

## Rent Support Assessment Process

<b>Date of rent support assessment:</b>	
<b>Carried out by:</b>	
<b>Name of Applicant:</b>	Glos and District CAB
<b>Is the applicant a legally constituted, not-for-profit voluntary and community sector organisation?</b>	Yes
<b>Name /address of property</b>	3 St. Georges Place, Cheltenham
<b>Current rent</b>	Market rent is £10,000.  Currently in receipt of 80% discount and therefore pays £2,000 pa

Rent Support outcomes	Submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
<p><b>Cheltenham's environmental quality and heritage is protected, maintained and enhanced.</b></p> <p>This could include</p> <ul style="list-style-type: none"> <li>• Promoting bio-diversity</li> <li>• Responding to climate change</li> <li>• Promoting sustainable living</li> <li>• Protecting and enhancing parks, gardens and open spaces</li> <li>• Protecting and enhancing the built environment</li> </ul>	<p>Our fully trained volunteers provide the advice people need for the problems they face. Some just require information about their rights whilst others need us to look at options and sometimes take action on their behalf. In all cases the impact is to promote sustainable living conditions for our clients whether by assisting in debt problems, benefit issues, employment disputes, housing matters, financial and legal difficulties or relationship conflicts.</p> <p>Citizens Advice works to support our clients with energy issues, promote sustainable living and address issues of climate change. We do this by also addressing fuel poverty and we advise over 750 clients per year on energy. Advice ranges from making sure clients are on the correct tariff, to helping with priority services, advising on energy efficiency and securing grants to improve the energy efficiency of people's homes. Outcomes include: helping 500 clients a year identify savings of at least £120 per year from their energy bills, securing grants for energy efficiency measures for 20 clients; assisting 2 clients to get a new energy efficient heating system and helping over 100 clients to secure £140 off their bills with the Warm Home Discount. We also train 40 frontline workers per year on energy efficiency enabling them to better support their clients.</p> <p>Citizens Advice work in partnership with Warm and Well on our cold homes project, we are part of the affordable warmth partnership and we are on the Warm and Well steering group as well as the Assist Steering group.</p>	<p>The applicant has provided sufficient evidence that their services will support people respond to climate change and also promote more sustainable living.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> <li>• Responding to climate change</li> <li>• Promoting sustainable living</li> </ul> <p><b>The recommended discount is 8%</b></p>

Rent Support outcomes	Submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
<p><b>Sustain and grow Cheltenham's economic and cultural vitality.</b> This could include:</p> <ul style="list-style-type: none"> <li>• Helping people into employment</li> <li>• Helping businesses to get established</li> <li>• Supporting cultural activity</li> <li>• Providing advice and information</li> <li>• Supporting tourist activities</li> </ul>	<p>Citizens Advice support Cheltenham's economic and cultural vitality in numerous ways:</p> <ul style="list-style-type: none"> <li>✓ On average we provide advice and information to over 2,100 residents of Cheltenham in respect of over 3,850 issues annually. That advice is delivered on a face to face basis, by telephone and in writing. Advice is provided on all issues, ranging from consumer to debt, housing to employment, relationships and welfare benefits.</li> <li>✓ Treasury approved impact report shows economic benefit of £11,134,512 achieved for our clients.</li> <li>✓ For every £1 invested we achieve £27.24 of financial outcomes for the people we support.</li> <li>✓ We support people in employment by advising over 800 people regarding their rights at work, pay and conditions, etc. 31% said their employment was now more secure following our advice.</li> <li>✓ Our business debt advice service has assisted over 100 small unincorporated businesses in the past year with over 50% being able to continue to trade following advice. Where businesses are unable to continue to trade we assist an orderly exit and assist those clients to manage any debt and claim any benefits to which they are entitled for both the client's benefit and that of their families.</li> <li>✓ We employ 15 staff (9 FTEs) and have 120 volunteers. Of those volunteers 29% gained work directly as a result of volunteering, 19% believed they increased their salary as a result of volunteering and 79% felt that their self-esteem, confidence and feeling of well-being improved as a result of their volunteer work. .</li> </ul>	<p>The applicant has provided sufficient evidence across a range of economic issues.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> <li>• Helping people into employment</li> <li>• Helping businesses to get established</li> <li>• Providing advice and information</li> </ul> <p><b>The recommended discount is 12%</b></p>

<p><b>People live in strong and safe communities.</b> This could include</p> <ul style="list-style-type: none"> <li>• Enabling local residents to meet together and socialise</li> <li>• Engaging residents in positive social networks</li> <li>• Enabling local residents to contribute their time and efforts into community activity</li> <li>• Enabling local residents to feel safer in their communities</li> <li>• A place for young people to meet and feel safe</li> </ul>	<p>We enable local residents to contribute their time and effort to volunteering. Specifically in Cheltenham, 50 volunteers provide advice for two sessions a week. This volunteering has the following impact:</p> <ul style="list-style-type: none"> <li>✓ 69% report feeling not engaged with their community before volunteering but after volunteering 90% of people feel engaged with their community</li> <li>✓ 87% of volunteers report feeling more equipped and empowered to get on with their lives since volunteering</li> <li>✓ 79% report increased self-confidence since volunteering</li> <li>✓ 23% report seeing a doctor less since volunteering (Value of CAB volunteering research, 2013)</li> </ul>	<p>The applicant has provided sufficient evidence across a wide range of community issues.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> <li>• Enabling local residents to meet together and socialise</li> <li>• Engaging residents in positive social networks</li> <li>• Enabling local residents to contribute their time and efforts into community activity</li> <li>• Enabling local residents to feel safer in their communities</li> </ul> <p><b>The recommended discount is 16%</b></p>
<p><b>We will work to strengthen the emotional and physical wellbeing of all Cheltenham residents</b> This could include:</p> <ul style="list-style-type: none"> <li>• Enabling local people to be active</li> <li>• Helping local people make healthy lifestyle choices</li> <li>• Reducing the harm caused by alcohol</li> <li>• Improving mental health</li> <li>• Improving health &amp; wellbeing into older</li> </ul>	<p>Our advice has a positive impact on wellbeing of the residents of Cheltenham.</p> <ul style="list-style-type: none"> <li>✓ 30% of our clients are disabled or have a long term health condition, 29% of these have a mental health condition.</li> <li>✓ 82% of our clients felt stress, depressed or anxious prior to advice (Outcomes and Impact Research, 2017) 62% report feeling less stressed, depressed or anxious following our advice</li> <li>✓ 37% reported their problem was having an impact on their relationships prior to advice (Outcomes and impact research, 2017) and since advice 25% saw an improvement in their relationship and family life.</li> <li>✓ We work with health professionals across the area, receiving referrals from primary and community care team as well as Macmillan nurses and Dementia care.</li> <li>✓ We recognise the importance of health and wellbeing to residents and work to address this with our Health Homes project. Healthy Homes is a CCG funded pilot project and recognises the work Citizens Advice can do, working with Health professionals, to support clients with cold homes.</li> </ul>	<p>The applicant has provided sufficient evidence across a wide range of health and wellbeing issues.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> <li>• Enabling local people to be active</li> <li>• Helping local people make healthy lifestyle choices</li> <li>• Reducing the harm caused by alcohol</li> <li>• Improving mental</li> </ul>

age		health <ul style="list-style-type: none"> <li>Improving health &amp; wellbeing into older age</li> </ul> <b>The recommended discount is 20%</b>
<b>Summary and recommended rent support grant</b>		<b>Recommended discount – 56%</b>

<b>Financial considerations</b>	<b>Panel assessment</b>
Will the grant award will support the financial viability of the operation of the building?	<b>Yes the proposed rent support grant of 56% will reduce the market rent by £5,600.</b>  If Cabinet agree to apply a 56% rent support grant, the applicant will pay £4,400 pa. This represents an increase of £2,400 on the rent being paid currently.  If Cabinet agree to an additional 10% rent support grant, the applicant will pay £3,400 pa, an increase of £1,400 on the rent being paid currently
Has the organisation got reasonable longer-term plans to sustain activities being delivered from the building beyond the term of the grant?	

#### **Cabinet recommendation**

**A rent support grant of 66% of current market rent totalling £6,600. The additional 10% is awarded in recognition of the critical work that CAB deliver to support some of our most vulnerable residents. The outcomes and outputs that are detailed in the application stand testament to the absolute need to help sustain the CAB service within Cheltenham.**