

Variation to Grant Offer Letter

If you wish to seek a variation to your current Grant Offer Letter please complete and return this official request form. You will be contacted if any further information is required.

Your request will be considered and a decision made as soon as possible following receipt of all required information.

1. Organisation & Project Details:

1.1 Organisation name	Citizens Advice Bureau (East End CABx) – Lead Partner
1.2 Contact for correspondence	Ms Yasmin Alam
Project title	Tower Hamlets Borough Wide Advice (Partnership)
Project start date	01/09/2015
Total agreed Grant (over 3 Years)	£735,000.00
Partners	<ol style="list-style-type: none"> 1. DeafPlus - breakthrough Deaf and Hearing Integration, 2. Ocean Somali Community Association 3. Praxis 4. Tower Hamlets Community of Refugees from Vietnam

Please provide a general statement to explain why you are requesting a variation to your project (*you may attach other information as required*).

Tower Hamlets Chinese Association has made a request to withdraw from the partnership effective from January 2017.

We are proposing to deliver this contract to the Chinese Community through a partnership with the Tower Hamlets Community of Refugees from Vietnam from January 2017.

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One of the partners wishes to withdraw from the partnership. See below.

2. Project Funding & draw-down of Grant Award:

Set out below are details of the agreed project funding (as per your Grant Offer Letter). We have also provided details of the actual level of LBTH grant which you have received to date.

Agreed Project Funding					
2015/16			Sep/Dec	Jan/Mar	TOTAL
Council Grant Award			£81,668	£61,250	£142,918
Organisation own funds			£30,104	£22,578	£52,682
Other Project Funds			£	£	£
TOTAL			£111,772.00	£83,828	£195,600
Actual LBTH Grant					
Actual Grant Received			£81,668	£61,250	£142,918

2016/17	Apr/Jun	Jul/Sep	Oct/Dec	Jan/Mar	TOTAL
Council Grant Award	£61,250	£61,250	£61,250	£61,250	£245,000
Organisation own funds	£22,577	£22,578	£22,577	£22,578	£90,310
Other Project Funds	£	£	£	£	£
TOTAL	£83,827	£83,828	£83,827	£83,828	£335,310
Actual LBTH Grant					
Actual Grant Received	£61,250	£61,250	£0	£0	£122,500

2017/18	Apr/Jun	Jul/Sep	Oct/Dec	Jan/Mar	TOTAL
Council Grant Award	£61,250	£61,250	£61,250	£61,250	£245,000
Organisation own funds	£22,577	£22,578	£22,577	£22,578	£90,310
Other Project Funds	£	£	£	£	£
TOTAL	£83,827	£83,838	£83,827	£83,828	£335,310
Actual LBTH Grant					
Actual Grant Received	£0	£0	£0	£0	£0

2018/19	Apr/Jun	Jul/Aug		TOTAL
Council Grant Award	£61,250	£40,832		£102,082
Organisation own funds	£22,577	£15,052		£37,629
Other Project Funds	£	£		£
TOTAL	£83,827	£55,884		£139,711
Actual LBTH Grant				
Actual Grant Received	£0	£0		£0

Please provide information to clarify any requested variation to your project funding as set out above (you may attach a spreadsheet or other information as required).

Please see attached spread sheet.

A total of £22,987 funding for the period January 2017 – August 2018 to be allocated to Tower Hamlets Citizens Advice to deliver information, advice contract to the Chinese community in partnership with the Tower Hamlets Community of Refugees from Vietnam.

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The budget will not be varied. The request relates to one of the delivery partners withdrawing.

Set out below are details of the agreed project expenditure (as per you Grant Offer Letter).

Agreed Project Expenditure				
2015/16		Sep/Dec	Jan/Mar	TOTAL
Salaries		£48,754	£36,562	85,316
Beneficiary Costs		£	£	
Other Costs		£63,017	£47,267	110,284
TOTAL		£111,771	£83,829	£195,600

2016/17	Apr/Jun	Jul/Sep	Oct/Dec	Jan/Mar	TOTAL
Salaries	£36,559	£36,559	£36,559	£36,559	146,236
Beneficiary Costs	£	£	£	£	
Other Costs	£47,268	£47,269	£47,268	£47,269	189,074
TOTAL	£83,827	£83,828	£83,827	£83,828	335,310

2017/18	Apr/Jun	Jul/Sep	Oct/Dec	Jan/Mar	TOTAL
Salaries	£36,661	£36,661	£36,661	£36,661	146,644
Beneficiary Costs	£	£	£	£	
Other Costs	£47,167	£47,166	£47,167	£47,166	188,666
TOTAL	£83,828	£83,827	£83,828	£83,827	£335,310

2018/19	Apr/Jun	Jul/Aug		TOTAL
Salaries	£36,460	£24,307		£60,767
Beneficiary Costs	£	£		£
Other Costs	£47,367	£31,577		£78,944
TOTAL	£83,827	£55,884		£139,711

Please provide information to clarify any requested variation to your project expenditure as set out above (you may attach a spreadsheet or other information as required).

Tower Hamlets Chinese Association requested t to withdraw from the partnership effective from January 2017.

We are proposing to deliver this contract to the Chinese Community through a partnership with the Tower Hamlets Community of Refugees from Vietnam from January 2017.

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The impact of the proposed delivery changes will be limited as the service will be dedicated for local Chinese community. Social Welfare Advices Services delivered from Chrisp Street Market Idea Store, to ensure ease of access for local Chinese community in the area.

In addition both Chinese Association of Tower Hamlets and Tower Hamlets Vietnamese Refugee organisations will be referring clients. The CAB will work with both organisations to increase awareness of the services and monitor client engagement very closely, the service will be reviewed.

3. Project Outcomes Outputs/Activities

The information within tables 3.1 to 3.6 sets out details of the original outcomes and outputs that were agreed for your project and which are set out within your Grant Offer Letter

3.1 Targeted Project Outcomes

The service will provide generalist welfare benefits advice and will result in the following outcomes for clients accessing the service:

Our service will achieve the following outcomes:

1. Empowering 6,000 resident's per annum by informing them of their legal rights and responsibilities, particularly in relation to benefits, housing, debt and employment.
2. Maximising income and take-up of benefits and tax credit entitlements, particularly residents affected by welfare reforms and low income households moving into work -- increasing incomes by £2m pa and improving employment sustainability.
3. Reducing levels of debt through access to our qualified debt advisers and follow-up support on budget planning -- renegotiating £1m debt repayments and negotiating/writing-off £100,000 debts.
4. Increasing the community's awareness of housing rights and providing advocacy to sustain tenancies and prevent/reduce homelessness.
5. Help 6,000 clients to resolve their problems, with 60% of cases leading to demonstrably positive outcomes.
6. Help 6,000 clients to enhance their wellbeing and reduce stress.
7. Empower 6,000 clients to improve problem-solving and ability to navigate systems.

8. 6,000 clients increase sense of social and financial inclusion.

We will also aim to ensure that at least 60% of users achieve a positive outcome and our satisfaction rating surpasses 85% at 'Good' or 'Very Good' levels.

3.2 Targeted Project Milestones

Milestone

6,000 clients helped with 7,000 enquiries in each project year (pro-rata for first seven months -- 3,500 clients; 4,084 enquiries). The milestone target dates will be each year from 31/03/2016--31/03/2018.

31/03/2016

Milestone

£2 million income gained for residents in each project year (pro-rata for first seven months -- £1.17m) through increased benefit and tax credit take-up, successful appeals/reviews, income tax and utility rebates, charitable grants.

31/03/2016

Milestone

£1 million debts rescheduled/written-off for residents in each project year (£583,000 for first seven months) through debt advice and budgeting help.

31/03/2016

Milestone

500 homelessness cases prevented in each project year (292 cases for first seven months) through housing advice and advocacy.

31/03/2016

Milestone

4,200 problems (60% enquiries) result in demonstrably positive outcomes following advice in each project year (2,450 problems for first seven months).

31/03/2016

Milestone

4,000 clients report indirect improvement -- improved wellbeing, stress reduced, empowered, improved confidence etc. in each project year (2,333 clients for first seven months).

31/03/2016

3.3 Project Outputs			Sep/Dec 2015	Jan/Mar 2016	TOTAL
Number of new enquiries / new matter starts (NMS)			2,333	1,750	4,083
Number of clients assisted			2000	1,500	3,500
Number of residents referred to other organisations			533	400	933
Drop-in advice sessions			36	27	63
Telephone advice sessions			64	48	112
Evening advice sessions			16	12	28
Weekend advice sessions					0
Numbers of appointments			840	630	1,470

3.4 Project Outputs	Apr/Jun 2016	Jul/Sep 2016	Oct/Dec 2016	Jan/Mar 2017	TOTAL
Number of new enquiries / new matter starts (NMS)	1,750	1,750	1,750	1,750	7,000
Number of clients assisted	1,500	1,500	1,500	1,500	6,000
Number of residents referred to other organisations	400	400	400	400	1,600
Drop-in advice sessions	27	27	27	27	108
Telephone advice sessions	48	48	48	48	192
Evening advice sessions	12	12	12	12	48
Weekend advice sessions					0
Numbers of appointments	630	630	630	630	2,520

3.5 Project Output	Apr/Jun 2017	Jul/Sep 2017	Oct/Dec 2017	Jan/Mar 2018	TOTAL
Number of new enquiries / new matter starts (NMS)	1,750	1,750	1,750	1,750	7,000
Number of clients assisted	1,500	1,500	1,500	1,500	6,000
Number of residents referred to other organisations	400	400	400	400	1,600
Drop-in advice sessions	27	27	27	27	108
Telephone advice sessions	48	48	48	48	192
Evening advice sessions	12	12	12	12	48
Weekend advice sessions					0
Numbers of appointments	630	630	630	630	2,520

3.6 Project Output	Apr/Jun 2018	Jul/Sep 2018	Oct/Dec 2018	Jan/Mar 2019	TOTAL
Number of new enquiries / new matter starts (NMS)					
Number of new enquiries / new matter starts (NMS)	1,750	1,167			2,917
Number of clients assisted	1,500	1,000			2,500
Number of residents referred to other organisations	400	267			667

Drop-in advice sessions	27	18			45
Telephone advice sessions	48	32			80
Evening advice sessions	12	8			20
Weekend advice sessions					0
Numbers of appointments	630	420			1,050

Please provide information to clarify how the requested variation to your project will affect the levels of outputs / milestones and outcomes as set out within the above tables (you may attach a spreadsheet or other information as required).

There will be no change to the project target outputs, outcomes or overall grant from the authority. Instead of the Chinese Association delivering the advice service we will be delivering this service one day a week from the Crisp Street Idea Store, on a combination of drop in /appointments service.

We will operate on an appointment basis once the take up of the session increases. The Vietnamese Refugee group will be making referrals to Citizens Advice.

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The requested variation will have no impact on the agreed project outputs and outcomes.

The project is achieving / exceeding agreed targets. For the period covering Sept 2015 to Sept 2016 partners supported 6,901 clients exceeding agreed target of 6,000 p/a. In the same period they dealt with 9,553 new matter starts /new cases again exceeding the target of 7,583.

Going forward we are confident that the partners will continue to achieving / exceeding their targets.

4. Project Beneficiaries

The total estimated usage per year for you project is **6,000** geographically this is broken down as follows.

Cluster	Ward	Number
NW	Bethnal Green	462
	Spitalfields & Banglatown	694
	St Peter's	491
	Weavers	265
NE	Bow East	321
	Bow West	226
	Bromley North	180
	Bromley South	220
	Mile End	406
SW	Shadwell	293
	St Dunstan's	316
	Stepney Green	321
	St Katherine's and Wapping	243
	Whitechapel	417

Cluster	Ward	Number
SE	Blackwall & Cubitt Town	135
	Canary Wharf	192
	Island Gardens	107
	East India and Lansbury	440
	Limehouse	96
	Poplar	175
	TOTAL	6000

Please provide information to clarify how the requested variation to your project will affect the overall level of outputs and outcomes as set out within the above table. This information should include clarification of any anticipated changes to the number or range of targeted beneficiaries in terms of their protected characteristics/equality groups.

There will be no impact on the project if the variation is approved. We will work towards ensuring access for the Chinese community to information and advice. The Chinese community attend Chrisp Street market which is the reason we have decided to deliver the service from the Idea store, also will take direct referrals from Tower Hamlets Vietnamese Refugee group. We will work with the group to increase awareness of our services and monitor client engagement very closely. This will be reviewed monthly and quarterly update reports will be provided to London Borough of Tower Hamlets. We will also aim to recruit volunteers from the Chinese community, through our volunteer training programme.

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The proposed delivery changes will have no impact on agreed targets and budget. It is proposed that the lead partner delivers the advice sessions from Chrisp Street Market Idea Store, with referrals from Tower Hamlets Community of Refugees from Vietnam.

Purpose:

To agree the request for variation to the grant agreement.

Recommendation:

It is recommended that that the requested variation is approved.

5. General

The completed form should be returned to your assigned Grant Officer together with any other information which has been requested.

You will be sent confirmation of receipt together with an estimate of the timeframe for a decision.

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	Oversight	Manager
Overall comments:		
Recommendation:		
Confirmation:		
Action:		