
Meeting

Date: Tuesday, 15 June 2021
Time: 7.00 p.m.
Location: Via MS Teams

SUPPLEMENTARY AGENDA

7.	Community Fund Applications (Pages 3 - 4) Updated funding table attached.
	(a) Community Fund Applications (Pages 5 - 10) Community Fund application for consideration; • Peebles CAB (attached.)
8.	SBC Build Back a Better Borders Recovery Fund (Pages 11 - 12) Amended link attached

Please direct any enquiries to Louise McGeoch Tel: 01835 825005
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Tweeddale Funding 2021/2022

15 June 2021

Tweeddale Community Fund 2021/2022	
	£
Opening balance as of 01/04/2021 (£276k split per head of population)	£ 51,131.00
Plus 50% of available Local Festival Grant budget	£ 6,712.50
Total available	£ 57,843.50

Less:	
Community Fund & Community Fund Fast Track applications awarded since 01/04/2021	£ -
Community Fund & Community Fund Fast Track applications that are assessed and await decision	£ 24,000.00
Sub-total	£ 24,000.00
Funds remaining if assessed applications are successful	£ 33,843.50

Community Fund & Community Fund Fast Track applications still to be assessed	£ -
Potential Overall Position	£ 33,843.50

Summary of Applications					
No.	Date	Organisation Name	Amount	Project	Status
1	18/01/21	Peebles Men's Shed	£ 10,000.00	Facilities upgrade	Assessed
2	22/02/21	Peebles Lawn Tennis Club	£ 10,000.00	New clubhouse	Assessed
3	15/03/21	Peebles Citizen Advice Bureau	£ 4,000.00	Installation of new phone system	Assessed
Total			£ 24,000.00		

To be assessed:					
1					
Total Pending			£ -		

Withdrawn					
1					

Other sources of Grant Funding - Tweeddale			
Grant Type	Available	Awarded	Remaining
Local Festival Grants	£ 6,712.50	£ -	£ 6,712.50
Annual Support Grants (Community Councils)	£ 8,655.00	£ -	£ 8,655.00
SBC Small Schemes	£ 34,702.00	£ -	£ 34,702.00
Common Good - Peebles	£ 27,000.00	£ -	£ 27,000.00
SBC Enhancement Grant	£ 146.24	£ -	£ 146.24
SBC Welfare Grant	£ 2,096.01	£ -	£ 2,096.01
Build Back a Better Borders Recovery Fund	£ 80,655.00	£ -	£ 80,655.00

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2021/2022 Community Fund: Interim Assessment Form

Locality: Tweeddale

Ref. No.: CF2122-TW-Peebles CAB

Organisation Name: Peebles and District Citizens Advice Bureau

Funding Requested: £4,000

ABOUT THE GROUP			
Organisation Structure	Company Limited by Guarantee		
Annual Accounts Balance	£61,004		
<p>Are any funds ring-fenced, if so why & how much? Recent bank statement; £2,000 to cover reserves</p> <p>The Scottish Borders Consortium of Citizens Advice Bureaux receive a sum from Scottish Borders Council which is shared according to density of population in each area. Peebles CAB's share is £39,000/year.</p> <p>Along with SBC core funding, which partly funds the salaries of the full time Manager and part time Administrator, funding is also received from Citizens Advice Scotland which covers specific project staff salaries and running costs for a small team of project specialists, which compromises a Debt and Money Advice specialist, Welfare Benefits specialist, Money Talk Team Helpline Adviser, and two EU Settlement Scheme project specialists. full time</p> <p>The Annual account balance is also made up of various funding, some of it is specific project based funding. The annual balance covers staffing costs, specialized staffing, rents and overheads.</p>			
<p>Has the applicant successfully applied for SBC funding within the last three years?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>			
SBC Funds received	Financial Year	Amount (£)	What used for?
Scottish Borders Consortium of Citizens Advice Bureaux	2021/22	£39,000	Annual running costs and part of Manager and Administrator salaries
<p>Have they recently applied to the Common Good Fund?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>			

ABOUT THE PROJECT

Project brief	<p>Peebles CAB are looking to install a new telephony system which will allow a streamlined system of call handling.</p> <p>The telephone system will be purchased from Avaya (https://www.avaya.com/en/solutions/work-from-anywhere/) and will be part funded by Citizens Advice Scotland (£1,100).</p> <p>The new system will allow for every advisor in the team (17 members) to have their own headset which can be plugged into a desktop or laptop computer. This will allow the advisors to access the telephone system either from the office or remotely. The new system will allow Peebles CAB the option to run a blended service will allow more advisors to be available at any one time. The new system will also allow Peebles CAB to train new volunteer advisors.</p> <p>Peebles CAB also feel that this new system will allow flexibility which may allow them to have longer opening hours in the future.</p>	
Project Start Date: DD/MM/YY	June 2021	
Total Expenditure (£)	5,100	
Community Fund Request (£)	4,000	
10% organisation contribution	Citizens Advice contribution - £1,100	
Any Other Contribution?		
Other Funding Sources	Amount (£)	At what stage?
Citizens Advice Scotland	1,100	
Community Fund Outcomes	<input type="checkbox"/> Communities have more access to better quality local services or activities <input type="checkbox"/> Communities have more access to a better quality environment <input type="checkbox"/> Communities have more pride in their community <input checked="" type="checkbox"/> Communities have more access to better quality advice and information <input type="checkbox"/> More local groups or services are better supported to recover from financial difficulty	

Action Plan priorities	<p>The project meets the following priorities:</p> <p>To improve the availability, accessibility and connections to services for people living in rural areas and towns across the Tweeddale area to reduce loneliness and social isolation</p>
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ASSESSMENT

<p>What need/demand has been evidenced for this project/activity?</p>	<p>Peebles CAB have seen an increase in clients over the last year. During 2020/21 Peebles CAB have responded to 2,602 enquiries. Many of these clients require an average of 5 calls.</p> <p>During Covid the telephone advice offered by CAB has been a support to those living in Tweeddale. Once restrictions allow Peebles CAB aim to offer a blended service with extended reach in terms of number of clients and also hours of service delivery that they will be able to provide.</p> <p>To be able to offer additional hours Peebles CAB require new trainee advisors. Under the current model there is no scope for a trainee adviser to listen in on a call between an adviser and a client, as calls are made to clients via mobile phones. This means that trainees are not able to shadow an experienced adviser, which has ultimately made it difficult to recruit trainee advisors.</p> <p>All Peebles CAB advisors are currently working from home. This means that phonelines are currently diverted and calls are then delivered to advisors via voicemail, to their email inbox. While the system has worked there has been, on occasion, a delay between the client calling and advisors receiving this via email. This has been specifically difficult for the most vulnerable clients who need prompt support. A new telephone system would allow advisors to be more aware of incoming calls and answer calls in a more timely fashion.</p> <p>Peebles CAB are able to provide a phone service via core funding but the new phone system would add value to their existing service. The current system isn't digital or easily as accessible as the new system aims to be.</p>
<p>What benefits will be gained from the project/activity and how well does the project/activity meet the outcomes of the scheme?</p>	<p>Introducing a new phone system will allow for all advisers to make and receive telephone calls through a web-based telephony system. This will mean that advisors will not be required to use their own landlines or mobile devices.</p> <p>The system will allow all advisers and a new cohort of 7 trainee advisers to deliver advice to clients.</p>

	<p>The introduction of the new telephone system will allow new trainee advisers to start their training. The new system will allow them to be more easily connected to the CAB team, which will allow for better support and ultimately a better volunteering experience. The new telephone system will allow trainees to listen in to calls (with the client's consent) which will give them a more authentic volunteering experience of shadowing an experienced adviser as part of their training.</p> <p>The web based system is less expensive to run annually, at a cost of £50 per month rather than the £120-£150 that Peebles CAB currently pay.</p> <p>The system is portable which will allow staff to work from an office as well as at home causing minimal disruption to their work load.</p> <p>The new telephony system will allow clients more consistent access to an adviser which will result in advice being offered and information being provided more quickly, which will hugely benefit all clients and particularly the more vulnerable.</p>
<p>What support and involvement of the wider community is there for this project/activity?</p>	<p>During 2020/21 Peebles CAB have responded to 2,602 enquiries. Peebles Cab have responded and supported 25 new clients during busy weeks. Feedback from clients is that the phone service has been a lifeline during Covid.</p> <p>Clients have indicated via feedback the need to access support quickly. Many have noted the need for instant replies and feel that a telephone system where they can access an advisor quickly would be important and beneficial.</p> <p>During the period of 2020/21 Peebles CAB provided financial benefit to many individuals who accessed their support. This allowed for over £340,000 in total to be returned as financial gain to those individuals who queried their benefit claims.</p> <p>Peebles CAB are connected into local services as well as nationally. As well as working in close partnership with the other CABx in the Scottish Borders Consortium of Citizens Advice Bureaux, Peebles CAB work in partnership with and receive referrals from Peeblesshire Foodbank, SBC Community Learning and Development, local social services, Home Energy Scotland, Changeworks and the Early Years Team.</p> <p>Peebles CAB attend, when possible, the weekly Community Assistance Hubs meetings and provide advice and information to this group when requested.</p>

What efforts have been made by the applicant to secure other sources of funding for the project/activity?	Support via Citizens Advice Scotland - £1,100
How will the impact and success of the project be measured? What happens at the end of the project/activity or when the funding is spent?	<p>Ongoing costs will be covered by Peebles CAB, they currently pay for the landline and similar funds will be used to maintain this system but will save the organization £75 per month.</p> <p>Peebles CAB will add a question onto their standard evaluation form to gather information on how the user experience was.</p> <p>As Peebles CAB are unable to train new volunteer advisers currently they hope to measure the increase in new volunteers advisors as well as noting and evidencing their volunteer experience.</p>
Quotes received for items of expenditure	Peebles CAB are accessing the telephony system in conjunction with other CABx in Scotland, and the original connection is between Citizens Advice Scotland and Exchange Communications, who have provided a “bulk” deal to all CABx via Citizens Advice Scotland.
Have appropriate permissions been sought/granted?	Yes

SBC OFFICER ASSESSMENT

The application meets the criteria of the Community Fund.

Additional Terms and Conditions:

Scottish Government coronavirus (COVID-19) guidance must be adhered to with a protocol for safe participation in the programme and use of resources developed, and all participants agreeing to adhere to this protocol.

We would seek the group to particularly report on:

Number of referrals received during a period of 12 months

Feedback from staff/volunteers as to the difference the new telephony system has made

Feedback from clients as to their experience of using the new system

Number of new volunteers

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Agenda Item 8

This is the updated link to the Build a Better Borders Recovery Fund as the one on the agenda does not work

[Build Back a Better Borders Recovery Fund | Scottish Borders Council \(scotborders.gov.uk\)](https://www.scotborders.gov.uk/build-back-a-better-borders-recovery-fund)

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