



CITIZENS ADVICE LEIGHTON-LINSLADE

**Proposal for one-off funding from Leighton-
Linslade Town Council**

7th January 2021

Kash Karimzandi - Chief Officer

CALL PROPOSAL FOR ONE-OFF FUNDING BID TO LLTC

Leighton and Linslade Citizens Advice has identified that not only has the need for their services increased significantly during these times, but our services are now being called upon by a wider demographic, and by people who have already suffered hardship of some kind and have been disproportionately affected by the pandemic. Therefore, we have put together three bids, in no particular order of priority, which we would like The Council to consider helping CALL meet the increasing and diversifying need for its services. We are proposing that this be one off funding in addition to the existing annual grant which has already been agreed with the Town Council.

Publicity

Aim: To raise our profile and appeal to a wider demographic particularly hard to reach groups

We are currently looking to increase our reach to specific audiences and communities within the area. Many of these are groups (Traveller community, hard-of-hearing) and/or groups that we are not able to access easily due to social, geographic, or economic reasons (Young People 18-19, rural communities). Additional funding would allow us to direct tailored communication to these groups, which we are unable to at present, increasing awareness of CALL services. This would include production of physical literature to distribute but would also allow us to expand our reach through digital media and local partnership opportunities.

Estimated cost: Low weight = £5k, Medium weight = £7k

Welfare Benefit Advice

Aim: To increase the working hours of the Universal Credit Advisor

Due to the impact of Covid-19, the number of people calling us with issues relating to income and benefits has increased exponentially. Many more people than anticipated have needed help working out what benefits they are entitled to. We would like to extend the hours of our Universal Credit Advisor by half a day a week with the specific aim of seeking formal partnerships with Leighton Linslade Homeless Service, Leighton Linslade Helpers and other local agencies who help those in greater need. We hope that in this way we can increase our reach to those at-risk groups who may not have accessed our service before.

Half a day a week (4 hours) cost = £52

1 year = £2,704 (not including in-costs)

Induction Loop System

Aim: To be more inclusive and improve the accessibility for the deaf and hearing impaired.

The installation of an Induction Loop system. This will improve both our accessibility to clients who are hearing impaired as well as improve the inclusion of our staff and volunteers who suffer with hearing difficulties. Although this will be of greatest benefit when seeing clients face to face, ideally, we would be able to link the induction loop system with our new telephone system. This would make it much easier for advisers with hearing difficulties to give advice over the telephone. It would also reduce the need for headsets and earphones thereby reducing the sanitation risk of sharing that equipment.

Estimated cost: Low weight £700 Medium weight £1,500