

# Agenda

## Community Focus Scrutiny Committee

Date:	Thursday, 16 May 2024 at 6:30 pm
Venue:	Reception Room, Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor Vince Settle (Chairman)          Councillor Frank Andrews (Vice-Chairman)</p> <p>Councillors Peter Anthony, Liz Bickerstaff, Damian Buckley, Edward Collins, Martin Evans, Ed Nash, Gavin Harrison, Karen Henshaw, John Kirkham, Michael Withers.</p>

	PROCEDURAL ITEMS:	PAGE
1	<b>Declarations of Interest:</b> 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	<b>Substitute Members:</b> Details of any substitute members notified in accordance with council procedure rule 23(c).	1
3	<b>Confirmation of Minutes:</b> To confirm the minutes, as previously circulated, of the meeting held on <a href="#">22 April 2024</a> as a correct record.	1
	<b>SCRUTINY ITEMS:</b>	
4	<b>Age UK Lancashire - Annual Report 2023/2024</b>	3-10
5	<b>Citizens Advice Fylde - Annual Report 2023/2024</b>	11-26
6	<b>Community Projects Fund - Annual Report</b>	27-30
7	<b>Ongoing Scrutiny Workplans 2024</b>	31-33

Contact: Scrutiny Team - Telephone: (01253) 658504 – Email: [scrutiny@fylde.gov.uk](mailto:scrutiny@fylde.gov.uk)

The code of conduct for members can be found in the council's constitution at <http://fylde.cmis.uk.com/fylde/DocumentsandInformation/PublicDocumentsandInformation.aspx>

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## SCRUTINY ITEM

REPORT OF	MEETING	DATE	ITEM NO
HEAD OF CORPORATE SERVICES	COMMUNITY FOCUS SCRUTINY COMMITTEE	16 MAY 2024	4
<b>AGE UK LANCASHIRE - ANNUAL REPORT 2023/2024</b>			

### PUBLIC ITEM

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

#### PURPOSE OF THIS REPORT

The Council has a Service Level Agreement in place with Age UK Lancashire to provide an information and advice service in Fylde. As part of this agreement, Age UK provides a report to committee each year, summarising its performance over the previous year.

#### SOURCE OF REFERRAL

Age UK Lancashire

#### FURTHER INFORMATION

<http://www.ageuk.org.uk/lancashire> Contact: Edyta Paxton, Health and Wellbeing Officer  
 e-mail: [edyta.paxton@fylde.gov.uk](mailto:edyta.paxton@fylde.gov.uk)

#### RECOMMENDATION

To receive the report and make any observations on the performance of Age UK Lancashire

### REPORT

- Age UK Lancashire is identified as one of the Council's key formal partnerships. There is a service level agreement in place where the Council pays a grant of £15,750 per annum for the information and advice service.
- In accordance with the agreement with the Age UK Lancashire, an annual report is presented to committee to enable members to have an overview of the performance and services available from Age UK Lancashire in the last financial year. The report also provides an opportunity for councillors to ensure that the council is receiving value for money.
- The latest SLA is effective from 1<sup>st</sup> April 2024 till 31<sup>st</sup> March 2025, with a £15,750 annual grant being given to Age UK Lancashire.
- The report will be presented by Zoe Wiggins, Customer Services Manager at Age UK Lancashire.

IMPLICATIONS	
Finance	None arising from this report
Legal	None arising from this report
Community Safety	None arising from this report
Human Rights and Equalities	None arising from this report
Sustainability and Environmental Impact	None arising from this report
Health & Safety and Risk Management	None arising from this report

BACKGROUND PAPERS RELEVANT TO THIS ITEM		
Name of document	Date	Where available for inspection
Report CFSC	22 June 2023	<a href="#">CMIS &gt; Committees</a>

LEAD AUTHOR	CONTACT DETAILS	DATE
Edyta Paxton	<a href="mailto:Edyta.paxton@fylde.gov.uk">Edyta.paxton@fylde.gov.uk</a> Tel 01253 658447	<a href="mailto:Edyta.paxton@fylde.gov.uk">Edyta.paxton@fylde.gov.uk</a> Tel 01253 658447

Attached documents.  
Age UK Lancashire, Annual Report



## **Fylde Borough Council End of Year Report**

**Period covered: 1<sup>st</sup> April 2023 – 31<sup>st</sup> March 2024**

**Compiled by: Zoe Wiggins, Customer Services Manager**

## **General Update**

Age UK Lancashire delivers a high quality, confidential Information & Advice service across Lancashire for people of State Pension age and their carers. Funding from Fylde Borough Council contributes towards our Information and Advice team based in our St Annes office on St Georges Road, as well as face-to-face community delivery in the area.

Two teams contribute towards the Information and Advice (I&A) delivery; our 0300 Customer Services Team and our community focussed I&A Team. The I&A Team offer home visits, surgery appointments and telephone support, depending on the needs of the client.

The first point of contact into the service is often our 0300 number where our call handlers can help immediately with a simple enquiry or triage clients appropriately. In this reporting period, 631 contacts were made by people from Fylde this way.

Since April 2023, a total of 316 Fylde residents were referred into the I&A service and went on to receive full welfare benefit checks. We also supported 94 clients with completing claim forms. We continue to see an average of 8-10 clients per week at drop-in sessions – these may be given information or be signposted to other services, or may result in an appointment being arranged with one of our advisers.

Since April in Fylde Borough, we delivered the following services:

- Information & Advice including case work
- Hospital Aftercare – practical support for people discharged from hospital
- Home Help service – providing cleaning, shopping and other errands
- Good Day Calls – regular chats and ‘check-ins’ for clients who are lonely and/or isolated (set up in response to Covid-19)
- Scams Awareness – one-to-one advice sessions to enable client to be able to spot potential scams, deal with scammers, and take action in the event of being scammed.
- Extra Care Register sign-ups for all eligible clients across all services.
- Digital Inclusion – support in setting up and using devices.
- Client focus groups – small groups to discuss issues which are important to older people.

## **Information & Advice**

Age UK Lancashire’s I&A Team provide a free, one-to-one service supporting older people and their carers, often at the most vulnerable times in their life. Our services include signposting and referral to other agencies, providing information and advice, form filling and casework as required.

During appointments we explore topic areas such as welfare benefit entitlements and income maximisation, access to social care and the assessment process, and housing options for older people.

As part of all advice sessions, advisers will look at risk of fuel poverty, entitlement to warm home discount, and whether client is eligible to be signed up to the Extra Care Register. Where appropriate they

will arrange for these measures to be put in place. Since November 2023, 59 Fylde residents have seen signed up to the Extra Care Register.

We are pleased to report that our Scams Prevention and Awareness project has been extended until December 2025. During this reporting period, 32 Fylde residents have received 58 one-to-one scams awareness advice, with follow-up support provided where needed.

Several outreach sessions have also been delivered to promote our full range of services and deliver group awareness talks. This has been done in:

Friends of Ansdell Library

Freckleton Library

Windmill Lodge Care Home

NatWest Bank St Annes

Group at Café Booths St Annes

Ashton Gardens residents' association

St Annes Probus group

The Homestead Lytham sheltered accommodation.

As part of our holistic service, we extend our support to the immediate family and carers of our clients where appropriate.

We support all enquiries that are within our area of expertise and will actively refer to other specialist advice services where appropriate such as Citizen's Advice for debt advice and Welfare Rights for benefit appeals.

Our Customer Services Team is well established, offering older people and their carers a contact point for information or signposting. The team can also refer into our services as required.

Our most common enquiries usually include:

- Welfare Benefits
- Travel and leisure (including Blue Badge applications)
- Local services and activities
- Community and social care
- Housing options

Our Customer Services team have reported a high number of clients requesting support with blue badge applications, as few other organisations offer this support. We recently recruited a volunteer who will

take a small caseload of clients requesting this service, which will be delivered face-to-face from our St Annes office.

In recent months we have noticed an increase in complex housing cases, particularly relating to clients living in park homes who have insecure tenure. We have fed these findings back to our technical advice team at Age UK (National) so they can tailor training and briefings appropriately.

We have also noticed a high number of seemingly incorrect/inconsistent benefit decisions being made, so again this is something we are taking forward through the relevant channels.

Our I&A service can usually be accessed by calling in to the Age UK Lancashire office in St George's Rd, St Anne's, by telephone, email, letter, referral from external community services or via one of Age UK Lancashire's other services. Home visits are occasionally provided for people unable to access the office, complex cases and lengthy form-filling. Our telephone and email service operates Monday to Friday 9am – 5pm (via our 0300 303 1234 number) with an out of hours answerphone facility which gives the customer the option of ringing the Age UK National Advice Line for support out of hours (open 8am-7pm, 365 days per year).

The service works in partnership with a number of local key partners, including the Department for Work and Pensions, Welfare Rights, Pension Wise, Disability Information, Community Mental Health Team, Extensive Care Team, New Fylde Housing, Fylde CA, Care & Repair, Lancashire Fire and Rescue Service, Hospital Discharge Team, Trinity Hospice, Social Services, Stroke Association, Alzheimer's Association, Parkinson's Society, Alzheimer's Society and Lytham Hospital Dementia services.

The service provided by Age UK Lancashire during this 12-month period has identified £2,881,325.86 per annum in unclaimed benefits across the county, with £385,924.80 of that figure being for Fylde residents of State Pension age. This money is most often spent in the local economy.

### **Further Background**

Our countywide I&A team currently consists of 2 full time advisers, 1 scams awareness officer, and 2 part time administrators.

Age UK Lancashire has a comprehensive mandatory training plan for both staff and volunteers. We have invested in a high-quality online training resource via ME Learning which enables many more staff and volunteers to access up-to-date training and undertake courses at their convenience. Mandatory training includes Basic Life Support, Safeguarding Adults levels one and two, Safeguarding Children level one, Dementia Awareness, Information Governance, Mental Capacity Act, and Fire Safety Awareness. We have recently updated our mandatory training to include LGBTQ Awareness, PREVENT, and Infection Control, as well as further training on safeguarding adults who may be at risk of self-harm. During this reporting period, the I&A team have all attended training relating to consent, GDPR and mental capacity.

The Information and Advice staff also undertake training on Pension Age Welfare benefits, Social/Community Care, Housing, Charity Log (in house Database), Information & Advice Quality Program training meetings, The Care Act, and General Data Protection Regulation.



## Quality

In October, we received confirmation that we have been successful in renewing our Quality of Advice Standard accreditation (formerly IAQP) and have been scored as offering a 'good' standard of service. standard of service.

## Promotion and Engagement

We continue to support the Older People's Forum and the FAB group and we keep in contact with the social groups in the area. We participate in fortnightly Dementia Hub zoom meetings, and we continue to signpost people to Just Good Friends in St Annes, Lancashire Carers, Carers Count and Alzheimer's Singing For The Brain.

The team have delivered group awareness talks at various locations. These sessions are tailored to the group's requirements, and can include scams awareness, government cost of living support, energy efficiency and information about our services.

We have also started to deliver focus group sessions in the Fylde area. The first group of sessions has been focused on Digital Inclusion. The aim is to be able to provide user-led services which reflect the needs of our client groups.

TOPIC OF ENQUIRY	NUMBER OF ENQUIRIES
Age UK Services	3
Benefits	316
Community Care	78
Consumer	164
Health Conditions	7
Health Services	0
Housing	15
Legal	0
Leisure and Social Activities	3
Residential Care	0
Other money	35
Nationality and Immigration	0

### **Client feedback**

We have recently updated the way we gather client information. Our standard feedback form now asks:

How well did the service meet your needs?

Did you feel involved in the discussion about the service you received?

How likely would you be to recommend us to family and friends?

How likely would you be to use any of our services again?

We are pleased to report that 100% clients who completed a form, scored us as 'good' on all questions.

### **Client comments from feedback received**

"Professional and friendly service, clearly explained, excellent result."

"The lady I dealt with was extremely helpful and didn't rush me."

"You treated my call with great empathy and eased my anxiety and helped me immensely."

"Most niggling worries have disappeared, and I can't thank you enough."

"Your support is still ongoing."

"You helped me very much."

## SCRUTINY ITEM

REPORT OF	MEETING	DATE	ITEM NO
HEAD OF CORPORATE SERVICES	COMMUNITY FOCUS SCRUTINY COMMITTEE	16 MAY 2024	5
<b>CITIZENS ADVICE FYLDE - ANNUAL REPORT 2023/24</b>			

### PUBLIC ITEM

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

#### PURPOSE OF THIS REPORT

The purpose of this report is to provide an annual summary to the Committee on the work of the Citizens Advice Fylde in 2023/24. Members are reminded that Fylde Council is the funding body for the Fylde Citizens Advice service through the provision of an annual grant.

#### SOURCE OF REFERRAL

The Citizens Advice Fylde Annual Report, attached, has been prepared by Natalie Traynor, the Fylde Citizens Advice Chief Officer.

#### FURTHER INFORMATION

Contact: Edyta Paxton, Health and Wellbeing Officer: e-mail: [edyta.paxton@fylde.gov.uk](mailto:edyta.paxton@fylde.gov.uk)

#### RECOMMENDATION

To receive the report and to pass any observations on the performance of Fylde CAB in 2023/24 to the Lead Member for Customer and Operational Services to consider in the context of forthcoming SLA monitoring meetings, and to make any comments direct to Fylde CAB on its delivery of services to Fylde residents.

### REPORT

1. The Executive Committee at its meeting on 30<sup>th</sup> January 2024, granted a new three-year Service Level Agreement to Citizens Advice Fylde from 1 April 2024, in the sum of £102,082 per annum in 2024/25 and 2025/26, with operating deficits being met from accrued un-ringfenced reserves with this being kept under regular review at performance monitoring meetings. Grant provision for 2026/27 will be brought forward as a part of the budget setting process for this financial year.
2. Performance monitoring meetings take place on a six-monthly basis between Fylde CAB, the lead member for Customer and Operational Services and relevant officers. Accordingly, a review meeting took place in early April 2024 between Fylde CAB's Chief Officer and Chairman together with Councillor Michelle Morris as lead member and relevant officers to sign the three-year agreement, and outline that a further review of the performance measures set within the SLA would be subject of further in-year review during the year. The

performance measures agreed for 2024/25 onwards are set out below. It should be noted that the report before members relates to the preceding year prior to these measures being established.

**Performance Metrics 2024/25\***

<b>Performance Area</b>	<b>Performance metric</b>	<b>Frequency</b>
Access and Inclusivity	Client numbers and the number of issues raised by enquiry area Breakdown of method of contact either through telephone, face-to-face or e-mail Percentage of clients responded to within 3 working days from point of contact	Six monthly monitoring meeting
Client profile	Profile of CAB customers (gender, age, ethnicity, long-term health issues and where clients reside within the Borough)	Six monthly monitoring meeting
Activity	Overall staff hours Overall volunteer hours	Six monthly monitoring meeting
Value Added	Known savings and financial gain outcomes achieved for clients	Six monthly monitoring meeting
	Customer satisfaction	Six monthly monitoring meeting
	Number of successful collaborations with other organisations and agencies Number of outreach sessions conducted	Six monthly monitoring meeting
Un-met demand	Rate of answered calls. Adviser waiting list for face-to-face appointments (by support area)	Six monthly monitoring meeting
Financial	Use / proposed use of core funding reserves (with the council's core grant and associated spend against it to be identifiable separately within CAB accounts) Proposals for any increases in the staffing which would have an impact on the core grant sought in the future to be subject of dialogue prior to implementation at monitoring meetings.	Six monthly monitoring meeting

- Revised performance metrics for 2025/26 onwards to be agreed.

3. In accordance with usual custom and practice, Fylde CAB are also invited to attend this scrutiny committee to report on its performance in the previous financial year. Natalie Traynor, the Fylde Citizens Advice Chief Officer, will be invited to present the report at the meeting.

IMPLICATIONS	
Finance	None arising from this report
Legal	None arising from this report
Community Safety	None arising from this report
Human Rights and Equalities	None arising from this report
Sustainability and Environmental Impact	None arising from this report
Health & Safety and Risk Management	None arising from this report

BACKGROUND PAPERS RELEVANT TO THIS ITEM		
Name of document	Date	Where available for inspection
Report to CFSC	22 June 2023	<a href="#">CMIS &gt; Committees</a>

LEAD AUTHOR	CONTACT DETAILS	DATE
Edyta Paxton	<a href="mailto:Edyta.paxton@fylde.gov.uk">Edyta.paxton@fylde.gov.uk</a> Tel 01253 658447	22/04/24

Attached documents: Citizens Advice Fylde Annual Report



# Annual Report 2022/23

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## Overview

This report concentrates, for statistical purposes, on the year April 2022/March 2023. However, it also includes some information on developments since April 2023, along with our plans for the future.

At present we operate an Adviceline Service and telephone advice from our main office in Kirkham between 9am and 4pm Mon-Fri. We offer face to face appointments on Tuesdays Wednesdays and Thursdays at the Kirkham office.

We also provide outreach services at the Town Hall in St Annes , a drop-in service on Wednesdays and appointments on Fridays. Appointments can be booked through our Adviceline telephone service.

### Our Aims:

To provide the best possible advice to the citizens of Fylde in order that they can deal with the problems they face.

To train, encourage and enable local people to volunteer to provide advice to fellow citizens.

To enable and assist volunteers currently out of work to acquire skills and gain confidence so that they can return to the workplace.

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



## Staffing

Our core staff at the end of this reporting period was: Natalie Traynor (previously Reeves), Chief Executive Officer and Lisa Bolton, Advice Service Manager - along with Andrea Clay, Session Supervisor and Oleg Melehovs Administrator.

Susie McCormick left her position of Volunteers Manager in December 2022 and Lisa Bolton returned to take on the position of Advice Service Manager, amalgamating the roles of Volunteers Manager and Projects Manager.

We have 20 Advice volunteers, including 9 trained Adviceline Assessors, 7 trained Full Advisors and 4 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 Adviser role if desired.

The pandemic caused significant problems with the training of volunteers due to trainees being unable to sit with trained assessors to shadow them. There was a significant drop in Volunteers during COVID, however, this is now improving and we have initiated a recruitment drive to increase our numbers.

We offer 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 also develop in-house courses and work with other Citizens Advice Offices to provide training specific to our needs.

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 January 2022 resulted in confirmation that we were exceeding the required Citizens Advice standard in all aspects of governance, management and planning.

## Core Service

### Generalist Service Report - April 2022 – March 2023

Performance Reports are provided as an appendix at the end of this report.

To access our service, people of Fylde have a number of options.

- Telephone, using our Adviceline number, with voicemail facility.
- Email our Advice email address,
- Through the website,
- Complete a form and put it in the box in our foyer.

All of these access points are treated equally. Once contact is made the client is contacted and either provided with information or if the client requires more in-depth help then an appointment will be made for them, either for telephone advice or face to face if required.

We have face to face appointments in the office. These appointments are in high demand and we are utilising our resources as efficiently as possible.

We also provide a drop-in service at St Annes Town Hall every Wednesday morning, as well as a full appointment service on Friday mornings. This allows us to cater for clients who have difficulties travelling to Kirkham.

In this reporting period we helped **1194** clients with **2884** separate issues.

The government-backed **Pensionwise** service was also delivered by phone in this period. 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](http://www.citizensadvice.org.uk). Links are also provided from here to other useful websites.

## Partnership Working

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.

We attend the **Fylde Cost Of Living Focus 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. We distribute the Household Support Fund on behalf of Fylde Council to people struggling with the Cost of Living Crisis.

We attend **MARAC (Multi Agency Risk Assessment Conference)** as a representative for Fylde.

We have held talks with AFC Fylde Community Foundation to look for potential group working.

We also continue to develop a good community network throughout Fylde which will benefit clients through increased service awareness and referral procedures.

## Specialist Services

### **Rosemary**

This project began in January 2017 and was initially funded by The Allen Lane Foundation for one year. It is currently funded by National Lottery for one day per week.

It involves the specialist training and provision of a Domestic Violence worker for Fylde. Andrea Clay is the project worker; she is qualified as an Independent Domestic Violence Advisor (IDVA). Andrea also participates in the Fylde and Wyre Multi-Agency Risk Assessment Conference (MARAC).

Andrea initiated 118 interventions in the reporting period.

### **At Home**

This project was previously funded by United Utilities for three years for the provision of a home visiting service for one day a week. It is currently funded by Citizens Advice Cost of Living Fund.

The project provide advice to those unable to visit the office or St Annes, while at the same time helping to combat social isolation. Lucinda Ball is the project worker.

Lucinda has initiated 239 interventions in the reporting period. This includes benefit forms, debt, Blue Badge applications as well as benefit appeals. Referrals into the project has to be restricted to ensure those in need receive the home visiting service first due to the demand for the service.

### **Fylde Money**

Fylde Money is a debt and budgeting project set up in 2022 in response to the Cost of Living Crisis. It offers debt and budgeting options to clients. The Project Worker is Sharon Christian.

Sharon has initiated 268 interventions in the reporting period. This is mainly casework as she directs people through the debt process.

### **Household Support Fund**

Since December 2021 Citizens Advice Fylde has been distributing the Household Support Fund on behalf of Fylde Council to financially assist clients who are vulnerable due the Cost of Living Crisis .

Citizens Advice Fylde provided financial assistance with energy and water debt and bills. In the reporting period we distributed over £250,000 of funds to those most in need. We offered a holistic approach giving debt, benefits and energy advice as well as financial assistance.

## Client Satisfaction

We are part of a National Citizens Advice Initiative called the Customer Experience Survey. We ask 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, 84% thought the service had helped them find a way forward.**

89% had an overall positive experience and 90% of clients said that they would be likely or very likely to recommend our services to friends and family.

## Recruitment and Training

Recruitment remains a priority to fully staff Adviceline and to support those wishing to transfer from Adviceline to full Advice.

We do have a number of volunteers who come to us and work with us to help us but also to improve their skills. These volunteers have been very successful in subsequently gaining employment. As we come out of lockdown we are increasing our recruitment drive.

We are actively recruiting from minority groups in the area and have been successful in recruiting Ukrainian Refugees.

## Funding New Projects

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. We are also speaking to SME's in the local area who are keen to support their local community.

## The Future

We have already initiated changes to improve the service to the people of Fylde. We will no longer be part of the National Adviceline service, rather we will have our own dedicated telephone Adviceline service for the people of Fylde. This will improve accessibility and call wait times.

We have employed an Adviceline Assessor to ensure calls are answered or clients called back in a timely manner.

In June 2023 we start a Macmillan Benefits Advice service, to ensure people who receive a cancer diagnosis have access to benefits and financial advice.

We also will employ a full time debt and budgeting adviser to ensure people suffering financial hardship, or in debt have the best advice in their options and a way forward.

In turn this will help with mental health issues associated with debt.

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.

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. This includes actively looking to increase our accessibility through our outreach provision.

## Contact Details



Adviceline      0808 278 7881



Website      <https://www.citizensadvicefylde.org.uk>



Twitter      @FyldeCAB

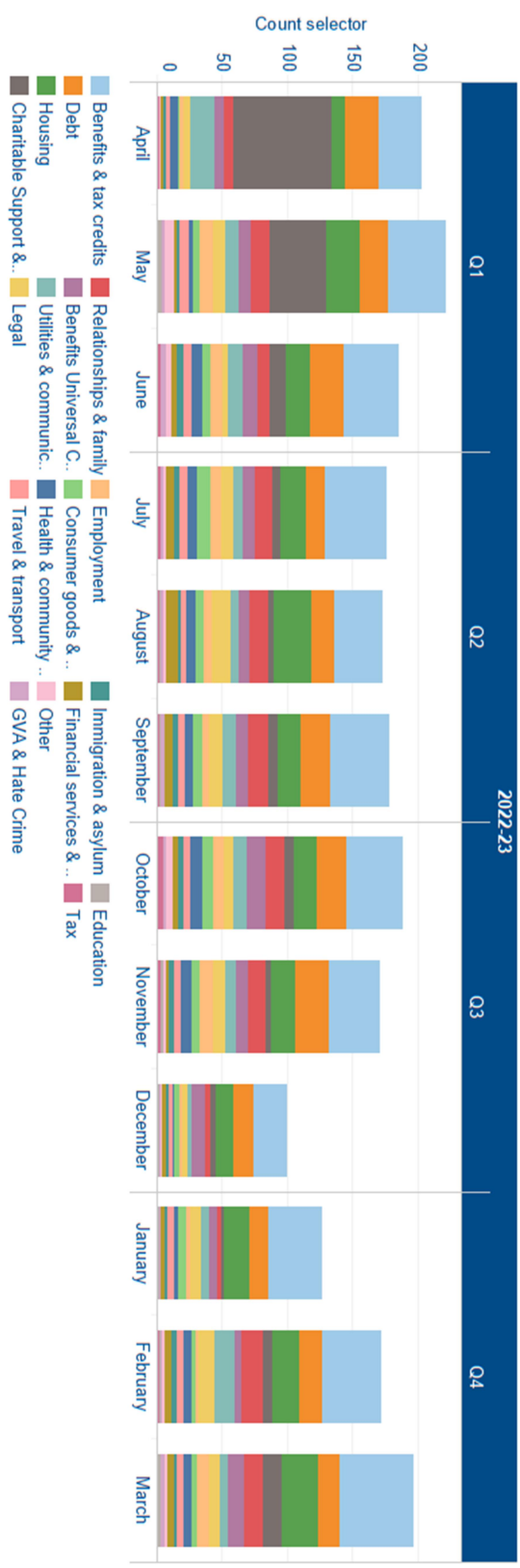


Facebook      Citizens Advice Fylde



Email      [Advice@fylde.cabnet.org.uk](mailto:Advice@fylde.cabnet.org.uk)

Graph of issues or clients with an issue  
 If showing clients the charts are stacked showing all client with each issue (not the total number of unique clients)





# Clients by Ward

01/04/2022 31/03/2023

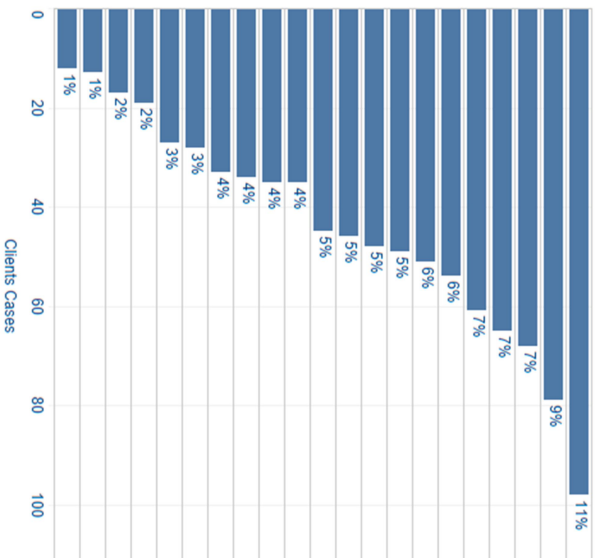


Clients (set minimum number to display)  
From 1

You can click on the data picker to set the minimum number of clients seen (this will filter out wards with lower numbers of clients and allow you to focus on the areas with the highest volumes)

## Ward

Local Authority Ward	Local Authority	
Watton and Westby	Eyde	98
Medlar-with-Westham	Eyde	79
Central	Eyde	68
Kirkham North	Eyde	65
Park	Eyde	61
Ashton	Eyde	54
Kirkham South	Eyde	51
Heyhouses	Eyde	49
St. Leonards	Eyde	48
Kilnhouse	Eyde	46
Freckleton East	Eyde	45
Ansdell	Eyde	35
Fairhaven	Eyde	35
Clifton	Eyde	34
St. Johns	Eyde	33
Newton and Treales	Eyde	28
Freckleton West	Eyde	27
Staining and Weeton	Eyde	19
Eiswick and Little Eccleston	Eyde	17
Ribby-with-Wrea	Eyde	13
Singleton and Greenhalgh	Eyde	12



# Key Statistics

Fyde (member)

01/04/2022 31/03/2023



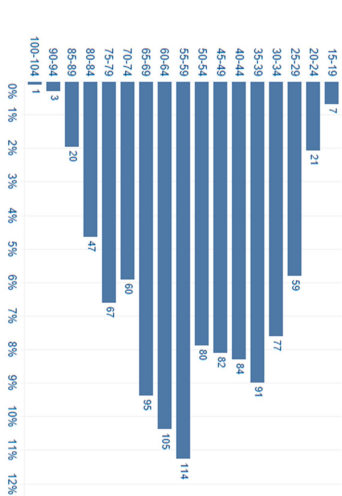
## Summary

Clients	1,194
Quick client contacts	216
Issues	2,884
Activities	4,670
Cases	1,182
<b>Outcomes</b>	
Income gain	£149,325
Re-imbursements, services, loans	£7,010
Debts written off	£33,558
Other	£3,960

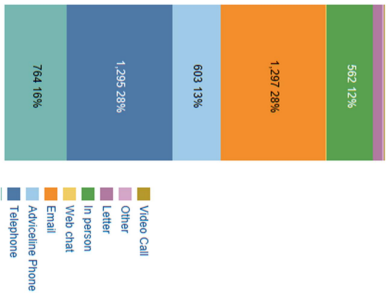
## ISSUES

Issues	Clients
Benefits & tax credits	788
Benefits Universal Credit	388
Charitable Support & Food Ban.	93
Consumer goods & services	155
Debt	106
Debt	351
Debt	153
Education	9
Employment	110
Financial services & capability	52
GVA & Hate Crime	31
Health & community care	44
Health & community care	88
Housing	201
Immigration & asylum	34
Immigration & asylum	59
Legal	124
Legal	38
Other	21
Relationships & family	114
Relationships & family	176
Tax	13
Travel & transport	67
Utilities & communications	157
Grand Total	2,884

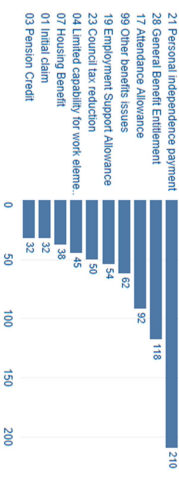
## Age



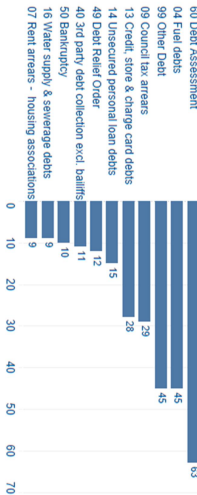
## Channel



## Top benefit issues



## Top debt issues



## Gender



## Disability / Long-term health



## Ethnicity



## SCRUTINY ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	COMMUNITY FOCUS SCRUTINY COMMITTEE	16 MAY 2024	6
<b>COMMUNITY PROJECTS FUND - ANNUAL REPORT</b>			

### PUBLIC ITEM

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

#### PURPOSE OF THIS REPORT

The Fylde Community Projects Funds awards grants between £300 to £2000 for groups which are based in Fylde or work exclusively with people who live in the Borough. The fund supports projects which promote or enhance the environment, encourage cohesive communities, or promote the economy.

£20k per annum is provided each year for this fund as a part of the annual budget setting process. Each year a summary report is made to this committee outlining the awards made in the previous financial year. This report outlines awards made during 2023/24.

#### SOURCE OF REFERRAL

Deputy Chief Executive, Tracy Manning

#### FURTHER INFORMATION

Contact Tracy Manning: [tracy.manning@fylde.gov.uk](mailto:tracy.manning@fylde.gov.uk)

#### RECOMMENDATION

To receive the report and make any observations on the Community Projects Fund

### REPORT

1. In 2023/24 the Council allocated £20k to the Community Projects Fund.
2. The Community Projects Fund comprises two amounts: a larger fund for bids from £300-£2000, and a smaller fund with bids up to £300. Bids for both funds can be made throughout the year.
3. Bids from the larger fund are awarded following conferral with a Panel comprising the Mayor of Fylde with police and community representatives together with the Deputy Chief Executive. The smaller fund is also determined through electronic discussion and agreement.
4. There is flexibility across both funds to ensure that as many organisations as possible are offered support. Applications for the larger fund must provide an equal amount of match funding in cash or in-kind.

5. There will be a communications campaign to promote the fund during the forthcoming year and the council's Community Development Officer will also promote the fund to organisations within the community.
6. For the larger fund, monitoring forms are sent out after 6 months asking for feedback on how the money was spent and what difference it has made. For most of the projects, it is too early to have heard back from the groups, however historically many of the comments received is that the funding makes a big difference to the community groups in achieving delivery of their projects. The funding also assists with the sustainability of some of the groups concerned.
7. The attached appendix provides an overview of the successful bids across both the funds during the last financial year.

IMPLICATIONS	
Finance	There is a reoccurring budget commitment within the base budget for the Community projects Fund.
Legal	None arising from this report
Community Safety	None arising from this report
Human Rights and Equalities	None arising from this report
Sustainability and Environmental Impact	None arising from this report
Health & Safety and Risk Management	None arising from this report

BACKGROUND PAPERS RELEVANT TO THIS ITEM		
Name of document	Date	Where available for inspection
Report CFSC	22 June 2023	<a href="#">CMIS &gt; Committees</a>

LEAD AUTHOR	CONTACT DETAILS	DATE
Tracy Manning	<a href="mailto:Tracy.manning@fylde.gov.uk">Tracy.manning@fylde.gov.uk</a>	May 2024

Attached documents: Successful Bids

Successful bids for the larger fund in 2023/24:

<b>Name of Group</b>	<b>Group based in</b>	<b>Area project takes place</b>	<b>Project</b>	<b>Amount</b>
1st Kirkham and Wesham Scout Group	Kirkham and Wesham	Kirkham and Wesham	Health and Safety Improvements to the Scout Hut	£2000
Freckleton Football Club	Freckleton and Preston	Freckleton and Preston	Kit purchase	£600
TRW Sow and Grow Group	Rural parish of Treales, Roseacre and Wharles	Rural parish of Treales, Roseacre and Wharles	Bulbs for planting project	£1987
Connect More	St Annes	St Annes	Arts and Crafts equipment	£2000
St Annes Parish Church	St Annes	St Annes	Church bells purchase	£2000
Fairhaven Bowls Academy	Fairhaven	All areas of the district	Equipment to introduce junior bowling	£2000
Fylde Coast Mates	Lytham St Annes	Lytham St Annes	Equipment for cookery and multi-sports sessions	£2000
Lytham Dementia Sing-Along Group	Lytham	Lytham	Equipment – catering, stationery, etc	£2000
Wesley's	St Annes	St Albans Road and Church Road	Equipment for train the trainer programme	£1700
			<b>Total</b>	<b>£16287</b>

Successful bids for the smaller fund in 2023/24:

<b>Name of Group</b>	<b>Group based in</b>	<b>Area project covers</b>	<b>Project</b>	<b>Amount</b>
Friends of Newton Community Park	Newton	Newton	First mates pirate boat additional section	£300
Fylde Foodbank	St Annes	St Annes	Signposting leaflet holders	£300
Army Welfare Service	Weeton	Weeton	Litter picking equipment	£290
Pear Tree School	Kirkham	Kirkham	Plants and equipment	£300
Seriously Hooked Up	Kirkham and Lytham	Kirkham and Lytham	Purchase of 2 looms	£300
Connect Community Group	St Annes	St Annes on Sea but with people living all across the	Equipment for Christmas celebrations	£300

		Fylde e.g. Freckleton, Lytham, Wrea Green etc.		
2nd Kirkham Scout Group	Kirkham	Fairhaven Lake, Lytham St Annes & Lancaster Canal at Salwick	Buoyancy aids	£300
Kirkham in Bloom	Kirkham	Kirkham	Gardening equipment	£300
United Youth Alliance	Lytham	St Bede's high school, LSA and St Annes Grammar	Resources for the development of 'what it means to be a man'	£300
Newton Clifton and Salwick Field day	Newton, Clifton and Salwick	Newton Blue Coat School	Walkie talkies	£189.99
Wesley's	St Annes	Lytham St Annes	Uniforms	£298
Lytham Heritage Group	Lytham	All primary schools in Fylde	Prizes for art competition	£300
			<b>Total</b>	<b>£3433.99</b>

# SCRUTINY ITEM

REPORT OF	MEETING	DATE	ITEM NO
SCRUTINY TEAM	COMMUNITY FOCUS SCRUTINY COMMITTEE	16 MAY 2024	7
<b>ONGOING SCRUTINY WORKPLANS 2024</b>			

## PUBLIC ITEM

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

### PURPOSE OF THIS REPORT

To provide members with an update on the current work programme of the scrutiny committees. Going forward, the Scrutiny Workplan will be a standing item on the scrutiny agendas.

### SOURCE OF REFERRAL

Scrutiny training event - 7 June 2023  
 Workshop of Internal Affairs Scrutiny Committee members - 22 August 2023.  
 Workshop Community Focus Scrutiny Committee - 19 September 2023

### FURTHER INFORMATION

The current workplan is attached as an appendix.

### RECOMMENDATION

To note the current draft workplan for the scrutiny committees for the remainder of the 2024 municipal year.

## REPORT

### SCRUTINY WORKPLANS

1. The Scrutiny Workplan outlines the areas of work which are expected to be scrutinised over the coming months/year by or on behalf of the Council’s Scrutiny function and any Task and Finish Groups convened for review work.
2. The workplan is a live document and ongoing consultation will continue to be undertaken with Heads of Service and Chairmen and Vice- Chairmen of the scrutiny committees.
3. Topics added to the work programme will have expected outcomes to add value to the services delivered by the Council and its partners and/or improve the quality of lives of Fylde residents. It is recognised that there is a need for flexibility in the work programme so as to allow relevant issues to be dealt with as and when they arise.
4. The report provides an overview of the current draft work plans of both the Internal Affairs and the

Community Focus Scrutiny Committees up to the end of the municipal year in April 2024.

5. Part 3 (Section 4) of the [Constitution](#) sets out the Terms of Reference of both scrutiny committees (Internal Affairs and Community Focus). Both committees should keep the respective work programmes under review and establish topic-specific in-depth reviews, to be time limited.
6. An extract of the most recent workplan is attached as an appendix. Any amendments to it since the publication of the agenda will be reported at the meeting.
7. There may be the need to arrange additional meetings of either committee if the work plan becomes too congested which will be subject to agreement with the Chairman and Vice Chairman.

**INFORMATION ITEMS**

8. As part of the council’s commitment to keeping councillors informed of relevant information as soon as possible, the Councillor Hub is now available. The Councillor Hub forms part of the council’s intranet and is comprised of content particularly intended to assist elected members in their role. This provides an opportunity to improve arrangements for information items.
9. Information items will now be posted on the Councillor Hub as soon as they are ready, unless the relevant committee chairman directs that the item should instead be placed in full on the agenda of the next available committee meeting. Additionally, the scrutiny workplan will include a list of the information items that are anticipated to be posted to the Hub before the next committee meeting.

IMPLICATIONS	
Finance	None arising from this report
Legal	None arising from this report
Community Safety	None arising from this report
Human Rights and Equalities	None arising from this report
Sustainability and Environmental Impact	None arising from this report
Health & Safety and Risk Management	None arising from this report

BACKGROUND PAPERS RELEVANT TO THIS ITEM		
Name of document	Date	Where available for inspection
Fylde Council Constitution	May 2023	<a href="https://fylde.cmis.uk.com/fylde/ConstitutionGovernanceMatters.aspx">https://fylde.cmis.uk.com/fylde/ConstitutionGovernanceMatters.aspx</a>

LEAD AUTHOR	CONTACT DETAILS	DATE
Scrutiny Team	<a href="mailto:scrutiny@fylde.gov.uk">scrutiny@fylde.gov.uk</a>	May 2024

**Attached Documents**

Appendix - Extract of the Workplan including a list of anticipated information reports for publication on the Councillor Hub



## Workplans for Scrutiny Committees 2024

Committee/ Date/Title of Report	Origin
<b>Cycle</b>	
<b>Scrutiny - Internal Affairs - 18 June 2024</b>	
Year-End Performance	Regular Report
EH & H Enforcement Action- Statistical Information	Review
Beach Management Plan	Review
Coastal Strategy	Review
Provisional Children's homes update	Update
Planning Peer Review Action Plan - Monitoring Delivery	Each Meeting
On Going Scrutiny Workplan	Each Meeting

<b>Scrutiny Community Focus - 18 July 2024</b>	
Flood & Surface Water Management Progress Report	Update
St Annes Bathing Waters Progress Report	Update
Statutory notifiable illnesses (TBC)	New
Reports of various Outside Bodies	Update
On Going Scrutiny Workplan	Each Meeting

### Information reports for publication on the Councillor Hub

May /June 2024	Origin
Holiday, Activity & Food Programme (HAF)	Update
Home Energy Conservation Act	Update
Homelessness and Rough Sleeping Strategy	Update