

**Minutes of the
Leisure and Community Policy
Development and Review Panel
(to be confirmed at the next meeting)**

Date: Wednesday, 6 June 2018

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor: Mrs C L A Hockley (Chairman)

Councillor: Mrs L E Clubley (Vice-Chairman)

Councillors: J M Englefield, M J Ford, JP, Mrs K K Trott and K A Barton
(deputising for Mrs S M Bayford)

Also Present: Miss S M Bell, Executive Member for Leisure and Community
(Item 3)



1. APOLOGIES FOR ABSENCE

Apologies of absence were received from Councillor Mrs S M Bayford and Councillor S Dugan.

2. MINUTES

It was AGREED that the Minutes of Leisure and Community Policy Development and Review Panel held on the 07 March 2018 be confirmed and signed as a correct record.

3. CHAIRMAN'S ANNOUNCEMENTS

The Chairman invited the Executive Member for Leisure and Community, Councillor S Bell to address the Panel to give an important announcement.

Councillor S Bell addressed the Panel to advise that One Community received the highest accolade for voluntary groups in the UK, The Queen's Award for Voluntary Service, earlier this month.

It was explained to the Panel that this is an incredible achievement for One Community and Members should be very proud that the charity has received this prestigious award in recognition for the work they do for Fareham Borough residents.

4. DECLARATIONS OF INTEREST AND DISCLOSURES OR ADVICE OR DIRECTIONS

There were no declarations of interest made at this meeting.

5. DEPUTATIONS

There were no deputations made at this meeting.

6. CITIZEN ADVICE FAREHAM

The Panel received a presentation by Bidy Mayo and Deborah Stringfellow from Citizens Advice Fareham.

After the delivery of the presentations Members took part in in-depth question and answer session.

The presentation has been appended to these Minutes.

It was AGREED that Bidy Mayo and Deborah Stringfellow from Citizens Advice Fareham be thanked for their very good, informative presentation.

7. INDUCTION TO PORTFOLIO SERVICES

The Panel received a presentation from the Leisure and Community Manager on an overview of the Leisure and Community Portfolio Services.

The presentation, which is provided Annually to the Panel, covered all aspects of the Leisure and Community Portfolio and provided Members with; highlights from last year as well as a look forward to the plans for the coming year.

Members enquired about the name of the Access All Areas service for young people, they were concerned that the name doesn't give any suggestion about the activities that are provided. The Leisure and Community Manager agreed that this is something that can be investigated further as they move forward with plans for next year.

The presentation has been appended to these Minutes.

It was AGREED that the Leisure and Community Manager be thanked for her informative presentation.

8. REVIEW OF WORK PROGRAMME

The Panel considered a report by the Head of Leisure and Corporate Services, which reviews the Panel's work programme for 2018/19.

A question was raised concerning the situation regarding Cams Alders and the Head of Leisure and Corporate Services addressed the Panel to confirm that things are still moving forward with the Cams Alders vision and things are on track to bring a detailed update to the 25 July 2018 meeting.

The Chairman asked Members to give some thought to items that they may wish to be brought to the Panel to assist them with their role to develop and review policies.

It was AGREED that Members:

- (a) review and agree the Work Programme for 2018/19; and
- (b) as appropriate, add to the programme any additional items agreed generally by the Panel or put forward by individual members and accepted by the Panel

(The meeting started at 6.00 pm
and ended at 7.20 pm).

Citizens Advice Fareham

Delivering value, impact and outcomes to
the people of Fareham - June 2018

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Minute Item 6

citizens
advice

Biddy Mayo, Operations Manager
Deborah Stringfellow, Chair of Trustees

The benefit of our Core Advice Services to the community

Our value to the community in 2016/17

Our volunteer workforce is valued at £268,953.

For every £1 invested in Citizens Advice Fareham we generate at least:

£1

£4

in fiscal benefits

Saving to government
Reduction in health service demand, local authority homelessness services and out-of-work benefits for clients and volunteers.

£23

in public value

Wider economic and social benefits
Improvements in participation and productivity for clients and volunteers.

£22

in benefits to individuals

Value to our clients
Income gained through benefits, debts written off and consumer problems resolved.

Developments at Citizens Advice Fareham

- Successful AQS Audit July 2017
- Improved early access to advice with Initial Check 5 days a week
- Additional Outreach Services at Broadlaw and Stubbington Library
- New self-help information Kiosks at CitaF reception at Portchester Community Centre, Portchester Association and 1 Community
- Introduced a new case management system
- Upgraded IT systems google not-for-profit cloud based storage system
- Improved fundraising activity



CitaFareham

Key Statistics

Fareham (member)

2017-18
Q1
Q2
Q3
Q4



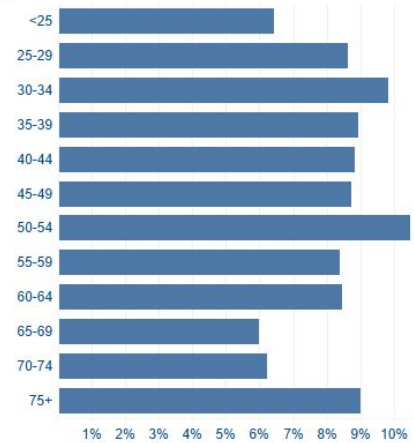
Summary

Clients	3,160
Quick client contacts	596
Issues	7,557
Activities	9,442
Cases	3,468

Issues

	Issues	Clients
Benefits & tax credits	2,175	885
Benefits Universal Credit	61	46
Consumer goods & services	311	183
Debt	809	360
Discrimination	67	46
Education	43	31
Employment	692	375
Financial services & capability	153	95
Health & community care	291	135
Housing	761	449
Immigration & asylum	67	41
Legal	514	324
Other	489	239
Relationships & family	812	462
Tax	115	73
Travel & transport	124	83
Utilities & communications	73	45
Grand Total	7,557	

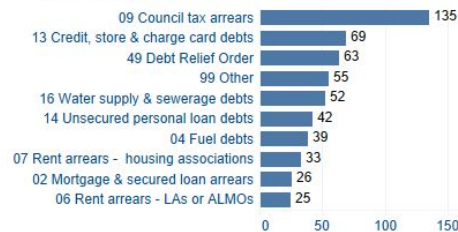
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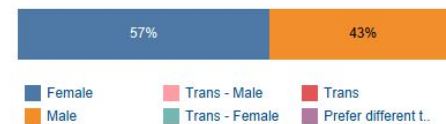
Top benefit issues



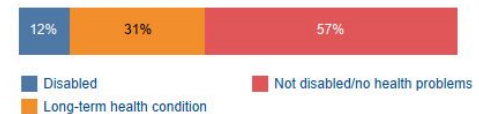
Top debt issues



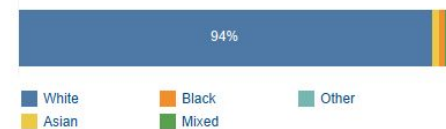
Gender



Disability / Long-term health



Ethnicity



Our existing outreach services

Highlands Hub

Operational since 2011
Staffed by a rota of volunteers
Tuesdays 10-2pm

Portchester Library

Operational since April 2014
Thursdays 10-2pm

Lockwood Library,
Locksheath Shopping Centre
Operational since April 2017
Wednesdays 10-2pm

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Our new outreach services - from April 2018

Stubbington Fridays 10-2pm



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Broadlaw, Wednesdays 10-12pm

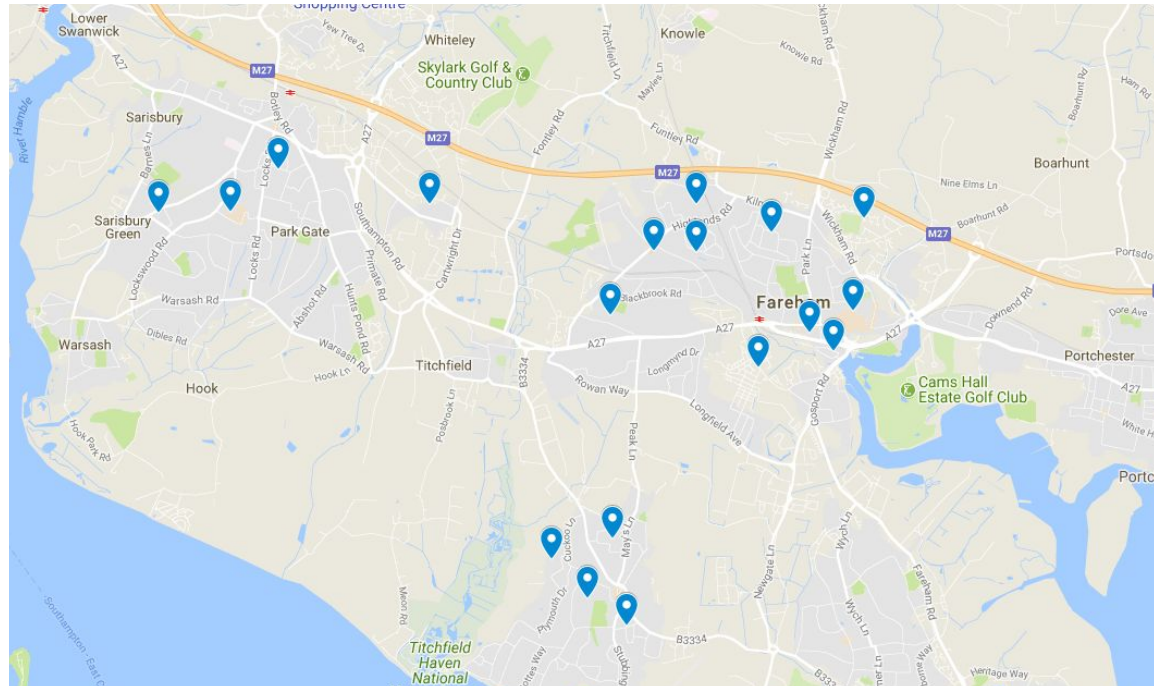
The reach of our home visiting service

Home visits by appointment for those unable to attend in person due to:

- A disability or chronic illness;
- Being the sole carer for an elderly, disabled or chronically sick relative;
- Unable to arrange child care despite appropriate efforts

Operational since April 2017.

We carried out 26 home visits in 2017-18.



Debt Relief Orders

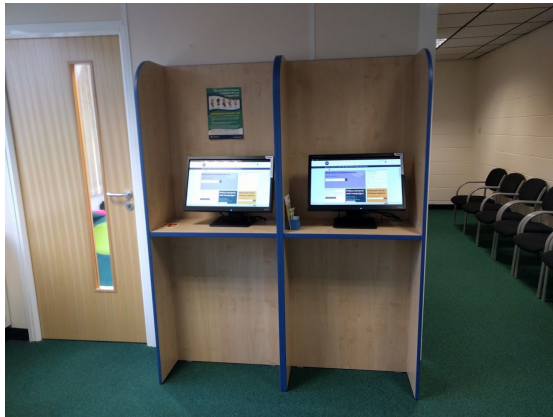
Terry is our approved Debt Relief Order (DRO) intermediary.

He alone has helped clients write off over £1m debt through this process.

Nicknamed “DRO Terry”
our Million Dollar Man!



Information Kiosks



Fareham Kiosk visits heatmap : PDF

CitA Fareham sessions between 1/1/2018 and 6/4/2018

	Day of Week							Total
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	
7 AM	21	11	20	12	20	0	0	84
8 AM	26	30	21	22	21	0	0	120
9 AM	19	44	35	38	38	0	0	172
10 AM	25	28	32	28	22	0	0	135
11 AM	25	22	32	26	27	0	0	132
12 PM	22	33	25	27	30	0	0	137
1 PM	23	20	25	25	27	0	0	120
2 PM	28	28	29	30	29	0	0	144
3 PM	6	9	14	31	7	1	0	68
4 PM	2	2	3	27	1	5	0	40
5 PM	0	6	3	19	0	0	0	28
6 PM	0	0	0	3	0	0	0	3
7 PM	0	0	0	0	0	0	0	0
8 PM	0	0	0	0	0	0	0	0
9 PM	0	0	0	0	0	0	0	0
Total	197	233	239	288	220	6	0	

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PCC Kiosk visits heatmap : PDF

PCC Kiosk sessions between 1/1/2018 and 6/4/2018

	Day of Week							Total
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	
7 AM	6	9	6	7	3	9	12	52
8 AM	6	9	6	9	3	9	11	53
9 AM	7	9	6	9	3	9	9	52
10 AM	6	8	6	14	3	9	9	55
11 AM	6	9	6	12	3	10	7	53
12 PM	6	12	6	12	3	12	6	57
1 PM	5	12	6	12	3	12	5	55
2 PM	6	12	6	12	3	12	6	57
3 PM	6	12	5	12	6	12	6	59
4 PM	6	11	6	12	7	12	6	60
5 PM	6	12	4	12	6	12	6	60
6 PM	9	12	6	10	8	12	6	63
7 PM	9	12	7	12	9	12	6	67
8 PM	9	12	6	11	9	12	6	65
9 PM	9	12	6	12	9	11	6	65
Total	164	250	177	225	152	252	203	

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PCA Kiosk visits heatmap : PDF

PCA Kiosk sessions between 1/1/2018 and 6/4/2018

	Day of Week							Total
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	
7 AM	1	0	0	0	1	1	1	4
8 AM	3	1	1	1	1	0	1	8
9 AM	2	4	2	2	1	3	1	15
10 AM	2	2	2	2	2	2	2	14
11 AM	1	2	1	1	3	4	1	13
12 PM	0	1	1	0	1	2	2	7
1 PM	1	2	1	1	3	2	1	11
2 PM	1	1	2	1	2	1	2	10
3 PM	1	0	0	1	0	3	1	6
4 PM	0	0	0	0	1	5	2	8
5 PM	0	0	0	0	0	1	1	2
6 PM	0	0	0	0	0	2	1	3
7 PM	0	0	0	4	0	1	1	6
8 PM	0	0	0	1	0	2	1	4
9 PM	0	0	0	0	0	1	2	3
Total	19	13	10	14	15	33	31	

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Campaigning for better joined up services for vulnerable people



Successful funding bids

Zurich : £3,000



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Hampshire County
Councillor Grants: £4,500



Hampshire & Isle of Wight
Community Fund £6,160



Going forward ...

We hope we have shown you the massive progress we have made in increasing the reach of Citizens Advice throughout the Borough.

We are grateful to Fareham Borough Council for their support. We have now entered into a new SLA which will cover us for the next 2 years and we continue looking forward to working with FBC as a key partner to achieve our mutual goals.

We continue to raise further funds to improve outreach to all sectors of the community within the Fareham Borough and continue to look for further sources of funding for this and other similar projects. Unfortunately, the funds are likely to be short term project based.

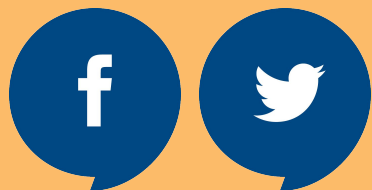
We will, however, never be distracted from our main aim to give quality, independent, impartial and confidential advice to the people of Fareham.

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.

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Citizens Advice Fareham is an operating name for Fareham Citizens Advice Bureau. Charity registration number 1142745. Company limited by guarantee. Registered number 7653014 England. Authorised and regulated by the Financial Conduct Authority FRN: 617605. Registered office as above.

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

Leisure for Health & for Fun



FAREHAM
BOROUGH COUNCIL

What do we look after...



Fareham and Holly Hill
Leisure Centres



Community Centres



Westbury Manor Museum

What do we look after...



Town Centre and
community events



Community Funding



Play area improvements

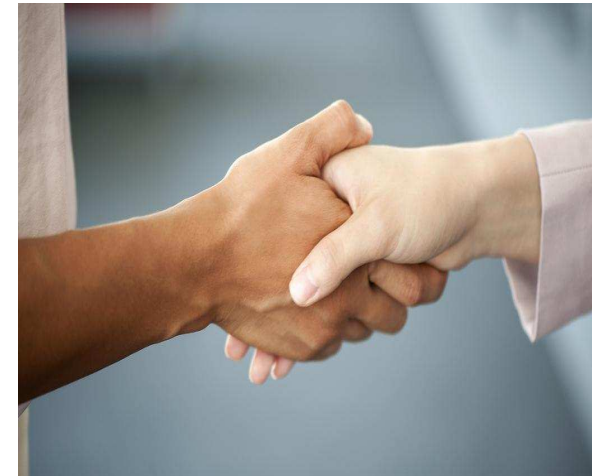
What do we look after...



Youth Centres/Youth activity fund



Community and Sports infrastructure support



Service Level Agreements

2017/18 highlights



2017/18 highlights



FAREHAM
BOROUGH COUNCIL

2017/18 highlights



FAREHAM
BOROUGH COUNCIL

2017/18 highlights



2017/18 highlights



FAREHAM
BOROUGH COUNCIL

2017/18 highlights



Plans for the year ahead...

- Cams Alders – vision for community sports facilities
- Leisure centre contract
- 5-year play area improvement programme
- Crofton Community Centre – sports hall repairs
- New festive lighting contract
- 75th D-Day anniversary event at Daedalus

Questions?