

**HOMES & COMMUNITIES COMMITTEE**  
**20 JANUARY 2020**

**SHERWOOD & NEWARK CITIZENS' ADVICE – ANNUAL PERFORMANCE REPORT 2018-19**

**1.0 Purpose of Report**

- 1.1 To inform Members that Sherwood & Newark Citizens' Advice (SNCA) have achieved the performance targets for the commissioned debt management & homeless prevention service to residents in the district for the financial year 2018-19.
- 1.2 To share Sherwood & Newark Citizens' Advice Annual Report attached at **Appendix A**.

**2.0 Debt Advice Service**

- 2.1 Within the annual Service Level Agreement (SLA) between the Council, SNCA and Newark and Sherwood Homes (NSH), the SNCA agrees:
- To provide a community based debt and income maximisation service to support customers and potential customers of NSDC's Housing Options Service and tenants of NSH.
  - Deliver the service through appropriately qualified employees and/ or volunteers who meet the requirements of the Legal Aid Agency Specialist Quality Mark.
  - To deliver the service from the CAB offices on Forest Road, Ollerton, Castle House, Newark and offices of NSDC, NSH and other partners, subject to agreement between NSDC, NSH and SNCA.
  - Priority referrals will come directly from NSDC's Housing Options Service, NSH or self-referrals from individuals approaching directly for assistance who can be identified as households who may become homeless because of rent or mortgage arrears.
  - Referrals may also be taken from other support agencies.
  - To promote the service in the local media, community locations and through other appropriate outlets include digital media.
  - Provide training and awareness raising sessions to staff of NSDC and NSH, which advise how to address tenants' debt issues and encourage referrals to the project by staff of NSDC and Newark and Sherwood Homes.
  - Provide awareness raising events with communities and other agencies to encourage referrals to the project
  - Provide guidance and support to NSDC and NSH staff in relation to dealing with debt issues.
- 2.2 The provision of a specialist debt service is additional to the Core Service, which the Council provides a separate Discretionary Grant for as detailed in a report to Policy & Finance Committee on 28 November 2019. SNCA have a trained caseworker team to deliver specialist welfare benefits and debt advice. Specialist debt advisers can talk through the options available to people based on their situation; help people to prioritise debts to make sure that the most urgent issues are dealt with promptly; help people to budget accurately to work out how much they can afford to pay and negotiate with creditors. This service is available Monday through to Friday across the Newark & Sherwood District.

2.3 The nominated SLA Managers for the Council, NSH and SNCA meet quarterly to review the agreed performance targets and outturns, which are provided below for 2018/19:

<b>PERFORMANCE INDICATORS</b>	<b>Target</b>	<b>Outturn</b>
Total Number of referrals By: Referring organisation (priority to be given to those from NSDC & NSH) Location	270	582
Number of repeat contacts (within 3 month period)	Data Only	3
DNA Appointments	Data Only	105
Total number of individuals assisted By: Budget Advice Debt Casework	200	192
Tenure By: Social – NSH Social – other RP Private Owner Occupier	Data Only	100 88 71 24
Number of homeless preventions (sustainable for 6 months)	125	133
Of the above, number of potential NSH evictions prevented	30	33
Total number of NSH individuals assisted By: Income Maximisation Advice For: Introductory Tenancies Secure Tenancies	Data Only	100
Total number of NSH individuals assisted holding Introductory Tenancies	Data Only	4
% of the above introductory tenancies sustained and successfully rolled over to secure tenancies without arrears due to CAB intervention.	Annual – 100% (NSH required to provide data)	
Total value of rent arrears managed: By: NSH Other RP's Private	£75,000	109,556
Total value of mortgage arrears managed	£100,000	341,114
Total value of other debts managed, such as Energy and Utility arrears and other debt managed	Data Only	5,286,189
Training and Awareness raising sessions	4	2
Investigate the development of a money-mentoring scheme in the District.		<i>Awaiting update from SNCA</i>
To work towards identifying the positive financial and health impact/outcomes on clients assisted by the scheme.		<i>Awaiting update from SNCA</i>

### **3.0 Equalities Implications**

3.1 SNCA provides free, independent, confidential and impartial advice to everyone on his or her rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

### **4.0 Financial Implications – FIN19-20/3849**

4.1 The Debt Advice Service is jointly funded from the District Council's Homeless Prevention Grant (contributing 50% £25,000) and Newark and Sherwood Homes (contributing 50% £25,000) each year.

### **5.0 RECOMMENDATION**

**That the Committee note the contents of the report, particularly the performance outturns for the commissioned debt management & homeless prevention service to residents in the district for the financial year 2018-19.**

#### Background Papers

Nil

For further information please contact Cheska Asman, Homeless Strategy Officer on 655643 or Leanne Monger, Business Manager – Housing, Health & Community Relations on extension 5545.

**Matt Finch**  
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