



Agenda

Environment, Health and Housing Committee

Date:	Tuesday, 6 November 2018 at 6:30 pm
Venue:	Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor Ben Aitken (Chairman) Councillor Viv Willder (Vice-Chairman)</p> <p>Councillors Frank Andrews, Peter Anthony, Maxine Chew, Chris Dixon, Gail Goodman JP, Peter Hardy, John Kirkham, Roger Lloyd, Graeme Neale, Louis Rigby.</p>

Public Platform

To hear representations from members of the public in accordance with Article 15 of the Constitution.

To register to speak under Public Platform: see [Public Speaking at Council Meetings](#).

	PROCEDURAL ITEMS:	PAGE
1	Declarations of Interest: Declarations of interest, and the responsibility for declaring the same, are matters for elected members. Members are able to obtain advice, in writing, in advance of meetings. This should only be sought via the Council's Monitoring Officer. However, it should be noted that no advice on interests sought less than one working day prior to any meeting will be provided.	1
2	Confirmation of Minutes: To confirm the minutes, as previously circulated, of the meeting held on 4 September 2018 as a correct record.	1
3	Substitute Members: Details of any substitute members notified in accordance with council procedure rule 22(c).	1
	DECISION ITEMS:	
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8	Citizens Advice Fylde - Annual Report	27 - 39

Contact: Katharine McDonnell - Telephone: (01253) 658423 – Email: democracy@fylde.gov.uk

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<http://fylde.cmis.uk.com/fylde/DocumentsandInformation/PublicDocumentsandInformation.aspx>

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DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	6 NOVEMBER 2018	4
APPOINTMENT OF MEMBER WORKING GROUP – PLASTIC CONSCIOUS FYLDE			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY

The report outlines the proposal for the establishment of a cross party member working group: 'To investigate and consider the options to minimise the reliance on single use plastic items across the borough to become a 'plastics conscious' borough. This initiative will target all aspects of the supply chain for single use plastic options such as drinks bottles and straws, by educating producers, suppliers and consumers about the dangers posed to the natural environment from these items, encouraging the use of alternative options and ensuring that any single use items are recycled wherever possible or disposed of responsibly to prevent them being littered across Fylde.

The Marine Conservation Society recently reported that in 2017, during their annual beach cleans, there has been a 10% rise in plastic pollution on Britain's beaches over the past year and an overall increase of 28% since 2008. The situation in Fylde mirrors the concerns raised in other coastal areas, with the majority of discarded plastics related to 'on the go' plastic food and drink packaging, including plastic bottles, plastic and polystyrene food containers, coffee cups, drinks straws, plastic punnets, clingfilm and plastic bags.

By highlighting the amount of single use plastics items in circulation across Fylde and championing sustainable alternatives the authority will be able to influence the overall reliance on single use plastics with an associated impact on the amount of plastic found littered on and around our beaches, parks and open spaces, highways and other public areas.

The cross party working group will consider what steps the Council can take, in collaboration with Lancashire County Council as the waste disposal authority and other local partners, to bring about a significant change in historical practice with regards to single use plastics and will report back to the committee with recommendations.

RECOMMENDATIONS

1. The committee agree to establish a cross party working group: 'To investigate and consider the options to minimise the reliance on single use plastic items across the borough to become a 'plastics conscious' borough, which will report back to the Environment, Health and Housing committee and make any appropriate recommendations.
2. That the cross party working group established consists of five or six elected members from the Environment, Health & Housing and the Operational Management Committees.
3. That the Chairman of the Environment, Health & Housing Committee chairs the Working Group and that the other Members are nominated by the committee.
4. That the Chair of the Operational Management Committee is asked to nominate two or three representatives from their committee to be part of the cross party working group.

SUMMARY OF PREVIOUS DECISIONS

There have been no previous decisions on this item.

CORPORATE PRIORITIES

Spending your money in the most efficient way to achieve excellent services (Value for Money)	✓
Delivering the services that customers expect of an excellent council (Clean and Green)	✓
Working with all partners (Vibrant Economy)	✓
To make sure Fylde continues to be one of the most desirable places to live (A Great Place to Live)	✓
Promoting Fylde as a great destination to visit (A Great Place to Visit)	✓

REPORT

1. Across the UK and beyond, there is a growing appetite to reduce or eliminate single use plastics as a result of the BBC Blue Planet programme and other media coverage.
 2. For this report, single use plastics are defined as ‘plastics which are only used once before they are thrown away or recycled’.
 3. The issue of single use plastics is high in the public consciousness and the council has a significant opportunity to influence reduced usage in Fylde – through its role as service provider, employer and advocate.
 4. The motivation for such change can be broadly summarised through the following perceived shortcomings within the plastics system:
 - Not all plastic packaging is designed in a way that they can be recycled, leading to a significant proportion going to landfill
 - Consumers are confused about what plastic packaging can and cannot be recycled, with varying recycling provision in different local authority areas
 - Plastics are entering the natural environment – for example through marine plastic pollution
 - The UK is very reliant on export markets for plastic recycling; in recent years, this reliance has been exposed through the Chinese ban on importing plastic waste.
 5. DEFRA in their ‘A Green Future: Our 25 Year Plan to Improve the Environment’, have a target of achieving zero avoidable plastic waste by the end of 2042.
 6. In addition, the Waste and Resource Action Programme’s (WRAP), ‘UK Plastic Pact’, seeks to bring together government, NGOs and businesses to transform the UK plastic packaging sector, by 2025, by meeting the following targets:
 - 100% of plastic packaging will be reusable, recyclable or compostable
 - 70% of plastic packaging will be recycled or composted
 - 30% average recycled content will be eliminated through redesign, innovation or alternative/reuse delivery models
- (Further information regarding the UK Plastic Pact can be found at: <http://www.wrap.org.uk/content/the-uk-plastics-pact>).
7. There are many reasons why the Council would wish to support a reduction in single use plastics, not least the environmental benefits of doing so and the significant costs associated with the disposal of plastic recycle.
 8. There are also numerous considerations which may limit what we are able to achieve, including the costs and availability of more sustainable alternatives.

9. Numerous Local Authorities across the country have recently considered the issue of single use plastics, with varying commitments to reduce or remove single use plastics resulting. Examples of commitments and action taken can be found at the following links:

www.plymouth.gov.uk/plastics;

<http://www.frometowncouncil.gov.uk/frome-town-council-go-single-use-plastic-free/>

<https://www.penzancetowncouncil.co.uk/community-information/plastic-free-penzance>

<http://www.monmouthshire.gov.uk/2018/06/05/council-moves-closer-to-plastic-free-status>

10. In providing education about plastic consumption and recycling, it is important to recognise that Fylde Council is a Member of the Lancashire Waste Partnership (LWP). The LWP exists to forge closer working between Lancashire County Council (as Lancashire's waste disposal authority) and other Lancashire District Councils (as Lancashire's waste collection authorities). Given the commitment to working with waste partners in Lancashire it would therefore be beneficial to consider undertaking work in relation to plastic waste in collaboration with LWP partners.
11. The Chairman of the Environment, Health and Housing Committee has proposed that a cross party working group should be established with five or six elected members from the Environment, Health & Housing Committee and the Operational Management Committee with the scope: 'To investigate and consider the options to minimise the reliance on single use plastic items across the borough to become a 'plastics conscious' borough, which will report back to the Environment, Health and Housing committee and make any appropriate recommendations.

IMPLICATIONS	
Finance	There are no financial implications arising directly from this report.
Legal	There are no legal implications arising directly from this report.
Community Safety	There are no community safety implications arising directly from this report.
Human Rights and Equalities	There are no human rights and equalities implications arising directly from this report.
Sustainability and Environmental Impact	There are no sustainability and environmental impact implications arising directly from this report.
Health & Safety and Risk Management	There are no health and safety and risk management implications arising directly from this report.

LEAD AUTHOR	CONTACT DETAILS	DATE
Kathy Winstanley	Kathyw@fylde.gov.uk 01253 658634	19 th October 2018

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
none		

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	6 NOVEMBER 2018	5
UPDATE ON THE HOMELESSNESS STRATEGY ACTION PLAN 2013-2018			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

The Homelessness Act 2002 requires Housing Authorities to publish a Homelessness Strategy. The current Homelessness Strategy runs from 2013-2018 and has three priority areas that have been taken forward in the action plan, monitored by the Fylde Homelessness Forum.

1. Maximise existing partnerships to effectively use current resources
2. Prevent homelessness
3. Increase the supply of settled accommodation including access into the private rented sector and implement a pilot policy to discharge the homeless duty into the private rented sector.

The majority of priorities detailed in the Action Plan have been completed and superseded by the Homeless Reduction Act 2017 and the Fylde Coast Homelessness Prevention Trailblazer project.

An Information update on the Fylde Coast Homelessness Trailblazer project was taken to this Committee in June 2018. The Trailblazer project has evolved the Fylde Homeless Forum, into a Fylde Coast Homeless Forum that brings all local authorities and partners together that work across the Fylde Coast to prevent homelessness.

An update on the implementation of the Homeless Reduction Act 2017 will be taken to Environment, Health and Housing Committee in January 2019.

This report is the final update on the action plan for the Homelessness Strategy 2013-18. A new strategy will be prepared for 2019-2024.

SOURCE OF INFORMATION

<http://www.fylde.gov.uk/resident/housing/homelessness-housing-advice/homelessnessstrategy/>

LINK TO INFORMATION

<http://www.fylde.gov.uk/resident/housing/homelessness-housing-advice/homelessnessstrategy/>

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

An annual strategy action plan update is presented to members each Autumn during the life of the Strategy.

FURTHER INFORMATION

Contact Kirstine Riding, Housing Services Manager



FYLDE BOROUGH COUNCIL HOMELESSNESS STRATEGY 2013-18: ACTION PLAN FINAL UPDATE OCTOBER 2018

The 10 Local Authority Gold Standard challenges

1. Adopt a corporate commitment to prevent homelessness which has buy in across all local authority services
2. Actively work in partnership with voluntary sector and other local partners to address support, education, employment and training needs
3. Offer a Housing Options prevention service, including written advice, to all clients
4. Adopt a *No Second Night Out* model or an effective local alternative
5. Have housing pathways agreed or in development with each key partner and client group that includes appropriate accommodation and support
6. Develop a suitable private rented sector offer for all client groups, including advice and support to both clients and landlords
7. Actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme
8. Have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs
9. Not place any young person aged 16 or 17 in Bed and Breakfast accommodation
10. Not place any families in Bed and Breakfast accommodation unless in an emergency and then for no longer than 6 weeks

Priority one – maximise existing partnerships to effectively use current resources (both internally and externally)

Local authority challenge	What will we do?	Progress update
1	Report a strategy action plan update annually to Policy Development Scrutiny Committee	Annual updates to Environment, Health and Housing Committee on the Homelessness Strategy, Implementation of the Homeless Reduction Act 2017 and and Homeless Trailblazer projects.
1 & 2	Work towards improving public health and reducing health inequalities	<p>This was discussed at the first Homeless Forum. It was agreed by the forum that this was a wide ranging subject.</p> <p>Actions taken have included:</p> <ol style="list-style-type: none"> 1. NHS representatives from Public Health for Fylde, LCC Public Health and Fylde & Wyre Commissioning Group, Woodlands Community Mental Health, Age UK and Fylde Coast Women's Aid invited to attend the Forum's. 2. Private Sector Housing Enforcement Team presentation on housing standards in the Borough 3. Regular feedback to DWP on benefit issues with the introduction of Universal Credit 4. DWP presented on sanctions placed on families following concern expressed by the Children's Centres on JSA, ESA and Universal Credit. 5. Information gathered on partners delivering mental health services in Fylde and how to access the support. 6. Barnardo's presentation on supported lodgings scheme available for 16-25 year olds in Fylde. 7. Streetlife Blackpool presented on the project for 16-25 year olds in Blackpool <p>The Trailblazer project has evolved the Fylde Homeless Forum, into a Fylde Coast Homeless Forum that brings all local authorities and partners together that work across the Fylde Coast to prevent homelessness. This includes public health services.</p>

1	Review Housing Advice and Homelessness Charter.	Fylde Homelessness Charter reviewed and is available at http://www.fylde.gov.uk/resident/housing/homelessness-housing-advice/homelessnesscharter/
1 and 2	Re-launch the HAG as the Fylde Homelessness Forum (FHF)	<p>This was discussed at the Homelessness Strategy Workshop in July 2013. There was no objection and a new revised Homeless Forum was held on the 11th March 2014. Terms of reference for the group, membership and frequency of meetings was confirmed and is available on the Homelessness Forum website</p> <p>http://www.fylde.gov.uk/resident/housing/homelessness-housing-advice/fylde-homelessness-forum/</p> <p>The Trailblazer project has evolved the Fylde Homeless Forum, into a Fylde Coast Homeless Forum that brings all local authorities and partners together that work across the Fylde Coast to prevent homelessness. A Terms of Reference for this group in available at Appendix A at the end of this report.</p>
1 and 2	Widen the membership of FHF	The Trailblazer project has evolved the Fylde Homeless Forum, into a Fylde Coast Homeless Forum that brings all local authorities and partners together that work across the Fylde Coast to prevent homelessness. A Terms of Reference for this group in available at Appendix A at the end of this report.
1 and 2	Develop a passport approach that considers clients holistic needs as they transfer from services.	This approach is central to the work under the Homeless Trailblazer projects, where clients transfer within the Tenancy Support Service across the three authorities where they have a local connection to one, two or all three local authorities.
2	Explore the development of an Information sharing protocol	<p>INFORMED CONSENT TO SHARE INFORMATION has been established across all three Fylde Coast local authorities</p> <p><i>Any help we can give you and the assessment of any application for housing or homelessness assistance may involve referring you to the relevant authority within the</i></p>

		<p><i>Fylde Coast area. It can also mean that we request information from other individuals, agencies statutory and non-statutory bodies or providing information about you to individuals, agencies statutory and non-statutory bodies. The purpose of obtaining or sharing information will only be used for the following 6 purposes. To:</i></p> <ol style="list-style-type: none"> <i>1) Help people who approach us to resolve their housing problems and make appropriate referrals onto tenancy training courses.</i> <i>2) Help people who approach us to solve any problem which may mean they are at risk or may become at risk of becoming homeless.</i> <i>3) Help people to find accommodation with private sector landlords</i> <i>4) Help resolve any problems that may occur during their tenancy with a private landlord</i> <i>5) Assess any application for housing including a person's eligibility for social housing and a person's housing needs.</i> <i>6) Assess any homelessness application as required by the Housing Act 1996 if a person meets the legal test for an application under Part 7 of that Act and the Homeless Reduction Act 2017 including any support needs (including your health, financial and employment needs).</i>
8	Collect and monitor key statistical information from relevant stakeholders	Data is now collected across all three authorities as part of the Homeless Trailblazer project and is provided to the Fylde Coast Homeless Forum.
1	Review the Homelessness Service Partnership agreement between New Fylde Housing and Face to Face YMCA	Partnership agreement running from January 2019 to 2021 is in final draft.

2	Homelessness Forum to examine support, education and training needs to meet challenge two	Number of speakers invited to the Forum throughout the year to provide training and update opportunities on support services available in Fylde.
	Explore the issues and identify the gaps in relation to mental health services in Fylde	<p>Service map of lower level mental health services available in Fylde and how to access them available on the website. Available on the Fylde Homeless Forum Website for Fylde BC. Currently being updated as part of the Fylde Coast Homeless Forum under the Homeless Trailblazer Project.</p> <p>http://www.fylde.gov.uk/resident/housing/homelessness-housing-advice/fylde-homlessness-forum/</p>

Priority Two Preventing Homelessness

3	Introduce written advice for all clients	<p>Communities and Local Government have provided a standard letter for local authorities to use. This was introduced in Fylde during August 2013.</p> <p>The Homeless Reduction Act was implemented in April 2018 and places prevention and Relief duties on local authorities including the production of Personal Housing Plans that provide jointly agreed written advice, between the Officer and the Client.</p>
3	Review information available to customers	The Housing website has been updated and updates are ongoing with the introduction of the Homeless Reduction Act 2018. A review of information leaflets has been completed.
3	Implement a system to record meaningful customer feedback that captures experience as move between and through services	The Housing Team has identified that an on line customer feedback form would be the easiest way to collect customer feedback. However this has not been progressed due to a new website being developed by Fylde Council and the introduction of the Homeless Reduction Act and new prevention and relief duties placed on local authorities.
3	General promotion of My Home Choice	<p>A review was undertaken of MyHomeChoice in 2015/16 which focussed on addressing issues of concern with the current Consistent Assessment Policy (CAP) raised by Registered Providers. The last such review of the Choice Based lettings Scheme (CBL) was undertaken in 2013, following the introduction of the Localism Act 2011.</p> <p>A number of changes were proposed to the current Consistent Assessment Policy to help alleviate delays in the current system for applicants, by bringing in an element of flexibility in ways households can access affordable housing.</p> <p>The proposed changes have undergone a consultation period and are currently being implemented. As part of the changes to the CAP a general awareness raising and promotion will be undertaken across the Fylde Coast.</p>

4	Review the offer available to rough sleepers	<p>No Second Night Out (NSNO) policy implemented Dec 2013 and the Council website has been updated to include details on how to report a rough sleeper and contact details for National Street Link. Funding was available for NSNO up to September 2014 under the Lancashire Single Homeless Initiative. Additional funding was received under the Help for Single Homeless Funding pot. A review of the information collected from the Drop in Service at F2F was completed and highlighted that from 31st March 2015 there will be funding gap in the provision of the Homeless Drop in Service.</p> <p>NSNO has been funded under the Homeless Trailblazer project SINCE March 2017.</p>

5	Complete and implement the Lancashire Probation Protocol	This is to be completed on a Lancashire wide basis via the Lancashire Reducing reoffending board. Work has been co-ordinated by the Head Of Lancashire Supporting People. The protocol was implemented in Autumn 2015.
5	Review and implement a hospital discharge protocol	The Homeless Trailblazer project funds a Hospital Link Worker that liaises with hospitals in Blackpool and Preston in regard to discharges. This has meant we have been able to get households registered with MyHomeChoice and source accommodation prior to discharge. In some cases temporary accommodation has been provided and referrals made into the Disabled Facilities Grant programme.
6	Continue to operate Invest to Save	Invest to save continues to operate and is currently matched funded from external sources of charitable funding such as Vickers Relief, Glasspool and Discretionary Housing Payments (DHP).
8	Support the Council's Corporate Plan to deal with welfare reform and implementation of universal credit	Universal Credit and Welfare Reform training arranged for all staff and DWP attend Fylde Coast Homeless Forum. Full roll out will be in the Fylde Coast from December 2018 and staff have had several training sessions.
8	Expand debt advice services in the borough	As part of the introduction of the Homeless Reduction Act we have established a specialist debt advice service with CAB from June 2018.

8	Implement the projects identified via the Lancashire Single Homeless Initiative across Wyre, Fylde and Lancaster. Fylde BC project monitoring role for three projects. Accommodation finding across Wyre and Lancaster authorities. Shared Housing and Tenancy Training across all three authorities.	<p>Two projects in Fylde</p> <p>1. Shared housing for single people September 2014 AAAW Ltd appointed to deliver the Accommodation Finding Service and Shared Housing Initiative. In January 2015 AAAW Ltd announced they had gone into receivership. June/July 2015 contracts re-tendered and Calico appointed to deliver the Accommodation Finding Service in Lancaster and Wyre, and YMCA the Shared Housing initiative across all three authorities for a further 12 months. There was no take up of the option in Fylde.</p> <p>2. Tenancy training DISC have provided the tenancy training in Fylde since 2014 and funding when the Lancashire Single Homelessness funding ended was from the Homeless Trailblazer Project. DISC, renamed as Human Kind, continue to work in Fylde providing an E-learning course available for clients who work or are in education/training and a 2 week course every Month. All clients who access support from the Homelessness and Housing Advice Service are expected to attend the course.</p>
8	Review the information packs provided for applicants in temporary accommodation	Completed jointly with Progress Housing Association.
8	Implement the actions identified by the CLG 16&17 year old Lancashire wide prevention project	Lancashire Joint Protocol for joint working arrangements between local housing authorities and children's social services in place. Re-launched in September 2018 with social services and housing staff in attendance.
9	Review 16/17 year old protocol with Social Services	As above
	Explore the development of a food bank within the Borough	Trussel Trust now operate a Foodbank in Fylde through the CAB in Fylde. The Foodbank is open in St Annes Tues and Thursday; Kirkham Monday and Friday; and Warton on a Wednesday by appointment.

Priority Three: Increasing the supply of settled accommodation including access into the private rented sector

Local authority challenge	What will we do?	Progress?
6	Continue to operate the rent bond guarantee scheme up to 2018 and beyond subject to available resources	Rent Bond Officer post funded by Fylde BC at YMCA F2F Offices to assist clients into the private rented sector.
6	Implement the private rented sector offer policy	Cabinet authority to pilot implementing the policy to discharge the homelessness duty into the private rented sector obtained 27 th November 2013. Clients regularly access the private rented sector and occasionally a 12 month tenancy is negotiated, however the majority are 6 months.
	Explore the development of a service similar to Snug Bug	Not taken further.
	Explore the development of service similar to Keyring Network	Not taken further.



FYLDE COAST HOMELESS FORUM

TERMS OF REFERENCE and ACTION PLAN

JULY 2018

1. Introduction

In December 2016 Fylde BC, working jointly with Blackpool Council and Wyre Council were awarded two year Homeless Trailblazer funding from DCLG. The aim of the funding is to develop innovative approaches to preventing homelessness by carrying out prevention activity earlier and work with a wider group of people and reduce the number of people who face a homelessness crisis in the first place.

The role of the Fylde Coast Homeless Forum is to bring all organisations together across Fylde to enable us to work in partnership to work innovatively across the Fylde Coast and improve homeless prevention services.

Across the Fylde Coast our planned new holistic approach “Turning the Tide”, will seek to strengthen services aimed at homelessness prevention by:

1. Strengthen public understanding of the risks of homelessness by raising awareness among all public sector workers and combining tenancy training programmes across the Fylde Coast to reduce the numbers at risk of homelessness.
2. Identify and resolve housing issues for vulnerable people known to other public services across the Fylde Coast earlier. This will be achieved by strengthening engagement in social services cases, and dedicated housing support at local hospitals. We will establish better information sharing to track individuals’ progress, inform the development of services, and direct the use of resources between agencies across the Fylde Coast. This will prevent homelessness in more cases and set up more sustainable accommodation and support than would otherwise have been achieved.
3. Further develop access to the private rented sector in Fylde and Wyre to provide a wider range of alternative housing options for anyone at risk of homelessness.
4. Establish strengthened arrangements for temporary accommodation that is

combined with holistic support for other vulnerable individuals who are not owed the full homelessness duty.

5. Help people with multiple and complex needs by addressing underlying issues to achieve sustained positive outcomes, including bringing intensive support to people through a new Housing First project linked to the Blackpool Fulfilling Lives programme.

6. Purpose of the Forum

Fylde Coast Homeless Forum

Issues affecting your service identified from meeting 26/09/2017
Inconsistency across Social Services
Funding issues around extra services
Limited Referral onto other Services
Consistency across Probation Services
Blackpool fulfilling lives – hard to reach clients
A need for a Healthier Fleetwood
Relationships with private sector landlords
Reoccurring complex needs
More appropriate accommodation pathways for care needs
Rehousing issues – cross boundary referrals and no local connection issues
Funding issues – training, MH, DV and CAB
Welfare Reforms – UC, sanctions, under 35's, social policies
More complex issues, MH, longer waiting lists on HR, temporary accommodation
Ashley Foundation – Hostel, Supported Accommodation and move on into independent living
DHP – Rent and CT arrears, Housing costs

Mapping of current and future prevention services – from meeting 09/01/2018
Regular meetings of Fylde Homeless Forum – underway and held quarterly
What's going on across the Fylde Coast – Underway partner and trailblazer updates

at meetings
Children's Social Services, Blackpool and Lancashire – To be invited with contact names
Share case studies and good practice / Information Sharing and improve communication – partner updates at meetings
LLC / SP / Young People / MH Team / Police – To be invited with contact names
Shared Website for Housing Services across the boroughs – Fylde BC developing Fylde Housing Directory to be demonstrated at Meeting 26/07/18
Seek available funding and changes to funding streams – Regular agenda item
Guest speakers from across boroughs – To be agreed at meetings
Joint working with the CAB re skills, employment and volunteering opportunities CAB to do a presentation at future Forum along with Progress Futures
Family support service / Specialist contact working with DWP – DWP attending meetings
Probation attendance and updates – Invited but no attendance to date
More of a Holistic Approach when moving on
Set up new Landlords Forum & building relationships with L/L
Specialists in Street Homeless/begging?
Mental Health Pathway provision (Commissioners)
Funding – St. Martins in the Fields, Vicars Relief, Glaspool Regular agenda item
Food Partnerships
Streetlife – Life skills, counselling, MH - Future speaker
Furniture – BHF, DSS (Care and Urgent needs), Helping Hands
Care and Repair – Across borough for all basic adaptations including social housing providers Future speaker
Training using shared services - Regular agenda item
Homeless Reduction Act

3. Operation of the Forum

Each local authority will facilitate a Forum on a quarterly basis and provide the secretariat.

4. Membership

Organisation	Contact Name	Email	
Addaction	Gregg Marshall	gregg.marshall@addaction.org.uk	
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ForViva Housing Association	Rebecca Lee	Rebecca.Lee@citywest.org.uk	
Foundation UK	Katie Gore	Katie.Gore@foundationuk.org	
AFC Fylde	Tom Hutton	tomhutton@afcfylde.co.uk	
Fylde BC	Kirstine Riding	Kirstine.riding@fylde.gov.uk	
		Janice.moore@fylde.gov.uk	
		Jerry.friel@fylde.gov.uk	
		Coral.afzal@fylde.gov.uk	
		Alison.parsonage@fylde.gov.uk	
		Beverley.crankshaw@fylde.gov.uk	
		Julie.o'rourke@fylde.gov.uk	
Fylde Coast YMCA	Paula Holland	paula.holland@fyldecoastymca.org	
	John Cronin	john.cronin@fyldecoastymca.org	
	Terri Greenwood	Terri.greenwood@fyldecoastymca.org	
	Melissa Lloyd	Melissa.lloyd@fyldecoastymca.org	
Fylde Coast Womens Aid	Tina Hibbard	manager@fcwa.co.uk	
	Glenda Smith	Assistant.manager@fcwa.co.uk	
Great Places Housing Association	Andrea Lawton	Andrea.lawton@greatplaces.org.uk	
Homestart Blackpool, Fylde and Wyre	Pat Naylor	patnaylor@homestartbfw.org.uk	
	Shelagh Byrne	shelaghbyrne@homestartbfw.org.uk	
Inspire	Chris Greenough	chris.greenough@cri.org.uk	
Key Youth Charity	Claire Moxham	clairem@keyyouthcharity.org.uk	
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	Ursula Patten	ursulap@keyyouthcharity.org.uk	
Lancashire Probation Service	Linda Tune	linda.tune@lancashire.probation.gsi.gov.uk	
Lancashire Wellbeing	Tina Ward	tinaward@lancswellbeing.co.uk	
Langley House Trust		parkview@langleyhousetrust.org	
Ministry of Housing Communities and Local Government	Victoria Kell	victoria.kell@communities.gov.uk	
	Carol Hutton	Carol.hutton@communities.gov.uk	
Progress Housing	Louise Rafter	lrafter@progressgroup.org.uk	
	Stephen Spencer	sspencer@progressgroup.org.uk	
Richmond Fellowship	Wendy Parsons	wendy.parsons@richmondfellowship.org.uk	
Salvation Army	Beverley Taylor	beverley.taylor@salvationarmy	

	Sandra Fisher	sandra.fisher@salvationarmy.org.uk	
	Helen Aunger	helen.aunger@salvationarmy.org.uk	
	Kieran Walsh	kieran.walsh@salvationarmy.org.uk	
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	Rachel Lett	rachel.lett@wearestreetlife.org	
	Andy Walker	Andy.walker@wearestreetlife.org	
The Well	Calum Marsden	calum@thewell2.co.uk	
Wyre BC	Pamela Holroyd	Pamela.Holroyd@wyre.gov.uk	
		Julia.livesey@wyre.gov.uk	

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	6 NOVEMBER 2018	6
EMPTY RESIDENTIAL HOMES POSITION STATEMENT			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

Previous reports have been presented to members about the numbers of, particularly, long term empty residential properties. The most recent report was in September 2017 to the Environment, Health and Housing Committee. In recent years a number of changes have been made to the council tax scheme in relation to empty residential property and members have asked for regular updates to monitor the effect of those changes. This is the latest report to advise members of the effects of the changes.

SOURCE OF INFORMATION

Council Tax updates

LINK TO INFORMATION

Attached to this report.

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The information is being given to members because of a request to do so from previous Policy Development Scrutiny Committees and Environment Health and Housing Committee on the 6th September 2017.

FURTHER INFORMATION

Contact Kirstine Riding, Housing Services Manager – Kirstine.riding@fylde.gov.uk.

EMPTY RESIDENTIAL PROPERTY POSITION STATEMENT

6th November 2018

This is the background information to accompany the information item presented to members of the Environment, Health and Housing Committee at its meeting on the 6th November 2017.

Members have received previous reports to the former policy development scrutiny committees and Environment, Health and Housing Committees to update the position on the numbers of long term (greater than 6 months) empty residential properties in the borough. The term 'long term empty' has referred to properties that have been empty for 6 months or more. It now includes, for council tax purposes, a second type of empty property that has been empty for 2 year or more. This information has taken account of policy changes that have been introduced for long term empty properties.

The most recent change to council tax for long term empty property was introduced in April 2014. This change introduced a council tax premium to be levied on properties that had remained empty for 2 years or more. The premium is an additional 50% of the council tax charge such that 150% of the council tax for the property becomes payable. The additional premium complements other council tax measures that require 100% of the council tax to be paid for months 6-24 of being empty.

The Five Year Land Supply for Fylde, base dated 31/03/2018, comments that with potential land supply, an allowance for long term empty homes of 10 homes per annum is made for homes re-entering the market.

Presuming October 2013 figures for longer term empties was similar to October 2014 the total long terms empties and longer term empties, over the last 6 years, has decreased by 57, which supports the Local Plan and the 5 year land supply allowance of 10 homes per annum.

Date	Long term empty	2 years+ empty
Oct 13	688	N/A
Oct 14	611	126
Oct 15	612	122
Oct 16	604	93
Oct 17	584	125
Oct 18	634	123

The Adopted Local Plan for Fylde to 2032 notes in paragraph 9.59, states that:

“the Council will identify and bring back into use empty housing and buildings in line with local housing and empty homes strategies and, where appropriate, acquire properties under compulsory purchase powers. Approximately 700 homes have been converted into self-contained apartments and there is pressure to provide more Houses in Multiple Occupation (HMOs)”.

At the meeting of the former policy development scrutiny committee of November 2013 members resolved that additional actions to deal with empty properties could only be taken within existing resources and actions the housing service can take are limited to complaints received from members of the public. In the financial year 2017-18 there were no such complaints reported to Housing Services in relation to empty properties. Environmental Health Service received two complaints in regard to rubbish accumulation and over grown gardens.

Kirstine Riding, Housing Services Manager

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	6 NOVEMBER 2018	7
PROGRESS HOUSING GROUP ANNUAL UPDATE 2017-18			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

This report provide information on how Progress Housing are working towards their six strategic aims launched in their Going forward – our 2022 Strategic Plan and Business Priorities. The plan has the following strategic aims.

1. Provide more and better homes
2. Support individuals and communities to achieve independence
3. Create opportunities
4. Work as one team to ensure we all contribute to our business achievements
5. Develop a stronger organisation to deliver maximum benefits
6. Put customers at the heart of what we do to ensure our decisions are driven by customers' needs and aspirations

SOURCE OF INFORMATION

Progress Housing Group

LINK TO INFORMATION

2022 Business Plan

<https://www.progressgroup.org.uk/media/1449609/2022-business-plan.pdf>

Financial statements 2017/18

<https://www.progressgroup.org.uk/about-us/how-we-are-performing/performance/financial-statements/>

Corporate annual report

<http://progress.max-mediagroup.co.uk/annual-report-2017-18/cover/>

Tenant annual report

<https://www.progressgroup.org.uk/news-events/news/news-2017/tenant-annual-report-1617/>

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

Progress Housing Group presented to Environment, Health and Housing Committee in November 2015 requesting consent to adopt the National Housing Federation new model rules and to recognise that when the rules were adopted by the company that the Council would no longer have the right to nominate a

representative to the company's Board of management and therefore the Transfer Agreement schedule 6 part 2 section 2.8.1 would no longer have effect.
Committee resolved to consent to the adoption and requested regular progress statements.

FURTHER INFORMATION

Contact Kirstine Riding, Housing Services Manager – Kirstine.riding@fylde.gov.uk.

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	6 NOVEMBER 2018	8
CITIZENS ADVICE FYLDE – ANNUAL REPORT			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

The Council has a Service Level Agreement (SLA) with Citizens Advice Fylde to provide an advisory service. As part of the agreement an annual update is provided to summarise the performance, challenges and services provided throughout the year. The update also includes statistical information on the types of enquiries received and the demographic usage of the service.

SOURCE OF INFORMATION

Chief Executive Officer, Citizens Advice Fylde.

LINK TO INFORMATION

[Citizens Advice Fylde – Annual Report](#)

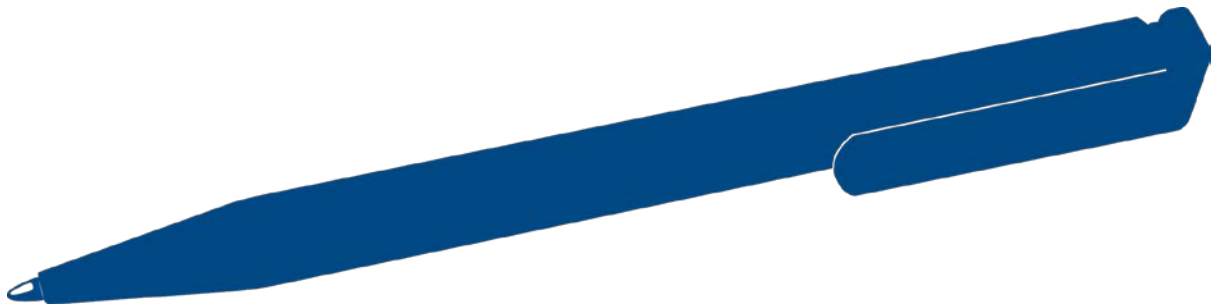
WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

Under the terms of reference, this committee is to receive reports from partners who receive community grants from the council and to interface with partners involved in the work of the Committee.

FURTHER INFORMATION

Contact Tracy Morrison, tracy.morrison@fylde.gov.uk or 01253 658521.

Report to Environment, Health and Housing Committee 2018



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Partnership Working	p.5
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Customer Satisfaction	p.7
Recruitment and Training	p.7
Funding Bids	p.7
Statistics	p.8
Research and Campaigns	p. 11
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Overview

This report concentrates, for statistical purposes, on our work during the year April 2017/March 2018. However, it also includes some information on developments since April 2018, along with our plans for the future.

Citizens Advice Fylde has been serving the Fylde community since 1968, which means that we recently celebrated our 50th birthday. At present we operate from our main office in Kirkham between 9am and 4pm Mon-Fri. We take a mixture of appointments, drop-ins and telephone enquiries through our Adviceline system. Our St Annes Outreach at the Town Hall is open on a Tuesday for appointments and on a Wednesday for drop-ins.

Our Vision:

To be recognized as the prime source of help and advice serving the Fylde community.

Our Mission:

To empower people in the Fylde to work through their problems and to challenge injustice.



Staffing



Our core staff during the reporting period were: Kim Cook, Chief Executive Officer - 27 hrs pw and Louise Pope, Operations Manager - 37 hrs pw, along with Natalie Reeves, Session Supervisor/ Advisor (Outreach)/ Volunteer Development/ IDVA - 28 hrs pw.

Kathryn Crameri took over as Chief Executive Officer on 1/8/2018 (21 hrs pw), and Angela McCarthy-Grunwald joined us as Administrator at the same time (10.5 hrs pw). Louise Pope will be leaving us in September.

We have 27 Advice volunteers, including 10 trained Adviceline Assessors, 11 trained Full Advisors and 6 advice volunteers in training. We also have volunteers performing admin duties, computer maintenance and IT upgrades, as well as acting as Trustees.

We are continuing to prioritise the recruitment of volunteers to fully cover Adviceline and to allow staff development to the Full Advisor role if desired. The aim is to have sufficient Full Advisors to increase our outreach work. We have a dedicated member of staff engaged in Volunteer Development. We will also continue to arrange a number of training courses for our paid staff and volunteers using Citizens Advice Training modules and training courses provided through external sources such as Shelter and Lancashire County Council. We will also continue to develop in-house courses and work with other Citizens Advice Offices to provide training specific to our needs. Our Advisors are kept up to date on all subject areas through our Advisernet website, which is constantly maintained and updated by Citizens Advice nationally. We also receive information bulletins provided by Citizens Advice nationally, the Department for Work and Pensions, the Council for Voluntary Services and many other sources.

Citizens Advice Fylde uses the national Performance Quality Framework process to ensure quality of advice, customer satisfaction, and effective leadership. A sample of cases is audited each month. We will continue to be visited 3 yearly for Management/Finance compliance in order to maintain our AQS (Advice Quality Standard) Mark of 'General Help with Casework'. Our last Leadership Self-Assessment in December 2017 resulted in confirmation that we were exceeding the required Citizens Advice standard in all aspects of governance, management and planning.

Each Citizens Advice Office is separately registered with the Financial Conduct Authority. Our Financial Registration Number is **617610**.

Our Advice Service



Adviceline 0300 330 1166



Website <https://www.citizensadvice.org.uk/local/fylde/>



Twitter @FyldeCAB



Facebook Citizens Advice Fylde

Since September 2007 we have been open five days a week, 35 hours per week. Our core opening times are Mon- Fri 9am – 4pm.

We have up to eight appointment slots available Tuesday to Thursday. When capacity allows, our drop-in clients can be seen immediately or, if not, a suitable appointment made for them.

We continue to offer appointments as an **outreach service at St Annes Town Hall** every Tuesday, with a drop-in on Wednesday mornings. This allows us to cater for clients who prefer a face-to-face consultation but would have difficulties travelling to Kirkham.

Our **Telephone Adviceline Service** has been up and running since the beginning of November 2015 and operates between 10am and 4pm each day. We run this service in a 'hub' with other local offices (Wyre, South Ribble, West Lancashire and Chorley) and our clients will reach an Adviceline Assessor when they call Adviceline. If they are a Fylde Client and a Fylde Assessor is free they will be directed to us but if no-one is free in Fylde then one of our partners will answer. They will be initially be assisted using the Citizens Advice Public Website; If the client requires more in-depth help then an appointment will be made for them at their local Office. We do not currently offer advice by email.

We continue to offer financial advice through our **MoneyPlan** project. This is delivered by a trained Financial Adviser volunteering their services free of charge. He is able to offer a free first interview, giving generic financial advice to our clients according to their specific situation. Appointments are booked through us and the Adviser uses a room in our premises. Should the client require further help we provide a list of financial

advisers in the area and at that point they are advised that they are likely to be charged by whomever they choose to contact.

The government-backed **Pensionwise** service is also delivered at our Kirkham office once or twice per month. Clients who are over 50 and have personal or workplace pensions can receive free guidance on their options as they plan for retirement.

We continue to explore ways of increasing our levels of service to the whole of the Fylde. We have updated and simplified our website, enabling the public to find us easily and to access general Citizens Advice information through a link to www.citizensadvice.org.uk. Links are also provided from here to other useful websites. Citizens Advice Fylde has a Facebook page and is on Twitter.

Partnership Working



As noted above, the Adviceline service is a collaboration between us and the **Lancashire West** group of offices.

From June 2018, we are working in tandem with **Fylde Council** to provide debt advice to clients who find themselves in a precarious housing situation. The aim of the project is to help clients with debts to avoid the detrimental effects this can have on their security of accommodation. Keith Spencer is employed 16 hours per week to deliver this advice, and clients are referred by Fylde Council.

We are a referral agent for **Fylde Foodbank** who share the lower floor of our building and operate from the Kirkham premises on a Monday and a Friday. This has also allowed us to contribute to **Lancashire County Council's** Crisis Support scheme, through which emergency support (mainly food) can be provided alongside the offer of advice that might improve the client's situation more generally.

We attend the **Fylde Homelessness Action Group** and provide statistics on Debt, Housing and Welfare Benefits to Fylde Council as requested. We work closely with Fylde Housing department, particularly with the housing and homelessness officers. Citizens Advice Fylde remains a Hate Crime Reporting Centre for the Fylde, working closely with Lancashire Police.

We also continue to develop a good community network throughout Fylde which will benefit clients through increased service awareness and referral procedures. We produce a regular newsletter that goes to all members of our Management Committee, all Fylde Borough Councilors and to our partner agencies.

Other Projects



Rosemary – This project began in January 2017 and was initially funded by The Allen Lane Foundation for one year. It involves the specialist training and provision of a Domestic Violence worker for Fylde for one day a week. Natalie Reeves is the project worker; she is qualified as an Independent Domestic Violence Advisor (IDVA) and Independent Sexual Violence Advisor (ISVA). She supported 32 clients from April 2017 to March 2018, many of whom were at high risk or facing an emergency situation such as the need to find new accommodation. Natalie also participates in the North West's Multi-Agency Risk Assessment Conference (MARAC).

The project has received financial support from **The Clothworkers Foundation** which has allowed us to create a comfortable dedicated space for interviewing clients and for managing the project, with provision for any accompanying children.

At Home

This project has been funded by **United Utilities** for three years for the provision of a home visiting service for one day a week. The idea is to provide advice to those unable to visit the office or St Annes, while at the same time helping to combat social isolation. Robert Egford is the project worker. From April 2017 to March 2018, Robert made 98 home visits. The health and well-being of clients is greatly enhanced by the work done and it is a service we really hope to be able to continue. Part of the project is also for volunteers to be trained up to continue the work.

ReachIT

From January 2018 we have been part of the ReachIT project led by the Workers' Educational Association with funding from the Big Lottery/European Social Fund. ReachIT is a digital inclusion project that aims to ensure that no-one in Lancashire is lacking in basic computer skills. Two part-time members of staff have been employed to administer the project and deliver IT training to eligible participants, eventually with the help of volunteers. A full update on statistics will be given in next year's report, since the project was not fully up and running in the current reporting period.

Customer Satisfaction



We are part of a National Citizens Advice Initiative called the Customer Experience Survey. We are asking our clients if they are happy to be contacted by Citizens Advice directly to give feedback on the service they have received.

The latest report shows that for the overall client experience of using our service, 82% of clients felt it was positive or very positive.

For whether the client's problem was solved by using our service, 73% of clients said that it was. We would obviously like this to be higher but many problems are ongoing and clients may still be using our service. For whether they would recommend our service to family/friends, 85% of clients said that they would be likely or very likely to do so.

Recruitment and Training



Recruitment remains a priority for us in order to fully staff Adviceline and to support those wishing to transfer from Adviceline to full Advice. To support this a portion of our reserves continues to be used to fund a one day a week Volunteer Development post. The numbers on Adviceline are currently stable, and some Adviceline volunteers are going on to train as full advisers. All Citizens Advice offices are finding it difficult to attract volunteers. We do have a number of volunteers who come to us through the DWP and work with us to help us but also to improve their skills. These volunteers have been very successful in subsequently gaining employment.

Funding Bids



At present our office is preparing bids, and awaiting outcomes from submitted bids, to continue the Rosemary domestic violence project. The office is using a portion of its reserves to fund a one day a week post in order to allow more management time to be focused on funding applications. We are constantly exploring avenues of funding, particularly concentrating on opportunities where deprivation does not need to be high and that would benefit our Fylde demographic. We continue to explore these opportunities both as an individual office and in partnership with other Citizens Advice offices throughout Lancashire.

Statistics for April 2017 to March 2018

In all, we helped **1873 individual clients** with detailed information and advice.

Many of these clients would have had more than one issue to resolve, and made contact more than once.

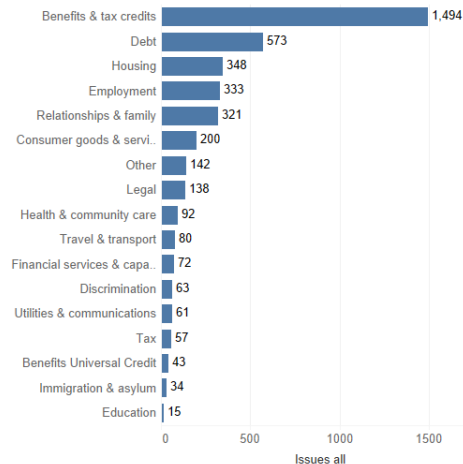
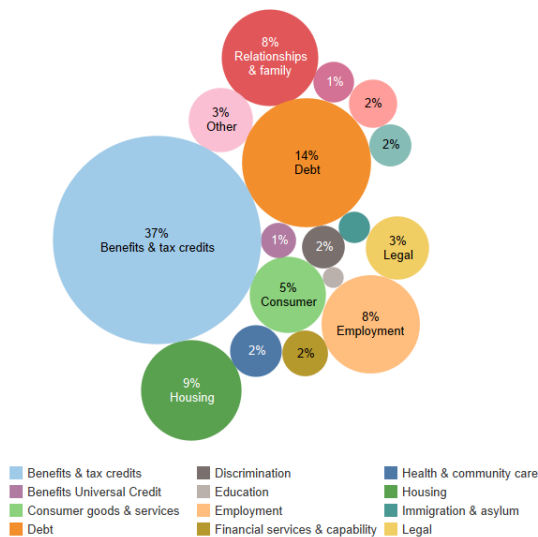
Our impact on society can in part be measured by the following figures, however a price cannot be put on the peace of mind and feeling of wellbeing that comes from knowing that your issues have been listened to and an action plan put in place for dealing with them.

Main Issue*

Part 1 issues %

Office group
Fylde (member)

Part 1 issues %



*Clients may come with multiple issues. This information therefore shows either the sole issue or the first of these multiple issues.

Clients by Ward*

Ansdell	47
Ashton	88
Central	105
Clifton	44
Elswick and Little Eccleston	32
Fairhaven	54
Freckleton East	67
Freckleton West	54
Heyhouses	79
Kilnhouse	76
Kirkham North	93
Kirkham South	127
Medlar-with-Wesham	116
Newton and Treales	50
Park	60
Ribby-with-Wrea	32
Singleton and Greenhalgh	16
St Johns	71
St Leonards	83
Staining and Weeton	44
Warton and Westby	129

*Our Adviceline service partners with Lancashire West, and we therefore respond to calls from outside Fylde when we have capacity to do so.

Key Statistics

Fylde (member)

2017-18

Q1
Q2
Q3
Q4

citizens
advice

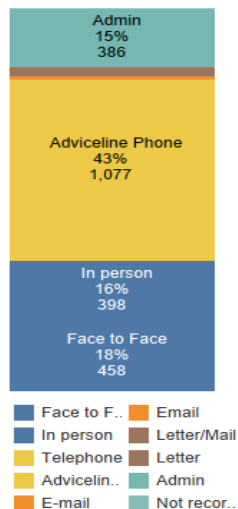
Summary

Clients	1,873
Quick client contacts	677
Issues	4,065
Activities	2,518
Cases	2,084

Outcomes

Income gain	£41,792
Re-imbursements, services, loans	£0

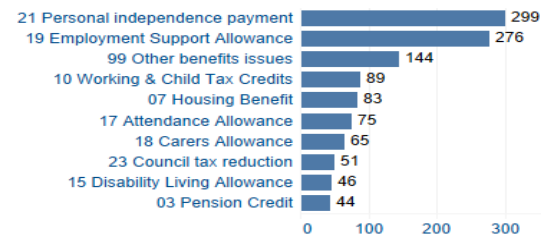
Channel



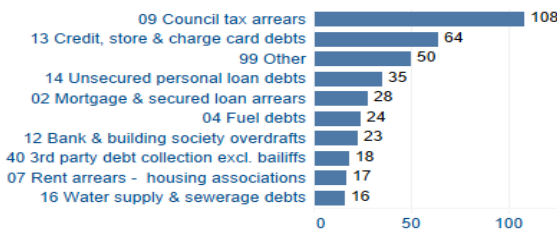
Issues

Issues	Clients
Benefits & tax credits	1,494
Benefits Universal Credit	43
Consumer goods & services	200
Debt	573
Discrimination	63
Education	15
Employment	333
Financial services & capability	72
Health & community care	92
Housing	347
Immigration & asylum	34
Legal	138
Other	142
Relationships & family	321
Tax	57
Travel & transport	80
Utilities & communications	61
Grand Total	4,065

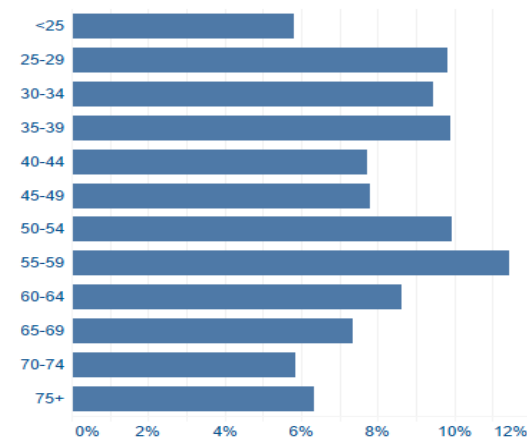
Top benefit issues



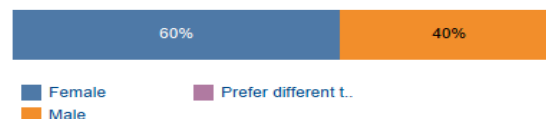
Top debt issues



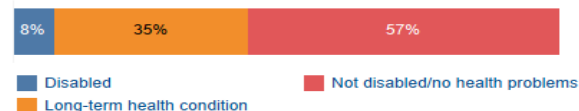
Age



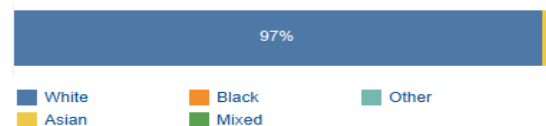
Gender



Disability / Long-term health



Ethnicity



Research and Campaigns



Research and campaigns work is a dual aim of Citizens Advice. We believe that raising awareness of both national and local issues and identifying trends is key to a 'prevention rather than cure' approach, benefitting clients and society as a whole.

The profile of research and policy work within Citizens Advice is kept high by the publication of press reports and by the appearance on TV and radio of our chief executive Gillian Guy.

At Fylde, we have a Research and Campaigns co-ordinator, Anne Gray, who continues to be involved with reporting trends and issues to Citizens Advice nationally which have been identified through our advice work and statistics. Our Trustees often also assist with this work. We continue to receive updates from Lancashire Police and Trading standards on a regular basis, keeping us updated on consumer issues, scams and frauds which may affect our clients. We are part of the Lancashire Research and Campaigns Cluster Group, which allows us to work together with other Citizens Advice offices on issues relevant to clients across Lancashire. We use our Twitter and Facebook pages to post information about these issues and to direct our followers to useful resources.

Examples of current national campaigns can be found on <https://wearecitizensadvice.org.uk/>.

Our office has made a particular local contribution to two national campaigns this year:

Big Energy Saving Week

Many people stay on the same tariff or with the same supplier for years without realizing they could be getting a better deal elsewhere. They could be saving around £300 a year, particularly if they have never switched before. The focus of this year's campaign was therefore on encouraging people to 'Check, Switch and Save'. As well as leaving information boards in the two libraries for a week each, we had an information stand at Dobbies Garden Centre for a day, engaging the shoppers in conversations about energy switching and energy saving, as well as publicising an event we were holding at Freckleton Library the following week. At the library event people could bring their energy bills along and Citizens Advice Advisors would explain to them what the different things on the bill actually mean and show them how to compare energy prices using the Citizens Advice comparison tool, which is impartial and compares the whole of the market.

Scam Awareness Month

New, ever more sophisticated scams are evolving all the time, so it is important that people are able to identify the key characteristics of a scam, even if it isn't one they've heard about before. Pension fraud is one type of scam we highlighted this year and recent figures have revealed the current scale of this crime, with people losing £90k on average. As we have an ageing population in the Fylde this is of particular relevance to us. Information boards and leaflets were placed in Kirkham and Freckleton Libraries for a week each, as well as in the reception area of our offices.

The Future



Citizens Advice Fylde is committed to continuous improvement of its practices and procedures in order to ensure provision of, and access to, its core services for all Fylde residents.

We will continue to work closely with Fylde Council and other voluntary agencies in Fylde to provide a holistic approach to our clients' issues. We will strive to source new funding and partnership working in order to meet demand. We will use the resources provided by our national membership of Citizens Advice to support our strategic planning for the future, drawing on regional networks in order to learn from good practice elsewhere, and participating in new initiatives if appropriate opportunities arise.

If anyone would like to contact me for a chat about what we do and/or about volunteering opportunities they would be very welcome to do so. I can be contacted on 01772 673014.

Kathryn Crameri
Chief Executive Officer 2018

Supported by:

