demmery; Phil Jones
Subject: Sunnyside Bowling Facility

Hello Susan

Hope you and your family are all keeping well and that you are all staying safe. Scary times!

We are dropping you a line to update Yate & District Bowling Club in relation to the annual licence for use of the Sunnyside bowling pavilion and green.

As you are probably aware, Yate Town Council has closed all its facilities to keep visitors and staff safe during the coronavirus pandemic in line with government guidance. Members have considered the licence which was due to be issued to commence as from the 2 April 2020 and have agreed licencing arrangements will be progressed at some point later in the year when the current situation has calmed down and will make no charge until such time as a licence is in place.

We will write to you sometime in the future to advise of plans going forward, in the meantime please ensure you all stay safe and well.

With very best wishes

Steph

Stephanie Davies
Deputy Town Clerk and Responsible Finance Officer
Yate Town Council

Please note my usual working week is Tuesday, Wednesday and Thursday 8.30am - 5pm

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MINUTES OF THE MEETING OF THE PRIORITIES AND STRATEGY WORKING GROUP, HELD ON WEDNESDAY 12 FEBRUARY 2020 FROM 2.30PM-3.20PM AT POOLE COURT.

**PRESENT: Councillors Tony Davis (Chair), John Ford and Karl Tomasin.
Town Clerk.**

1. ELECTION OF CHAIR AND VICE-CHAIR OF THE PRIORITIES WORKING GROUP

RESOLVED Councillor Tony Davis be elected as Chair of the Priorities and Strategy Working Group and Councillor Cheryl Kirby be elected as Vice-Chair of the Priorities and Strategy Working Group.

2. APOLOGIES FOR ABSENCE

No apologies for absence were received as all members of the Working Group were present.

3. DECLARATIONS OF INTEREST UNDER THE LOCALISM ACT 2011

None received.

4. MINUTES OF MEETING HELD ON 15 JUNE 2019 AND GENERAL RECAP

The minutes of the Priorities and Strategy Working Group meeting held on 15 June 2019 were received and **NOTED**. A general recap took place concerning the priorities and achievements of the Town Council over the past couple of years whereby Yate Town Council has: -

- purchased an at-risk town centre landmark building (previously owned by the YMCA for the last century);
- extended Sunnyside football changing rooms and added disabled facilities;
- completed a s106 project for a sprinkler at the bowling green;
- installed enhanced/DDA compliant public toilets in Kingsgate Park, which was awarded the best park for the 2nd year running by South West in Bloom;
- made improvements to Brinsham Park Play Area and to lighting at Abbotswood open space;
- following SGC's decision to no longer provide youth services, renegotiated new contracts for a mix of centre-based and detached youth provision, utilising YTC's mobile youth vehicle and maintained a commitment to youth provision despite South Gloucestershire Council's withdrawal, including negotiations around the pension admissions agreement;

- installed a beacon to commemorate Armistice 100, and held a community commemorative event;
- erected a wooden sculpture and interpretation board along Yate's main spine road through the town centre;
- continued work on the 'Yate Ageing Better' initiative (expanding it to include health and wellbeing and undertaking a consultation), established the Yate Men's Shed group and rehomed them within Yate Parish Hall, supported a local luncheon club and introduced senior afternoon tea cinema showings;
- undertaken a staff review of the Armadillo service;
- recruited x2 apprentices with recruitment for a third (Estates Apprentice) underway;
- sold land at Howard Lewis;
- installed CCTV at Poole Court;
- worked with the local Beaver's group and Avon Wildlife Trust to install a bug hotel at Brimsham along with commemorative bench;
- undertaken works to prevent unauthorised access on YTC and SGC land;
- completed GDPR audit, data cleanse and an IT Review;
- introduced a new committee – Planning and Transportation;
- Heritage Centre – housekeeping reviews and accreditation bid made;
- introduced monthly social media round-ups to increase our online presence;
- supported work of Yate Community Plan (such as the Station Road planter), Abbotswood Action and several Friends groups;
- increased footfall and turnover at the Pop Inn Cafe and recruited x16 new volunteers;
- awarded over £100,000 in grant funding/service level agreements and received over £1m (inclusive of s106) in fundraising towards our projects;
- purchased an electric vehicle;
- reviewed Poole Court leases;
- replaced YTC signage and noticeboards and reviewed the artwork in Poole Court;

- hosted community events including an Easter Egg Hunt, St George’s celebrations, a Remembrance Parade and Service, x2 Christmas Carol Concerts as well as a free Yate Rocks! community music festival attracting over 7,000 visitors over 2 days. Also celebrated the long service of our councillors and participated in the tree service and scarecrow trail;
- YOSC:
 - 2018/19 also saw YTC undertake the biggest project in its history – the refurbishment of the running track and athletics facility at YOSC, to prevent loss of use of the facility for thousands of annual visitors. The project cost in the region of £836,000 - much of which was raised through fundraising and S106 monies. In January 2019, HRH The Princess Royal was welcomed to YOSC to open the newly named “Jefferies Arena” to celebrate the work of volunteers who, with YTC, saved and transformed the facility.
 - As well as the track and athletics project and Royal visit, we have also completed the Astroturf project, (with an opening event held on 15th September 2019), held regular Liaison meetings with YOSC Ltd, reached agreement with YOSC Ltd over assets and responsibilities, finalised legal agreements with SGC and continue with ongoing governance discussions with YOSC Ltd.

It was **NOTED** that Yate Town Council has broadly been working to the priorities as agreed at Full Council on 26th June 2018 except:

- we responded to opportunities to purchase the YMCA, continue the youth service when SGC withdrew and prioritised the boxing club project when SGC withdrew;
- We had expected the track project to be completed in 2018 but owing to unforeseeable matters and weather conditions, there were project delays. Accreditation is being sought as of 2020;
- The timeline for the Howard Lewis play project slipped, with a November 2019 start date (as opposed May 2019);
- The Kingsgate exercise equipment project completed in late 2019 but the Abbotswood (paving and play) projects will complete in 2020.

5. TOWN COUNCIL PRIORITIES

A planning overview chart was received and discussed. It was **NOTED** that in 2020, YTC will, amongst other things:

- build a new home for the local boxing club in the Multi-Activity Building at YOSC;
- pursue a carbon net zero agenda;

- work with SGC on the new north Yate community building;
- push through on cracking down on graffiti throughout the town;
- finalise track maintenance requirements;
- roll out Mayor's Cadet scheme;
- introduce card payments at the Armadillo and Poole Court;
- continue with further works identified at YOSC (e.g., CCTV, roof, solar panels, drainage project etc);
- review the YTC website (for content and to meet accessibility legal requirements);
- continue with the extension project at Yate Heritage Centre;
- install community defibrillators;
- investigate WIFI for our properties;
- make dementia improvements in our parks;
- act on the recommendations from the properties conditions survey;
- integrate the new Community Projects Manager into the team and welcome back the Community Project Manager postholder on maternity leave;
- look ahead re staffing requirements.

It was further **NOTED** that:

- there are some 'pending' projects currently with SGC, such as YTC assuming ownership of The Common and Ridgewood;
- whilst good to have a framework within which to work, it's common sense that priorities may change with new opportunities that may present themselves and as such, priorities will be juggled accordingly to accommodate;
- the existing Town Council resource is at capacity.

6. THE WAY FORWARD

It was **NOTED** that at Full Council on 26th June 2018, Councillors Mike Drew and Cheryl Kirby were tasked to look at the Local Council Award Scheme and identify the way forward. Discussion took place about the Scheme and further **NOTED** that the application fee is £50 and accreditation scale ranges from £80 (foundation), to £100 (Quality) to £200 for Quality Gold.

It was **RECOMMENDED** that the Local Council Award Scheme be pursued, and a one-page strategy be drafted as part of this project and presented to a future meeting of the Full Council for approval.

7. DATE OF NEXT MEETING

The next meeting of the Priorities and Strategy Working Group take place in 2021 after the budget has been set, or earlier should issues arise and need to be addressed.

Direct Debits/Standing Orders/BACS Payments -2019-2020				
Payee Name	Transaction Detail	Amount	DD/SO/Bacs	Frequency
Barclays Bank	Bank Charges	Variable/£60 approx	DD	monthly
PEAC (UK) Ltd	Photocopier Rental	£643.20	DD	quarterly
Telefonica O2 UK Limited	Estates mobile phone sim only	Variable/£25 approx	DD	monthly
British Telecom Payment Service	Mobile phone Pop Inn Café	£15.60	DD	monthly
British Telecom Payment Service	Building Security Armadillo	£15.16	DD	monthly
British Telecom Payment Service	Building Security Heritage	£42.00	DD	quarterly
British Telecom Payment Service	Building Security Poole Court	Variable/£50approx	DD	quarterly
British Telecom Payment Service	Pop Café Landline	Variable/£165 approx	DD	quarterly
Dell	Laptop Lease Payments	£94.03	DD	quarterly
ICO	Annual Subscriptioin	£55.00	DD	Annual
Lex Autolease	Lease of Estates Vehicle	£8,647.20	SO	Annual
Lex Autolease	Lease of Estates Vehicle	£2,996.93	SO	Annual
Myhrtoolkit Limited	HR IT Software subscription	£108.00	DD	monthly
Staff Salaries	Monthly staff salaries	Variable/£45k approx	BACS	monthly
HMRC	Monthly Tax/NI payment	Variable/£12k approx	BACS	monthly
Avon Pension fund	Monthly pension contributions	Variable/£10k approx	BACS	monthly
Propel Finance Plc	Armadillo Coffe Machine	£182.00	DD	monthly
South Gloucestershire Council	Rates - Bowling Pavilion	£122.50	DD	monthly
South Gloucestershire Council	Rates - Football Pavilion	£122.50	DD	monthly
South Gloucestershire Council	Rates - Heritage Centre	£66.00	DD	monthly
South Gloucestershire Council	Rates - Parish Hall	£309.00	DD	monthly
South Gloucestershire Council	Rates - Poole Court	£2,345.00	DD	monthly
South Gloucestershire Council	Rates - Armadillo	£1,859.00	DD	monthly
South Gloucestershire Council	Rates - Pop Inn Cafe	£198.00	DD	monthly
South Gloucestershire Council	Rates - YMCA	£124.00	DD	monthly
Avon Sports Ground Maintenance	Bowling Green Maintenance	£605.80	SO	monthly
PWLB - Quarterly	Heritage Centre Public Works Board Loan	£9,062.06	DD	quarterly
PWLB - Quarterly	Armadillo Public Works Board Loan	£18,908.70	DD	quarterly

Appendix

Key Personnel endorsement - It is agreed that Section 2 and Section 3 will be extended to a 24hr basis for Key Personnel. Section 4 - Excluded Causes is extended to; motor cycling, winter sports other than skiing or snowboarding in the United Kingdom or on a dry ski slope or within a snow dome, skating or curling, aerial pursuits including but not limited to ballooning, bungee jumping, gliding, hang-gliding, micro lighting, parachuting, paragliding or parascending, jet skiing or white water rafting, mountaineering or rock climbing using guides or ropes, hiking, trekking or mountaineering above 3,000 metres, caving, and diving using external breathing apparatus.

Section 2 – Accident Cover In the event of any Person Insured whilst engaged in the Activities sustaining bodily injury by Accident (other than Assault) during the Period of Insurance as a result of which death or disablement occurs independently of any other cause within 24 months of sustaining such injury, the insurer will pay to the insured such of the amounts payable under Section 6 as are applicable. In the event of the disappearance of any Person Insured and where the insurer agrees after a suitable time has elapsed that it is reasonable to assume that such Person Insured has died as a result of sustaining bodily injury by Accident (other than Assault) whilst engaged in the Activities, the insurer will pay the appropriate amount payable in respect of death to the insured subject to a signed undertaking from an authorised person that if the assumption of death is subsequently found to be wrong the amount paid in settlement will be refunded. The insurer will also provide indemnity in respect of damage to personal effects consisting of money, articles of clothing, footwear and other property worn or carried by the Person Insured when such damage arises as a result of the Person Insured sustaining bodily injury for which the insurer is liable to pay compensation under this Section provided that the insurer will not pay more than the sum of £5,000 in respect of damage to personal effects of any one Person Insured.

Section 3 – Assault Cover In the event of any Person Insured whilst engaged in the Activities sustaining bodily injury by Assault during the Period of Insurance as a result of which death or disablement occurs independently of any other cause within 24 months of sustaining such injury, the insurer will pay to the insured such of the amounts payable under Section 6 as are applicable. In the event of the disappearance of any Person Insured and where the insurer agrees after a suitable time has elapsed that it is reasonable to assume that such Person Insured has died as a result of sustaining bodily injury by Assault whilst engaged in the Activities, the insurer will pay the appropriate amount payable in respect of death to the insured subject to a signed undertaking from an authorised person that if the assumption of death is subsequently found to be wrong the amount paid in settlement will be refunded.

The insurer will also provide indemnity in respect of damage to personal effects consisting of money, articles of clothing, footwear and other property worn or carried by the Person Insured when such damage is sustained as a result of Assault arising out of, or in the course of, the Activities during the Period of Insurance, provided that the insurer will not pay more than the sum of £5,000 in respect of damage to personal effects of any one Person Insured.

PART O – Personal Accident

Cover is limited to £500,000 any one person and £2,000,000 any one incident.

Persons Insured:

Employees

Capital Sum

£50,000.00 Weekly Sum

£50.00 Cover Sections 2 and 3 - Accident and Assault Cover Volunteers

Capital Sum

£50,000.00 Weekly Sum

£50.00 Cover Sections 2 and 3 - Accident and Assault Cover Directors/Councillors

Capital Sum

£50,000.00 Weekly Sum

£50.00 Cover Sections 2 and 3 - Accident and Assault Cover Key Personnel

Key Personnel Town Clerk, Deputy Town Clerk/RFO, Deputy RFO, Service Support Manager, Community Projects Manager x 2, Community Heritage Officer, Venue Operations Officer, Armadillo Youth Officer, Estates Manager, Estates Supervisor, Poole Court Caretaker

Capital Sum

£50,000.00 Weekly Sum

£500 for up to 10 weeks and £100 per week thereafter Cover Sections 2 and 3 - Accident and Assault Cover Operative Endorsements: 1) Age extension endorsement Special Condition 4 of Section 5 is inoperative provided always that the insurer will not make any payment of any benefit or in respect of any expense or loss arising from any Person Insured who has attained the age of 90 years unless such expense or loss arises during the period of insurance during which the Person Insured attains the age of 90

Better Care Stronger Communities

Consultation Output Report South Gloucestershire Council

Author: Corporate Research & Consultation Team
Date: September 2019

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1. Key Findings

- 91% of individual respondents to this survey disagree with the proposed reductions with 84% of those strongly disagreeing. Only 6% of respondents agreed.
- The main concerns raised in the comments by individuals who use services were that a reduction in services would have a significant negative impact on their mental health. That they would struggle without the support of a regular group and that these reductions to services would increase social isolation, loneliness and mental health difficulties.
- By far the largest number of respondents (60%, 36% and 25%) used carers support, carers groups and carer's activities. 22% of respondents used dementia support. 14% of respondents indicated that they did not use any of the services.
- 16 organisation respondents indicated that they do receive funding from South Gloucestershire Council whilst 4 respondents indicated that they do not.
- 19 organisation respondents felt that 0-10% would represent a modest reduction to this service. 16 respondents felt up to 20% would represent a significant reduction. 15 respondents felt that this would result in partial delivery of the service if there was a modest reduction and 17 respondents felt that this would result in partial delivery of the service if there was a significant reduction
- The main concerns raised were that a reduction in funding will mean that the funding won't cover all of the costs to deliver a service. Organisations are already struggling to meet demands and running costs are going up whilst funding is reducing. Staffing levels would need to be reduced, meaning less people in need will be supported. It was suggested that a staged reduction in funding over a longer period of time may be fairer to enable charities/voluntary organisations to source funding from elsewhere.
- 13 organisation respondents would prefer organisations to submit proposals to deliver defined services against a set budget. 14 respondents felt that yes the proposed assessment criteria for future funding are correct. 12 respondents felt that yes the funding levels and number of outcomes are reasonable

- 96% of respondents to the young carer's survey disagreed with the reductions. 82% of these strongly disagreed. There were no respondents who agreed
- The main concerns raised were that they would miss out on opportunities to 'get out of the house' away from caring responsibilities to relax and to socialise with others who understand their difficulties. The negative effect on mental health and wellbeing was frequently mentioned as well as a negative impact on confidence and school attendance.

1. Consultation purpose, methodology and response

Research Objectives

The purpose of this consultation was to seek views and gather opinions from groups and organisations on the potential impact of savings reductions that will be made against Better Care Stronger Communities Funding and specified voluntary sector activities with effect from April 2020.

Methodology

Process

The consultation process was supported by a dedicated consultation webpage which hosted all consultation documents, an online survey and a paper survey to download. The online consultation system sent out a notification to registered users informing them of the consultation and providing links to this information:

https://consultations.southglos.gov.uk/consult.ti/BCSC_2020/consultationHome

As part of the consultation we also welcomed comments made online and by letter, email, and over the phone and these contact methods were promoted on consultation literature.

Consultation information was sent to Town and Parish Councils, South Gloucestershire councillors and local voluntary and community organisations.

Notifications were also sent to a range of other stakeholders and interested parties. All libraries and One-Stop Shops were also notified of the consultation details and asked to cascade the information to any interested parties.

Methods

Consultation events

Wednesday 26th June 2019, 4.30pm-6.30pm, South Gloucestershire Council Offices, Badminton Road, Yate, BS37 5AF

Tuesday 2nd July 2019, 9.30am- 11.30am, The Cullimore Room, Emersons Green Village Hall, Emersons Green Way, BS16 7AP

Tuesday 6th August 2019, 2.00-4.00pm, the Vassal Centre, Gill Avenue, Fishponds, BS16 2QQ

For carers of people in South Gloucestershire the following events are being held:

Wednesday 28th August 1.30pm- 3.30pm Lyde Green Community Centre

Tuesday 3rd September 10.30am -12.30pm Turnberries Community Centre

The results of these events are summarized in 4.3 public engagement events section on page 60 of this report.

Survey

The survey was open from 17th June until 9th September 2019.

Sample and Response

	Number	Percentage
Web: Snap WebHost	333	84%
Paper: Keyed	65	16%
Total	398	100%

Base n=398

There was a total of 398 responses to this consultation in total. 333 responded via the online survey and 65 paper responses were received.

Q1. Are you answering as?

	Number	Percentage
An individual/ service user/member of the public	375	95%
On behalf of an organisation	20	5%
Total	395	100%

Base n=395

From a base size of 395, 95% of respondents to this survey were individuals or service users and 5% were from organisations

General Caveats

The results of this consultation are not statistically representative of the views of South Gloucestershire residents due to the nature of the consultation methodology used. The level of response, information gathered and views obtained still provide a useful indicator of wider opinion and any important issues that will need to be considered.

Due to the software used and the different response options open to respondents, it was possible for people to submit more than one response. This has been monitored during the consultation period and analysis and it does not appear to have been abused or be a significant issue affecting the response.

Any obvious duplicate comments, personal information and comments that can identify individuals, have been removed from the comments analysis.

Percentages used in this report have been rounded and may not add up to exactly 100%. For some survey questions, respondents could select more than one response which also means that percentages or number of responses, if added together, can total more than 100% or more than the number of responses received.

A full list of all comments made is available on request;

Further Information

This report was produced by South Gloucestershire Council's Corporate Research & Consultation Team.

Further information about this report is available from the Corporate Consultation Officer:

📞 01454 863297

✉️ consultation@southglos.gov.uk

💻 www.southglos.gov.uk

✉️ South Gloucestershire Council, Corporate Research and Consultation Team,
Council offices, Badminton Road, Yate, Bristol, BS37 5AF

3. Survey Analysis

3.1 Individuals Responses

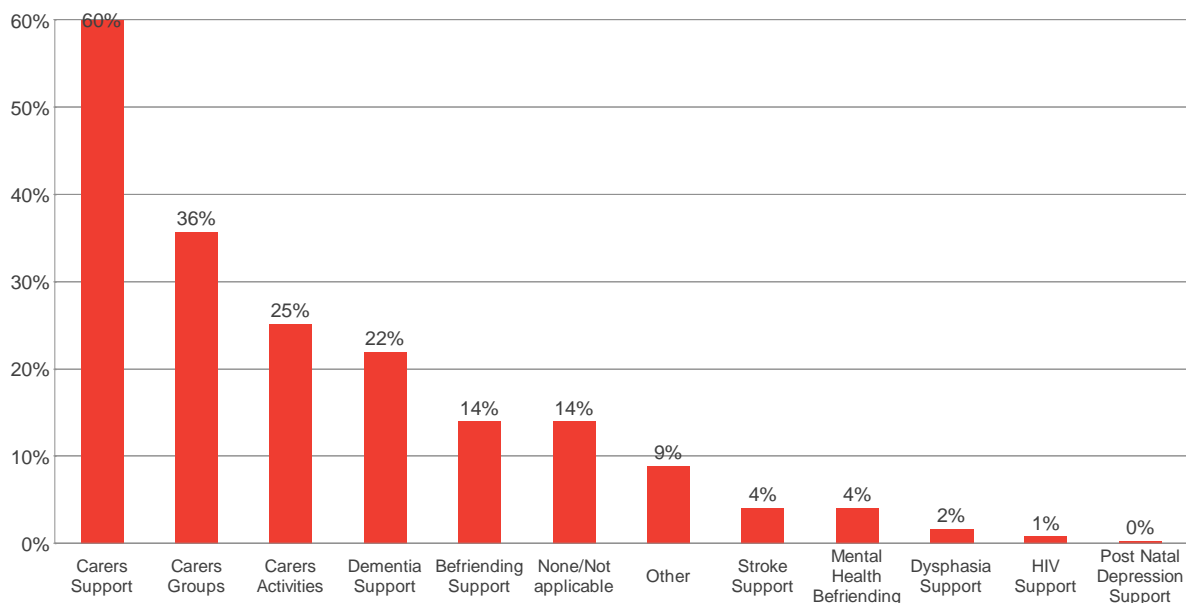
Q.10. Please tell us which of the following services you use?

	Number	Percentage
Carers Groups	133	36%
Carers Activities	94	25%
Carers Support	224	60%
Befriending Support	52	14%
Stroke Support	15	4%
Dysphasia Support	6	2%
Dementia Support	82	22%
HIV Support	3	1%
Post Natal Depression Support	1	0%
Mental Health Befriending	15	4%
None/Not applicable	52	14%
Other	33	9%
Total	375	100%

Base size n- 375

By far the largest number of respondents (60%, 36% and 25%) used carers support, carers groups and carers activities.

22% of respondents used dementia support. 14% of respondents indicated that they did not use any of the services.



Base n= 375

A total of 28 'Other' comments were made.

Councillor
need help with bi-polar depression
Over 50's Forum
South Glos Over 50's Forum
carer groups within where I work
Mental ill health care support
My Husband is currently in a nursing home for people with dementia.
MY wife calls on Social workers and physiotherapists for support
Group days
Telephone counselling
Link to other interesting and appropriate people and projects
Husband has multiple sclerosis and daughter has mental health issues
Carers for adults with learning disabilities group
prostate cancer support
May need in future
May need in the future
Time for Carers
GP
I am a registered carer for my wife 24/7
Volunteer for Age UK
Age UK
Provide befriending support
Mental health assessment. Living assessment (independence)
I am a befriender for Age UK
community transport service
memory cafe
I suffer from MS progressive
support of MS sufferer

Q11. What impact would a reduction in the level of this/these services have on your health and wellbeing?

Theme	Number of comments
Negative Impact on mental health	80
Increase social isolation	72
Would struggle without the support of a group	53
Would not have the same amount of information or be kept up to date	36
Would be unable to carry out caring duties	33
No time off or respite from caring duties	19
No impact	18
Direct negative impact on health	14
Not applicable to me	12
Carers support has already been significantly reduced	11
Would not be able to remain independent	10
Negative impact on other public services	8

Base n=321

A total of 321 comments were left in response to this question summarised in the table above. The largest number of comments (80) were made that a reduction in services would have a significant negative impact on their mental health. 72 comments were made that this would result in further social isolation and that the support they receive from volunteer groups is often their only opportunity for social company. 53 comments were made that they felt they would struggle without the support of a group. 36 comments were made that they had concerns that they would no longer have access to information or be kept up to date with relevant issues to

them. 33 comments were made that they would no longer be able to carry out caring duties if funding for their support groups was reduced. 19 comments were made that they were concerned this would mean that they no longer had any time off or respite from their caring duties. 18 comments were made that these reductions would have no impact on them.

Q12. To what extent do you agree with the proposed reductions to the voluntary sector?

	Number	Percentage
Strongly agree	14	4%
Slightly agree	6	2%
Neither agree nor disagree	14	4%
Slightly disagree	24	7%
Strongly disagree	313	84%
Total	371	100%

Base n= 371

91% of individual respondents to this survey disagree with the proposed reductions with 84% of those strongly disagreeing. Only 6% of respondents agreed.

Q.13 Please give reasons for your answer

Theme	Number of comments
Carers contribute financially to the community/ they provide a free service	47
Statutory services are already stretched/will add to this problem	47
Increase isolation/loneliness/mental health issues	44
Voluntary sector needs more support from government not less	37

Voluntary sector is essential to the community	32
Services provide essential support and information to carers	30
No more cuts/too many cuts already	27
Will result in more vulnerable people needing help	24
Cuts should be made elsewhere in the council budget/ council efficiency savings	13
Would not be able to continue caring role	12
Disability negative impact	8
Don't know	6
Services provided by volunteers should be encouraged	5
Age negative impact	4
Voluntary sector does not provide a quality service	3
Young carers negative impact	2

A total of 332 comments were made in response to this question. The largest number of comments made (47) were that carers currently provide a free service to the council and are financially contributing to the community by caring for their relatives and they should not have services that support them cut. Also, 47 comments were made that statutory services from the NHS and social care are underfunded and over stretched and these cuts will add to that problem. 44 comments were made that they disagreed with the reductions because it would lead to an increase in isolation, loneliness and mental health difficulties associated with this. 37 comments were made that they felt the voluntary sector and voluntary groups need more funding from the government not less. 32 comments were made that the voluntary sector and groups provide an essential service to the community and should not be reduced. 30 comments were made that these services provide essential support and information to carers. 27 comments were made that they felt that there should be no more cuts and that too many cuts had been made already. 24 comments were made that they were concerned that this would result in more vulnerable people needing help. 13 comments were made that reductions should be made elsewhere in the council budget or that the council should be run more efficiently to make savings.

Q14. If you disagree where do you think the savings should be made?

Theme	Number of comments
Don't know/ unsure	59
Reduce council wastages	38
Reduce council officers' salaries	28
Make cuts in other areas/ non- essential services	27
Services should be run more efficiently	20
No reductions	20
Government should give more funding centrally	16
Council needs to generate more income	14
Increase council tax/business rates	11
Reduce number of councillors/ their expenses	9
Social care services have already been cut too much	3
Reduce benefits scroungers	3

Base n=236

A total of 236 comments were made in response to this question. The largest number (59) were that they didn't know enough about council budgets to say or were unsure. 38 comments were made that council needs to reduce its financial wastage, similarly 27 comments were made that cuts should be made to non-essential services or elsewhere in the council budget. 28 comments were made that the salaries of higher officers should be reduced or cut down on unnecessary administrative staff. 20 comments were made that services need to be run more efficiently to make savings. 20 comments were made that there should be no reductions. 16 comments were made that the government should give more funding. 14 comments were made that the council needs to generate more income through its activities and 11 comments were made that there should be an increase to council

tax or business rates to cover costs. 9 comments were made that the number of councillors and their expenses should be reduced.

Q15. Is there anything else you would like to tell us about the proposed funding reductions?

Theme	Number of comments
Carers need these voluntary services/ groups as they provide a lifeline	23
It is false economy to reduce voluntary sector funding	19
Savings should be made elsewhere in the council	15
No reductions in funding	14
Fight the government	8
Generate more income to fill the funding gap	7
Will result in loneliness and depression	5

Base n= 166

A total of 166 comments were made in response to this question. The largest number of comments (23) were made that carers desperately need these services which provide them a lifeline. 19 comments were made that it is false economy to make reductions to the voluntary sector services as they provide essential support to statutory services. 15 comments were made that savings should be made elsewhere in the council budget. 14 comments were made that there should be no reductions. 8 comments were made that local councils need to fight the government for more funding. 7 comments were made that the council should generate more income to fill the funding gap. 5 comments were made that this will result in more loneliness and depression for the people who are affected.

3.2 Organisations responses

There was a total of 22 responses to the survey from organisations detailed below.

Q2. Do you receive funding from the Children, Adults and Health Department at South Gloucestershire Council?

	Number	Percentage
Yes	16	80%
No	4	20%
Total	20	100%

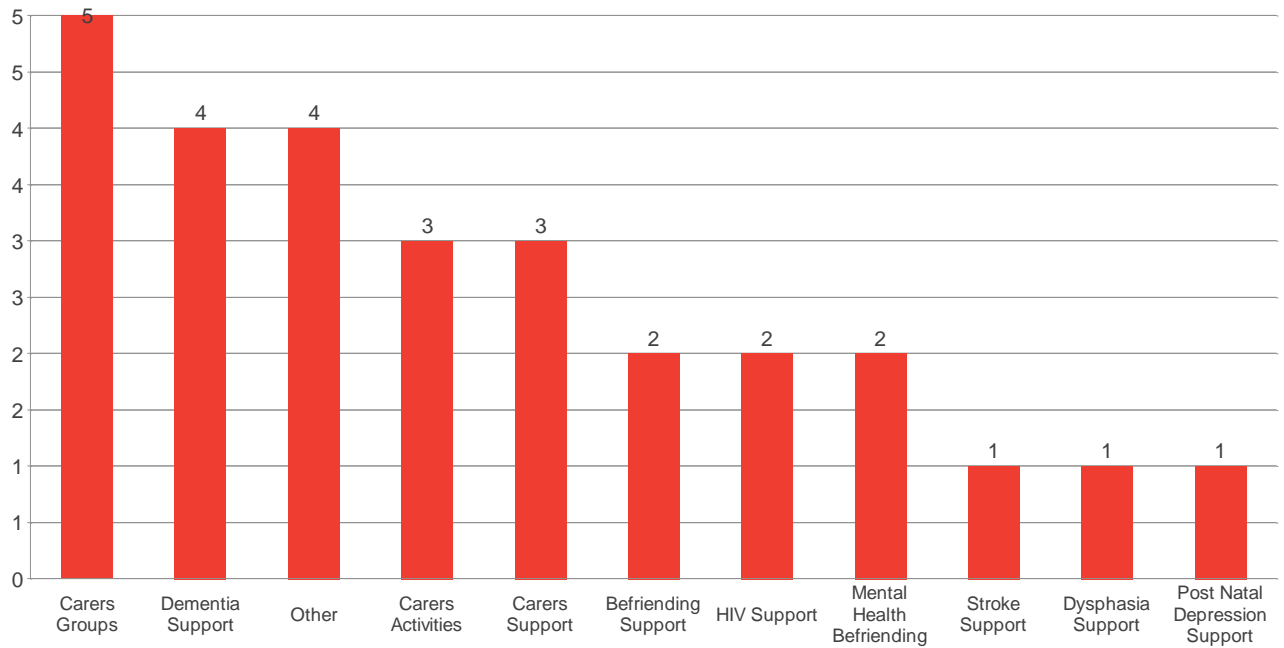
Base n= 20

16 organisation respondents indicated that they do receive funding from South Gloucestershire Council whilst 4 respondents indicated that they do not.

Q3. If yes, what do you receive funding to do?

	Number	Percentage
Carers Groups	5	31%
Carers Activities	3	19%
Carers Support	3	19%
Befriending Support	2	13%
Stroke Support	1	6%
Dysphasia Support	1	6%
Dementia Support	4	25%
HIV Support	2	13%
Post Natal Depression Support	1	6%
Mental Health Befriending	2	13%
Other	4	25%
Total	16	100%

Base n=16



Base n=16

The largest numbers of organisation respondents received funding for carers groups, dementia support and 'other' specified below

Social
Voluntary Sector network support
Support for victims of sexual abuse
translation of care information and interpretation between Chinese family carers and service providers etc.

Q4. Can you tell us what % would represent a modest reduction to this service?

	Number	Percentage
0-10% reduction	19	91%
11-20% reduction	1	5%
21-30% reduction	1	5%
Total	21	100%

Base n= 21

19 organisation respondents felt that 0-10% would represent a modest reduction to this service

Q5. What would the impact of this level of funding reduction have on your services and organisation?

	Number	Percentage
No change	3	14%
Partial delivery of the service	17	77%
Unable to deliver the service	2	9%
Total	22	100%

Base n= 22

17 organisation respondents felt that this would result in partial delivery of the service

Q6. Please give reasons for your answer below

It won't cover the costs of the project.
We wouldn't be able to fund additional equipment or publicity materials
The council ignores these meetings anyway, so they are pointless.
The funding we receive only partially covers the services we deliver and if reduced we would need to reduce the service offered in that area.
Any changes to our funding would drastically impact our service at the detriment to the local community with no alternative service
With reduced funding we would not be able to fund our carers groups
There would be no impact as many charities including ours do not require all that is given to them.
There should be a proportionate reduction in service which will mean organisations will not need to challenge the cuts. A staged reduction will give organisations the opportunity to seek alternative funding. Specifically in the case of Dementia clients we do not want them to be affected by a loss of services.
A reduction of 10% would mean we would need to consider stopping an activity or reducing a service. BAS already provides services that are not funded in the area and a reduction in funding also has an impact on this.
Depending on the level of reduction, would depend on our ability to deliver to the people affected by dementia in South Gloucestershire. Our funding mainly pays for staff so resource and capacity would be reduced

As before
Befriending does change people's lives for the better. It works to increase independence and mental health and wellbeing so service users need to rely less on statutory services, saving money for statutory services. Cutting the befriending service will potentially save the Council money but would cost statutory services more so in effect no saving is made at all.
HIV support services were hit badly when Terrence Higgins Trust lost half of the funding they had been receiving from South Gloucester Council about 2 years ago when sexual health promotion work transferred to Unity. This represents a cut in our joint funding of around a third. Therefore, it is important that HIV support services are protected from this round of cuts. We are a relatively small organisation and it is increasingly difficult to cover our overheads. Most of our local authority funding has not risen over the last 5 years. The vast majority of our costs are staff costs which we link to the NJC scale. This is currently rising at 2% per annum. SGC already fund a relatively small proportion of our Advice & Support Service costs. In addition, we provide SG residents with a Peer Support Group, one-to-one Peer Mentoring and a specialist Migrant Service (all funded from other sources). Our Advice & Support Service staff are struggling to meet the demand for this service. If funding is cut then we will need to reduce staff hours which will have to result in a reduced service to SG residents.
Time for Carers is a group whereby carers can meet, have an afternoon out together or chat over lunch that is a welcome break from the role of being a carer and it would be a great pity if funding is reduced for this group.
The voluntary sector work together so that we do not duplicate services therefore although we don't receive funding the organisations/services we refer people to could be affected and therefore not be able to meet the need of a particular service.
Our funding on this contract has been frozen for as long as I have worked for TCF (6/7 years). This is effectively a year on year cut, as materials, salaries and other costs have increased during this time. The budget is already comparatively small, and we are expected and succeed in to delivering significant value for the return. I cannot see how reducing our budget by the 17% currently mooted is fair, justified or good business. It is also unclear to me why this process allows others to advocate for their organisations by (for example) having their functions listed on the consultation, but we cannot. I need to be clear that we will no longer be happy to try to find 'extra' capacity and value for SGC in future. By reducing an already stretched budget further, you will reduce your ability to measure your relationships and impact via the voluntary sector. You will ensure that important consultations and changes processes are not effectively consulted on with the voluntary sector. It seems short sighted to me.
Due to pressures on funding over the last 5 years, we have built up a reserve to deal with small funding cuts, however wages and our running costs are going up every year, so a large cut in funding would very quickly deplete our reserves.
We currently only receive £2000 from south glos. and have seen a 130% increase of referrals over the last ten years. We saw 227 individuals last year (over 100 clients from south glos.)
In general, reduction of the fund would not do the services as before. But we can do something to compensate it such as employ more volunteers and try some cost reduction. What we are really afraid is in the new funding application we may be in a disadvantage position as a BME organisation with poorer English in application and communication. Hopefully, the council officers can do good work in examination our application and our achievement for the care work before.

HIV services were reduced when Terrence Higgins Trust lost 50% approx. 2 years ago so this cut our joint funding by a third so I think we should be exempt from this round of cuts. I provide a front line service and already struggle with the hours available. For example in the last 2 weeks I have done a Home Visit to a client which took 3.5 hours & will then be accompanying her to a PIP Tribunal hearing which will be another 2 hours. This does not include the service we provide to other SG clients. Because of her HIV she has come to trust and depend on our service & we are one of the few that will still offer home visits. If we have a reduction the service we provide would either involve clients coming to our office or telephone advice. She would be excluded from accessing our service as she struggles with the phone and is physically unable to come to our office.

- North Bristol Trust supported conversation groups for people with communication disability (aphasia or dysarthria) after stroke. - North Bristol Trust primary progressive aphasia groups (language variant of fronto-temporal dementia. Funding required for

A total of 21 comments were left in response to this question. The main concerns raised were that a reduction in funding will mean that the funding won't cover all of the costs to deliver a service. Organisations are already struggling to meet demands and running costs are going up whilst funding is reducing. Staffing levels would need to be reduced, meaning less people in need will be supported. It was suggested that a staged reduction in funding over a longer period of time may be fairer to enable charities/voluntary organisations to source funding from elsewhere.

Q7. Can you tell us what would represent a significant reduction to your service?

	Number	Percentage
Up to 20% reduction	16	84%
21-35% reduction	1	5%
36-50% reduction	1	5%
Over 51% reduction	1	5%
Total	19	100%

Base n= 19

16 organisation respondents felt up to 20% would represent a significant reduction

Q8. What would the impact of this level of funding reduction have on your services and organisation?

	Number	Percentage
No change	1	5%
Partial delivery of the service	15	71%
Unable to deliver the service	5	24%
Total	21	100%

Base n= 21

15 organisation respondents felt that this would result in partial delivery of the service.

Q9. Please give reasons for your answer below

We won't be able to deliver 10 sessions per year.
We are a very small budget service. If we had half our budget we would not be able to pay for our public liability insurance or DBS checks. Without this we can't run.
We would no longer have the resources to continue with the service and would have to end home visits and close our peer support group
As before
We would no longer be able to have group activities
Over 51% cut would be much fairer.
The organisation will not have time to seek full replacement grant funding from alternative sources. Those living with dementia and their carers will disproportionately be impacted by such a reduction and cessation of service.
20% represents a significant reduction in our funding and it means cutting activities or reducing service offer. Again as we fundraise for services that are currently on offer but not fully funded this adds a pressure on to these. So for example while we may be able to offer stroke coordinator services there would be no contribution to counselling. While BAS is committed to offering these services and fundraising for these their reliability or viability may be at risk.
as previous question
All of the above

<p>It would mean we again would be able to help less women and as before in the long run no savings would be made because without a service people would have to rely more on statutory services.</p>
<p>Again, this would result in a reduction of staff hours. We would need to reduce the time spent assisting SG clients, either by limiting numbers or by limiting the extent of the work done with each client. Due to capacity issues, we always need to consider ways of managing our workload but a cut of up to 20% would require more significant changes to the service. It would also mean that SG residents would receive a reduced service compared to Bristol or North Somerset residents. We are obviously keen to avoid this situation.</p>
<p>As per reasons given on previous page</p>
<p>As stated we do not receive this funding but we do refer people to services that could be affected by this reduction</p>
<p>The budget is already relatively small. You joint fund us with the NHS. Your share of the activity and value will therefore reduce. I feel that we have made significant efforts in the past to find extra capacity for SGC, but will struggle to do so moving forward if the budget is reduced.</p>
<p>We would need to look at the long term sustainability of the service and reduce the amount of free activities we put on for Carers. Unfortunately, this impacts on the Carers who are financially worse off and may need the most support from and time out from their pressures of their caring role.</p>
<p>Kinergy is currently seeking additional funding and would find any reduction to be helpful in providing a service for the local community.</p>
<p>As our measures for compensation may not make up the reduction of the fund.</p>
<p>See previous -</p>
<p>The funding partially supports the employment of a band 5 speech and language therapist. This is a fixed term post that is renewed on the basis of a new contract with South Glos Council. A significant reduction in funding would mean this post was no longer viable. The group members have given feedback indicating that they feel a specialist speech and language therapist is required to facilitate the groups -“only if the person running the group was professionally qualified”.</p>

A total of 20 comments were left in response to this question. The main concerns raised were that they would no longer be able to deliver a service. Free activities for carers such as home visits, support groups would have to end or be reduced. Other concerns raised included that having to rely on fundraising or donations can lead to an unreliable service. A reduction in staff hours or no longer being able to fund qualified staff could result in a reduction in the quality of service provided.

Q16. Would you prefer to submit a proposal to an overarching heading and budget or to a defined list of activities, each with a defined budget?

	Number	Percentage
Organisations submit proposals to deliver defined services against a set budget	13	72%
Defined activities and budget	5	28%
Total	18	100%

Base n=18

13 organisation respondents would prefer organisations to submit proposals to deliver defined services against a set budget.

Q17 Please give reasons for your answer below.

Carers would like to have more freedom to choose the activities they like. All activities should be co-designed by them.
It's easier to define our service than our activities. We don't have a set list of what we will or won't do. We consider each request on its merits and whether it fits with our terms of reference
I would prefer to submit a proposal for the peer support group and a proposal for a home visitor with a defined budget for each one. The home visitor would work across both services, doing visits during the week but also accompanying clients to the group and providing peer support in the group setting alongside the group workers.
Easier for organisation
Do not understand question
Organisations need more regulatory action not less.
Better use of time and resources. Allows us to support a post.
I am not quite sure what the difference between the two are but I believe that the first option may offer more flexibility to reach outcomes or enhance services.
it would be clearer what commissioning intentions were, and what money was available for what services

I'm not sure I completely understand the difference. I'm guessing that the first option will give us more flexibility and require less time to report our financial expenditure. Given the extreme pressure on our staff and limited resources, it's vital that we keep reporting down to minimum. Also, we constantly reviewing our services to ensure that we meet the changing needs of people living with HIV, so flexibility is vital.

This would be for our Organiser to answer so not sure if answered correctly!

It would be for the organisations themselves to respond to this.

Our service has a flexible programme of events with the same aim, however we tailor them to our members. Our membership is constantly changing so we would like to retain control over the defined activities within a broad heading.

I would imagine sexual abuse victims would be over looked here with defined activities and set budget.

Those can be checked in our applications in previous year and in our application in near future.

I currently complete the required reporting and find the 38 page form both repetitive, time consuming and un- necessary. It would be much more helpful and time efficient to report on key outcomes - at times I have felt like wanting to fundraise for the money we get from SG rather than spend hours writing this report.

The funding is related to the model of delivery that achieves the goals. It is easier to cost the model of delivery eg staffing, room hire staff travel etc.

A total of 17 comments were left in response to this question. The main themes were that organisations preferred the first option 'organisations submit proposals to deliver defined outcomes against a defined budget' because this would offer more choice, control and flexibility. Other comments were made that they were unsure or did not understand the difference between the two options.

Q18. In your view are the proposed assessment criteria for future funding correct?

	Number	Percentage
Yes	14	70%
No	1	5%
Unsure	5	25%
Total	20	100%

Base n= 20

14 organisation respondents felt that yes the proposed assessment criteria for future funding are correct.

Q19. Would you consider working in partnership with other organisations to jointly deliver a service?

	Number	Percentage
Yes	10	50%
No	4	20%
Unsure	6	30%
Total	20	100%

Base n= 20

10 organisation respondents indicated that yes they would consider working in partnership with other organisations to jointly deliver a service

Q20. We propose to have a four week window for organisations to make a funding proposal, do you think this is an appropriate time period?

	Number	Percentage
Yes	9	45%
No	3	15%
Unsure	8	40%
Total	20	100%

Base n= 20

9 organisation respondents said that yes they do feel a four week window was an appropriate time period to make a funding proposal, 8 respondents were unsure

Q21. Will the proposed timetable have an impact on your organisation or staffing?

	Number	Percentage
Yes	8	40%
No	6	30%
Unsure	6	30%
Total	20	100%

Base n= 20

8 organisation respondents indicated that yes the proposed timetable would have an impact on organisation and staffing. 6 were unsure and 6 said it would not have an impact.

Q22. Do you think the funding levels and number of outcomes are reasonable?

	Number	Percentage
Yes	12	60%
No	3	15%
Unsure	5	25%
Total	20	100%

Base n= 20

12 organisation respondents felt that yes the funding levels and number of outcomes are reasonable

Q23. Please tell us what you think of the proposed framework below

<p>It is comprehensive and concise but small organisations may need some support for monitoring in the future.</p>
<p>I think this was a very well designed and developed framework and the co-production process was excellent. I think the council should be commended for the hard work that went into this plus the success was very much due to the approachable, engaged and genuinely interested staff who facilitated this work.</p>
<p>I think there remains some issues with the framework, currently the outcomes don't come under the aim titles. I can also see from our perspective for example that improving activity could be attending café, peer support group, improving social network not simply attaining a level of physical exercise - which for those that have a disability can be very difficult. I would also be concerned that the outcome relates to the service input, so for example when you say more people report feeling less depressed - would there be some flexibility in how this was measured or asked given that when we work with people they can be very depressed due to circumstances of their life however hopefully we would want to relate how our service has had an impact on the improvement of this situation. We are also obviously concerned that the funding pot has reduced meaning that the pot available is much reduced from what we currently receive.</p>
<p>moving to outcomes is good, and can prove the worth of a service better</p>
<p>Its great</p>
<p>I do have some concerns about the framework. However, before I mention these, I want to say how impressed I was by the process that Sue Jaques and her team went through to establish the framework. It was a great example of coproduction. SGC staff really listened to the views of providers and from my perspective the framework was improved as a result - more comprehensive and more variety in the types of outcomes. However, I am still concerned that the vast majority of the indicators are "soft" or distance travelled and there are very few hard outcomes. We are working hard to give people the minimum intervention needed at the time they need it in order to help them to live independently. We record a lot of hard outcomes which are much easier to collect but only 3 have been included in the framework (2 for finance and one regarding getting people into meaningful occupation). We record a lot of hard outcomes in other areas which are really important. Some housing examples are: tenancy obtained; tenancy maintained / homelessness prevented; repairs carried out. There are other examples for rights and entitlements: aids and adaptations provided; blue badge obtained etc. These are important outcomes that can evidence an improvement to an individual's independence without asking them to complete a before and after questionnaire that is often not realistic when time is short. It would be helpful if more hard outcomes could be included in the framework.</p>
<p>However our organisation is looking in rather than on the receiving end of this reduction.</p>
<p>We helped develop it so I support it.</p>

The focus of the outcomes is relevant and not too detailed. The challenge is being able to measure these outcomes with people with severe communication difficulties and in the PPA group in the context of dementia. This is why we rely on qualitative feedback comments. It is also why the group members have not been able to participate in this online or paper based consultation or felt able to attend consultation meetings (large group meetings can be inaccessible and daunting for people with aphasia). The group were shown the consultation document and commented on the inaccessibility "why don't they just come here, come here and talk to us?"

9 comments were made in response to this question. The majority of these were positive comments including referring to the framework as well-designed, co-produced and comprehensive. Outcomes being used as a measure was welcomed by the organisations however it was also pointed out that measuring outcomes for some individuals may be challenging.

3.3 Respondent profile

Q32 Age

	Number	Percentage
Under 16	2	1%
16-25	5	1%
26-35	8	2%
36-45	12	3%
45-55	54	15%
56-65	83	22%
66-75	91	25%
75 and over	105	28%
Prefer not to say	12	3%
Total	372	100%

Base n= 372

Q33. Gender

	Number	Percentage
Female	229	61%
Male	132	35%
Other	1	0%
Prefer not to say	11	3%
Total	373	100%

Base n=373

Q34. Disability

	Number	Percentage
No	203	57%
Yes- Physical impairment	39	11%
Yes- Sensory impairment	5	1%
Yes- Mental health condition	17	5%
Yes- Learning disability/ difficulty or cognitive impairment	1	0%
Yes- Long standing illness or health condition	71	20%
Yes- Other	21	6%
Total	357	100%

Base n= 357

Q35. Ethnicity

	Number	Percentage
Asian/Asian British Indian	5	1%
Asian/Asian British Other	2	1%
Black/ African/ Caribbean/ Black British African	1	0%
Mixed/ multiple ethnic groups/White and Black African	1	0%
Mixed/multiple ethnic groups/ White and Black Caribbean	1	0%

Mixed/multiple ethnic groups/ White Other	1	0%
White- English/Welsh/Scottish/Northern Irish/British	327	89%
White Irish	4	1%
White Other	23	6%
Other ethnic group	1	0%
Total	366	100%

Base n= 366

Q36. Sexuality

	Number	Percentage
Bisexual	13	4%
Gay male	3	1%
Gay female/lesbian	1	0%
Heterosexual	267	77%
Other	2	1%
Questioning	0	0%
Prefer not to say	59	17%
Total	345	100%

Base n= 345

Q37. Do you identify as transgender?

	Number	Percentage
Yes	1	0%
No	314	90%
Prefer not to say	33	10%
Total	348	100%

Base n= 348

Q38. Religion

	Number	Percentage
Buddhist	1	0%
Christian	229	63%
Hindu	3	1%
Jewish	0	0%
Muslim	1	0%
Sikh	2	1%
Other	13	4%
No religion	77	21%
Prefer not to say	40	11%
Total	366	100%

Base n= 366

3.4 Young Carers Survey

Survey analysis

There was a total of 23 responses to the young carer's survey

Q1. What impact would a possible reduction in the level of funding for the young carers service have on your health and wellbeing?

The 13 up club gives me a chance to be somewhere outside of home and do various activities with others which I would miss greatly if the funding cut stopped it from happening
Health - high, able to get out the house. Emotional & mental wellbeing - High, less social, interaction. Education - Medium, nearly 18 but will be helpful during college. Employment - Not very high. Choices as you turn 18 - Will not affect work life but has already helped with socialisation
Not at all
A cut of 20% would mean that one of the above could have no service for that area and as a result children would be less educated, have a worse start in life and have worse mental health
I don't think its a good idea and will affect my mental health
I wouldn't be able to get out of the house or relax
If the reduction in the level of funding was to decrease then it would affect my emotional and mental wellbeing quite harshly. As I use these events that take place to relax and get out and escape for a bit. These groups are something to look forward to after long weeks.
I would feel quite isolated and pretty upset because it's nice to have a group of people who understands the struggles I go through.
My mental health will rapidly decrease. I'll feel less supported in my current situation. I'll feel less comfortable in school. My confidence will begin to decrease to its lowest state.
I feel that for me and other people using the young carer's service our mental health will decrease and our emotional and mental wellbeing would be affected by these changes.
Without the funding I would feel secluded
We may not be able to run clubs like 13 and up which would mean we have less of a break
I would not be at school anymore because I couldn't cope. The young carer's workers encourage and support me so I can cope and don't cut myself anymore. Plus my brother gets help too and he's happy now.

For my daughter it would affect her mental health as she goes to young carers to have a break from helping myself who suffers with a lot of pain and back problems and for her sister with Autism by going to young carers she is able to meet others like herself and talk about her feelings.
Mental health mental well-being and emotional needs
My mother's health is getting worse and we are unable to get out of the house most of the time having young carers help me destress through activities I can't do with my mum and talk to others in my position really helps. Reducing the funding is going to mean I won't be able to get away from my worries for a few hours and try to forget what goes on at home
It would have a huge impact, days out allow me to get away from family routines and switch off with other children
Will be lonely, lack of understanding from peers, no one to turn to, emotional and mental wellbeing affected
Emotional well-being will be affected
A cut to funding would be devastating to my family as we rely heavily on the Young Carers service. My son has received many counselling sessions through Young Carers and both my children would suffer a deterioration in their mental health. Their wellbeing would suffer greatly as their lives are already tougher than most children's their age. Young Carers give them the support and advice they greatly need.
Not having time out from everyday stress and not spending time with new friends who understand what you're going through. You feel safe speaking to everyone there that you don't with normal friends.

A total of 21 comments were made in response to this question. The main concerns raised were that they would miss out on opportunities to 'get out of the house' away from caring responsibilities to relax and to socialise with others who understand their difficulties. The negative effect on mental health and wellbeing was frequently mentioned as well as a negative impact on confidence and school attendance.

Q2. How much do you agree with the proposed reductions for funding for the young carers service?

	Number	Percentage
Strongly agree	0	0%
Slightly agree	0	0%
Neither agree nor disagree	1	5%
Slightly disagree	3	14%
Strongly disagree	18	82%
Total	22	100%

Base n= 22

96% of respondents to the young carer’s survey disagreed with the reductions. 82% of these strongly disagreed. There were no respondents to the young carer’s survey who agreed.

Q3. Please give reasons for your answer

This service is essential for lots of people as it gives them support that they may not receive otherwise
Because it allows me to be able to have time to be free of caring for my brothers and mothers and gives me the freedom to start to socialise more
Because I don't want to lose this place because it is a place to get away from my brother and to spend time with friend
It is the only way that I can have a break from caring and meet / talk to people who are in a similar situation
It will affect all young carers by not allowing us to socialise and have a break. I also think it will have a negative effect on our families
Need the money for healthcare (NHS) still save the money
I strongly disagree with the reductions because it takes away the opportunity to take away stress. It makes people who already have tough lives even worse. No social events that help you get out a bit
I feel that the funding shouldn't be cut because they need the money to help all the young carers who need help.
Although I understand you have to do it the support I get means the world to me. And if it were to go the things that will happen to me will happen to others.

I disagree with this decision because the young carers services that would be cut are crucial and the young carers that use them desperately need the service
Because less people could come
Because there's a lot that comes from the young carers not just support. It's a break and relaxing we may not get this with cuts.
Because other young carers need help to and they can't help enough as it is coz they don't have enough money
It is a huge essential support system for my daughter and friends to reduce it would be cruel and carless.
Young carers have helped significantly since we joined in July. My son has had a free mini break, we get free days out and we feel supported where we had nothing before.
Young carers see things and have to do things that no child should have to, by reducing the funding will mean they will have nobody to turn to in times of worry.
I rely on young carers for support whenever I need it someone is there for me, cuts would reduce the amount of support they could offer
SGC already give a very limited amount meaning YC in SGC get less respite compared to those in Bristol, seeing them on trips to Alton towers or going off to Cornwall for a week, when they have had no service for months greatly affects them, they feel uncared for and not important
It is a ridiculous idea. Think of the people who will be affected and how isolated life could become
The service would be greatly reduced which would impact greatly on my family. My son in particular relies heavily on the service
Young carers was essential to my social life and mental health when I was a young carer, I don't know what I would have done without it. It allowed me to feel normal once a week and switch off from home life knowing I was in a safe place. Everyone there understands you and nobody judges anything you do or say. Young carers need that.

A total of 21 comments were left in response to this question. The main concerns raised were that they disagreed with the funding reductions because they need the service to have free time away from their caring role. Funding cuts will reduce the amount of support the young carers service can offer, therefore more young people will suffer. Concerns were raised that this could also impact negatively on the whole family.

Q4. Is there anything else you would like to tell us about the proposed funding reductions?

No
I think that it is hugely unfair that there is being a reduction or cut on a useful project unlike many others, I think that this is an important place for carers to escape and feel like they have no obligations
It is not good for us and I think that they should keep funding us
No
No
It is a bad idea
Trips to the zoo wouldn't happen
It's stupid if we don't care you have to pay for care. If we are going nuts we can't care. I need my breaks don't you care about us or anyone?
Please don't reduce funding.
It is very scary. These cuts are all very scary and will hugely impact on all the children
Do the council not realise young carers save them thousands of pounds each year as they cannot claim for the care they give to the parent/sibling they support a few hours away from the situation a week reduces the carers mental health issues too which undoubtedly occurs whilst taking on their responsibilities. A few pounds a week is nothing compared to the price of paying for hospitalisation of patient and in some cases the carer who cannot cope anymore due to lack of support
If it happens I think young carers should split their services, Bristol young carers should move their offices to Bristol and pay rent there, sharing our buildings saving costs etc. is unfair if we don't get any benefit from being joint
Put yourself in the shoes of a carer
I think it happens speaking from experience, it will really effect a lot of young carers in many ways including socially and emotionally. It's a real lifeline. It doesn't matter who you are, what you look like or what you want to do there, you are accepted, supported and loved by every single person there.

A total of 14 comments were left in response to this question. 3 comments were made that they had no further comments. Other comments were that the funding cuts were 'unfair' and 'do not reduce funding' Concerns were raised around the negative impact this will have for young carers mentally and socially.

3.5 Young Carers Consultation Event

Better Care Stronger Communities Consultation

Young Carers Focus Group 7 August 2019

Denise Swain met with four young carers and a former young carer and the manager of the Young Carers Service at the Carers Support Centre.

The first part of the focus group was to enable young carers to have input into a young carer friendly version of the consultation. The young carers made a series of useful recommendations as to how present the information and the level of information that would be useful to young carers, to enable and encourage them to respond to the consultation. From the feedback from the focus group participants, a young carers survey was developed the following week, which was made available via email, in paper format and online.

Responses to the consultation questions

The second part of the meeting was for the young carers to discuss their responses to the consultation questions.

1. As young carers, what have you most valued about the support you get from the Young Carers Service?

Young carers said the following about the support they had received and what they valued about it:

- It helps you go out and meet other carers in the same situation as yourself. Its good to meet people you can relate to. Carers talked about potentially feeling they are the only one in a caring situation as they don't naturally meet other young carers.
- It helps you feel less lonely.
- It helps you get back your childhood.
- It helps you feel less stressed, staff can help you feel more stable.
- You get to do activities you wouldn't normally be able to do.
- They appreciated being able to talk to professionals who understand the issues – it is difficult to speak to adults about caring if they don't understand what it's like or you have to keep explaining.
- We have fun – so that caring isn't always at the forefront of your mind.

2. What areas of your life has the service helped you with?

- I have talked to people in a group about how to support young carers, through Young Carers Voice. We have had training in how to do this and it doesn't feel weird.
- I am not as shy, I am ok with talking to people.
- Mixing socially helps – knowing there are people to talk to and other people of the same age as me, has helped my mental health – it would have been bad otherwise. I have also been able to raise money for charity.
- Having someone there, to prompt and encourage. It has helped me think about the caring role in a positive way, forces me to talk.

- It gave me a social life, public speaking has helped my confidence. They understand what I do and it gives me space to think about what is safe. Without it my mental health would have gone downhill. It continues to give me opportunities, for example through volunteering, I can pass what I have learned onto the next generation.

3. How do you think a reduction in services would impact young carers?

It would impact on all the areas of support. Young carers mental health would suffer, if there was no one for the young carer to talk to. The isolation would increase and mental health issues increase. The pressure of caring, working or education would affect your mental health. The pressures are particularly bad at 18 – without help, stress and sleeplessness would have affected the carer.

School would suffer – as you wouldn't be able to focus, you would be trying to learn, but it would be a struggle and no one would know why. You can't think straight and your concentration goes, it is a mixture of worrying and tiredness.

A young carer educated outside of South Gloucestershire said there isn't enough support in school, and the support from the Young Carers' Service is the only thing keeping him well in school. Without the support, mental health issues would go down as well as education.

Less social opportunities. If the Carers Support Centre has less money, there would be fewer groups and fewer transport opportunities.

Without the support I have had, I wouldn't be where I am now. I started a job when I was a young carer, and I knew my rights. I couldn't have chosen my future without the support.

Self esteem, safety and belonging would all suffer. We see role models from older young people, and see them being confident, you also build confidence from your peers, and you get tips.

4. To what extent do you agree with the proposals?

Up to 17.5% is too much, we desperately need the support of the service, as it is the only escape for young carers. There is already an issue with carers not getting the support they need, and the reduction will make it worse. Feedback from one of the courses offered for carers at the younger end of the scale: even a trip to the park is good when there is nothing else for the young carer. Some people need 1:1 support rather than groups, which takes time. Young carers also stressed the need for preventative support.

There was a preference for an even reduction across services.

The young carers understood why we were looking to make savings, but they didn't think it should be taken away.

Three slightly disagreed with the proposals. One was between slightly and strongly disagree. One strongly disagreed.

5. If you disagree, where do you think the reductions should be made in order for us to meet our savings target?

The young carers didn't feel they were able to respond to this question as they didn't have the breadth of information to hand to answer it.

3.6 Young Carers Respondent Profile

Q7. Your gender

	Number	Percentage
Female	15	65%
Male	8	35%
Prefer not to say	0	0%
Total	23	100%

Base n=23

Q8. Disability

	Number	Percentage
No	16	70%
Yes- Physical impairment	3	13%
Yes- Sensory impairment	1	4%
Yes- Mental health condition	3	13%
Yes- Learning difficulty	3	13%
Yes- Long standing illness or health condition	4	17%
Yes- Other	0	0%
Total	23	100%

Base n= 23

Q9. Ethnicity

	Number	Percentage
Asian/Asian British- Chinese	1	4%
Mixed/multiple ethnic group - White & Black Caribbean	2	9%
White - English / Welsh / Scottish / Northern Irish / British	20	87%
Total	23	100%

Base n= 23

Q10. Sexuality

	Number	Percentage
Bisexual	0	0%
Gay male	0	0%
Gay female/lesbian	0	0%
Heterosexual	11	52%
Questioning	1	5%
Prefer not to say	9	43%
Total	21	100%

Base n=21

Q11. Religion

	Number	Percentage
Buddhist	1	4%
Christian	5	22%
Hindu	0	0%
Jewish	0	0%
Sikh	0	0%
No religion	13	57%
Prefer not to say	4	17%
Other	0	0%
Total	23	100%

Base n= 23

4.0 Analysis of Other Representations

4.1 Letters and emails

A total of 3 email responses were received in response to the consultation. These were all received from organisations directly affected by the possible reductions including Age UK, Carers Support Centre and the Care Forum.

Better Care Stronger Communities

Age UK South Gloucestershire consultation response – September 2019

Having considered the proposals in the Consultation Background Paper and then having reviewed the consultation questionnaire, I felt that it didn't provide sufficient opportunity to make all the responses I wanted to. I have therefore confirmed that a written response is acceptable and have used the questionnaire for an initial structure, but also added some narrative for these and a number of other areas on which I feel I want to comment.

Q1 I am answering on behalf of **Age UK South Gloucestershire** as an **organisation**

Q2 We currently receive **£54,900 p.a.** funding from **CAH** through Better Care Stronger Communities

Q3 This funding is for the support of **volunteering**, which primarily enables the provision of **Befriending** services for lonely and isolated older people across South Gloucestershire.

Q4 I wouldn't want to select any of the options offered as even a 0% cut would represent a modest reduction in real terms due to the impact of rising wages and inflation.

Q5 Even a standstill budget with no reduction would lead to a reduction in service delivery and partial delivery of the service.

Q6 Funding has now been static for 5 years. Once another 3 years has passed, then even if it stays at the current level of approx. £55k per annum, that will mean that we will have had the same level of funding for 8 years. Assuming an increase in costs of 2.5% p.a., that means that **in real terms funding will have reduced by over 18%** over that period.

At the same time, the number of volunteers and those receiving befriending services **has more than doubled**, and there is a significant waiting list.

Q7 Up to 20% reduction would potentially have a very significant effect on volunteering support and befriending services. E.g. If the proposed 17.55% reduction is applied, that will mean that our **real term funding will have reduced by more than one third** over the 8 years to the end of the next three-year period. This could lead to a significant reduction in service delivery and potentially the safety and sustainability of the volunteering department. Reductions in excess of 20% would have an even more devastating effect.

Examples of the cost saving alternatives we would have to consider would include:

- Closing the service to new befriending referrals and enquiries
- Changing all service delivery from face-to-face befriending to telephone befriending. (We do provide this to a small number of people who prefer not to have visitors, but it isn't any near as effective in addressing isolation and loneliness.)
- Reducing the number of volunteers to a level that is manageable at any reduced funding level

These would all have consequences and create risks, which would have to be reviewed by the Trustees, to ensure that they can be managed appropriately. In a worst case scenario there could be a regrettable decision to close the volunteering and Befriending service entirely.

Q10 We have already forwarded 30+ completed questionnaires from service users and volunteers, which **confirm overwhelming support** for the befriending service and high levels of concern at the negative impact of funding reductions to lonely and isolated older people.

Q11 As Q10

Q12 Strongly disagree.

Q13 If the proposed 17.55% reduction is applied, that will mean that **real term funding will have reduced by more than one third** by the end of the next three-year period – even more if the reduction exceeds that.

Q14 I think this is an unfair questions as it starts from an assumption that in my view hasn't been fully tested. My question back would be, "Does there need to be a reduction in funding?", as I don't

know what other options or context have already been considered before that conclusion was reached.

Q15 I would welcome feedback on the following please:

- There is no information in the consultation about what other options have already been considered to achieve savings. Others in the Council (e.g. ECS re: the South Glos Advice Service) are entering into dialogue with us and our delivery partners about co-production approaches that may remove or delay the need for reductions. Is that a route we could still explore for BCSC?
- Politically, with the Chancellor's recent Spending Review or with the likelihood of a General Election in the near future, there's a very real chance that local authority funding could increase judging from the statements being made by key political figures. I find it hard to believe that £138k savings couldn't be found this coming year across the whole of CAH to allow time for this potential additional funding to come through and a more thorough review of the needs and priorities to be undertaken as part of a co-production exercise.

Even if a reduction in budget to the VCSE through BCSC remains essential, I would challenge the level being applied to this funding stream of 17.55%, when there has been an assurance from the Leader of the Council that VCSE funding will not be cut by more than 8% overall. Despite numerous requests for the detail of how overall proposals will achieve this 8% figure, (which given these and other proposals inevitably means some will be cut by significantly less, if at all), this detail has not been made available for scrutiny as far as I know. This lacks transparency and risks a feeling of doubt that it can in fact be substantiated if opened up to such independent scrutiny. I would also suggest that what's included in this calculation is independently checked to ensure all the organisations on the list are in fact from the VCSE sector, as I understand that on a previous occasion this may not have been the case?

I understand that the Compact Chair may be able to view a list at some stage soon and I hope that this will lead to greater transparency and a more equitable share of any reduction that remains essential if a delay or alternative options aren't taken up. A reduction of 8% across the board, whilst regrettable and potentially avoidable, would seem much fairer than the current proposals.

Q16 I have no particular preference, but see response to Q17.

Q17 My intention is to submit an application for the maximum £55k p.a. towards the cost of the Befriending service. If either of the options prevents me from doing that I would opt for the other!

Q18 Unsure. (D) How will we be able to demonstrate savings with anything other than anecdotal evidence? Will the Council be able to tell us what care package costs were for individual service users before and after our involvement for example? And how will the impact of any additional

expenditure that might be incurred by the Council in the future as a result of any reduction to, or closure of, a VCSE service be included? Could estimates for 'costs avoidance' also be included?

Q19 Yes

Q20 Unsure. This feels quite tight, but I understand the need for a short application window if it achieves the deadline of a decision this side of Christmas. However, in line with my earlier comments, I hope there could still be a co-production process that could include this and the negotiation period.

Q21 Yes. The whole process is affecting staff morale. The level of uncertainty this is creating and concerns about the level and impact of the proposed reductions is exacerbating this and needs resolving soon with clarity, or even better, postponed until future funding potential is understood.

Q22 No. I would suggest that the Council need to assess the **overall** impact of proposals received, regardless of the number of outcomes they seek to achieve. This could come from just one or from a number of the outcomes shown. There shouldn't be a specific need for impact to be from multiple outcomes as this could exclude excellent proposals that will make very significant impact in only one or two of the outcome areas.

Q23 Although I feel the outcomes are mostly relevant and appropriate, I find the way they have been laid out somewhat confusing. E.g. three broad aims and five principles, followed by four Outcome Headings. I feel this needs to be redrafted so there is a clear 'flow' from one level to the next of the framework. At the moment, that isn't the case as I read it. (It may just be me!)

Q24 We support people in the 'Age' protected characteristic. (People over 50)

Q25 90%+. (Some enquiries are from people under 50 seeking help and advice about caring for/supporting people who are over 50.)

Q26 to Q30. Although we work with people from each of these protected groups, they would first need to be 'Over 50', so we haven't included additional breakdown as they aren't our primary demographic.

Additional comments

- (i) This consultation is taking place at a time when the 'Three Conversation' model is being rolled out across social care **and** when the CCG and others are exploring Link Workers/One You/Social Prescribing models with an increased emphasis on linking people with their communities. The inevitable (and positive) result of these excellent initiatives will undoubtedly be an increased demand for VCSE services. To be considering reductions in funding for these very services seems totally counter-intuitive; people will not be able to access the holistic support they need and I urge Officers/Elected Members to review these proposals: A vibrant VCSE sector needs to be resourced on an ongoing, long-term, sustainable basis, not face year-on-year real-time reductions in income, which has an effect on its ability to plan long-term sustainable services.
- (ii) If reductions lead to the loss/closure of any services, the skills and links built up over many years will be lost. Once they have been dismantled, they will not easily be redeveloped.
- (iii) Additionally, if reductions are made, these could have a knock-on effect on our ability to level in additional funding. For example, trusts/foundations are very reluctant to replace funding that has become necessary as a result of statutory funding cuts.
- (iv) Cuts will also reduce or eliminate our capacity to provide a referral route for other VCSE organisations and health/care colleagues, so the potential negative impact will be multiplied as they and their service users/customers can no longer access our services. This will either leave gaps and/or lead to a deterioration in people's situations, which in turn will lead to an increase in the demand on social care packages – then any funding reductions will have been completely counter-productive.
- (v) Officers are I'm sure aware that the BCSC proposals for reductions aren't happening in isolation. There have also been cuts from the CCG and there are other Council contracts also due to end in March 2020, which are the subject of ongoing discussion. The statutory sector needs to be sure it doesn't risk starting a domino effect of cuts and organisational stability/sustainability across the VCSE sector, which in turn could result in some of the most vulnerable people experiencing multiple service reductions. I know that colleagues at both The Care Forum and CVS South Gloucestershire are willing to lead constructive engagement to make sure this doesn't happen.

Response from Carers Support Centre

Better Care Stronger Communities (BCSC) Funding

Consultation Introduction

The intention of this paper is to provide Carers Support Centre's (CSC's) organisational response to the BCSC consultation, which proposes cuts to the voluntary sector budget of 17.55% (c£139K). We have chosen not to use the online questionnaire, for the following reasons.

Q4. Can you tell us what % funding would represent a **modest** reduction to this service?

The definition of "modest", according to the Oxford English dictionary, is; '(of an amount, rate, or level) relatively moderate, limited, or small.'

The lowest of the three options is a 0-10% reduction, which for our organisation (over all three contracts) ranges from £0 to almost £40K per annum, which we would not view as 'moderate, limited or small'. If this [up to 10% cut] was implemented it would equate to almost 30% of the total savings required from the voluntary sector budget.

Q7. Can you tell us what % funding would represent a **significant** reduction to your service?

As above the definition of "significant" is; 'sufficiently great or important to be worthy of attention; noteworthy.'

The first option of "up to 20% reduction" would equate to almost £80K per annum for us, which is over 50% of the total savings required from the sector, which we feel would be disproportionate. Our view is that a "significant" reduction in funding for us would be the former, described as "modest", of "0-10%".

As a result of previous organisational reviews, (which also included a salary review), our costs have been reduced as far as possible, any further reductions in funding would therefore mean less staff, which in addition would incur redundancy costs, which we are currently not resourced for.

Our organisational costs increase year-on-year and include; salary increase (1%), pension costs (3%) and overall running costs (inflationary), however our funding has remained the same. As a result, this year we saw an overall deficit across all three SGC contracts of £16,706 just over 4%.

Q.11. What impact would a reduction in the level of this/these services have on your health and well-being?

There is no mention here of the economic impact, in terms of balancing paid employment with caring, finances and education, which we feel is a significant omission.

Q12. To what extent do you agree with the proposed reductions to voluntary sector funding?

Our response to this, with regards to carers and the vital support services we provide, would be "strongly disagree" for the reasons outlined throughout this response.

Q14. If you disagree, where do you think the reduction should be made in order for us to meet our savings target?

In terms of, where the reduction should be made, I would argue that there shouldn't be any reductions from the voluntary sector at all, given the added value that we, and no doubt other VCSE organisations provide.

I also feel that it is unfair to expect service users to respond to this question, as it assumes a level of understanding as to how SGC funding and budgets work. From an organisational perspective it has the potential to set organisations within the VCSE, against each other too. For carers they will be impacted by all cuts, as either service users themselves (carers support), or as services reduce for the people, they care for thereby increasing the responsibility on them to pick up the deficits.

Given SGC's overall budget I would argue that making savings of this level from the voluntary sector doesn't make any sense, from a business perspective. Particularly given the pressure on the sector already, in terms of increasing demands on services from client groups that are really struggling, and the resultant impact on our capacity to fill the gaps in support services.

Given the recent **Government Spending Review**, there is a case for the savings to be scrapped altogether given that;

- Local councils will receive £1.5bn for social care next year "to help stabilise the system".
- A 2% council tax precept will be used to raise £500m.
- Overall departmental spending on local authorities will be the largest increase in local government spending power since 2010.

Young Carers

Our Young Carers Service works with some of the most vulnerable children and young people providing care to family members. Through our work we safeguard young carers from inappropriate care; providing them with support to mitigate the impact of caring on the health, wellbeing, education and social isolation. We reported to SGC in our end of year report (2018-2019) that 79% of referrals we are receiving are in our "urgent" or "high" priority category. This means they would be providing high or excessive inappropriate levels of care with significant impact on their health, education and wellbeing.

Between 2015-2018 referrals to our service increased by 233%. The number of young carers on our caseload increased by 80% in the last 3 years (2017-2019). With no increase to our funding this means our waiting list has reached unacceptable levels; many waiting over a year for an assessment and support. As a result, we are managing many more families in crisis, having to increase the levels of "high tier" support, providing one-to-one interventions and liaison with social care services.

Between 2017-2019 the number of one-to-ones provided increased by 150%. This stretches our resources to their absolute limit and again impacts the waiting list for new young carers to access support. Recent research by the BBC in 2018 demonstrated that the number of young carers is increasing, and this is clear on a local level to be the case. Demand will continue to grow and if the support is not provided young carers and their families turn to Children's Services in our absence.

We provide fantastic added value as part of our contract; providing activities and breaks, group sessions and transportation to ensure accessibility for all young carers. We are only able to fundraise and offer this with the current core funding level from SGC. Without this we would see our service offer significantly decrease.

Any further reduction to our Young Carers Service would result in crisis for other services. Mental health, education welfare, social care and other youth services would be forced to pick up the burden. Indeed, many will end up not going on to further education or employment, impacting the local economy in the long term.

Currently SGC does not meet its legislative duty to provide a Young Carers Assessment. Although the Access and Response team will respond to requests, they do not have a Young Carers Assessment and the referral pathway is not clear. The assessment we currently provide meets the statutory standards and we could be the named provider for this assessment as part of our current contract, reducing duplication and additional burden on social care. This would represent a significant saving in the long term to SGC.

See snapshot feedback (page 1 of 3) from the young carers and families we supported in 18/19 on page 4.

Adult Carers

In summary over the last year we have achieved a 16% increase in the number of carers provided with 1:1 support and an increase in the number of carers going through the assessment process too, (over 1,000) and 10% more assessment reviews carried out.

1:1 support and assessments

Our adult carer services continue to support an increasing number of carers year on year. Over the last 12 months our carers support officers have provided information, advice, guidance and emotional support to 312 carers, an increase of 16% on the previous year. 1,001 carers assessments have been completed, which is a 6% increase in initial assessments and 10% in review assessments.

This year has seen us take on additional responsibility for authorising direct payments, from SGC, which is not within our existing contract. This has stretched resources to the absolute limit, however, has significantly benefitted carers. The waiting time for carers accessing direct payments has reduced from up to 6 months (with SGC) to just a couple of weeks, also alleviating the financial hardship and associated stress for many carers. There has been no additional funding to support the ongoing increase in assessments carried out, or the development work in setting up and running the new authorisation system.

Our adult carer team continue to absorb an increasing workload year on year, to ensure that carers receive incredible support at a time when services for the people they care for are being cut too. Any decrease in funding, even slightly, will significantly impact carers and increase pressure on budgets elsewhere within the social care system.

Our **CarersLine service** is a lifeline for many carers and received over 3,600 calls during the last 12 months, providing information, advice, support and a listening ear. We also support other professionals and organisations with questions or support needs relating to someone's caring role. Carers have told us that without this service they wouldn't know where to turn and would become more isolated and alone.

Health Team

Our work with GPs and hospitals have both been highlighted as areas of good practice across the South West region and adopted by other local authority areas. Over the last 12 months we have supported 42% more carers at North Bristol Trust and 145% at UH Bristol. We continue to see an increase in referrals from 'out of area' carers too at both Trusts, as other local authorities do not provide equivalent support. For example, North Somerset referrals increased by 106% over the last 12 months. The team is small and staff part time and any decrease in funding will significantly impact carers and increase the likelihood of the discharge process failing and the cared for person being readmitted to hospital.

This will incur significant costs for health and social care budgets. The return on investment for SGC far outweighs the resources provided, benefiting from being part of a wider service, which includes the Bristol team.

Carers Breaks

Carers are experiencing significant emotional pressures associated with their caring role and access to breaks are limited, but vitally important. Our Sitting Service provides 'respite' and time for the carer to do something for themselves, whilst the person they care has companionship through a trained volunteer. This service benefits both the carer and cared for, as we match the cared for person with a volunteer with similar interests and hobbies.

'It's excellent, the sitter is always on time, is reliable, amenable. It's all been good, and I am very grateful for the service'.

'So thankful for it, a godsend. I look forward to that morning in the week'.

We provide added value through our relationship with Carefree, who provide free 3, 5- and 7-night holidays for carers who provide care for 35 hours or more a week.

We referred over 120 carers to Carefree during the last 6 months, offering a significant break for carers which has improved their health and wellbeing.

The Carers Emergency Card (CEC) discount scheme continues to grow, where carers can use this [CEC] to access discounts locally. We now have discounts arranged with 230 local organisations, offering both the carer and cared for a 'break' from day to day routine.

Carers UK State of Caring 2019¹

In this report, which provides evidence that support services to carers has already reduced, when asked about changes in care and support services over the last year, 32% of carers reported that they had experienced a change in the amount of services that they receive. Of these carers who experienced a change, for 26% this was because the amount of care or support arranged by social services was reduced, whilst for 10% of respondents the care or support service was closed with no replacement offered. 6% of respondents reduced the amount of care or support received because the cost increased, and 5% reduced the amount of care or support received because the personal budget no longer covers it.

¹ <https://www.carersuk.org/news-and-campaigns/state-of-caring-survey-2019?gclid=EAlaIqObChMIuleFhtfD5AIVQbTtCh1WEA6HEAAYASAAEgK00vD BwE>

Of all carers responding to the survey, 1 in 8 carers (12%) reported that they or those they support received less care or support services during the previous year due to a reduction in the amount of support from social services. Numbers of carers reporting a reduction in support was higher for those who are struggling to make ends meet - 1 in 6 (17%) reported less support due to a reduction in the amount of support from social services.

53% of those experiencing a reduction in support are caring for over 90 hours a week and 42% have been caring for 15 years or more. It is deeply concerning that there has been a reduction in support for these people when there is strong evidence to suggest that these carers are more likely to suffer from poor health themselves.

Valuing Carers²

All carers are disproportionately impacted by cuts to public funding, as both service users in their own right and as public services reduce for the people they support. This results in increased responsibility on them to provide more care, in order to "pick up the slack." Therefore, it is hoped that wherever possible funding for frontline support for carers will be protected, given that they save the local health and social care economy £502 million per year. In other words, if all the carers in South Glos decided not to provide care anymore, this is what it would cost to replace this.

The figures mean that, the value of the contribution made by South Glos carers saves the public purse enormous sums every week, day and hour of the year:

- £9.65 million per week
- £1.38 million per day
- £57,500 per hour

This figure has increased by £258m (105.5%) since 2001, and £42m (9.2%) since 2011, the last time this review was carried out. Carers are providing more care for two main reasons; austerity and the resultant reduction in public services.

During 2018/19 we supported 5,640 carers in South Glos (20% of the carer population) and therefore using the above figures these carers save the local economy just over £100m per year, which is significantly more than the £138K savings required from the VCSE sector. Therefore, it makes no economic sense to cut the very services that are helping to maintain their caring role and avoid carer breakdown, which would increase costs for the health and social care system. The Carers UK

² <https://www.carersuk.org/for-professionals/policv/policv-librarv/valuing-carers-2015?gclid=EAIaIQobChMIus3z4NfD5AIVibPtCh2vwQ4oEAAYASAAEgLo5PD BwE>

report³ from Carers Week 2019 highlights the rise in the number of carers: "There are a potential 8.8 million adult carers in the UK, up from 6.3 million estimated in the 2011 census - a huge increase of a third." Therefore the £502m figure quoted above, is likely to be far higher.

Carers are 7 times more likely to report that they feel lonely than the general public according to the report.

Added value

Below we have set out the added value that CSC brings to South Glos, and the rationale for protecting, wherever possible, support services to carers.

CSC regularly reviews its costs as standard practice, in order to ensure best value and we have:

- Explored opportunities for reducing printing and postage costs as part of our General Data Protection Regulation (GDPR) review and implementation
- Implemented a salary review in advance of SG’s last BCSC funding exercise in anticipation of reduced funding and increased demands, thereby protecting services to carers and the staff that are delivering these
- Successfully fundraised for work previously covered by the Learning Difficulty Development Fund (LDDF) to continue identifying and supporting carers of someone with a Learning Difficulty
- Additional funding (in excess of SGC contracts) worth around £186K resourced and/or expended (during 2018/19) for work / projects in South Glos. This is almost 50% of the total value of our combined contracts.

See summary table below:

Work Area	Amount
Carers in Paid Employment	£28K
Building Better Opportunities	£31K (25% of annual income) ⁴
Carer Wellbeing	£50K (50% of annual income) ⁵
Young and Young Adult Carers	£43K
Learning Difficulties	£21
Donations	£9K
Activity Groups	£4K
Total	£186K

Any reductions in funding (staffing), would therefore significantly impact on our ability to continue fundraising and developing new services for SG

carers.

Added value brought to the contract through; additional funding, volunteering and partnership work, is outlined in our monitoring reports, the last one being from 1st April to 30th March 2019, and are summarised in the following pages.

Employment support

We have continued to provide support to carers looking to return to work, or who are working and struggling to manage working and caring. 10 and 29 South Glos carers respectively have been provided with this support over the last 12 months.

Carer Wellbeing Service - telephone counselling

Our new telephone counselling service, the initial part of our new carer wellbeing service, was set up and operational from February 2019. Two new telephone counsellors were recruited, along with a part time Counselling Co-ordinator.

Very quickly it was evident how important this service is for carers in South Glos, who previously have not had access to dedicated counselling specifically for their caring role. By the end of March 64 carers had been referred to the service, 46 in South Glos.

In addition, a new Carer Support Manager, who oversees and manages the service has been recruited working alongside our existing CarersLine, Volunteer and Training services.

Work has begun to develop new befriending and buddying services, which will be delivered by volunteers and was operational from August and September 2019 respectively.

Learning Disabilities Carer Support (formerly funded by the LDDF)

- 79 carers were supported with a range of issues and 38 home visits were made.
- Support included: improving family finances (11 carers), improving emotional wellbeing and resilience, improving access to statutory services, training and employment for the person they care for, accessing social care and assessments, helping to talk to

³ [https://www.carersweek.org/images/CW19 Research Report web.pdf](https://www.carersweek.org/images/CW19%20Research%20Report%20web.pdf)

⁴ Actual annual funding is £124K, 25% figure quoted, as this project works across four LA areas, and is likely to be extended to 2022.

⁵ Actual funding £100K per year for 5 years, 50% figure quoted, as this covers both Bristol and South Glos

professionals, providing emotional and peer support, planning for the future, and getting a break.

- 29 carers were supported to complete a Carer's Assessment resulting in Local Authority grants towards a break. 1 carer was referred for a full needs assessment.
- 1 carer received a charity grant of over £5k. 2 carers received grants to go on a holiday.
- 44 carers attended the regular lunch and discussion group specifically for those who care for someone with a learning disability.
- 4 Carers Reps were supported to attend the Learning Disabilities Partnership Board. They worked alongside professionals to strategically shape services South Gloucestershire for people with a learning disability.
- We also referred carers onto other services provided within the organisation.
4 carers have been able to receive six weeks of counselling. In addition, LD carers have attended our training courses, used our employment support service, and have received a CEC.
- Articles focusing on Learning Difficulties and caring appear in our Carers Newsletters and regular focused emails are circulated to LD carers on our register.

'The best thing that Tracy did was really listen to me and allow me to speak freely. Having understood the problem, she was able to direct me to the right service. '

'I felt like i was being taken seriously and listened to for the first time. '
'I can now access appropriate therapies as I have been properly directed and funded'

The ability to provide this specialist support remains a priority for us and we are actively seeking funding to continue this work. There is no other local specialist provision for these carers and this work is not supported by local authority funding. We will continue to apply to local, regional and national trusts and also continue to campaign locally for statutory services to recognise the needs of LD carers and include this specialist support in future commissioning.

Applications for grant / to external funding organisations

In addition to the information contained elsewhere in the report, we have raised over £38,000 from bids to trusts and foundations, community and individual donations.

Other

- Activities groups - book club, supper club, theatre and free concert tickets carers
- Training - caring with confidence, dementia, end-of-life

Work experience and development

We have provided a placement for a student social worker, who has been based within our Carer Support Team.

Volunteering

- We have 68 South Glos based volunteers.
- They have provided approximately 1,632 hours of their time, based on an average of 2 hours a month volunteering time per volunteer; however, in some cases this is regularly exceeded.
- At an average hourly rate of £14.32 (based on figures from Annual Survey of hours and earnings ASHE 2017 plus 1.2% increase ONS 2018), the added value South Glos volunteers have provided us with is estimated at £23,370.
- Approximately 13% of our volunteers are carers, or former carers. Their input is invaluable in ensuring services remain carer focussed. Their experience is utilised in supporting carers directly and indirectly.

Consultation Process

In terms of feedback on the process itself, some of which has already been passed on to SGC staff and through the Compact Chair, Hilary Neal. We requested an extension to the deadline to the consultation, particularly around the access and equality issues for Young Carers in order to allow time for the consultation to be inclusive, accessible and meaningful, however this was refused. We have also met with The Care Forum too, and other VCSE CEO's, to raise our sector wide concerns, which they will submit separately.

In terms of how widely this consultation was publicised, we didn't see any social media or flyers for the consultation, nor any general public awareness events either.

The way that the survey and consultation is worded comes across as cuts to funding being inevitable for all organisations, as both question four and question seven do not give an option to make a case for no cuts to be made at all. Whilst I accept that in question four the range is 0-10%, I feel that there should have been a separate option for '0' and perhaps 1-5% and 6-10%, as 0 to 10% is a wide range. As mentioned earlier in this paper, if our total funding was cut by 10%, this would equate to almost 30% of the entire amount SGC are looking to save, and therefore

would have a disproportionate impact on our organisation.

Although there were other meetings subsequently arranged by both SGC and us, specifically for carers, the notice for the first two sessions was insufficient and the dates for the carer sessions very close to the consultation deadline.

A session for young carers, to help produce an accessible document which includes appropriate questions, was not arranged until 7th August. Prior to this the survey did not have "Young Carers" as an option for service users to select as the service they access; the survey only asks carers six questions. None of these questions includes impact beyond "health and wellbeing", the Young Carers Service support extends far beyond just health and wellbeing.

It did not ask Carers (including young carers) about the impact on their employment, financial issues or education (specifically young carers). Although these issues can connect to their health and wellbeing, it underestimates the value on other social economic benefits which link to support provision.

We were concerned that the documents would not be produced and uploaded in time for young carers and their families, to have sufficient time to respond to the consultation.

As of 13th August, just over two thirds of the way into the consultation period, the telephone number provided on SGC website for individuals to give feedback over the phone was incorrect and was only corrected once we made Sue Jacques aware of this. Therefore, anybody trying to use this number and provide feedback would not have been able to get through during this period of time.

In my opinion, there should have been a pre-consultation period, and/or opportunity for co-production, where we could have worked with SGC on making sure that the process was fit for purpose and that this was accessible for all carers.

What we are left with is a much shorter period for young carers and their families to respond than other groups, because the documentation wasn't accessible for them from the outset. As a result, we feel that this group have been significantly disadvantaged.

Summary

In summary, and as stated earlier in this response, the cumulative impact on cuts to the VCSE budget on unpaid carers will be disproportionate and whilst we welcome SGC's ongoing commitment to implementing the Carers Strategy, it demonstrates clearly that there is a lack of understanding and awareness of the implications that proposed cuts to funding of support services will have on the lives of unpaid carers in South Gloucestershire

Caring situations will inevitably reach breaking point and the impact of this will be significant (financially) for health and social care and more importantly the lives of carers and the people they support.

We would therefore implore you to not make cuts to support services for carers, of all ages in South Glos, as the impact will far outweigh any potential savings made.

We await your response in due course.

Carers Support Centre September 2019

Response from The Care Forum

The Care Forum was contacted by some voluntary sector members in the context of The Care Forum's role as a local infrastructure organisation. They asked for The Care Forum's support in collating feedback on the BCSC consultation on their behalf. This offer was extended to all our VCSE network members in South Glos. We subsequently met with two organisations and this is a summary of the feedback from that meeting. It reflects the views of those organisations. It does not include the views of The Care Forum, which were shared through separate consultation submissions.

Concerns around Transparency

It is unclear what options other than the proposed cuts in service have been considered. Respondents were willing to engage in working to co-produce potential options and regretted this had not happened. What potential is there to now explore co-producing options on the basis of feedback received through the consultation process?

A number of concerns were flagged in relation to the proposed percentage cuts in funding:

There is a lack of clarity for organisations about the proposed differentials in percentage funding cuts and how they are calculated. This funding stream is facing a proposed cut in excess of 17.5% against a reassurance that overall cuts to the VCSE sector won't exceed 8%, but there has been a lack of transparency about how the overall figure has been calculated and what should/shouldn't be included.

This has also generated a tension for groups - they recognise the confidentiality in relation to individual organisations funding decisions but question how fair it is that different organisations will be diversely affected.

It is not clear whether the proposed reduction has taken into consideration the knock on effects to an organisation in terms of the funding it is able to generate from other sources – the cuts will have a wider impact. How might this assessment be taken into consideration?

It is not clear how groups might express the cost savings they are able to deliver for the council in relation to the work they do, and the potential additional cost to the local authority were this service to be reduced or cut.

To what extent has the delivery of statutory services been taken into consideration in determining the extent of funding reduction? Of the funding agreed, what percentage of those organisations are delivering statutory obligations?

Groups referred to the work that had been undertaken in developing impact/outcomes for the fund. It was felt it would have been better to have implemented this prior to the funding cuts being made and that this would have formed a more sound basis for decision making on the funding reductions. Organisations also felt they were having to put together proposals for impact measures in the context of potential funding reductions without having had support in developing those measures. They were also unclear about the sources they might use for data,

particularly where their work delivered against impact measures that were more difficult to demonstrate – there were worries about how this might then affect any funding decisions.

Concerns around Process

The BCSC consultation has been done in isolation from other review processes (such as the advice sector review) – the potential cumulative effects of loss of funding on VCSE organisations cannot, therefore, be taken in consideration. This presents a serious risk overall for organisation viability and a far greater impact on clients than might at first appear. There was also a question in relation to the overall cost of the consultation, both for the local authority and for groups participating in the consultation, for example by facilitating communication with clients and responding on behalf of their organisations. Was this cost effective given the overall scale of the cuts to be made? Could it have been done more efficiently?

Similarly the 3 conversations model will doubtless be increasing client contact with VCSE groups. How does this square with the funding cuts proposed to the VCSE?

Recommendation: The council could work with The Care Forum on a more holistic piece of work which takes into consideration the other VCSE elements of funding, particularly that which is under review or with potential for reduction, to effectively assess the overall risk to service delivery.

The consultation responses received are not as representative of the population as they should be. There was also concern about how representative the consultation responses were of those who might be affected by cuts in funding. There were issues with the consultation process including: a lack of range of mechanisms for engaging local people with an over-reliance on online mechanisms; the consultation documents were inaccessible for some clients (eg complexity of language used etc); the phone number originally publicised on the council websites for making comments was wrong.

Recommendation: In future more consideration should be given as to how solutions might be co-produced. A joint conversation would still be welcome.

The nature of some of the consultation questions were leading and potentially divisive, (for example ‘Where else could we cut’).

What opportunity will there be to reflect on and learn from this process?

What potential is there for reassessing or changing the process on the basis of these reflections and those received through the consultation process and how will this be fed back to the sector?

Observations

Reviews of this nature significantly impact on the ability of VCSE organisations to forward plan and to effectively implement their fundraising strategies. More consideration should be made as to how these effects might be mitigated.

What, if any, are the implications of the Chancellors recent spending review? Should this process be delayed given the potential for new Government and changing resources for social

care. Groups wondered whether a delay of one year was possible, given these factors and the concerns raised in relation to the process overall.

Next steps

Following the consultation period The Care Forum will work with the commissioners to share the outcomes of the consultation process and coordinate any feedback or other activity, based on consultation responses.

4.2 Town and Parish Councils

3 Town and parish Councils responded to the consultation

<p>Dear Sir/Madam, I am writing on behalf of Thornbury Town Council with regard to the above consultation. The Town Council would like to emphasize that they feel very strongly that no cuts or savings should be made to this particular budget. Thank you.</p>	<p>Thornbury Town Council</p>
<p>Better Care Stronger Communities Funding 2020- 2023</p> <p>Response from Yate Town Council The Outcomes Framework looks fine, but we cannot see how that is consistent with the Briefing note or consultation information, and in particular how you can possibly consider that a 17.5% cut in funding will deliver those outcomes.</p> <p>We are fundamentally opposed to these cuts in funding to the voluntary sector groups supporting some of the most vulnerable in our community. The groups currently funded from this budget head support carers, provide post natal, dementia, dysphasia, HIV, mental health, stroke and health and social care infrastructure support. Yet the proposal is to cut funds in the coming financial year by £138,800 a year a cut of 17.5% This is at a time when the number of people with dementia and mental health support needs - and therefore the number of carers in our community are growing exponentially.</p> <p>Cutting the money to these voluntary sector groups is short-sighted in the extreme.</p> <ol style="list-style-type: none"> 1. They work with the most vulnerable on our society, who should be the last people you cut funding from. 2. Voluntary Sector groups provide better value for money than in house service provision and so should be the last thing targeted for cuts. These voluntary sector groups have a leverage from other fundraising and volunteering which means every £1 given to them is multiplied in outcome. 3. They are run by and with the people affected by the needs. As such they are far more able to focus upon the services people want, rather than centrally determined assessments of what they ought to want. As such they are able to provide tailored interventions in cost effective manners. <p>We cannot comment on the changes of procedure for seeking a grant that are proposed, as those who have had grants are best positioned to comment on the impact of the proposed changes. Our concern is about the very principle of cutting 17.5% from these vital services at a time</p>	<p>Yate Town Council</p>

<p>when the need is growing dramatically. Are you expecting others to pick up the tab or are you simply saying that the most vulnerable with needs on our community will have to suffer without support?</p>	
<p>Pucklechurch Parish Council do not receive this funding, however we do not support any funding reductions, as any level of cuts will have an impact on the service. regards</p>	<p>Pucklechurch Parish Council</p>

Public Engagement Events

3 public engagement events were organised by South Gloucestershire Council.

Wednesday 26th June 2019, 4.30pm-6.30pm, South Gloucestershire Council Offices, Badminton Road, Yate, BS37 5AF

Tuesday 2nd July 2019, 9.30am- 11.30am, The Cullimore Room, Emersons Green Village Hall, Emersons Green Way, BS16 7AP

Tuesday 6th August 2019, 2.00-4.00pm, the Vassal Centre, Gill Avenue, Fishponds, BS16 2QQ

The results of these sessions are summarized below:

26/06/19 - At South Gloucestershire Council, Badminton Rd
Thoughts
<p>Potential of merging the three main aims (on the front of the document) and the 4 aims of the outcomes framework? Discussed in previous BCSC meetings with VCSE where it was decided to split. - Bring the front page of the document up to four aims so it matches with the outcomes table.</p> <p>Lots of acronyms - glossary of terms linked to outcomes table would be useful</p> <p>Could be numbers/letters on the headings/section of the table so people can say A links to B, D and 4 (for example)</p> <p>Should it be linked in to the council plan?</p> <p>Are organisations being asked to meet too many indicator sets? Potential of reassessment of number of aims/outcomes to be met. (table of balance between reporting and demonstrating activity undertaken and the impact of that activity) - Maybe do an exercise to measure how many aims/outcomes Age UK would meet if current suggestions are left as in table.</p> <p>Concern that the monitoring could be too much but open to needing to have something to measure against. Any potential of more qualitative data rather than quantitative? Risks with having a framework that is too quantitative.</p> <p>Is there something about having a question at the end of VCSE service delivery that asks service users if the service has made a positive difference to their life. Also case studies should be considered. (Sue J agrees a balance needs to be struck but want to avoid essays being written)</p> <p>As well as VCSE service statistics it would also be useful to be able to give examples of how much money statutory services have saved by preventing people accessing their services.</p> <p>Looking at outcomes - slowly gravitating around similar outcomes. Should we be talking more around personalisation?</p>

Lots of VCSE organisations are heading towards cliff edges and there is the potential that not getting this funding, added with other pressures coming up this year, can mean charities fold. Potential stress test of the sector?
 Can decision on what is being funded be made before Christmas? Want to avoid giving people risk of redundancies etc.

Any protected funding cut? At what level of funding (eg 17.5% cut)?
 Compact would like a briefing on this in the form of a report or something.
 Why is the cut to VCSE 17% when the cut to the council is 8%? Not seen as fair to the VCSE - Somebody needs to brief the compact on exactly what has happened and how the 17.5% cut figure has been reached – clarification would be needed by Compact and the VCSE Leadership Board on the level of cut.
 Need to look at the mapping that's been done of VCSE orgs to ensure that VCSE is not being disproportionately cut.
 Coproduction of the cuts. Could cuts be established in the way that council youth services was done? Suggested that proposals are made with the involvement of the independent chair of the Compact
 Asked what is the rationale behind services eligible for specified funding - Mixture of statutory services (visual, carers), organisations that are not able to bid into BCSC (Voluntary Sector infrastructure), new guidelines (advice and guidance) and services that have historically been funded (dysphasia). Felt that statutory organisations should not be funded out of the VCSE budget at all. Should either be a VCSE pot, or not (overall effect might be the same as money for these services would just be removed from VCSE funding completely).
 Services who receive specified funding should be receiving the same level of cut?
 Why visual impairment part of statutory duty but not deaf?

Consultation 2	02/07/19 - Emersons Green Village Hall		
Discussion point	Table 1	Table 2	Table 3 (Carers table)
Outputs/Outcomes - What's important	Clarity of measures for reporting? - What do you want us to provide for you? – How do you measure what is good for small and large organisations? Reporting How to compare? Targets in contract – what has this done for people? Encourage people to complete papers Shortness of prep time for when funding becomes available –	How can it be indicated to government that more funding is needed? – Through evaluation Increase in service users (eg dementia) that need to be reached, but with less money to do it Charity can prop up, even with less money BUT IT IS A	Having some time out – a release (cuts might mean fewer opportunities) Networking and talking to others in the same situation – Peer support Ability to use networks/acquaintances met is very limited when you are a carer so needs to be facilitated. - May mean people are couldn't stay connected as well as

	<p>strain on resources – self selective – those who are up and running can apply (but much harder for others)</p> <p>Through evaluations – questionnaire feedbacks</p> <p>Interventions</p> <p>Outputs – don't seem to line up?</p> <p>How do you ask the question?</p> <p>Impact – this might be seen further on how you can think ahead, not knowing what might happen?</p> <p>Bureaucratic process can impact on measuring outcomes</p> <p>What's most meaningful (target)</p> <p>Seems complicated</p> <p>What about organisations not already funded</p> <p>Decision for councillors – timescale/budget?</p> <p>Implications – cuts mean doing less, while there is an increase in demand and cases are more complex</p> <p>Much is falling heavily on the voluntary sector. Ie stroke – more people surviving so there are more complex/different issues and more young people who've had strokes.</p> <p>Less funding will mean increased waiting lists at charities and will cut down time/no# of interventions etc</p> <p>Really busy voluntary sector to support three conversations model.</p>	<p>RISK</p> <p>Long term offer is good!</p> <p>Potential confusion for services that work across BNSSG.</p> <p>How can we meet people's need when they're on a waiting list?</p> <ul style="list-style-type: none"> - Encouraging VCSE links and partnerships - Ties in with other work happening (eg social prescribing) <p>Parish council perspective – value impact of VCSE to combat societal obstructions</p> <p>New services mean other services are ceased – potential worry</p> <p>Hard to measure effectiveness until you do it. Regular meetings and resource sharing – First year test and learn to ensure the process works.</p> <p>To be reviewed</p> <p>Sounds too onerous for funding and indicators need to be looked at.</p> <p>Support for mechanisms – support for organisations not used to working to frameworks</p>	<p>they are at the moment</p> <ul style="list-style-type: none"> - Transport and access is a key issue <p>Different types of carers groups. Risk that the more vulnerable and isolated might be disproportionately or more significantly disadvantaged</p> <p>Already challenging to do the facilitation with existing funding.</p> <p>Prioritisation is a struggle</p> <p>Ability to attend groups is important to prevent anxiety / relying on other services (GP etc).</p> <p>Carers often have their own issues (health/MH) or worries and risk of being unable to carry on caring could be increased</p> <p>If services had to start changing for sessions/outings/transport then those less able to afford it would be more significantly affected/less able to go.</p> <p>Just the knowledge that something is there to access if they need it is helpful in itself.</p> <p>Winters can be harder to cope with than summer</p>
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	<p>Message – Not without impact, strain on existing services, vol sector bring in funding to support/add value, need long term and sustainable funding.</p>	<p>Want it to be right Review of peers that receive funding? Annual? Q&A sessions?</p>	
<p>Process</p>	<p>3 year funding – This hasn't happened organisations who had grants 3 year funding is positive compared with year on year previously. Template needs clarity on timescales Feedback mechanisms – could funding stop if adequate feedback is not received by council? What degree of reporting will there be? How detailed? Headings, aims and principles are confusing. Further clarity needed on first page. Need to be clear broad aims and principles. How can council support and link up with organisations? Collaborative process. How do you prove outcomes are met? Headings are specific enough 'Activities' – how does this work across the</p>	<p>Good opportunity to assess the last three years – encourages innovation Easier reporting would be good – fill out as you go What are the exit strategies for organisations that don't receive funding but have been previously – mitigation of risks as services could just stop abruptly Depends on application requirements Timescales are tight – need to stick to it Good range of services and offers</p>	<p>£2k bids are 'main funding' and for small organisations/groups. A four week window will be a challenge, alongside running groups The outcomes chart is too complex and language is challenging too! ('commissioning speech') Support for bids What if several groups submitted the same or similar bids?</p>

	<p>board? le stroke survivors and 10 mins activity – could be detrimental.</p> <p>Tailoring the indicators appropriately?</p> <p>What is the assessment criteria/how do the council make decisions on what they fund?</p> <p>Negotiations – financial and outputs, what’s feasible?</p> <p>3 overarching headings – more flexibility – vol sector experts at knowing this – stick with framework / broad aims are relevant.</p> <p>Will there be the same process for all? Or in line with financial levels?</p> <p>Total cost of project – where is the funding coming from? Can the (BCSC) funding be put towards a larger project or just fully fund a small one?</p> <p>More clarity – what is the decision/how many stages - Timescales</p>		
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<p>Better Care Stronger Communities Funding Consultation Event 6th August</p>
<p>This is depressing, that funding is being reduced significantly.</p>
<p>The implications are significant it will result in more demand on all funding streams.</p>
<p>This will impact carers particularly they will essentially get a ‘double hit’</p>
<p>If all pots of funding are getting smaller this puts organisations and charities in competition with each other.</p>
<p>This creates a real challenge for partnership working.</p>
<p>It is not clear how many multiples of each funding band would be available, can you apply for different levels of funding, does this mean that services could end up being fragmented and disjointed.</p>

What about under-represented groups? Does this take into account equality issues?
There is very little accessible information for young people to engage in the consultation.
Do you give more priority to an organisation that cover one or more or all of the outcomes?
It appears that there are a very broad range of services to cover with this limited funding.
The outcomes within the framework are based on reaching potential which are very different for individuals.
The outcomes framework seems appropriate for South Glos as a county, seems suitable for the population needs and it caters well for them.
Do other organisations already have their own established outcomes and measures of success for their organisations?
Do the outcomes need to be clearer and more specific?
Does the measures of success include positive feedback from service users?
Measuring outcomes is very subjective
There needs to be greater clarity and more transparency around the decision making process.
Funding
To be able to produce an application that combines all three principles will be quite a challenge
For healthy ageing and independence the rationale/outcomes are very specific
Going through this application process is very labour intensive and is a big distraction from delivering the services.
There are positives and negatives to the three year cycle, this is better at least than the 1 year cycle given by other funding bodies.
BSCS funding cycles do seem more achievable
Smaller organisations/ individuals will be able to successfully apply for smaller grants, however what about staffing costs for larger organisations?
Does this require organisations to be more innovative and to be able to prove this?
Is there any priority or weighting given to local organisations? Or are national orgs likely to take over?
Process- implications and important issues
Communication- simplicity of application form is key
Tight timescale- resulting is possibly huge implications for smaller organisations
Outcomes- level of overall impact is the key element not a tick box exercise i.e. loneliness and isolation
Don't make this a form filling exercise- do not over survey people
2 aims- 4 outcomes per aim (examples 3 indicators per aim) Potentially 12 that is quite a lot.

3 indicators per outcome, specified by SGC- what is currently proposed? Organisations may have to bend?
Qualitative rather than hard stats for measuring outcomes. Will there be flexibility- quite erroneous
Will monitoring be 6- monthly? What is the core information need for the monitoring process?
Clarification needed is there 3 broad aims or 4 needed?
Pg4 of consultation background document- Section D. How can providers demonstrate this will they need proof? There may need to be a request to hospitals and social care to request data.
Danger of individuals not responding means services could be at risk. This could have a wider impact on the community.
The leader of the council has said % cut for the Voluntary sector will not extend across that of the council (7%) This is in fact 17% this should be part of the consultation.
Statutory requirement- is this something which needs to be protected? And should this be funded in a different way?
There needs to be a set definition of the third sector- what is it? Small charities/ CIC's start up then struggle to find funding and they are the bread and butter of the community.
What one area/village needs may be different to what another needs. People may still be living in poverty even in the most affluent areas.
The Council needs to listen to what communities want.
There may be a conflict of interest between umbrella organisations
Specified funding- clarification is needed as to whether they bid into this or not- it should be a separate funding stream.
Is there a specific Councillor with a specific portfolio related to BCSC although this is also the wider Councils responsibility?
Smaller groups- its important these don't get lost (localism/uniqueness)
Bigger organisations may have bid writers and a larger income. Speciality and niche groups should not be forgotten.
3 conversations model is good but there will be an impact on the voluntary sector due to increased demand. This will lead to more referrals to the voluntary sector to sustain this will be a challenge.

A further 2 events were organised by the carers forum, these events were attended by officers of South Gloucestershire Council.

Wednesday 28th August 1.30pm- 3.30pm Lyde Green Community Centre

Tuesday 3rd September 10.30am -12.30pm Turnberries Community Centre

The results of these are summarised below.

Summary of Carers' Consultation Meetings on Proposals to Reduce Better Care Stronger Community Funding

Carers met on 28th August and 3rd September 2019 to discuss South Gloucestershire Council's proposals to reduce funding for voluntary sector services, including services for carers. The meetings were organised by Carers Support Centre (CSC) and South Gloucestershire Council (SGC).

12 carers attended the August meeting at Lyde Green Community Centre and six carers attended the September meeting at Turnberries (Thornbury). We received apologies from a further 12 carers who had booked on, but had to cancel their place due to caring reasons including a difficult night caring, not finding care cover and an emergency health appointment.

Sue Jaques, Commissioning Manager, SGC, presented the council's proposals to reduce funding for the voluntary sector. Denise Swain gave an overview of which carers services are currently funded by Better Care Stronger Communities (BCSC) (see appendix 1).

Carers were asked:

- which BCSC funded services they access
- what the impact would be if these services were reduced
- to prioritise which services, they feel are most important to them and other carers.

Carers then looked at the priority areas of the South Gloucestershire Carers Strategy⁶. Carers were asked how they expected cuts to BCSC funded services could affect these priority areas.

⁶ <https://edocs.southglos.gov.uk/carersstrategy/>

Support that was seen as of most value to carers who attended the two events:

Service	Impact of a Reduction
<p>Carers Groups offer peer support and the chance to share experiences with other carers who listen and understand. It helps carers to know that they are not alone.</p> <p>A carer at one of the meetings was new to the area and found the group helped them to understand how to get support in South Gloucestershire. Carers expressed particular concern about cuts to the groups.</p>	<p>Carers would be more socially isolated, leading to loneliness and reduced mental health and wellbeing.</p> <p>Carers would have less access to information and advice, leading to more carers being in financial hardship.</p> <p>Carers are less likely to find out about financial support, how to take breaks, or care options for the people they care for.</p>
<p>Young Carers - there were some grandparents at the meetings who had grandchildren who had been supported by the young carers team and found the service to be invaluable for peer support, making friends, gaining confidence and new skills.</p> <p>Carers at the meetings were concerned about the vulnerability of children and young people who are caring, and how vital carer support is in particular for this age group. Carers particularly felt that funding for young carers services should be prioritised.</p>	<p>More young carers would be bullied at school.</p> <p>Young carers are less likely to be able to access further education or employment when they reach 18. This would affect their life chances.</p> <p>Young carers are more likely to become isolated and lonely, increasing rates of depression and potentially increasing suicide rates.</p> <p>Young carers are likely to burn out as they won't have as many breaks from caring.</p> <p>Not having support at a young age could lead to knock on effects throughout young carers' lives.</p>

Service	Impact of a Reduction
<p>CarersLine offers vital advice and information, plus emotional support. A number of carers at the events had accessed CarersLine. Carers at the meeting valued receiving emotional support, given the frustrations, worry and exhaustion they had experienced due to their caring roles.</p> <p>Carers found it comforting to know that CarersLine is there if they need it. Carers normally don't have time or energy to research/look into things. Some carers at the meetings had accessed CarersLine to support them through crisis.</p>	<p>Delay in being able to talk. Carers at the meetings expressed the need to offload.</p> <p>This would reduce carers mental wellbeing.</p> <p>A reduction to this service would mean a slower response to calls - carers might even give up trying to get help if they can't get through.</p> <p>Carers are less likely to find out about financial support, how to take breaks, or care options for the people they care for.</p> <p>Carers would take less breaks because they won't have the information about how to arrange these.</p> <p>More carers would be in financial hardship.</p>
<p>Support to GPs to identify and support carers. It is important that the development work with GPs continues.</p> <p>Carers who had been able to have priority appointments found this really helpful. There seems to currently be a difference between surgeries' attitudes towards carers - some work better with carers than others. Some carers had been offered specific health checks, and some had not been.</p>	<p>Without this, may not manage to get to appointments which could lead to deterioration of health and potentially not picking up the early signs of serious illness.</p> <p>Less carers would be identified and able to access the support that they need.</p>
<p>Carers Support provided by Carers Support Officers was seen as an important lifeline, for both practical and emotional support.</p>	<p>Longer waits to meet with a worker to go through paperwork, assessments and get access to important information and knowledge.</p> <p>Carers are less likely to find out about financial support, how to take breaks, or care options for the people they care for.</p> <p>A reduction in the emotional support available to carers would reduce carers' mental wellbeing.</p>

Service	Impact of a Reduction
<p>Carers Assessments. People valued these being carried out by support officers at CSC who they had got know. Some carers at the meetings said that they had received payments from their Carers Assessments, which had enabled them to access breaks.</p>	<p>Delays in having important services put into place.</p> <p>Carers are less likely to find out about financial support, how to take breaks, or care options for the people they care for.</p>
<p>Activities, for example Time for Carers, enable carers to have much needed breaks and to develop a social network. Carers at the meeting described this as a large and diverse group where they have also learnt new crafts and skills.</p>	<p>Carers would feel more stressed, leading to an increase in mental and physical health issues.</p> <p>Carers would be more socially isolated, leading to loneliness and reduced mental wellbeing.</p>
<p>Support in Hospital is a vital resource for carers who find it extremely stressful when the person being cared-for is in hospital, and at time of discharge, when the person being cared for often has higher care needs.</p> <p>Some carers at the meeting were not aware of this service, highlighting the need for more funding to ensure that staff within hospital settings are aware of the support CSC can provide.</p>	<p>Cared-for person is more likely to be re-admitted because the carer can't cope when they return home because care needs assessments for the person being cared for haven't taken place soon enough, or because the cared-for person is discharged too quickly, or other services aren't in place.</p> <p>Carers are less likely to find out about financial support or care options for the people they care for.</p>
<p>Sitting Services offer time to get away and have a break.</p>	<p>Carers would have less breaks and would potentially no longer be able to care as a result. SGC would then have to step in.</p> <p>Carers would be more socially isolated, leading to loneliness and reduced mental wellbeing.</p>
<p>Carers Emergency Card - Carers at the meetings reported that the security of knowing there is emergency back-up reduces stress levels and puts their minds at ease.</p> <p>Discounts carers can access using their Carers Emergency Card were seen as a nice gesture of recognition for their hard work.</p>	<p>In the case of emergency, there might not be support for the person being cared for, which could be a safeguarding issue.</p> <p>Carers might feel more anxious if they don't carry a Carers Emergency Card.</p>

<p>All Services were seen as important and link in with each other well. A reduction in one service is likely to affect the functioning of the others. A carer said, "It's a revelation when you find out what CSC can do!"</p>	<p>Currently there is an important patchwork of service to support carers. If the balance is affected, this would cause more problems and potentially a need to call on statutory services.</p>
<p>Services for the cared for person such as Pauls Place, Life After Stroke, dementia cafes, all enable carers to take breaks. Patchway Memory cafe was named as being valuable to carers of people with dementia. Carers can still attend when the person they care for has moved into residential care. There is also value to the cared for person feeling involved.</p>	<p>Carers would have less breaks and would potentially no longer be able to care as a result. SGC would then have to step in. Carers would be more socially isolated, leading to loneliness and reduced mental wellbeing.</p>

Further Comments from Carers About the Proposed Reduction in BCSC Funding

- The number of carers is increasing, and so funding to support carers should increase, not decrease. According to the last census, in South Gloucestershire, there are around 27,639 carers. This is 10.5% of the local population. Around 24% (over 6,600) of these carers provide more than 50 hours of care per week.
- A carer asked, "Can the council afford to cut services for carers?" Carers save government money and funding should be a priority. South Gloucestershire carers save the local health and social care economy £502m per year⁷. Therefore, the value of the contribution made by the South Gloucestershire carers saves the public purse £9.65 million per week.
- Carers' health would be even more at risk and they may end up in hospital. A carer said, "If cuts continue, carers will need care!"
- Will there continue to be cuts year after year? Carers are doubly hit by austerity as the person they are caring for services are also reduced.
- Carers expressed concern about Carers Support Centre potentially losing some good staff and expertise.
- Carers commented that resources are not always allocated efficiently within social care. Some additional funding could be available for the voluntary sector.

Carers Strategy Priority Areas

Priority Area 1: Identifying carers at an early stage; recognising their contribution; involving them in designing local care and in planning individual care packages.

- Carers at the meetings reported that they often feel undervalued by services. CSC hears this repeatedly by carers. The care provided unpaid by the carers nationally is worth an estimated £132bn per year - considerably more than total

⁷ Carers UK, Valuing Carers Report 2015

spending on the NHS.⁸

- A reduction in the support for GPs would mean that less carers would be identified at an early stage.
- A reduction in funding for the young carers service would lead to fewer young carers being identified and supported at an early stage.
- A reduction in funding for involving carers would mean that less carers are involved in designing local care, and carers have such a useful insight as 'expert partners in care'.

Priority Area 2: Carers releasing and realising their potential in education and employment.

- Carers at the meetings stressed the need for good information and advice to make decisions.
- Working carers can be trapped in a loop of money, work, caring, etc. There would be less chance of getting out of this loop with a reduction in funding for information and advice.
- It's essential that Young Carers and Young Adult Carers are supported around education and future career opportunities.
- Specific support for parent carers around education and training is vital.

Priority Area 3: Carers having a family and community life alongside caring; personalised support for carers; providing good quality information, advice and support.

- A reduction in funding for the sitting service would mean that fewer carers are able to take breaks to enable them to have a family and community life alongside caring.
 - Without CarersLine, carers would still have questions, and SGC would have to field calls about social care, the quality might not be as good and there would be longer waits for people to get the information that they need.
 - Without Carers News, or less editions of Carers News, carers are less likely to find out essential information about what exists. Not all carers are online, and so paper copies of this newsletter are important.
- A reduction in carers groups would affect this priority area. Carers groups help carers to find out what support is available and enable carers to have a social life outside of caring.

Priority Area 4: Supporting carers to stay healthy, mentally and physically.

- Carers expressed the need for activities for carers to take part in to improve prevent the deterioration in their mental wellbeing and physical health.
- A cut in any of the services funded by BCSC would affect carers' health and

⁸ Carers UK and the University of Sheffield (2015) Valuing Carers 2015: the rising cost of carers' support - this figure is based on the projection of 6.8 million carers based on ONS projections.

wellbeing. The services are all linked and complement each other.

- Carers often neglect their own needs and health and it's so important for carers to look after themselves so that they can continue caring. All of the services funded by BCSC discussed at the meeting help to reduce pressure for carers and support them to look after themselves.
- Carer breakdown is likely to be more prevalent.
- Difficulties in arranging cover for health appointments, due to a reduction in funding would have a likely impact on carers' health and wellbeing.

Carers Support Centre - 4th September 2019

5.0 Appendices 5.1 A copy of the consultation survey



Better Care Stronger Communities Funding 2020-2023

Please answer the following questions. They should take no longer than 10 minutes to complete.

Q1 Are you answering as

- An individual/ service user/member of the public [Go to Q10](#)
- On behalf of an organisation [Go to Q2](#)

Q2 Do you receive funding from the Children, Adults and Health Department at South Gloucestershire Council?

- Yes
- No

Q3 If yes, what do you receive funding to do?

- Carers Groups
- Carers Activities
- Carers Support
- Befriending Support
- Stroke Support
- Dysphasia Support
- Dementia Support
- HIV Support
- Post Natal Depression Support
- Mental Health Befriending
- Other

Other

Q4 Can you tell us what % funding would represent a **modest** reduction to this service?

- 0-10% reduction
- 11-20% reduction
- 21-30% reduction

Q5 What would the impact of this level of funding reduction have on your service and organisation?

- No change
- Partial delivery of the service
- Unable to deliver the service

Q6 Please give reasons for your answer below

Q7 Can you tell us what % funding would represent a **significant** reduction to your service?

- Up to 20% reduction
- 21-35% reduction
- 36-50% reduction
- Over 51% reduction

Q8 What would the impact of this level of funding reduction have on your service and organisation?

- No change
- Partial delivery of the service
- Unable to deliver the service

Q9 Please give reasons for your answers below

Q10 Please tell us which of the following services you use (please tick all that apply)

- Carers Groups
- Carers Activities
- Carers Support
- Befriending Support
- Stroke Support
- Dysphasia Support
- Dementia Support
- HIV Support
- Post Natal Depression Support
- Mental Health Befriending
- None/Not applicable
- Other

Other

Q11 What impact would a reduction in the level of this/these services have on your health and well being?

Q12 To what extent do you agree with the proposed reductions to voluntary sector funding?

- Strongly agree
- Slightly agree
- Neither agree nor disagree
- Slightly disagree
- Strongly disagree

Q13 Please give reasons for your answer below

Q14 If you disagree, where do you think the reductions should be made in order for us to meet our savings target?

Q15 Is there anything else you would like to tell us about the proposed funding reductions?

Individuals please go to Q31 About You section

Organisations only

Q16 Would you prefer to submit a proposal to an overarching heading and budget or to a defined list of activities, each with a defined budget?

- Organisations submit proposals to deliver defined services against a set budget
- Defined activities and budget

Q17 Please give reasons for your answer below

Our proposal is that funding submissions are assessed against the following general criteria:

- A. Alignment with the Council's Children, Adult and Health department priorities
- B. Taking active steps to promote the inclusion of protected and vulnerable groups
- C. Demonstrate quality: safe, reliable, effective and well led services
- D. Demonstrate the beneficial impact the proposed service will have in reducing social care expenditure
- E. Demonstrate innovative approaches to improve outcomes
- F. Demonstrate ways of working that align with Making Every Contact Count principles
- G. Demonstrate robust activities and monitoring the impact on social care throughout the life of the proposal
- H. Demonstrable evidence of leverage of external funding into South Gloucestershire
- I. Demonstrate evidence of added Social Value (in line with council policy)
- J. Value for money
- K. Demonstrate how their outcomes will be sustainable in the longer term

There will also be specific criteria relating to the overarching headings or defined activity.

Q18 In your view are the proposed assessment criteria for future funding correct?

- Yes
- No
- Unsure

If no, please give reasons for your answer below

Q19 Would you consider working in partnership with other organisations to jointly deliver a service?

- Yes
- No
- Unsure

Q20 We propose to have a four week window for organisations to make a funding proposal. Do you think this is an appropriate time period?

- Yes
- No
- Unsure

Q21 Will the proposed timetable have an impact on your organisation or staffing?

- Yes
- No
- Unsure

If yes, please give reasons for your answer below

We have co-produced an outcomes framework, which has aims, outcomes, indicator and outputs with the community and voluntary sector. We are introducing an outcomes framework to standardised reporting to better demonstrate the impact that spending in the voluntary sector has on local communities and local health and social care services. A draft version of this framework is included on **page 6** of the consultation background document

Q22 Do you think the funding levels and number of outcomes are reasonable?

- Yes
- No
- Unsure

If no, what options would you propose?

Q23 Please tell us what you think of the proposed framework below

This question is for organisations only To advance equality of opportunity we would like to understand how you support and provide services to people who share a protected characteristic

Q24 Do you support individuals from any of the following protected groups?

- Age (over 50 years of age)
- Gender
- Ethnicity
- Disability
- Sexual orientation
- Religion or belief
- None of the above
- Other

Other (please state)

Q25 Age: What percentage or how many of your clients are from this group?(please state number or percentage)

Q26 Gender: What percentage or how many of your clients are from this group?(please state number or percentage)

Q27 Ethnicity: What percentage or how many of your clients are from this group?(please state number or percentage)

Q28 Disability: What percentage or how many of your clients are from this group?(please state number or percentage)

Q29 Sexual orientation: What percentage or how many of your clients are from this group? (please state number or percentage)

Q30 Religion or belief: What percentage or how many of your clients are from this group?
(please state number or percentage)

About You

This section is really important as it helps us to understand more about the people who use council services and may be affected by any changes to the council's budget. Any responses to these questions will remain confidential and individuals will not be identifiable

Q31 Please tell us your full postcode

Q32 Your Age

- Under 16
- 16-25
- 26-35
- 36-45
- 45-55
- 56-65
- 66-75
- 75 and over
- Prefer not to say

Q33 Your Gender

- Female
- Male
- Other
- Prefer not to say

Q34 Do you consider yourself to have a disability?

- No
- Yes- Physical impairment
- Yes- Sensory impairment
- Yes- Mental health condition
- Yes- Learning disability/ difficulty or cognitive impairment
- Yes- Long standing illness or health condition
- Yes- Other

Other

Q35 Your Ethnicity

- Arab/Arab British
- Asian/Asian British Bangladeshi
- Asian/Asian British Indian
- Asian/Asian British Pakistani
- Asian/Asian British Chinese
- Asian/Asian British Other
- Black/ African/ Caribbean/ Black British African
- Black/African/ Caribbean/Black British Caribbean
- Black/African/Caribbean/ Black British Other
- Gypsy or traveller of Irish heritage
- Mixed/multiple ethnic groups/White and Asian
- Mixed/ multiple ethnic groups/White and Black African
- Mixed/multiple ethnic groups/ White and Black Caribbean
- Mixed/multiple ethnic groups/ White Other
- White- English/Welsh/Scottish/Northern Irish/British
- White Irish
- White Other
- Other ethnic group

Q36 Do you have children of the following age groups living in your household?

- 0-4
- 5-10
- 11-16
- 17-18
- 19-25
- None of the above/not applicable
- Prefer not to say

Q37 Your Religion/Belief

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other
- No religion
- Prefer not to say

Q38 Sexual orientation

- Bisexual
- Gay male
- Gay female/lesbian
- Heterosexual
- Other
- Questioning
- Prefer not to say

Q39 Do you identify as transgender?

- Yes
- No
- Prefer not to say

Other

Thank you for taking the time to complete the survey, please send your completed survey to: South Gloucestershire Council, Corporate Research and Consultation Team, Council Offices, Badminton Road, Yate, Bristol, BS37 5AF

By submitting your response, you agree to any personal information that you have supplied will be held by South Gloucestershire Council in accordance with the Data Protection Act. This information will only be used as part of this exercise and personal information will not be published or passed onto any other organisation



Young Carers Consultation on Better Care, Stronger Communities Funding

What is the Better Care Stronger Communities Funding?

This is money the council gives to organisations so that they can offer services. The services include help for adult and young carers as well as older people, people with dementia and people who have had a stroke.

The services aim to

- Keep people well without needing help from a social worker
- Provide help for anyone that needs it.

In 2014 the council agreed funding for 3 years. These services are continuing until 31 March 2020.

Council Savings

You may have heard of austerity. Since 2010 the money government gives local councils has reduced. This is happening across the country. This means councils have had to save a lot of money since 2010.

There are also more and more people needing help from the council. Also, these people need more and more help.

Council Savings plan

Since 2010 – council savings	£80 million saved
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By 2022 the council must save another	£19.4 million
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Children, Adults and Health must find £8.05m of this	£8.05 million
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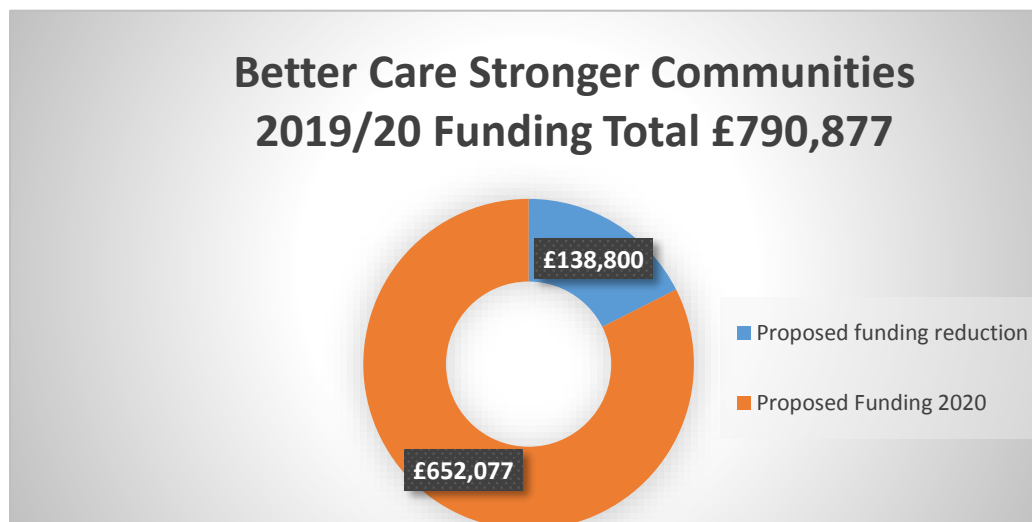
Money for the Better Care Stronger Communities Grant comes from the Children, Adults and Health Department.

Savings Proposals for the Better Care Stronger Communities Funding

There is a proposal to reduce the funding for Better Care Stronger Communities, to contribute to the £8.05 million savings in the Children, Adults and Health Department.

Councillors at South Gloucestershire Council have asked what the impact would be of reducing funding from 1 April 2020. This is called a consultation.

What we spend now on Better Care Stronger Communities



The council spends: £790,877

Proposal to reduce it to: £652,077

Savings would be: £138,800.

Young Carers Support

The council currently gives the Carers Support Centre £100,100 a year to support young carers.

The proposals mean that if the saving was agreed, there would be a cut in the money the Young Carers Service receives. This means there would be less things the service could do, fewer activities and maybe fewer young carers helped.

What is happening when:

09 September 2019	We need to hear from people by this date. We put together all the responses we have had
04 October 2019	Ben Stokes, Executive Member for Children, Adults and Health, makes a decision on the savings
14 October 2019	The council works with the Carers Support Centre to agree services from 1 April 2020
19 December	Ben Stokes agrees what services are funded
Late December	Council confirms award of contract and funding
01 April 2020	1 April 2020 – new contract starts for next 3 years.

Now have your say – what would these savings mean to you?

Question 1: What impact would a reduction in the level of funding for the Young Carers Service have on your health and well-being?

Areas to think about:

Health

Emotional and mental wellbeing

Education

Employment

Choices as you turn 18

Question 2: How much do you agree with the proposed reductions for funding for the Young Carers Service? Please put a “X” in one of the

boxes below. Strongly agree means you really agree with funding being reduced – strongly disagree means you are really against the funding being cut

Strongly agree

Slightly agree

Neither agree nor disagree

Slightly disagree

Strongly disagree

Question 3: please give the reasons for your answer

Question 4: Is there anything else you would like to tell us about the proposed funding reductions?

About You

This section is really important as it helps us to understand more about the people who use services and may be affected by changes to the funding.

Any responses to these questions will remain confidential. We won't identify you personally from this information.

Question 5: Please tell us your full postcode

Question 6: how old are you? Please tick a button below:

- 8 - 15
- 16 to 24
- 25 to 34

- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 75
- Over 75
- Prefer not to say

Question 7: are you – please tick a button below

- Female
- Male
- Prefer not to say

Question 8: do you consider yourself to have a disability? – please tick a button below

- No
- Yes - Physical impairment
- Sensory impairment
- Yes - Mental health condition
- Yes – learning difficulty
- Yes - Long standing illness or health condition
- Yes - Other

Other:

Question 9: Your ethnic origin – please tick a button below

- Arab
- Asian/Asian British - Bangladeshi
- Asian/Asian British - Chinese
- Asian/Asian British - Indian
- Asian/Asian British - Other
- Asian/Asian British - Pakistani
- Black/African/Caribbean/Black British - African
- Black/African/Caribbean/Black British - Caribbean
- Black/African/Caribbean/Black British - Other
- Gypsy or Traveller
- Mixed/multiple ethnic group - Other
- Mixed/multiple ethnic group - White & Asian
- Mixed/multiple ethnic group - White & Black African
- Mixed/multiple ethnic group - White & Black Caribbean
- White - English / Welsh / Scottish / Northern Irish / British
- White - Other
- White Irish
- Other

Question 10: do you have children of the following age groups living in your household? – please tick all the buttons that apply

- 0-4
- 5 – 10
- 11 - 16
- 17 – 18
- 19 – 25
- None of the above
- Prefer not to say

Question 11: sexual orientation – please tick a button below

- Bisexual
- Gay male
- Gay female/lesbian
- Heterosexual
- Other
- Questioning
- Prefer not to say

Question 12: Do you identify as transgender? – please tick a button below

- Yes
- No
- Prefer not to say

Question 13: Your religion/belief – please tick a button below

- Buddhist
- Christian

- Hindu
- Jewish
- Sikh
- Other
- No religion
- Prefer not to say
- Other

Other:

Thank you for completing this survey.

Please send your completed survey to: South Gloucestershire Council, Corporate Research and Consultation Team, Council Offices, Badminton Road, Yate, Bristol BS37 5AF.

It can also be emailed to: consultation@southglos.gov.uk

Any personal information that you have supplied will be held by South Gloucestershire Council in accordance with the Data Protection Act. This information will only be used as part of this exercise and personal information will not be published or passed onto any other organisation.



Monitoring Report: Yate Parish, April 2016 - March 2020

Financial Outcomes

The financial outcomes achieved for Yate Parish residents over the duration of this Service Level Agreement show a return on investment of **£38** for each £1 invested in the service by Yate Town Council over the last 4 years.

Over the duration of the SLA we have helped 2,081 unique clients of Yate parish. The total financial outcomes achieved of over **£1.2 million**.

That equates to **£598** gained for each Yate resident we saw.

Summary of Totals

Income Gain	£741,211
Debts written-off	£346,115
Payments rescheduled	£30,246
Re-imbursments	£3,554
Other	£123,243
Total:	£1,244,369

Unique Clients and Issues

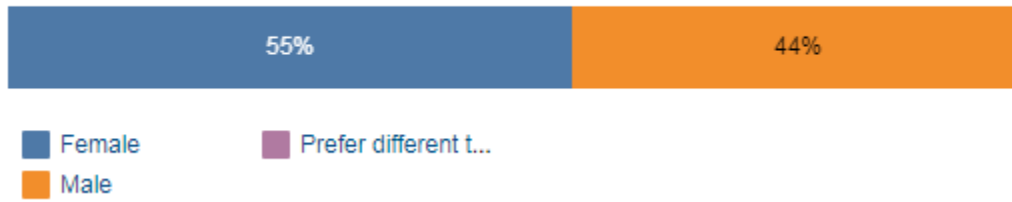
Citizens Advice South Gloucestershire have helped **2,081** Yate Parish residents over the duration of the SLA with a total of **8,067** separate issues (as at 3rd March 2020).

On average, we helped each Yate client with **3.8** issues in the following areas:

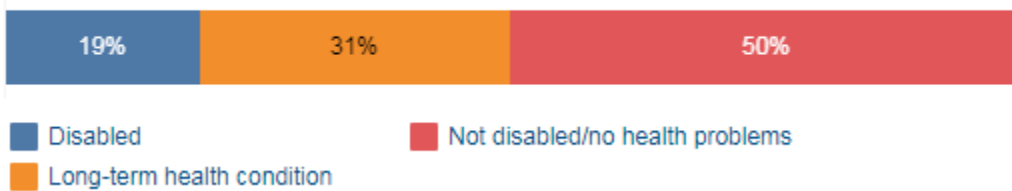
Ranking	Issue Area	Number of issues	%
#1	Benefits & tax credits	2,742	34%
#2	Debt	1,424	18%
#3	Relationships & Family	544	7%
#4	Employment	540	7%
#5	Financial Services & Capability	478	6%
#6	Housing	388	5%
#7	Benefits & Universal credit	254	3%
	Other (Consumer, Legal, Discrimination, Immigration etc.)	1,697	20%
	Total:	8,067	100%

Yate residents: Client Profile

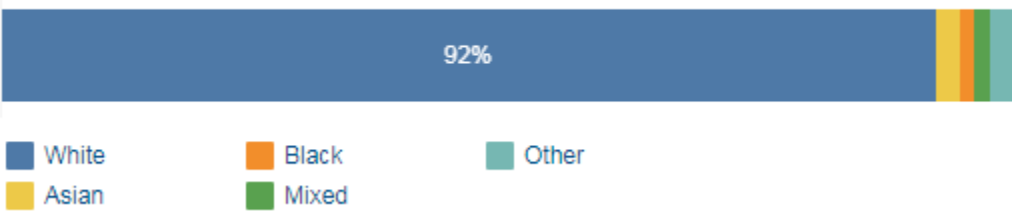
Gender



Disability / Long-term health



Ethnicity



Age Group	% of clients
16-24	4.5%
25-34	18.5%
35-44	20.0%
45-54	16.0%
55-64	19.5%
65+	21.5%

Steph Davies

Subject: FW: Citizens Advice: Service Proposal for Yate Parish

From: Rebecca Brown <rebecca.brown@southgloscab.org.uk>

Sent: 03 March 2020 16:52

To: Steph Davies <SDavies@yatetowncouncil.gov.uk>; Catherine Demmery <CDemmery@yatetowncouncil.gov.uk>

Subject: Citizens Advice: Service Proposal for Yate Parish

Hi Steph and Catherine

As you may well be aware, our Service Level Agreement with Yate Town Council to provide Advice Services in Yate is due to end on 31st March 2020.

We would of course like the Town Council to continue supporting the service in Yate and so I attach a new Service Proposal including budget from 1st April. I've also attached a Project Monitoring Report for Yate parish residents which covers the last four years under the current SLA.

If you or the Councillors have any questions or need any further information, please do let me know and I'll be happy to help. In the meantime I'd be grateful if you could please confirm safe receipt of the attached?

Kind regards

Becky

Rebecca Brown
Development Manager
Citizens Advice South Gloucestershire

My usual working days are Monday, Tuesday & Wednesday.

Telephone: Admin Office 01454 334964 / 01454 334961

Email: Rebecca.Brown@southgloscab.org.uk

Citizens Advice South Gloucestershire is a Registered Charity (No:1037480) and a Limited Company (No:2715290)



Service Proposal for Yate

2020 - 2023

3rd March 2020

What We Do

We help people find a way forward

We can all face problems that seem complicated or intimidating. At Citizens Advice South Gloucestershire we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

We give advice to thousands of people

We have been working with the local communities of South Gloucestershire for many years and have helped hundreds of thousands of people. We offer confidential advice online, over the phone, and in person, for free. When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

We speak up for our clients

No other advice agency in South Gloucestershire sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

With the right evidence, we can show big organisations – from companies right up to the government – how they can make things better for people. We see how problems can be linked. By helping people with the underlying cause of their problems and making sure they don't get worse, we save the government and public services millions of pounds every year.

We make a difference

Last year we helped to solve the problems of 7 in 10 of the people who we gave advice to directly.

8 in 10 said that our advice had helped them find a way forward and 9 in 10 would recommend us to a friend.

Our service saves society money. In 2018/19 the advice we delivered directly saved government and public services in South Gloucestershire over £1.1m – or £4.56 for every £1 spent on the service.

You can read more about the impact of our service in our latest [impact report](#).

How we are funded

Citizens Advice is a network of independent, local charities. Citizens Advice South Gloucestershire is a registered, local charity and generates all its own income to fund local services which are free for clients at the point of contact.

We receive small grant funding from most of the town and parish councils in South Gloucestershire. We are also funded by local trusts and foundations such as the Quartet Community Foundation and the St Monica Trust amongst others.

We have a contract with South Gloucestershire Council to deliver some core services in priority neighbourhoods which accounts for just under half our total annual income. This contract currently fully funds three of the weekly sessions in Yate where we provide face to face advice. However, this funding is under threat with a confirmed 28% reduction in the available funding envelope from September 2020. There is also a risk that we may not win the contract if it goes to open tender. This contract provides match-funding to support enable the delivery of the Yate service five days per week, alongside the funding we receive through a Service Level Agreement with Yate Town Council. With a large funding cut from SGC confirmed from September 2020, there is likely to be a reduction in the services available to residents of Yate if we unable to secure additional funding to sustain it at the current level.

Our Beneficiaries

Many of our Yate clients are from vulnerable groups such as those with disabilities or long-term health conditions (50%), or older people (48%). 6% of our clients are from Black or Minority Ethnic groups.

Our Impact in Yate

In the last four years we've had a big impact in the Parish of Yate:

- We helped **2,081** local residents
- We dealt with **8,067** individual problems
- We secured over **£741k** in new financial gains for clients
- We helped write-off or reschedule **£346k** of debt for clients
- We secured an average annual income increase of **£356** per Yate resident

The advice we provide also has a wider positive impact on the health and wellbeing of our clients. After receiving advice from us*:



7 in 10 people
felt less stressed, depressed or anxious



Nearly 1 in 2
felt their physical health had improved



2 in 5
had a more secure housing situation



3 in 10
found it easier to do their job or find a job



Nearly 1 in 2
felt they had better relationships with others



3 in 5
found it easier to manage day-to-day

**Outcomes and impact research, 2017*

2020 – 2023: Our Service Proposal

Aim of the Service

To provide a free, multi-channel advice and information service to the Parish of Yate that meets the advice needs of local communities.

Scope of the Service

To provide a holistic service tailored to individual needs. This will be in the form of expert advice and information including, but not limited to, the following issue areas:

- Benefits and tax credits
- Universal Credit
- Consumer goods and services
- Debt
- Discrimination
- Education
- Employment
- Financial services and capability
- Health and community care
- Housing
- Immigration and asylum
- Legal
- Relationships and family
- Tax
- Travel and transport
- Utilities and communications

Overview of Service Proposal

- Deliver face-to-face in Yate 5 days a week Monday – Friday* through a combination of open-door sessions, generalist and specialist appointments. These may be flexed over the duration of the Service Level Agreement to respond to the changing needs of the local population.
- We will provide a telephone advice service 5 days per week available for local residents to access between 9am – 5pm Monday – Friday*.
- We will ensure our website continues to provide thousands of expert advice pages available for local residents to access any time and from anywhere.

**Excluding public holidays.*

Outputs, Outcomes and Reporting

Outputs

	2020 - 21	2021 - 22	2022 - 23
Unique clients of Yate parish *	603	645	690
Number of issues*	2,110	2,257	2,415

**These outputs are based on providing services in Yate 5 days per week. If less funding is available they could be scaled down on a pro-rata basis.*

We have based our expected clients in 20-21 on the number we've seen in the parish over the last year. In years 2 and 3 we expect to see at least a 7% increase in client numbers due to the expected pace of the Universal Credit rollout. The number of issues is calculated as an average of 3.5 per client.

Outcomes

	2020 - 21	2021 - 22	2022 - 23
Total value of financial gains secured for clients	£214,668	£229,620	£245,640
Total value of debt written-off/re-scheduled for clients	£100,098	£107,070	£114,540
Total:*	£314,766	£336,690	£360,180

**These outcomes are based on providing services in Yate 5 days per week. If less funding is available they could be scaled down on a pro-rata basis.*

Reporting

As part of the Service Level Agreement, Citizens Advice South Gloucestershire will provide annual reports detailing:

- Number of Yate residents accessing the service
- Number of issues
- Type of issue areas
- Access channel
- Financial outcomes gained
- Client profile data including gender, age, health status and ethnicity of Yate residents helped.

Budget

The costs of delivering our services in Yate has increased in recent years, in part due to rental increases of the premises of 8% over 5 years. We have also seen other increases including rates, utilities and communication costs at an average annual increase of 2%.

From September 2020 we expect to receive a 28% reduction in the funding we receive from South Gloucestershire Council which funds 3 days per week in Yate. This means that to maintain the existing service of 5 days per week we will need to secure additional funding:

Scenario 1: Face to Face Advice service in Yate 5 days p/w

The service costed below is to maintain the current advice provision of face to face services 5 days per week over the next 3 years:

Yate costs @ 5 days per week	2020-21	2021-22	2022-23
Rent @ £2,300 per quarter	9,384	9,571	9,763
Heating & lighting	1,020	1,040	1,060
Council tax	360	367	374
Insurance - Premises	799	815	381
Repairs & maintenance	816	832	848
IT & office equipment	2,489	2,538	2,590
Telephone & comms	3,231	3,295	3,362
Printing & stationary	969	988	1,008
Staffing costs - FT Supervisor salary, NI & pension contributions	31,777	32,412	33,060
Volunteer costs - Expenses @av £5.50 p/w x 15 volunteers x 50 weeks	4,208	4,292	4,378
Sub-Total (direct project costs):	55,052	56,150	56,824
Proportion of central costs @ 10%:	10,772	10,987	11,207
Total cost of service delivery in Yate:	£65,825	£67,137	£68,031

Funding for service expected from South Gloucestershire Council:	£33,966	£28,437	£28,437
Shortfall	£31,859	£38,700	£39,594

Scenario 2: Face to Face Advice service 3 days p/w

The service costed below is the breakdown of the costs to maintain face to face advice services in Yate for 3 days per week over the next 3 years:

Yate costs @3 days per week	2020-21	2021-22	2022-23
Rent @ £2,300 per quarter	9,384	9,571	9,763
Heating & lighting	1,020	1,040	1,060
Council tax	360	367	374
Insurance	799	815	381
Repairs & maintenance	816	832	848
IT & office equipment	2,489	2,538	2,590
Telephone & comms	3,231	3,295	3,362
Printing & stationary	969	988	1,008
Staffing costs - 0.6 FTE Supervisor salary, NI & pension contributions (3 days pw - 22.5 hours)	18,847	19,224	19,610
Volunteer costs - Expenses @av £5.50 p/w x 9 volunteers x 50 weeks	2,525	2,575	2,626
Sub-Total (direct project costs):	40,439	41,245	£41,622
Proportion of central costs @ 10%:	4,044	4,124	4,206
Total cost of service delivery in Yate:	£44,483	£45,369	£45,828

Funding for service expected from South Gloucestershire Council:	£33,966	£28,437	£28,437
Shortfall	£10,517	£16,932	£17,391

Funding Requirement

We are asking Yate Town Council to commit to a three year Service Level Agreement from 1st April 2020 – 31st March 2023, and to fund a total of **£44,840** over the duration of that SLA. This will ensure we can continue to provide a face-to-face service to residents of Yate for at least three days per week.