



Approved Minute no.

Office use only

## Teignmouth Town Council GRANT APPLICATION

**Please answer all questions – failure to do so may result in a delay in the determination of your application**

**Q1 Contact Details**

Name of organisation making application:

Citizens Advice Teignbridge.....

Name of your project (if this is different):

.....

Name of contact for this application

Title : ...Mr. First Name: Vincent.....Surname: Willson.....

Position held in the organisation: Chief Officer.....

Contact Address, including full postcode:

36-38 Market Walk, Newton Abbot, Devon TQ12 2RX.....

Contact Telephone Number: 07903 776012 (preferred) or 01626 337036

Email address:

vincent.willson@citizensadviceteignbridge.org.uk.....

**About your organisation**

**Q2 What type of organisation are you?**

Tick (✓) relevant category:

Registered Charity: (✓ ) Charity Registration Number 900012

Voluntary Organisation: ( )

Other – Please specify: .....

**Q3 When was your organisation established?**

Incorporated as Teignbridge Citizens Advice Bureaux on 18 Apr 1989.....

**Q4 Briefly describe the purpose of your organisation.**

Describe the usual activities/services you provide.

If you are a new organisation, describe the services/activities you plan to provide.

Citizens Advice Teignbridge provides free, confidential and impartial advice to everyone on their rights and responsibilities. Our goal is to help people find a way forward, whatever problems they face, and to campaign for change on the issues affecting people's lives. We help people solve a broad range of issues many about money, benefits, housing and employment. We value diversity, promote equality and challenge discrimination.

**Q5 If you are a subsidiary of a larger organisation, please state which one;**

We are an independent charity and part of the Citizens Advice network

**Q6 Does your organisation have an agreed constitution or Memorandum of Association?**

Please state which and attach a copy:

Memorandum of Association – copy attached.....

**Q7 Previous Applications**

If you have applied for and received funding from Teignmouth Town Council in the past please provide details of the amount, the year and briefly what the funding was used for.

We applied for £4,500 last year to help support general advice services for the residents of Teignmouth. It helped to support 579 residents with 2,787 issues and contributed to us being able to secure over £350,000 in additional income for local people.

## Details of the project or activities you are planning

### Q8 Describe the projects/activities you plan to use this grant for.

Try to be specific about what you will do and how you will do it.

We plan to deliver advice and further develop our services across the range of enquiry areas about which local people approach us. The residents of Teignmouth are living through difficult times as bills for basic needs (e.g. food, energy, clothing, housing, fuel) continue to rise steeply without a corresponding rise in income. People particularly need help with:

- maximising their income e.g. checking they are getting all the benefits to which they are entitled; helping with challenging decisions on disability benefits; checking their Universal Credit is right; moving to Universal Credit
- budgeting
- learning about and accessing the help that may be available through 'non-benefit' schemes such as fuel and food vouchers, the Household Support Funds, Discretionary Housing Payments, charitable grants

Many people struggle to find out about the financial help available and others have difficulty accessing help because of mental and/or physical health issues. We want to do more to take the advice to people; to further develop the range of ways people can access our service; to link more with social prescribing services; to ensure that people who need but cannot afford to pay privately for advice on family law issues still have access to justice; to increase face to face advice in Teignmouth. We will use the grant to support this development by resourcing the recruitment, training and supervision of volunteers and by setting up bespoke services for the residents of Teignmouth.

Please state how you have identified this need and how the project will benefit the people of Teignmouth, together with the estimated time span.

Our business planning is based on a range of socio-economic factors so that we can direct our support to those who need it most. The English Indices of Deprivation 2019 show that East Teignmouth: Town Centre and Seafront area is in the most deprived 20% of all areas nationally, and that Teignmouth Central: Landscore Road area and Teignmouth West: Hospital and Mill Lane area are in the most deprived 30% of all areas nationally. We combine this information, with local knowledge and expertise to help inform the delivery of our services. We have a 3-year business plan in place.

We can also evidence the need for advice through our work with Teignmouth clients. In the year to 31 March 2022 we advised 579 clients on nearly 3,000 issues and helped them to secure income gains of over £350,000. This compares with around 600 clients, 1,800 issues and £206,300 in income gains

in the previous year, demonstrating a large increase in the number of issues brought to us by local residents over the last year. We anticipate that, with the steep rise in the cost of living, including large increases in the cost of energy and fuel, the acceleration of the transfer to Universal Credit and the removal of mitigations which existed during the pandemic (e.g. furlough, the Self Employed Income Support Scheme, automatic renewal of disability related benefits), more of our clients will be experiencing greater hardship in the coming year. We would hope to support even more people this year than last.

Across the district we helped over 6882 clients with over 18,753 enquiries in 2021-22. Our clients are disproportionately those most vulnerable to hardship or financial pressure. About 54% of those we helped in Teignmouth had disabilities or long-term health conditions. Such clients are disproportionately affected by welfare reforms, the longer effects of the pandemic and by the rise in the cost of living.

**Q9 What criteria will you use to measure the success of the project and how many people from the Town do you expect to benefit for the project/activity?**

We record the number of people assisted, the number and category of issues addressed, financial outcomes (usually in benefit cases) and client profiles (including age, gender, disability, ethnicity). Case studies help show the true impact of our work, and we have included this in the attached report. We would expect around 600 people from the town to benefit from our service in 2022-23.

**Q10 What, if any, special safety issues are related to your project/activity?**

Please provide the following information –

i) What kind of insurance does your organisation have?

Professional indemnity insurance up to £10,000,000 for any one claim, Personal accident insurance, Legal expenses insurance, Employer's liability insurance

ii) Do the leaders have the relevant qualifications and/or experience?

We are governed by a volunteer led Trustee Board, with the necessary skills and experience. The board is audited annually to ensure we have the right skills in place, and to avoid any conflicts of interest. There is a small team of paid staff who have the necessary skills and qualifications required to run the service.

- iii) What policies does your organisation have in place (i.e. Health and Safety, Safeguarding, etc.)?

As part of the national Citizens Advice network we have a number of mandatory policies and procedures in place including: acceptable use of ICT; confidentiality; Data Protection; Disclosure and barring; Disciplinary; Equality and diversity policy (Staff); Equality and diversity policy (Volunteer); Ex-offenders; Financial procedures; Grievance; Health and safety; Information risk; Privacy; managing volunteer performance; Safeguarding adults; Safeguarding children; Supporting vulnerable clients and Whistle-blowing policy. We undergo a rigorous annual audit to ensure we are compliant in governance, strategic planning, risk management, financial management, people management, operational performance management, research and campaigns and equality leadership.

**Q11 Please provide details of the amount of funding you need for your project and give us a breakdown of what the money is for (please enclose any relevant estimates or details).**

Tell us the amount of grant requested £4,500..... and provide a detailed breakdown as to how you have reached this figure.

In 2021-22, the average cost of the service per client across Citizens Advice Teignbridge was £66.42. Based on this, the cost of providing the service to Teignmouth was £38,457. The costs include, volunteer expenses, training, insurance, management, supervision, buildings, services and utilities.

Tell us how much money the project will cost in total: £ 40,000.....

This is based on full cost recovery to provide the service in 2021-22 together with an increase to take account of inflation.

How much money has been raised towards this sum: £.....

We have not had specific funding for Teignmouth this year, but have received core funding from Teignbridge District Council and Devon County Council (see below). Buckfastleigh, Dawlish and Newton Abbot Town Councils have provided financial support to support services in their areas.

Please list the amounts and sources of funds that you expect to receive for other funding sources.

Teignbridge District Council and Devon County Council core grants of £52,130 and £63,292 respectively contribute to around 50% of our core expenditure, excluding specialised project expenditure. All specialised projects are separately and entirely funded. There has not been any increase in these core grants over the last 10 years, despite soaring costs. We are reliant on supplements to these from the district's smaller councils, charitable trusts and private donors to maintain the current level of service. Over the course of the year we also apply to a variety of funders for grants, for example national lotteries and grant making trusts. Amounts vary from several hundred to several thousand pounds. There is a varying degree of success; typically, around 50% of grant applications are successful. It is difficult to predict grant application outcomes which makes running the service challenging.

**Q12 Any other information which you consider to be relevant to your application.**

Please find attached a report which details our work in Teignmouth over the year to 31 March 2022.

**Q 13 Please give us your bank or building society account details**

You can only apply for a grant if you have a bank/building society account in the name of your organisation. We will only pay grants into an account which requires at least two people to sign each cheque or withdrawal. **These people should not be related.**

Account name: Teignbridge Citizens Advice Bureau

Sort code: ...40-52-40.....

Account number: ...00017315.....

Bank/Building Society name: CAF BANK .....

Bank/Building Society address:

25 Kings Hill Ave, Kings Hill, West Malling ME19 4JQ

Who are the signatories and what position do they hold in your organisation?

- 1 Name: Andrew Wilson, Position: Chair.....
- 2 Name: Martin Bullen..... Position: Treasurer.....
- 3 Name: Vincent Willson..... Position: Chief Officer.....

**Q14 Please provide a copy of your most recent annual audited accounts or, in the case of newly established organisations, the projected income and expenditure for the next twelve months.**

Please attach your most recent audited accounts or financial projections for a new organisation. **You need to include these documents with this application.**

**Q15 Declaration**

Please give details of a senior member of your organisation. For example, this may be your Chairperson, Treasurer or Secretary. They must read the application and sign below. **(This must not be the main contact name in Q1).**

*I confirm, on behalf of **Citizens Advice Teignbridge** (insert name of organisation):*

*That I am authorised to sign this declaration on its behalf, and that, to the best of my knowledge and belief, all replies are true and accurate.*

*I confirm that I have read the Terms and Conditions set out in the Notes which accompanied this application and further confirm that this application is made on the basis that if successful, the organisation will be bound to use the grant only for the purpose specified in this application, and will have to comply with those Terms and Conditions and any others which the Council might attach to the Grant.*

Post held in organisation: ...Chief Officer.....

Title Mr..... First Name: Vincent ..... Surname: Willson.....

Contact address:

36-38 Market Walk, Newton Abbot, Devon TQ12 2RX.....

Contact Telephone Number: 07903 776012 (preferred) or 01626 337036

Signed: ..... Date: .....

**Q16 Signature of Person Completing the Application**

This must be the signature of the person named in Q1 as the main contact and **not be the same person who has signed in Q15**

*I confirm that, to the best of my knowledge and belief, all the information in this application from is true and correct. I understand that you may ask for additional information at any stage of the application process.*

Signed: *W. Will* ..... Date: 20 June 2022.....

*I agree that by completing and submitting this Grant Application Form, that the Council may process my personal information for providing information and corresponding with me but will not otherwise share that data. Specifically, I agree that the Council can keep the contact information data I have provided within the Form for the purposes of this Grant Application. Should the organisation be successful in securing a Grant this information may be kept for a period of 6 months. If however the Application is unsuccessful I would expect the Form to be destroyed as soon as the decision making process has been completed and the organisation has been advised to that effect. I am aware that I can request that my personal information be destroyed at my request, but I accept that this may impact the communication the Council would be able to have with the organisation.*

Signed: *W. Will*

Date.....20 June 2022

Please return your completed application form to:

**Town Clerk  
Teignmouth Town Council  
Bitton House  
Bitton Park Road  
TQ14 9DF**

**Telephone: 01626 242085  
Email:townclerk@teignmouth-devon.gov.uk**



## **GDPR and Data Protection**

Here at Teignmouth Town Council we are committed to ensuring that your privacy is protected by adhering to the principles of the EU General Data Protection Regulation (GDPR). Should we ask you to provide certain personal information by which you can be identified for the purpose of a contract with us, signing up to our mailing list, newsletter or use of our website, then you can be assured that it will only be used for the purpose it was collected.

It will never be used by any third party for any other form of processing or marketing purposes.

Teignmouth Town Council does not pass on any of its data to third parties other than those specified to undertake the contract entered into.

Teignmouth Town Council may change this policy from time to time by updating this statement. Statement can be found at: -

[Teignmouth Town Council Privacy Notice Web Link](#)