

## Citizens Advice North Hertfordshire – List of major funders 2017/18

Funder	Project / Service provided	Funding
<b>North Hertfordshire District Council –</b>	<b>Core service:</b> General advice service: Drop-in and generalist appointments at Letchworth (5 mornings & 3 afternoons), Hitchin (2 days) and Royston (2 days). Adviceline service and call backs. Email advice. Website with self-help information.	£145,000
<b>North Hertfordshire District Council</b>	<b>Court Help Desk:</b> Provision of on-the-ground representation at Court, picking up clients on the day as well as through referrals from the council, court, internal referrals and self-referrals. Clients are supported through follow-up casework to take action on behalf of the client, including negotiating with third parties.	£25,000 (to March 2018)
<b>North Hertfordshire Homes</b>	<b>Money Advice:</b> Our Money Advice caseworkers offer support to NHH tenants who are in rent arrears. Referrals are made by NHH with 3 appointments in each of our offices in Letchworth and Hitchin each week and 2 appointment slots in Royston. NHH tenants with debt issues who drop-in through our general advice service are also referred to this service for additional support, where we have capacity.	£40,000 (to March 2018)
<b>Letchworth Garden City Heritage Foundation</b>	<b>Welfare Rights:</b> Provision of casework service for welfare benefits for Letchworth residents. The service includes home visits as well as appointments in our offices. Volunteer caseworkers and administrators extend the service across the district. Around 75-80% of clients supported have disabilities or long-term health conditions due to the demand for support with disability benefits.	£35,500 (to March 2018)
<b>Letchworth Garden City Heritage Foundation</b>	<b>Money Matters:</b> Provision of financial capability 1-2-1 appointments and outreach workshops in community settings, including drop-in sessions at Garden House Hospice. We deliver group sessions, drop-in clinics and tailored one-to-one appointments teaching people how to budget, use bank accounts, deal with bills, reduce expenditure, and understand credit options and the consequences of debt.	£12,500 (to March 2018)
<b>Hertfordshire County Council</b>	<b>Crisis Intervention:</b> A debt and benefits casework service to support those with urgent and complex needs. We extend the service through using volunteer advisors to support vulnerable people referred from the HertsHelp helpline and through our drop-in sessions, including those in need of Food Bank vouchers.	£26,000 (to March 2018)
<b>South Cambridgeshire District Council</b>	General advice service to South Cambridgeshire residents: Drop-in and generalist appointments at Royston, Melbourn Hub (1st & 3rd Thurs), Bassingbourn (2nd Thurs by appointment). Welfare benefits casework (limited).	£17,850 (to March 2019)

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<b>Citizens Advice / energy companies</b>	<b>Energy Best Deal Extra appointments:</b> To provide 1-2-1 appointments in energy advice to clients. People in or at risk of fuel poverty are supported with issues such as fuel debt, benefits entitlement, energy efficiency and switching suppliers or tariffs. Includes outreach community work in libraries, groups and pop-up shops as well as drop-in energy clinics.	£12,000 (+£12,000 tbc Sept 2017)
<b>Citizens Advice – energy companies</b>	<b>Energy Best Deal group workshops:</b> To deliver workshops to vulnerable groups in community settings or frontline workers to promote energy awareness to those in or at risk of fuel poverty.	£1,500 (to May 2017)
<b>Citizens Advice – energy companies</b>	<b>Energy Champion:</b> Provision of 1 FTE Energy Champion to support local Citizens Advice to deliver Energy Advice in North Hertfordshire, Bedfordshire, Cambridgeshire, Norfolk and Suffolk.	£45,000 (to March 2018)
<b>Citizens Advice – Phone Strategy</b>	<b>Lot 1 Group working:</b> Development of Hertfordshire Adviceline service through piloting and testing new ways of delivering telephone advice.	£8,750 (to July 2017)
<b>Citizens Advice – Phone Strategy</b>	<b>Lot 2 Volunteers:</b> Development of resources for recruiting & training Adviceline volunteers to share with national Citizens Advice network.	£1,750 (to July 2017)
<b>Citizens Advice – Phone Strategy</b>	<b>Lot 3 Supervisors:</b> Development & testing of model of using a volunteer supervisor for Adviceline to share findings with national Citizens Advice network.	£1,750 (to July 2017)