

# **South and West Leicestershire Citizens Advice Bureau Proposals for a CAB Service in the Borough of Melton**

## **The Organisation**

South and West Leicestershire CAB is a district organisation covering 5 of the 7 districts of Leicestershire and currently going through a merger with Citizens Advice Leicester due to be completed by the 31<sup>st</sup> December. As well as the sustainability which we believe comes with a large organisation, there are also benefits for our clients who can access services wherever is convenient to them. The boundaries which traditionally constrained where help could be obtained have gone and so clients have more choice of location and also the opportunity to get advice 5 days a week. Organisationally, we can work smarter and more efficiently with the benefit of a large multi disciplined team who can support each other to ensure services are delivered consistently and to a high quality. At the same time having a permanent presence in each district allows us to tailor the service to meet local need and retain a local flavour.

## **The Proposals**

We have a number of proposals for an ongoing CAB service, some of which can be delivered quickly and others which will need time to develop. However we recognise the need to get some sort of service up and running as soon as possible. In order to minimise the time that Melton residents are without a full service we are proposing a number of steps:

1. A commitment to deliver ongoing telephone gateway and assisted information with immediate effect. This will be delivered via our existing telephone system. We will work with Council Officers to put together local information to assist our advisers in that work.

2. Delivery of face to face gateway and assisted information for any Melton Resident able to visit one of our existing offices at Blaby, Coalville, Hinckley, Lutterworth, Market Harborough and South Wigston.
3. The development of 3 outreach sessions in Melton to start in January 2012. We are suggesting that initially these will be held in the Council Offices, The Cove Children's Centre and The Edge Children's Centre, subject to availability.

These three steps should provide a basic service for Melton residents while we work at developing a long term sustainable service which will incorporate the following:

- The delivery of all face to face advice in an outreach setting. We would propose a working group with members from CAB, the Council and possibly other stakeholders to identify areas where work should be concentrated and accommodation suitable to house the sessions. We would look to have a number of advisers at each session delivering face to face gateway assessments and full advice.
- We are proposing a co-location into Borough Council accommodation which would consist of 2 parts:
  - a) The first would be 2 desk spaces for back office services such as touchdown/supervision/writing up etc for the outreach services. Proposed commencement would be January 2012.
  - b) The second part would be 8 fixed desks to accommodate a county wide contact centre for CAB services. The contact centre would deal with all initial contact by phone and email and make appointments for clients needing full advice. It would be manned 5 days a week. We would look to have this up and running by April 2012
- The development of Gateway/Assisted information points manned by volunteers and located in Community Buildings, libraries, GP surgeries etc. The outreach working group could also look at suitable locations for this service which would work alongside the outreaches. Realistically these could be in place by September 2012

- Where full advice is needed we want to develop a mix of channels. Face to face and telephone have already been dealt with but we want to explore the use of new technology to reach as wide an audience as possible. The three areas we want to work on are:
  - a) A comprehensive website which, as well as giving information about the service, will have links to advice and information, partner organisations, a facility to ask for advice/assistance and, eventually, the ability to book appointments
  - b) A video conferencing system such as telly talk (see attached information) which can be delivered from the gateway/assisted information points and rural locations, and are much more user friendly
  - c) Introduction of self help kiosks at key locations (see attached information)

We would hope to have the Website up and running by April 2012 while the other 2 initiatives are likely to become available in 2013

- Development of volunteers from generalist advisers into specialist roles working with partner agencies to maximise opportunities to offer early intervention to clients in a collaborative way with other organisations. This will become possible once we have a stable core group of volunteers and unlikely to start before 2013.

The times given are governed by both the need to train staff/ volunteers and funding, but are flexible and can be moved if opportunities such as pilots for the Leicestershire Together Group become available. With regard to volunteers, we would be looking to draw on existing local expertise but also widening the scope of volunteering both in regard to the roles which may be available and the people to whom these volunteering opportunities may appeal.

## Deprivation and Census information

Looking at the most deprived areas; in respect of children, Melton Sysonby, Melton Egerton and Melton Warwick are the most deprived areas with Sysonby being ranked within the 20% most deprived in England. Deprivation affecting older people is worse in Melton Craven, Melton Warwick and Asfordby. Looking at barriers to housing and services Wymondham, Somerby and Croxton are ranked within the 10% most deprived in England.

Deprivation Domain	Most deprived areas in order of deprivation	2001 Census information				
		Population	No household	% 19 & under	% working age	% 65 & over
Children	Melton Sysonby	4996	1903	28	59	13
	Melton Egerton	3756	1503	28	57	15
	Melton Warwick	3392	1340	25	56	19
Older People	Melton Craven	3729	1616	24	60	16
	Melton Warwick	3392	1340	25	56	19
	Asfordby	3107	1319	23	61	16
Barrier to Housing & Services (services being access to post office, GP, primary school & shop)	Wymondham	1532	627	23	63	14
	Somerby	1744	717	22	61	17
	Croxton Kerrial	1662	701	23	60	17

## 2010/11 Client Statistics for Melton

Description	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Number of new clients	1,255	1,372	833	980	3,187
Number of new enquiries	1,354	1,488	910	1,077	4,829
Number of Client /Non Client Contacts	2,150.	2,202.	1,563.	1,737.	7,652.

## 2010/11 Social Policy Issues by Ward and Topic

LA Ward	BEN	CON	DEB	EDU	EMP	FIN	HEA	HOU	IMM	LEG	OTH	REL	SIG	TAX	TRA	UTI	TOTAL
Asfordby	53	9	46	7	30	24	4	21	1	16	2	24	0	4	4	7	252
Bottesford	16	0	14	0	6	3	2	1	1	0	2	0	0	2	0	0	47
Croxton Kerrial	12	2	12	0	7	6	0	7	0	4	0	4	0	2	0	1	57
Frisby-on- the-Wreake	9	4	6	0	5	3	0	2	1	5	1	3	0	1	1	3	44
Gaddesby	8	7	6	0	5	2	1	2	0	2	0	4	0	2	1	1	41
Long Clawson and Stathern	37	3	21	0	19	7	1	20	1	6	2	16	0	3	3	1	140
Melton Craven	70	13	60	3	36	23	8	33	4	23	14	33	1	3	9	12	345
Melton Dorian	107	16	88	3	54	21	5	54	3	25	7	67	1	7	6	8	472
Melton Egerton	95	10	76	1	45	13	3	44	2	27	9	37	1	3	4	10	380
Melton Newport	100	13	80	6	51	26	11	47	5	22	6	53	1	4	6	14	445
Melton Sysonby	82	13	62	4	45	23	4	42	1	20	9	43	1	2	5	11	367
Melton Warwick	67	10	65	4	26	24	10	40	0	15	5	24	0	2	3	8	303
Old Dalby	15	6	8	0	6	4	1	5	1	4	0	6	0	1	1	3	61
Somerby	12	4	7	0	4	1	1	7	0	2	0	5	0	0	1	1	45
Waltham-on- the-Wolds	14	2	9	2	5	3	1	6	1	3	0	3	0	1	1	1	52
Wyomondham	12	4	6	0	8	2	2	7	0	5	1	2	1	1	1	0	52
<b>Total Clients</b>	<b>709</b>	<b>116</b>	<b>566</b>	<b>30</b>	<b>352</b>	<b>185</b>	<b>54</b>	<b>338</b>	<b>21</b>	<b>179</b>	<b>58</b>	<b>324</b>	<b>6</b>	<b>38</b>	<b>46</b>	<b>81</b>	<b>3103</b>