

Details

Councillor Name and Role on Outside Body (for example, Observer, Trustee, Director)	Cllr. LJ Nulty
Email	cllr.lnulty@fylde.gov.uk
Period this report covers (date):	To 5th Sept. 2016
Name of Outside Body:	Citizen's Advice Fylde
How often does the organisation meet? And how often have you attended?	Approx. 4 times per year. I attend almost every meeting, unless it clashes with another meeting which I need to attend. I always catch up with items if unable to attend.
Key issues arising for Fylde Borough Council	Many residents problems are helped by this body. The Management body take strategic decisions are are constantly updated on the type of issues dealt with and statistics on the number of resident problems dealt with. A new telephone helpline system has recently been installed which enables more people to be dealt with whilst maintaining the numbers attending for appointments for more complex issues. New volunteers are in the process of being recruited and trained for a very busy and useful service, mostly delivered by a volunteer workforce.
	Examples of issues could be those that may affect decisions regarding budget setting, challenges for residents, policy changes that affect partnership working etc
Who did you inform of these issues within Fylde Borough Council?	CA reports are sent regularly to Committee
In the light of these meetings, is it worthwhile for the Council to continue to have a representative/representatives on this body?	Yes
Any further comments?	This is a vital service for all our residents, I cannot think how this would be delivered without Citizen's Advice. The Management Committee and volunteers are very grateful to FBC for the improved premises and working conditions since the accommodation expansion in the last 12 months, also allowing more cases to be dealt with.