

**REPORT OF SAFER AND STRONGER OVERVIEW AND SCRUTINY COMMITTEE:**

**COMMUNITY LEGAL SERVICES**

**LEAD MEMBER:** Cllr W Metherell, Chair, Safer and Stronger Overview and Scrutiny Committee

**LEAD OFFICER:** Neil White

**REPORT AUTHOR:** Neil White

**RECOMMENDATION:** that the Executive be recommended that:

(A) the Revenues and Benefits Service Manager be requested to organise a meeting with relevant welfare advice and funding organisations to explore ways in which all available funding streams for welfare advice in Cumbria could be maximised,

(B) the work by the Citizen Advice Bureau and the Community Law Centre to work more closely together be welcomed and the organisations be encouraged to continue to do this,

(C) the Council continues to support these organisations for whom some contribution to core funding costs allows considerable further funding to be levered in from other sources,

(D) the level of funding for the next three years, in principle, be £32,000 plus the cost of living increase for Copeland Citizens Advice Bureau and £15,000 plus the cost of living increase for the Community Law Centre,

(E) it should be noted that the funding level in (D) above may have a detrimental effect on the ability of the organisations to provide outreach appointment sessions in some areas of the borough, and

(F) the Citizens Advice Bureau and the Community Law Centre be requested to undertake their annual presentation as required within their service level agreements with the council as soon as possible.

**1. BACKGROUND**

The Safer and Stronger Overview and Scrutiny Committee at meeting on 13 June 2007 agreed to the setting up of a sub group to look into the funding requirements for the Community Legal Services for 2008-09 and beyond. It was intended to take

the sub group's recommendations to the Executive to help inform the Budget process for 2008-09.

The Sub Group has completed its work and reported to the Safer and Stronger Overview and Scrutiny Committee at its last meeting on 15 August 2007. The report of the Sub Group is at Appendix "A".

## **2. CONCLUSION**

The Overview and Scrutiny Committee considered the recommendations from the sub group in detail. It noted that following the hearings further work had been done and it was found that Charitable organisations may be granted, in addition to 80% mandatory rate relief, a further 20% discretionary relief. The Council's current policy (which was last reviewed by the Executive on 21 February 2006) was that Charities receive 80% mandatory rate relief only; they did not receive a discretionary top-up.

The Committee were advised that if this discretionary relief was granted to the Citizens Advice Bureau the Council could find that other charities would seek the same relief at a cost to the Council of up to £96,000. In light of this the Committee agreed that this recommendation should not be pursued.

The Committee further noted the requirement within the service level agreements the council had with the Citizens Advice Bureau and the Community Law Centre for an annual presentation on the work they had undertaken in the previous year. The Committee agreed that this presentation should be made to the council as soon as possible.

The Committee also agreed the other recommendations in the report and the Executive is asked to consider the recommendations at the head of this report.

### **List of Appendices**

Appendix "A" – Report of the Community Legal Services Sub Group to the Safer and Stronger Overview and Scrutiny Committee meeting on 15 August 2007

### **List of Background Documents**

None

**Appendix A**  
**Safer and Stronger Communities Overview and Scrutiny**  
**Committee – 15 August 2007**

**COMMUNITY LEGAL SERVICES**

**LEAD OFFICER:** Tim Capper  
**REPORT AUTHOR:** Neil White

**Recommendation: that the Executive be recommended that:**

- (A)** the Revenues and Benefits Service Manager be requested to organise a meeting with relevant welfare advice and funding organisations to explore ways in which all available funding streams for welfare advice in Cumbria could be maximised,
- (B)** the Council consider the feasibility of increasing the discretionary rate relief for Copeland Citizens Advice Bureau to 100%,
- (C)** the work by the Citizen Advice Bureau and the Community Law Centre to work more closely together be welcomed and the organisations be encouraged to continue to do this,
- (D)** the Council continues to support these organisations for whom some contribution to core funding costs allows considerable further funding to be levered in from other sources,
- (E)** the level of funding for the next three years, in principle, be £32,000 plus the cost of living increase for Copeland Citizens Advice Bureau and £15,000 plus the cost of living increase for the Community Law Centre, and
- (F)** it should be noted that the funding level in (E) above may have a detrimental effect on the ability of the organisations to provide outreach appointment sessions in some areas of the borough.

**1. BACKGROUND**

This Committee at its last meeting on 13 June 2007 agreed to the setting up of a sub group to look into the funding requirements for the Community Legal Services for 2008-09 and beyond. It is also intended to take the sub

group's recommendations to the Executive to help inform the Budget process for 2008-09.

The membership of the sub group was made of Councillors W Metherell and W Southward with Councillor R Salkeld (who was the council's representative on the Citizens Advice Bureaux Management Board) as a co-opted member to give background information as needed.

The Sub Group met on 11 July 2007 and heard evidence from:

Martin Jepson, Head of Legal and Democratic Services  
Karen Corby, Revenues and Benefits Service Manager  
Debbie Cochrane, Housing Policy Manager (written evidence)  
Paul im Thurn, Community Legal Centre  
Carol Graham, Copeland Citizens Advice Bureau

The Sub Group also visited the Citizens Advice Bureau Offices in Tangiers Street, Whitehaven.

## **2. EVIDENCE CONSIDERED**

### **Service Level Agreements**

The Sub Group considered the terms of the Council's Service Level Agreements (SLA) with the Citizens Advice Bureau and the Community Law Centre.

The Sub Group noted that the core services provided by the Citizens Advice Bureau and the Community Law Centre within their respective SLA and that the organisations would provide an annual report to the Council on their performance.

The Sub Group further noted that the level of funding for these organisations had dropped from £90,000 in the late 1990's to the current level of £47,000.

### **Revenue And Benefits Service And Homelessness Service**

The Sub Group considered the services provided by Revenue and Benefits and Homelessness and how these interacted alongside the Citizens Advice Bureau and the Community Law Centre.

The Sub Group noted that the Council had recently appointed a welfare and debt advisor and that Copeland Homes had also appointed an officer to give similar advice to its tenants. It seemed from these posts that there had been

a significant increase in the amount of debt advice being sought in the local area.

The Sub Group further noted that the Local Housing Allowance was a new way of working out Housing Benefit for private tenants that was due to be implemented by the Government in April 2008. This would change the way in which rent was paid by tenants to their landlords.

### **Community Law Centre**

The Sub Group received a presentation on the work done by the Community Law Centre.

The Sub Group noted that the work of the Community Law Centre was complementary to the work done by the Citizen's Advice Bureau. Both organisations had and intended to continue to work closely together to ensure greater efficiency and cooperation in their work.

The Sub Group further noted that following the end of the National Lottery funding for the Mobile Office service and changes in the Legal Aid Commission funding the Law Centre had lost a substantial amount of funding.

The Community Law Centre drew the Sub Committee's attention to the level of service it could provide on different amounts of funding from the Council. It noted that on the current level of funding this could have a detrimental effect on the ability of that organisation to provide outreach appointment sessions in some areas of the borough.

### **Citizens Advice Bureau**

The Sub Group received a presentation on the work done by the Citizens Advice Bureau.

The Sub Group considered the projects currently being undertaken by Copeland Citizens Advice Bureau and the funding streams that were being used to fund this work.

The Sub Group noted that there were a number of funding streams that were not available to the CAB and there did not seem to be a coordinated approach for all organisations involved in welfare advice and possible funding to join together to ensure that all appropriate funding streams were sought.

The Sub Group further noted that Copeland gave 80% discretionary rate relief for the CAB buildings in Whitehaven and that some authorities particularly Allerdale gave 100% rate relief.

### 3. RECOMMENDATIONS

The Sub Group, after considering all the evidence, agreed that there were a number of recommendations it would wish to make. These were:

The Sub Group were concerned that there was a number of funding streams that may be overlooked or not being fully utilised as there was not a coordinated overall approach to seeking out all the possible available funding.

- (A) **the Revenues and Benefits Service Manager be requested to organise a meeting with relevant welfare advice and funding organisations to explore ways in which all available funding streams for welfare advice in Cumbria could be maximized.**

The Sub Group considered that an increase in the level of discretionary rate relief given to the Citizens Advice Bureau from 80% to 100% would be of considerable help to them and be in line with the level of relief that was given by Allerdale.

Following the hearings further work was done and it was found that Charitable organisations may be granted, in addition to 80% mandatory rate relief, a further 20% discretionary relief. The Council's current policy (which was last reviewed by the Executive on 21 February 2006) is that Charities receive 80% mandatory rate relief only; they do not receive a discretionary top-up.

If this discretionary relief was granted to the Citizens Advice Bureau the Council could find that other charities would seek the same relief at a cost to the Council of up to £96,000.

- (B) **the Council consider the feasibility of increasing the discretionary rate relief for Copeland Citizens Advice Bureau to 100%.**

The Sub Group were encouraged by the work that the Citizens Advice Bureau and the Community Law Centre had undertaken in the last twelve months to work more closely together to ensure greater efficiency in their work.

- (C) the work by the Citizen Advice Bureau and the Community Law Centre to work more closely together be welcomed and the organisations be encouraged to continue to do this.**

At the outset of the process, the Community Legal Service and the Citizens' Advice Bureau made powerful arguments on the continued need for contributions to core funding, namely, that some stability had to be demonstrated before other project funders would consider applications.

The Sub Group was unanimous that the services provided were a valuable service to the community and should be supported.

- (D) the Council continues to support these organisations for whom some contribution to core funding costs allows considerable further funding to be levered in from other sources.**

The Sub Group carefully considered the level of funding for these organisations over the next three years. In light of recommendation (D) above it felt that there should not be a reduction in the level of funding that was provided.

The Sub Group felt that some consideration of the extra yearly costs that fell on an organisation would enable these costs to be better dealt with by both organisations.

- (E) the level of funding for the next three years, in principle, be £32,000 plus the cost of living increase for Copeland Citizens Advice Bureau and £15,000 plus the cost of living increase for the Community Law Centre.**

The Sub Group noted that however keeping the funding at its current levels may have a detrimental effect on the ability of the organisations to provide outreach appointment sessions in some areas of the borough.

- (F) it should be noted that the funding level in (E) above may have a detrimental effect on the ability of the organisations to provide outreach appointment sessions in some areas of the borough.**

#### **4. CORPORATE PLAN**

There are four applicable actions in the Corporate Plan. They are:

Action	Outcomes (measurable)	Target date
Review the use of local facilities and services to	Identify how to deliver new services and/or existing services into the	2008

ensure that they meet the needs of the community in a sustainable way	community in a new way.	
Develop action plans to help local residents access the benefits they are entitled to	Maximise benefit and council tax entitlement	2008
Service areas will improve delivery to meet internal and external customer needs	Improved customer service and BVPIs in top quartile	To 2012
Improve support to people with disabilities and older people to live independently	Achievement of Cumbrian Agreement targets	2010

## 5. BENCHMARKING

The level of funding that the other authorities in Cumbria give to the Citizens Advice Bureaux in their area is detailed below.

Authority	Funding	Comments
Carlisle	£50,200	General - £44,800 Energy Maintenance - £5,400
Eden	£29,110	General - £21,810 Rent grant as they occupy a building the Council owns - £7,300
South Lakeland	£73,900	
Barrow	£94,200	
Allerdale	£30,000	
Cumbria County	£320,000	Funding in an average year

## 6. CONCLUSION

The Committee is invited to consider the recommendations of the Community Legal Services Sub Group at the head of this report.

### List of Appendices

Appendix A – Presentation by the Community Law Centre to the Community Legal Service Sub Group on 11 July 2007 and



Presentation by Copeland Citizens Advice Bureaux to the  
Community Legal Service Sub Group on 11 July 2007

**List of Background Documents:**

None

## Appendix 1

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### Proposal for West Cumbria Housing Alliance

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West Cumbria has great housing need. The two principal towns of Whitehaven and Workington have large "ex-council" estates of social housing now managed by housing associations. In addition there are social housing estates in Silloth, Maryport, Wigton, Cockermouth, Keswick, Distington, Cleator, Cleator Moor, Frizington, Hensingham, Egremont and Millom.

Traditionally, there have been two providers of specialist Housing Law assistance in these locations: the Community Law Centre and the Citizens Advice Bureaux in Allerdale and Copeland.

Copeland Citizens Advice Bureau and Citizens Advice Allerdale have the virtue of being based at full time offices open every weekday to local people. While the Law Centre runs a daily telephone advice line, it lacks a permanent office presence in West Cumbria, operating a weekly round of advice clinics, one day a week in Maryport Workington Wigton Silloth Cleator Moor and Whitehaven. It makes a monthly clinic visit to Millom.

In addition to these services, Shelter Cumbria has started to offer specialist housing advice on the West Coast, and the Connexions offices in Whitehaven and Workington.

Despite the good intentions of all agencies, it appears that few referrals of specialist housing cases are reaching Shelter or the Law Centre. There is a concern that residents needing housing advice are not reaching the provision that is available to them. This is despite the experience of the Law Centre in earlier periods of large volumes of specialist housing casework need in both Allerdale and Copeland.

There is also concern that a reason for the lack of appropriate referrals arises owing to the lack of clarity about what advice is available and when.

To assist all advice agencies in enabling new enquirers to reach the specialist housing provision currently available, it is proposed that all specialist housing advice providers collaborate to provide a common point of contact, where each can access - on behalf of member of the public needing help - direct facilities to make an appointment to see a specialist.

It is proposed that this be achieved through a website, to be facilitated by the Law Centre. Each partner - Copeland Citizens Advice Bureau, Citizens Advice Allerdale, Shelter and the Community Law Centre - would each have access to the website. Each agency would display the appointment "slots" they were making available. Each would be able to make appointments- either for themselves or for partner agencies - after receiving an initial enquiry from a member of the public, diagnosing

an appropriate need, and discussing immediately with the client how urgent is the need and when they can meet an adviser.

This initiative would serve to improve the effectiveness of the services already extant, and ensure they are taken up by the people they are supposed to reach.

It is proposed to bid for funding to enable the website to be developed and launched, together with administrative and management support between all four agencies.

See [www.lloydstsbfoundations.org.uk](http://www.lloydstsbfoundations.org.uk)

## Appendix 2

### Case Studies

#### ***A day in the life of the Law Centre - serving Copeland's residents***

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This is a "collage" based on real enquiries over recent months.

**Monday morning.** Before the phone line opens at 10 a.m., the receptionist has taken 12 messages off the answering machine. 4 messages are from Copeland residents. Two are to do with employment matters. One is to do with wills. Another is about trouble at school.

The messages are sent to the Duty Lawyer for the day, by email. She then rings each caller back during the morning.

The first caller, "Albert" wants advice about his dismissal from work. After discussing the details briefly, the Duty Lawyer gives Albert an appointment to see a Law Centre caseworker at our Thursday clinic at Whitehaven CAB.

The second caller "Bernadette" is pregnant and wants to know what maternity rights she can expect, and what she must do to protect her entitlement to paid leave and return to work. Our Duty Lawyer speaks to her straight away and gives the advice there and then.

Next, "Colin" wants advice about his Aunt's will. He was her favourite nephew and was promised various items of personal property on her death. Two months have passed, the house has been cleared and the Executor (his hostile cousin) has failed to contact him. Our Duty Lawyer explains that we cannot give detailed expert advice (wills not being an area of professional specialism for us) but she discusses the problem with Colin, gives general legal background information, explains the jargon and rules, and dictates over the phone a letter for Colin to send to the Executor. Finally, Colin is given contacts for local solicitors who have appropriate expertise.

"David's" daughter has special educational needs and is having problems at school. The Duty lawyer takes details, gives basic initial advice and passes the details to the Education supervisor, who calls David the following day.

During the rest of that Monday, the Duty Lawyer deals with over 30 calls, including five further enquiries from Copeland residents.

A similar pattern follows on each weekday morning.

**The following Thursday**, a Law Centre lawyer attends the advice clinic at Whitehaven CAB. His first client is Albert, who called the Law Centre the previous Monday. He is advised he has a viable case and we help him make a claim to the Employment Tribunal. Albert's case becomes a continuing piece of in-depth casework.

Albert is followed by Eileen, who is facing eviction from her home. Her private landlord does not want benefit claimants, and Eileen has had to claim benefits including Housing Benefit, now that her husband has left her with their two children. The landlord has told her she will have to go. We open a casework file for Eileen. We will get her Housing Benefit secured, and seek to negotiate with the landlord. If all else fails, we will help Eileen seek help from the local authority homelessness service.

An appointment for Fiona has been arranged at the last minute with help from the CAB. She lives in Cleator Moor. Her housing association property is so damp that it is affecting the health of all three of her young children. The Law Centre opens a casework file. We arrange a home visit to see the house for ourselves. Convinced that it is a serious problem, we alert the Council's Environmental Health officer, who agrees to write to the landlord. When this does not lead to immediate action, we liaise with other services including social services and the health visitor. We tell the housing association that the family needs to be moved out of the house urgently, or legal action will follow. Fiona calls us three weeks later to say she has been offered a transfer to another house.

**Safer and Stronger Communities Overview and Scrutiny Committee –  
15 August 2007**

**Community Law Centre**

**Copeland Service 2008 – 2009**

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Over recent years, we have run our Copeland service predominantly through our “Mobile Office” vehicle. While this proved a great success in attracting publicity to our service, it was not popular with clients, for whom its prominence was often a deterrent. We therefore decided to deliver our service in a more anonymous way (from October 2006), in public buildings where clients need not announce “to the world” that they had a legal problem by going inside.

Also from October 2006, we increased our presence in Copeland by going weekly, rather than fortnightly to the Cleator Moor clinic. This has resource implications on which we are now reflecting.

**Erosion of Local Authority funding, and Legal Aid cross-subsidy**

In the mid 1990s, Copeland supported the Law Centre by £41,620 per year. This fell gradually to £36,850 in 1999, and £34,000 in 2000. This current year, Copeland’s grant is £15,000.

The impact of this substantial reduction was softened by the emergence at around the same time of a contract arrangement with the Legal Services Commission. This provided two important benefits.

First, we have been able to “charge” for our telephone advice, and face-to-face advice clinic as legal aid work (up to half an hour per client, even if that person is not financially eligible for legal aid). Thus, even though our Copeland money did not pay for the service we have been providing, it was possible to continue without worry by relying on the Legal Aid concession instead. From October 2007, that concession will be abolished.

The second cross-subsidy has related to travel costs. Travelling to our West Coast locations costs us both in travel costs (e.g. petrol expenses) and staff time: commonly 30 hours per month. Six years ago, our Mobile Office service (funded entirely by the National Lottery) covered all locations other than Workington and Whitehaven. That support has expired and of late we have designed the service in an attempt to maximise the number of clients eligible for legal aid advice. Recognising this, we have been allowed to charge legal aid rates for staff time in travelling to West Coast advice clinics. This concession too will disappear in October 2007.

Further, from October 2007, the LSC will pay a “fixed fee” per case, and it is certain that the viability of our West Coast advice clinics will be badly affected by what for us is in effect a funding cut from the LSC.

Our core operation, the telephone advice service and our advice clinics will no longer be funded by legal aid. Yet it is those aspects of our service that we believe our client communities most value.

## **Renewing the case for Local Authority Funding for Advice**

The erosion of the legal aid funding stream drives us urgently to put our case once again to our core local authority supporters.

We believe that the Law Centre's work fits strongly into Copeland's Corporate Plan 2007-2012. By supporting the Law Centre, Copeland would work towards its already identified goals.

## **Regenerating Copeland**

The plan speaks in paragraph 2.2 of ensuring an *economically active community*, and also of ensuring *successful urban and rural communities*.

We believe that the Law Centre's service is a direct and vital element in the local community: we not only help people to enforce their legal rights, but equally importantly, we equip people to know what their rights and responsibilities are. Advice from qualified lawyers enables citizens to play confident and well-informed roles as workers, parents, taxpayers, residents, road users, voters, neighbours and service users.

The plan seeks to *narrow the gaps between disadvantaged wards and the average*.

The Law Centre's work contributes directly to this aim. Our service is focussed on legal problems arising from poverty and social exclusion. Our main areas of work are housing (including work with homeless households), employment (focussed on the low paid, and those who have lost their employment, or are in danger of losing their jobs), Debt, Welfare benefits, and Education Law.

Similarly, we consider that our service makes a direct contribution to Copeland BCs aim to work towards a *Good Quality of Life* and a *Prosperous Future*

## **Quality Housing**

Advising tenants and residents with housing difficulties is a major area of the Law Centre's work. It is because we know that there is great need for housing advice in Copeland that we instigated talks with our fellow advice agencies to maximise our effectiveness and accessibility, and came up with the "West Coast Housing Alliance" initiative mentioned below.

We are aware of rising homelessness across the County.

- We regularly assist homeless households to navigate the often distressing process of applying for assistance.

- Even more regularly, we help tenants and owner occupiers threatened with homelessness to keep their homes.

Our capacity to intervene in hard cases has often assisted in bringing agencies together to find solutions. A constructive approach to legal enforcement can lead to positive outcomes, often without the need to go to court.

### **Partnership Working**

We note that “strong partnership arrangements” are one of Copeland’s strategic priorities. We are hoping in partnership with other local advice agencies to seek support from charitable sources to supplement and improve our services to local people in Copeland, and West Cumbria from Silloth to Millom.

**West Cumbria Housing Alliance.** Attached (appendix 1) is the Law Centre’s outline proposal for a partnership with Citizens Advice Allerdale, Copeland CAB and Shelter, to work together to ensure an accessible and responsive service in specialist housing advice up and down the length of West Cumbria. This is a developing plan, and we had a positive meeting (at Copeland CAB) on Monday 14 May to consider the details of a possible proposal for funding to Lloyds TSB Foundation and the Nuclear Decommissioning Authority. Any resources brought in from such sources will be for new work that will amplify the core service all four agencies are already providing.

We are confident that the pursuit of such commonly agreed projects will enhance day-to-day working relationships between the advice agencies, and represent a real benefit to the people we serve.

### **“Seed” Money**

There is an additional reason for local authority support: it is a pre-requisite for most charitable funding. By supporting us with grant money, Copeland enables us to attract additional charitable funding for service to Copeland residents.

**Conclusion: Community Law Centre – a key player in Copeland’s mission to transform West Cumbria.**

The Law Centre makes a valuable and important contribution to the Council’s efforts to improve life for people in Copeland.



## Options for Supporting the Law Centre service in Copeland 2008/09

These options are provided for illustrative purposes. Different specifications can be devised and discussed, as the Council requires.

### Option 1 – Continue Current Level of Service

The current service, as described in the first part of this paper costs £46,096 per annum. This is broken down as follows.

Item	Detail	£
Staff time: telephone advice line (Mon – Fri)	Contribution at one quarter of post	8620
Travel – Whitehaven (80 m return)	@40 p per mile, for 52 weeks	1664
Travel – Cleator Moor (12 m return when on same day as Wigton))	@40 p per mile, for 52 weeks	249
Travel – Millom (136 m return)	@40 p per mile, for 12 monthly round trips	653
Staff time: outreach to Whitehaven	Half a day (£74 x 52)	3848
Staff time: outreach to Cleator Moor	Half a day (£74 x 52)	3848
Staff time: follow up work: Whitehaven / Cleator Moor	One day (£148 x 52)	7696
Staff time: outreach to Millom	Full day (£148 x 12)	1776
Staff time: follow up work: Millom	One day (£148 x 12)	1776
Receptionist £14,099 pa	Contribution at 1.5 days	4229
Supervision	Half a day x 52	3848
Management	Contribution at 1 day	6939
Telephone		950
Premises (Training Room, Copeland CAB)	Rent free, courtesy of Copeland CAB	Nil
Premises (Cleator Moor library)	Rent free, courtesy of County Council	Nil
Premises (Millom library centre)	Rent free, courtesy of County Council	Nil
<b>Total</b>		<b>46,096</b>
Less anticipated legal aid earnings		-17,604
<b>Total grant aid sought</b>		<b>28,492</b>

As explained above (see “Erosion of Local Authority Subsidy”), our Copeland service has been subsidised over recent years by legal aid, which has covered travel and staff time in seeing outreach clients, and speaking to telephone clients, even when not financially eligible for legal aid. Owing to changes in legal aid, that support will disappear at a stroke in October 2007. We would nonetheless continue to receive instructions from legal aid clients in Copeland. Very roughly, we anticipate earnings from legal aid under the new fixed fee arrangements of £17,604.

Thus the grant support we seek from Copeland to sustain the current existing service is **£28,492**

**Option 2 –Reduced Outreach Service**

This Option has been designed by seeking to make savings on the full service (reducing the cost by some £6,600), while preserving outreach services to Whitehaven and Cleator Moor. There are no doubt other permutations that could be considered.

<b>Item</b>	<b>Detail</b>	<b>£</b>
Staff time: telephone advice line (Mon – Fri)	Contribution at one quarter of post	8620
Travel – Whitehaven (80 m return)	@40 p per mile, for 52 weeks	1664
Travel – Cleator Moor (12 m return when on same day as Wigton))	@40 p per mile, for 52 weeks	249
Staff time: outreach to Whitehaven	Half a day (£74 x 52)	3848
Staff time: outreach to Cleator Moor	Half a day (£74 x 52)	3848
Staff time: follow up work: Whitehaven / Cleator Moor	Half day (£74 x 52)	3848
Receptionist £14,099 pa	Contribution at 1 day	2819
Supervision	Half a day x 52	3848
Management	Contribution at 1 day	6939
Telephone		950
Premises (Training Room, Copeland CAB)	Rent free, courtesy of Copeland CAB	Nil
Premises (Cleator Moor library)	Rent free, courtesy of County Council	Nil
<b>Total</b>		<b>36,633</b>
Less anticipated legal aid earnings		-14,604
<b>Total grant aid sought</b>		<b>22,029</b>

What are the differences from Option 1?

We no longer cover Millom.

We allocate less time for follow up: thus our advice clinics are generally advice only and can support little further in-depth casework (now just half a day weekly for both outreach services: a bare minimum to complete professional paperwork tasks) save for legal aid eligible clients.

Estimated Legal Aid earnings reduce, as no clients taken on from Millom outreach

Thus the grant support we would seek from Copeland to deliver Option 2 is **£22,029**.

**Option 3 - Continue Current Level of Funding (£15,000) – advice only service**

This Option has been devised, seeking simply to confine costs close to the existing level of £15,000. Once again, there may be other ways of achieving the same economies, and these could be discussed if desired.

<b>Item</b>	<b>Detail</b>	<b>£</b>
Staff time: telephone advice line (Mon – Fri)	Contribution at one quarter of post	8620
Travel – Whitehaven (80 m return)	@40 p per mile, for 52 weeks	1664
Staff time: outreach to Whitehaven	Full day (£148 x 52)	7696
Receptionist £14,099 pa	Contribution at 1 day	2819
Supervision	Quarter day x 52	1924
Management	Contribution at 0.5 day	3420
Telephone		950
Premises (Training Room, Copeland CAB)	Rent free, courtesy of Copeland CAB	Nil
<b>Total</b>		<b>27,093</b>
Less anticipated legal aid earnings		-10,800
<b>Total grant aid sought</b>		<b>16,293</b>

What has changed from Option 2?

We no longer cover Cleator Moor.

Unlike the other options, there is now no provision for in-depth casework (save for legal aid eligible clients).

However, we continue our daily telephone advice line, as well as our weekly advice clinics in Whitehaven.

Thus the grant support we would seek from Copeland to deliver Option 3 is **£16,293**