

**Notice of Decision Session - Executive Member for Adult Social  
Care and Health**

**in consultation with the Executive Leader (incorporating Finance &  
Performance)**

**To:** Councillor Runciman (Executive Member)  
Councillor Carr (Executive Leader)

**Date:** Thursday 14 September 2017

**Time:** 12.00 pm

**Venue:** The Auden Room - Ground Floor, West Offices (G047)

**AGENDA**

**Notice to Members – Post Decision Calling In:**

Members are reminded that, should they wish to call in any item\* on this agenda, notice must be given to Democratic Services by **4:00pm** on **Monday 18 September 2017**.

\*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Policy and Scrutiny Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5pm** on **Tuesday 12 September 2017**.

## 1. **Declarations of Interest**

At this point in the meeting, the Executive Member is asked to declare:

- any personal interests not included on the Register of Interests,
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of business on this agenda.

## 2. **Minutes** (Pages 1 - 2)

To approve and sign the minutes of the meeting held on 13 July 2017.

## 3. **Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **Wednesday 13 September 2017 at 5pm**.

Members of the public may register to speak on an item on the agenda or an issue within the Executive Member's remit.

### **Filming, Recording or Webcasting Meetings**

Please note this meeting will be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officers (whose contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at [http://www.york.gov.uk/download/downloads/id/11406/protocol\\_for\\_webcasting\\_filming\\_and\\_recording\\_of\\_council\\_meetings\\_2016\\_0809.pdf](http://www.york.gov.uk/download/downloads/id/11406/protocol_for_webcasting_filming_and_recording_of_council_meetings_2016_0809.pdf)

#### **4. Options for the Additional Provision of Financial Advice/Support Following the Introduction of Universal Credit (Pages 3 - 22)**

At Full Council on 20 July 2017, a council motion as amended was approved as follows:

‘Council resolves:

To request the relevant director to urgently produce an assessment for presentation to the relevant Executive Member Decision Session. This assessment should set out practical measures that the council and its partners could quickly put in place to mitigate the risk of residents being adversely affected by the introduction of UCFS’.

This report responds to the council motion and the progress the council has made in respect of the further detailed points within the motion, with a focus on options and recommendations to further support Citizens Advice York (CAY) and/or the advice sector around Universal Credit Full Service (UCFS) advice/information.

#### **5. Urgent Business**

Any other business which the Executive Member considers urgent under the Local Government Act 1972.

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 **(01904) 551550**

Democracy Officers:

Names: Catherine Clarke and Louise Cook (job share)

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City of York Council

Committee Minutes

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Meeting	Decision Session - Executive Member for Adult Social Care and Health
Date	13 July 2017
Present	Councillors Runciman (Executive Member for Adult Social Care and Health) and Rawlings (Executive Member for Education, Children and Young People)

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### **1. Declarations of Interest**

At this point in the meeting, the Executive Member for Adult Social Care and Health and the Executive Member for Education, Children and Young People were asked to declare if they had any personal interests not included on the Register of Interests or any prejudicial or disclosable pecuniary interests in the business on the agenda. They confirmed that they had none.

### **2. Minutes**

Resolved: That the minutes of the last Decision Session held on 5 December 2016 be approved and signed by the Executive Member for Adult Social Care and Health as a correct record.

### **3. Public Participation**

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

### **4. Release of funding to support Youth Mental Health Peer Programme and Adult Social Care "ways into work" programme**

The Executive Member for Adult Social Care and Health and the Executive Member for Education, Children and Young People considered a report which outlined proposals to utilise funding allocated as part of the 2017/18 budget to support youth peer mental health support arrangements within school settings and to support an Adult Social Care "ways into work" project. In total, the report identified more detail as to how £200k would be spent over a two year period with £100k allocated to a peer

mental health champion and £100k allocated to a “ways into work” project.

The Corporate Director of Children, Education and Communities and the Corporate Director of Health, Housing and Adult Social Care were in attendance at the meeting along with the Public Health Specialist Practitioner Advanced and Head of Commissioning to present the report.

The Executive Member for Education, Children and Young People expressed concern in relation to some of the statistics contained in the report with regard to mental health conditions among young people and conveyed his support for the proposals. Officers responded to questions from the Executive Member in relation to the level of support available for youth champions in schools and how this would be provided.

Officers responded to a question from the Executive Member for Adult Social Care and Health in relation to the adult part of the programme and with regard to the sustainability of the service in relation to the training of champions.

Resolved: That the Executive Member for Adult Social Care and Health (in consultation with the Executive Member for Education, Children and Young People) approves the release of funding to support the provision of a youth peer mental health support programme and a “ways into work” project.

Reason: To support council plan objectives of focussing on the provision of frontline services and to release funding already allocated within the 2017/18 budget.

Cllr C Runciman, Executive Member for Adult Social Care and Health.

[The meeting started at 12.00 pm and finished at 12.25 pm].

Note:

On conclusion of the formal meeting, Officers provided a verbal update on Sycamore House to both Executive Members. As requested and agreed by officers and the Executive Members, this update was video recorded and follows on from the video recording of the formal meeting.



14 September 2017

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## Decision Session – Executive Member of Adult Social Care & Health

### Joint Decision with Executive Leader (incorporating Finance & Performance)

Report of the Assistant Director, Customer and Digital Services

### Options for the Additional Provision of Financial Advice/Support Following the Introduction of Universal Credit

#### Summary

1. At Full Council on 20<sup>th</sup> July 2017, a council motion as amended was approved as follows:

*‘Council resolves:*

*To request the relevant director to urgently produce an assessment for presentation to the relevant Executive Member Decision Session. **This assessment should set out practical measures that the council and its partners could quickly put in place to mitigate the risk of residents being adversely affected by the introduction of UCFS’.***

2. This report will respond to the council motion and the progress the council has made in respect of the further detailed points within the motion, with a focus on options and recommendations to further support Citizens Advice York (CAY) and/or the advice sector around Universal Credit Full Service (UCFS) advice/information.

#### Background

##### Universal Credit in York

3. As stated in a report recently discussed at Customer and Corporate Services Scrutiny Management Committee on 4<sup>th</sup> September 2017:

***‘Roll out of Universal Credit (UC) Full Service***

6. *'Full Service' UC including support for housing costs is being introduced in York between 12<sup>th</sup> July and September 2017 and will now apply to most but not all new claimants, and in some cases to existing claimants who have a change in their circumstances.*

7. *UC will replace and merge six national working age benefits (known as legacy benefits) into a single payment. Full migration (including existing case load on legacy benefits) to UC is not expected to be complete until after 2022. The council will continue to administer Housing Benefit (HB) claims for pensioners beyond 2022 as well as other tenants in some specialist accommodation.*

8. *The switch to UC will present some well documented and difficult challenges for some of our residents. For example, the need to claim online, the inclusion of the housing element in the single payment to the claimant, the move to a single monthly payment in arrears, a several week delay in the first payment and the stricter conditionality rules will create some disruption to the ability of some claimants to manage their finances effectively.*

9. *It will also mean that social landlords, including the council, and the council's council tax team will have to be mindful of the potential impacts of UC on their customers' ability to manage their finances and to tailor their support accordingly.'*

4. The report goes on to outline arrangements in place to prepare for UC and support already in place for residents and can be read at:

<http://modgov.york.gov.uk/ieListDocuments.aspx?CId=144&MId=10203&Ver=4>

### **Council Motion in Detail**

5. The Council motion included the following detail to ensure that residents are supported to manage the impacts of the introduction of Universal Credit. It specified that this report should include but not be limited to:
- ***Options for the provision of additional financial or other assistance to CAY and/or other partners to support access to drop-in outreach sessions for clients encountering difficulties with UCFS.***

- **Options for an ‘early warning system’ to be put in place through which Housing Officers can quickly and easily signpost residents to sources of help and support where rent arrears as a result of the implementation of UCFS may lead to evictions.**
- **Options to increase the awareness and uptake of the York Financial Assistance Scheme (YFAS) – Including: the ability for third party advocacy groups to make applications on behalf of residents; and, the ability for individuals or advocates to make YFAS applications online.**

6. The latter two points are covered in paragraphs 7 to 16 below:

**Housing early warning system and other support:**

7. Housing Services have purchased a profiling system that extracts information from various sources including Experian. This identifies tenants that are potentially in financial stress and provides an early warning to act.
8. Regarding any delays in paying rent after the expected four week UC payment period – where appropriate the council can delay taking formal action until after the tenant receives their first payment.
9. The Housing Options Service provides various interventions to avoid homelessness includes interventions with private landlords.
10. In addition:
  - a. the council has received extra funding this year for Discretionary Housing Payments (£52k in 2017/18) to mitigate the impact of welfare reform – the total available is £284k in addition to the current CYC budget of £27k;
  - b. in the coming months the council will undertake a campaign encouraging more people to move onto direct debit which will assist in budgeting;
  - c. Housing officers encourage tenants to contact the council for support as soon as they feel they are in difficulty;
  - d. tenants are encourage to participate in other financial inclusion schemes eg utility switching schemes;

e. all homes are well insulated etc to ensure heating bills are as low as possible and any new properties meet higher standards insulation etc.

11. In relation to this aspect of this council motion Members are asked to note the progress already made in this aspect of UC support.

### **Promotion/uptake of York Financial Assistance Scheme**

12. The YFAS scheme provides support relating to assisting residents to remain in or move into the community or with financial emergencies. It provides essential household goods such as cookers, beds, fridges as well as supermarket vouchers, fuel top-up for emergencies. There is no cash in the scheme as it uses either call off contracts or vouchers.

13. In specific response to the Council motion it can be confirmed that the following are already available:

- the ability for third party advocacy groups to make applications on behalf of residents;
- the ability for residents or advocates to make YFAS applications online.

14. In terms of promotion of the YFAS scheme generally awareness of the scheme is strong with Advice York members (a network of York's advice agencies) including CAY, CYC services (especially Housing), social housing providers and other organisations in the city that deal with clients that might be eligible.

15. Directly available information available to residents is available on the council's website as per the link below:

[https://www.york.gov.uk/info/20019/benefits/735/york\\_financial\\_assistance\\_scheme\\_yfas](https://www.york.gov.uk/info/20019/benefits/735/york_financial_assistance_scheme_yfas)

16. Residents have been consulted in the design of the original scheme and later amended scheme.

17. In relation to this aspect of this Council motion, Members are asked to note the progress already made in this aspect of UC support, with continued monitoring through the council's Financial Inclusion Steering Group. A summary of the work of this group was reported to Executive on 13<sup>th</sup> July 2017 and can be found at:

<http://modgov.york.gov.uk/ieListDocuments.aspx?CId=733&MId=10188&Ver=4>

**Options for the provision of additional financial or other assistance to CAY and/or other partners to support access to drop-in outreach sessions for clients encountering difficulties with UCFS**

18. Following the Council meeting it has been clarified that this element of motion relates to, and originates from, the reduction in drop-in sessions at West Offices which are funded in part from CYC's core funding of CAY. It does not relate to outreach sessions in wards, which are funded differently. This has point has been clarified both with CAY and Executive members.
19. To assist with responding to this element of the Council motion the following have been considered:
  - a. **CAY have submitted a written request to the council** including details of recent accounts to the end of August 2017, which outlines the services CAY provide (Annex A), their financial challenges and sums required to help them address the identified need to restore two half day drop-in sessions to residents. It also includes funds required to support the general advice service as a whole, in 2017/18, as well as on a long term basis. The CAY request for funding is summarised as follows:
    - i. £12k to restore two half day drop in sessions in the last six months of the current financial year;
    - ii. £24k for a full year of drop in sessions, seeking to secure this through the impending Service Level Agreement (SLA) negotiations with the council (see paragraph 20 below);
    - iii. An additional £20k to close their financial gap on funding of their general advice service in 2017/18, again seeking a longer term solution of £20k through the SLA negotiations.

CAY state that whilst CYC's contribution covered 76% of the costs of the General Advice Service, in previous years the difference between CYC funding was met by one off donations and grants but this is not the case in 2017/18. This included a drop in other grant contributions for specialised project work thereby reducing the funds

available that could be allocated to General Advice overheads. CAY have attempted to manage this by reducing costs by reducing management, finance and administration hours but there is a residual shortfall as per point 19a(iii) above.

b. **a short consultation exercise with the advice sector in York** direct and on-line has been undertaken as outlined in paragraphs 23 to 25 below and with the results shown in Annex B to this report.

c. **a review of council funding and support already provided directly to CAY** and the advice sector in York to provide UC/financial inclusion support to residents.

20. The final aspect to the review at paragraph 19c above highlighted the following direct support to CAY:

- As laid down in a Service Level Agreement the council pays a non refundable grant to CAY annually of £122.5k in return for providing a comprehensive service of independent advice, plus specialist advice on welfare advice, debt and employment issues – they do this via email, letter, drop in sessions, phone and face to face appointments.
- Through the ‘Improving Finances Improving Lives’ one-off funding of a further £100k has been awarded across the current and next financial years to CAY for:
  - Specialist debt worker support
  - Continuation of the GP surgeries advice project
  - Information and budgeting cafes.
- In future they will receive payments via CYC for UC personal budget support on a per person rate of £51.32.
- The CAY receive accommodation and related service charges at less than the council’s commercial charge recognising the budget available at the time of the move into West Offices and the mutual benefit to both organisations of working in co-location at West Offices. This is a benefit to CAY, at today’s prices of around £60k.
- In addition a small number of ward committees and parish councils are having their own discussions with CAB about providing funded regular Information and Budgeting Support at community based

locations. This is with the purpose of increasing people's financial capability and money management skills.

21. The council's support for financial inclusion and related initiatives have resulted in awards to a range of organisations of a further £80k in 2017/18, in addition to the £100k awarded to CAY under the 'Improving Finances Improving Lives' scheme. This is in addition to continued YFAS funding of over £200k per year. Further funding of £69k will be available for financial inclusion initiatives in 2018/19. A number of the supported bids in made this year and operating in 2017/18 and 2018/19 will support residents in managing their finances under UC.

### **Conclusion of the review**

22. Following the review of the CAY request, the consultation feedback and review of funding to CAY and other advice/support agencies, the following is concluded:
  - the amount requested by CAY is a significantly greater commitment that discussed at Full Council i.e. £32k rather than the £20k originally suggested. The amount required to support the reinstatement of the drop in sessions is £12k;
  - the value of the drop in services is recognised by partners as shown by the consultation feedback at Annex B, and which supports the reinstatement of the drop-in sessions will directly benefit residents affected by UC;
  - other advice agencies are keen to work with CAY to create capacity in supporting residents with issues relating to UC;
  - the council has been, and will continue to be, a considerable contributor to the funding of the CAY. The gap in funding is due to a lack of one off donations and funding of projects which have come to their agreed end whilst there is a continuing need to fund core services, not due to any reduction in funding by CYC;
  - as the existing three year SLA between CAY and the council is due to be renewed on 1<sup>st</sup> April 2018, and negotiations relating to this are due to start shortly, no recommendations relating to funding beyond the 31<sup>st</sup> March should be considered by this report;
  - another bidding process is likely to take place to allocate the remaining 'Improving Finances, Improving Lives' fund in 2018/19

which is currently £69k – the council can direct the use of the funds to mitigate the impacts of UC, and CAY can apply for this alongside other interested partners.

### **Consultation**

23. Consultation of key stakeholders took place between 17<sup>th</sup> and 28<sup>th</sup> August 2017 to gauge the views of the advice sector in York in response to the Council motion. This took the form of an on-line questionnaire. Some 24 organisations were directly canvassed and 7 responded within the timeframe.
24. None of the respondents were able to offer to directly fill the gap in provision but three put forward suggestions around improved partnership working to provide support to help increase CAY capacity or provide some specialist help. Two explicitly said that CAY should be funded to restore the drop in sessions. Some broader ideas came through which it is recommended that in the longer term CAY and partners should consider. CAY has confirmed that they have been in discussions with one of the responding organisations for some time.
25. The full survey findings (with confidential information redacted) are available in Annex B.

### **Options**

26. Given the conclusions drawn above the following options are put forward for Members to consider:
  - Option 1: Do nothing.
  - Option 2: Agree to fund £12k to restore the two drop in sessions in 2017/18.
  - Option 3: Agree to fund a greater amount.

### **Analysis**

27. Option 1: Do nothing.

This could be considered given:

- the preparations CYC and partners have put in place prior to UC;

- the full implications of UC are not yet known;
- the low numbers affected by UC at this stage;
- the priority that the council have given to funding YFAS and other financial inclusion schemes (well documented in public) including £181k awarded this year through 'Improving Finances Improving Lives' scheme.

This, however would mean that demand for the drop in sessions would not be met and this option would not address the consultation feedback.

28. Option 2: Agree to fund £12k to restore the two drop in sessions in 2017/18.

This could be considered given:

- consultation feedback that advice services should receive more funding;
- CAY and others have seen an increase in demand for advice in light of welfare benefits changes and currently cannot meet that demand;
- the funding will directly fund advice and support to residents rather than fund overheads;
- it will provide time for CAY to review and recover its funding position;
- it will provide opportunity for CAY to consider the ideas that partners put forward in the consultation.

If this option is approved then this will reduce available funding by £12k to support financial inclusion activities in 2018/19 (see Financial Implications at paragraph 31).

29. Option 3: Agree to fund a greater amount

This could be considered if Members were minded to make a contribution greater than £12k in 2017/18 only, however:

- financial inclusion funding has been targeted in the past to fund 'front-line' resources to the direct benefit of the individual resident, not overhead costs;

- the amount requested by CAY for the General Advice Service takes the total request in for 2017/18 to £32k, which exceeds the original request for £20k which was specifically related to funding for drop in sessions.

### **Council Plan**

30. Outcomes achieved through the council's financial inclusion work support the commitment to achieve 'a prosperous city for all' in supporting voluntary and charity organisations and developing financial inclusion activities with measurable outcomes.

### **Implications**

31. **Financial** If option 2 is agreed it is proposed that £12k is drawn down from the remaining £69k financial inclusion budget, used to fund future financial inclusion activities including any agreed Improving Finances Improving Lives grant scheme for 2018/19.

**Human Resources (HR):** There are no HR implications

**Equalities:** Option 2 will increase welfare benefit advice and support across all communities but particularly those who are financially excluded.

**Legal:** There are no legal implications

**Crime and Disorder:** There are no crime and disorder implications

**Information Technology (IT):** There are no IT implications

**Property:** There are no property implications

**Other:** There are no other implications

### **Risk Management**

32. It is important that financially vulnerable residents are seen at the earliest possible point to ensure that proper advice and guidance can be given to avoid the situation spiralling out of control. The support from CAY coupled with the council's YFAS scheme is about keeping people in the community and families together. Funding the CAY sessions will not fully mitigate the risk of this occurring but it may help in many cases with preventing additional costs to the council around homelessness as well

as other social problems. The introduction of UC increases and complexities this causes (as experienced by other councils who have experienced UC for some time) the risk of homelessness and in ability to budget has caused substantial financial pressures for resident and council alike.

33. The CAY service also forms an important part of the overall financial inclusion network used to mitigate financial inclusion risks across the city.

### Recommendations

34. The Executive Members are asked to:
- a) note the information provided and progress made in relation to Housing Services and YFAS in response to the related aspects of the Council motion;
  - b) agree to pay a one off sum of £12k to restore the drop in sessions to the end of March 2018 as detailed in the CAY proposal, as outlined in Option 2 at paragraph 28 above;
  - c) agree that CAY's longer term requirements are reviewed as part of the next three year SLA negotiations (2018/21).

*Reason: to fully respond to the requirements as outlined in the related Council motion as amended on 20<sup>th</sup> July 2017.*

### Contact Details

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**Chief Officer Responsible for the report:**

Ian Floyd  
Corporate Director of Customer &  
Corporate Services

**Report**  **Date** 31<sup>st</sup> August 2017  
**Approved**

**Specialist Implications Officer- Financial**

Debbie Mitchell  
Corporate Finance & Commercial Procurement Manager  
Tel No. 01904 554161

**Wards Affected:**

All

**For further information please contact the author of the report**

**Background Papers:**

Council held on 20<sup>th</sup> July 2017

- Item 9 (iv) Motions submitted for consideration directly by Council, in accordance with Standing Order 22.1
- Agenda Annex - Motions, Recommendations and Amendments

Customer and Corporate Services Scrutiny Management Committee – held on 4<sup>th</sup> September 2017

- Item 6 Overview Report on Financial Inclusion

**Annexes**

- Annex A Citizens Advice York – Background information
- Annex B Drop In Advice Services in York (survey results)

**Abbreviations**

CAY	Citizens Advice York
CYC	City of York Council
UC	Universal Credit
UCFS	Universal Credit Full Service
SLA	Service Level Agreement
YFAS	York Financial Assistance Scheme
CitA	The national Citizens Advice organisation (see Annex A)

**(extract from report provided to City of York Council by CAY 8/8/17)**

CAY is an independent local charity entirely reliant for funds on grants and donations. It is a member of the national Citizens Advice organisation (CitA) which, in return for a small membership fee, provides, among other things, training and reference materials, a client case management system and a quality assurance process. It also audits local Citizens Advice offices.

In 2016-17 CAY saw 5600 clients, helped them with 14371 different problems, claim over £1.7m of unclaimed benefits and write off debts of £1.25m (after a full assessment of the client's financial situation and long term ability to repay). This made a tremendous difference to peoples' lives.

The work of CAY falls into 4 main areas:

- **General Advice in West Offices:** this is the core and largest part of CAY. It comprises a comprehensive service of independent information and advice on a wide range of issues including, among other topics, welfare benefits, debt, housing, employment law and immigration. There is a Drop In Service, when people turn up and, after a brief assessment interview, are provided with information, directed to another organisation or given an interview with one of a team of volunteer advisors; this is the case in over 65% of instances and usually takes place within an hour or two. The volunteer advisors are supervised and supported by paid professional supervisors.

General Advice also includes Adviceline, a telephone advice service, and a specialist welfare benefits team, paid staff and volunteers, supporting clients with more detailed case work. The General Advice service is funded by a CYC SLA grant of £122k pa for the three years to March 2018 and other CAY funds as available.

Volunteers deliver the vast majority of advice provided by the General Advice team. In total Volunteer advisors and admin

support input is equivalent to c. 6 FTEs 'working' alongside the equivalent of c. 3 FTE paid staff.

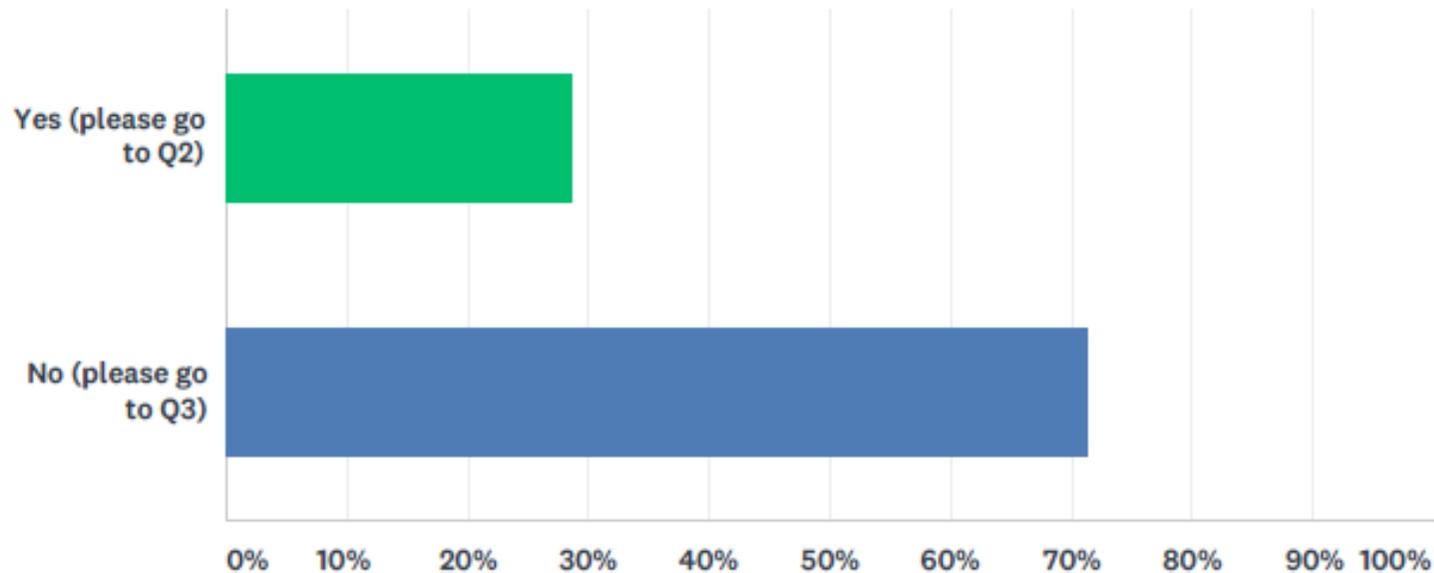
- Outreach General Advice: general advice provided by paid staff at a number of outreach locations in York, for example Tang Hall and Acomb. This is funded by a range of grants from local wards committees, parish councils, Tang Hall Big Local and the Financial Inclusion Steering Group.
- Specialist Projects: a number of specialist projects, often only for 1-2 years, providing, for example specialist debt casework funded by the Money Advice Service (MAS).
- Research & Campaigning: using the unique insight provided by our clients we research and campaign on local issues and with CitA. This is mandatory for all members of the national organisation.

All paid supervisory and advice staff, and volunteer advisors, undertake rigorous initial training and regularly update their knowledge.

The quality of advice is assessed through a thorough internal case checking process and CitA quality assurance checks. CitA also track client service. The new CitA QAA results show CAY scoring 4 greens and one yellow in the RAG ratings for quality (red, amber, yellow, green, the top rating) and initial results indicate 4 greens and one amber, for client service; this is for poor access due to the reduced opening hours.

# Q1 Is your organisation interested in supplying a service to fill this gap in drop-in provision?

Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes (please go to Q2)	28.57%	2
No (please go to Q3)	71.43%	5
<b>TOTAL</b>		<b>7</b>

**Q2 Please say briefly how you think this could be fulfilled by you outlining the potential cost/time period and reach (i.e. a service open to all residents/geographical areas or a cohort of residents)**

#	RESPONSES	DATE
1	The Welfare Benefits Unit (WBU) are not in a position to directly offer a service however we can provide additional support to other advice provision. As well as our advice line and support through the UC Focus project we can provide support on a consultative basis at ■■■ per hour. For example, to increase capacity or provide specialist benefits knowledge at existing drop-ins.	8/24/2017 4:15 PM
2	We had previously offered to support the CAB in the form of partnership working, by supporting the current Debt team by taking on Housing cases. We are a specialist Housing organisation who represent clients at court who are at risk of losing their home. We were told the CAB did not have the space to accommodate our 2 workers, who would have assisted by paying rent and ensuring the service was open. This offer is still available and we are hoping to speak to the new CEO when he starts.	8/18/2017 1:02 PM

### Q3 We would welcome your views on how you think that the reduction in service provision could be met

#	RESPONSES	DATE
1	<p>There could be a number of options. For example, partnership working amongst a number of organisations to provide adviser support at existing facilities such as the foodbank or activities for families held in community centres. Alternatively, funding for extra sessions at CAY or to increase funding to advisers who provide home visits who tend to work with the most vulnerable and offer in-depth support. To note, CYC consultation with a broad range of advice organisations and recognition of the demands on front-line advice provision is appreciated. The introduction of UC creates many demands on advice organisations who report that they have to spend longer with claimants than previously and problems tend to be more difficult to rectify. The Welfare Benefits Unit advice line provision has extended from 15 to 40 hours per week – although in response to a contractual change from our NYCC funding this is benefiting York advisers also, and in turn York residents. CYC for the UC Focus project enables the WBU to provide more in-depth support for claimants experiencing problems with UC. By providing support to advisers WBU ensures that all residents can access specialist benefit advice when accessing services. We have seen a marked increase in the number of enquiries to our advice line. Please note: I am currently on annual leave (17 August to 29 August) and therefore have not been able to consult with other organisations before providing a response or provide a more detailed review of possible provision. Apologies.</p>	8/24/2017 4:15 PM

2	York Law School Clinic does not provide any urgent or drop-in advice. Clients are seen by appointment only and written advice is provided after 2 weeks. Whilst the model of Clinic used by YLS does not enable urgent advice or representation, and our case supervisors are not specialized in benefits matters, we are happy to consider referrals from York CAB during autumn and spring terms (approx October to March).	8/24/2017 2:28 PM
3	I am very worried about this - but sympathise with CAY that it is hard to provide enough of the service. I would not want to do anything that undercuts them. However, I think it would be helpful if all signposting agencies like ours could access bitesize training sessions for us and our volunteers which would enable us to deal with straightforward issues. Welfare Benefits Unit could provide these. It could link in with the YorWellbeing work, and LACs / LATs, to filter out some of the lower level issues. There would be a cost attached, but by working together, understanding what could be provided, and supporting us to do this, it could allow for more efficient use of the resources we have. It is also worth thinking about how this could be supported under the work JRF are putting together around grants for organisations working with people in poverty. By opening this up to a wider range of voluntary and community organisations and by more effectively signposting to existing benefits support, we may survive the rising demand.	8/24/2017 1:35 PM
4	There could be an opportunity to provide drop-in sessions at events such as Your Cafe at the Tang Hall Community Centre. Many people are taking advantage of this opportunity to get a hot meal and this seems an ideal time to have other agencies on hand. It is in a set place at a set time for staff to attend rather than having an office manned, which may be under used.	8/22/2017 4:17 PM

5	<p>Means-tested benefits are important for many clients of family mediation. Mediators usually need to refer clients with these issues to other agencies for advice. As their situations are often unusual or complicated (e.g. including taking decisions about disposal of relatively large amounts of housing capital) it is often inappropriate to refer them to DWP offices, as they need an adviser with independence and working knowledge of different options. CAY is the obvious local agency for this purpose and we would be grateful if some way could be found to finance CAY being able to offer more hours to their clients.</p>	8/21/2017 1:22 PM
6	<p>You need to put some money and resources into the advice sector to increase their services.</p>	8/19/2017 4:23 PM
7	<p>Perhaps to use new technology and look towards webchat as well as telephone advice. This allows clients to remain at home and have face to face contact.</p>	8/18/2017 1:02 PM

**Q4 Contact details**

<b>NAME OF ORGANISATION</b>
Experience Counts (York) CIC
Foundation
Healthwatch York at York CVS
Welfare Benefits Unit
York Family Mediation Service
York Law School Clinic
York Mind