

Community Outlook Forum



Date	14 November 2005
Venue	Council Offices, Derby Road, Wesham
Committee members	Susan Fazackerley (Vice-Chairman) Kiran Mulholland, William Thompson, Colin Walton
Other Councillors	-
Officers	Tracy Scholes, David Wilkinson, Carolyn Whewell, Peter Welsh

1. Declarations of interest

Members were reminded that any personal/prejudicial interests should be declared as required by the Council's Code of Conduct adopted in accordance with the Local Government Act 2000.

2. Confirmation of minutes

RESOLVED: To approve the minutes of the Community Outlook Forum meeting held on 17 October 2005 as a correct record for signature by the chairman.

3. Substitute members

There were no substitute members.

4. Update on partnership working from citizens advice bureaux and age concern

Citizens Advice Bureaux

Members received a detailed report and presentation from the managers of the Kirkham and St Annes Citizens Advice Bureau (CAB), which provided members with detailed information on the role and activities, provided by CAB. A copy of the PowerPoint presentation made by the CAB Managers is attached for information.

Following the presentation members questioned whether any external funding had been obtained and what progress had been made for merging the two management boards.

Age Concern

Members received a report from David Wilkinson (partnership lead officer), which provided members with a detailed update on the levels of activity undertaken by Age Concern since 1st April 2005.

Following consideration of the above the Forum RESOLVED

1. That the Citizens Advice Bureaux and Age Concern be asked to report back to the Community Outlook Forum in February and quarterly thereafter and detailed within the reports information should be provided about the expenditure of the respective organisations in so far as Borough Council grant is concerned.
2. That the Community Outlook Forum acknowledge that the level of performance information provided by the both the St. Annes and Kirkham Citizens Advice Bureaux has improved significantly and a valuable service is provided but it is felt that more progress could have been made on the two organisations exploring joint working and funding opportunities.
3. That the Community Outlook Forum recommend the Executive Committee that both Age Concern and the Citizens Advice Bureaux should continue to receive the financial support of the Borough Council but that this is kept under review by the mechanism detailed in 1 above and through liaison with the Council's Lead Officer on this matter.
4. That a Lead Officer be identified to undertake the liaison work with both the Citizens Advice Bureaux and Age Concern in light of the departure of the present Lead Officer
5. That Councillor Kiran Mulholland be nominated to present the findings of the Forum to the Executive Committee.

5. Update report on the review of outside bodies

Carolyn Whewell (Overview and Scrutiny Officer) provided members with a progress report on the review of outside bodies and informed the Forum that only 50% of councillors had returned the questionnaire and approximately 40% of questionnaires had been returned from outside bodies.

Following consideration the Forum RESOLVED

1. That a reminder letter to be signed by the Chairman of the Forum and sent out to all Councillors and outside bodies who had not returned their questionnaires.
2. That the analysis of the results be deferred until February 2006.

6. Overview report on the National Smoking Policy and trends throughout the country

Carolyn Whewell (Overview and Scrutiny Officer) provided members with an update on the Governments proposals for a partial ban on smoking in enclosed public places. The report also detailed smoking trends and some of the arguments for and against such a ban.

Members RESOLVED to note the current position of Government Policy on Smoking in public places

Solving problems for 65 years



Citizens Advice Bureaux

- ☐ **At 31 March 2004 there were 496 member Citizens Advice Bureaux in England, Wales and Northern Ireland, all members of national Citizens Advice.**
- ☐ **All Citizens Advice Bureaux (and Citizens Advice) are registered independent charities.**
- ☐ **96 % of the public has heard of us and 41 % has used us (MORI 2001)**

**Citizens Advice Bureaux
helped people deal with
over 5.6 million new
problems in 2003/2004**

The Citizens Advice service helps
people resolve their legal, money
and other problems by providing free
information and advice and by
influencing policymakers.

Total Client problems 2003/05

In 2003/2004 Kirkham CAB dealt with 3,424 client problems

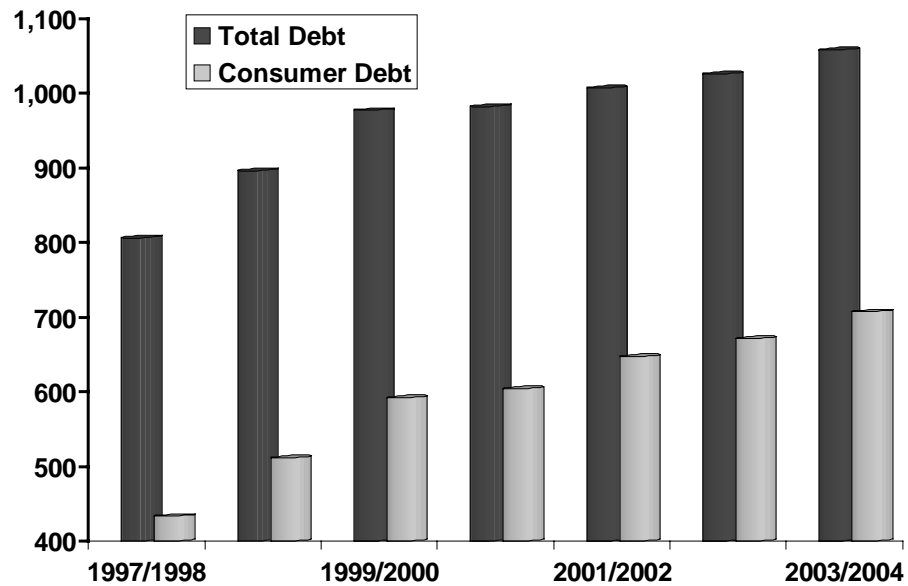
In 2004/05 we dealt with 3,444 client problems

To date, in 2005/06 we have dealt with 1735 clients, many of whom have multiple problems

CAB client issues in Kirkham CAB 2003/2005

	2003/2004	2004/2005	2005 to date
BENEFITS	840	786	266
CONSUMER	556	581	93
DEBT	214	251	139
EDUCATION	*	*	4
EMPLOYMENT	412	404	157
FINANCIAL	*	*	38
HEALTH	*	*	29
HOUSING	334	302	102
IMMIGRATION	*	*	15
LEGAL	288	278	82
OTHER	*564	*679	56
RELATIONSHIPS	297	264	59
SIGNPOSTING	*	*	141
TAX	100	101	24
TRAVEL	*	*	23
UTILITIES	33	49	18

Total debt and consumer debt (000's)



MORI research - unmet need

- ☐ 17 million people wanted advice
- ☐ 10 million asked for help
- ☐ 2.75 million came to CAB
- ☐ Those seeking help chose a CAB more than any other organisation

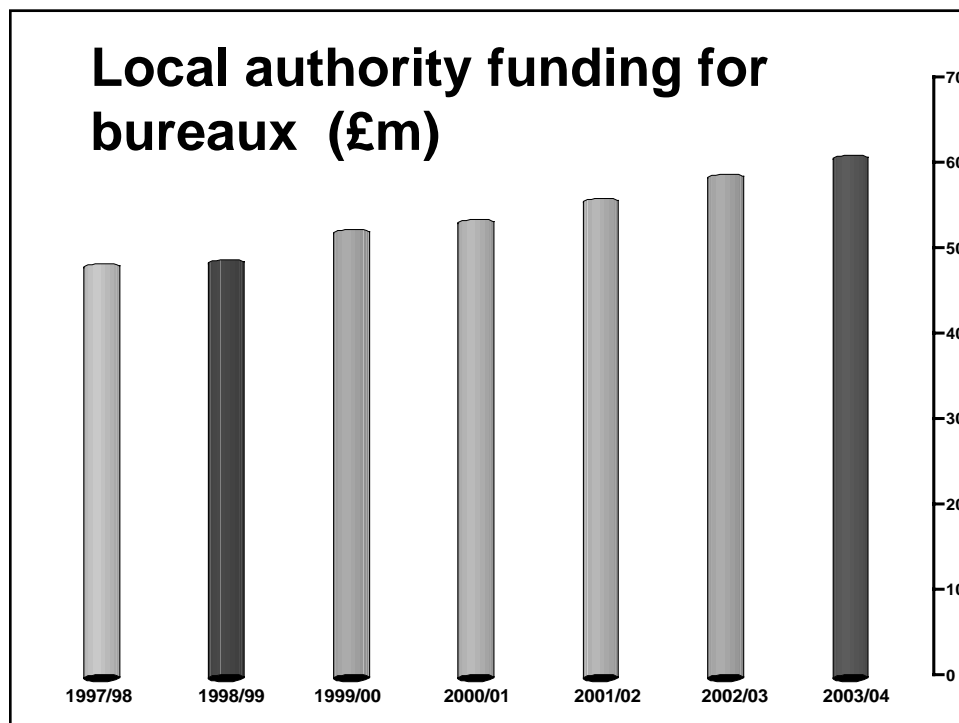
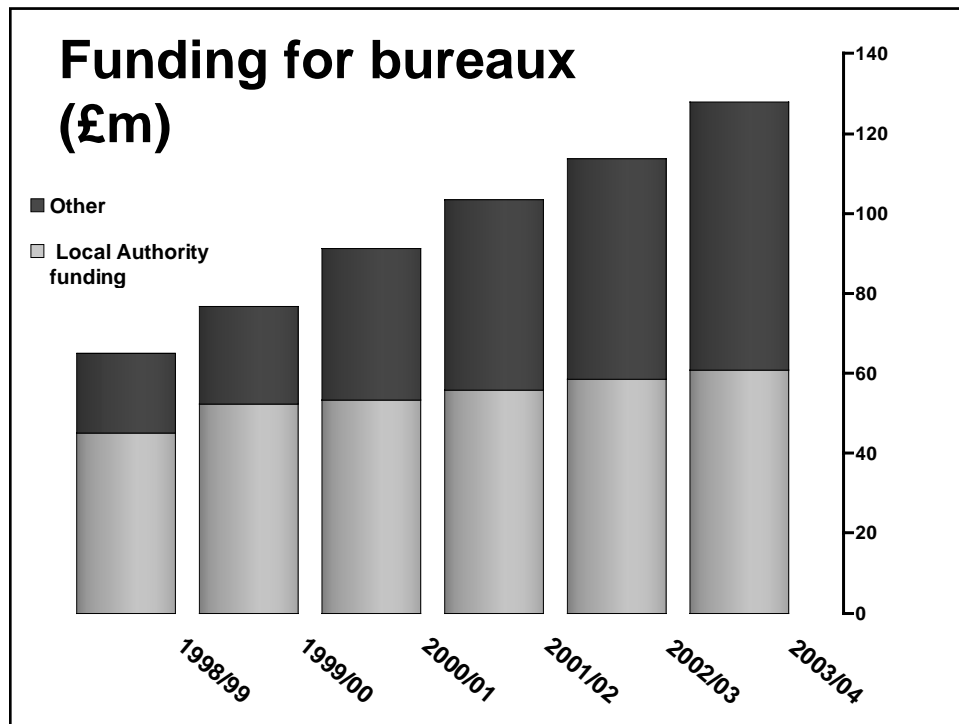
Research conducted by MORI for Citizens Advice in 2003

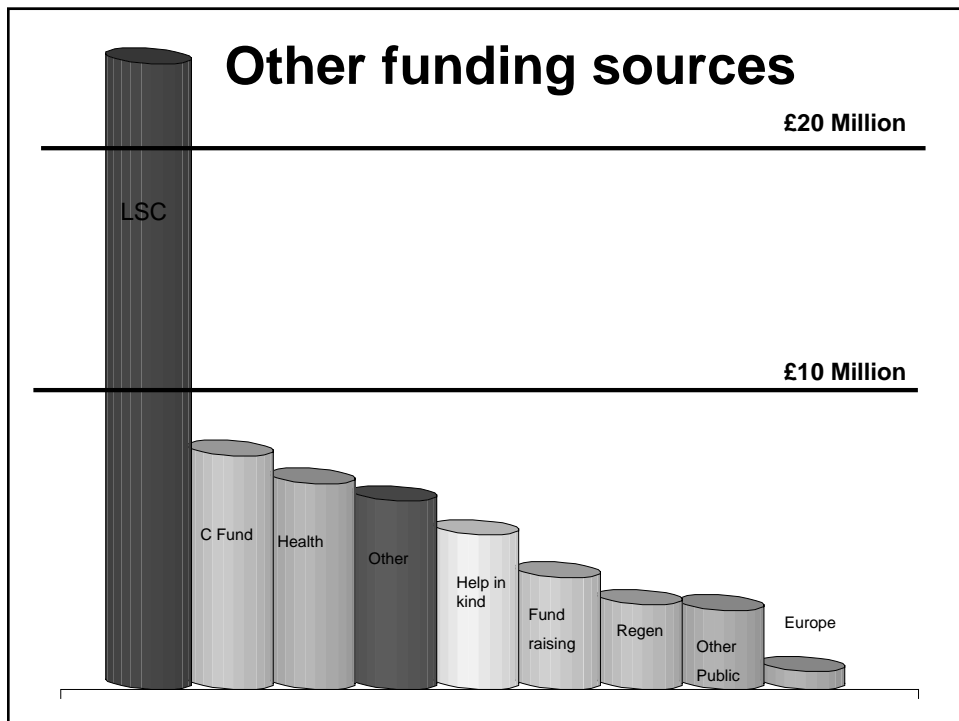
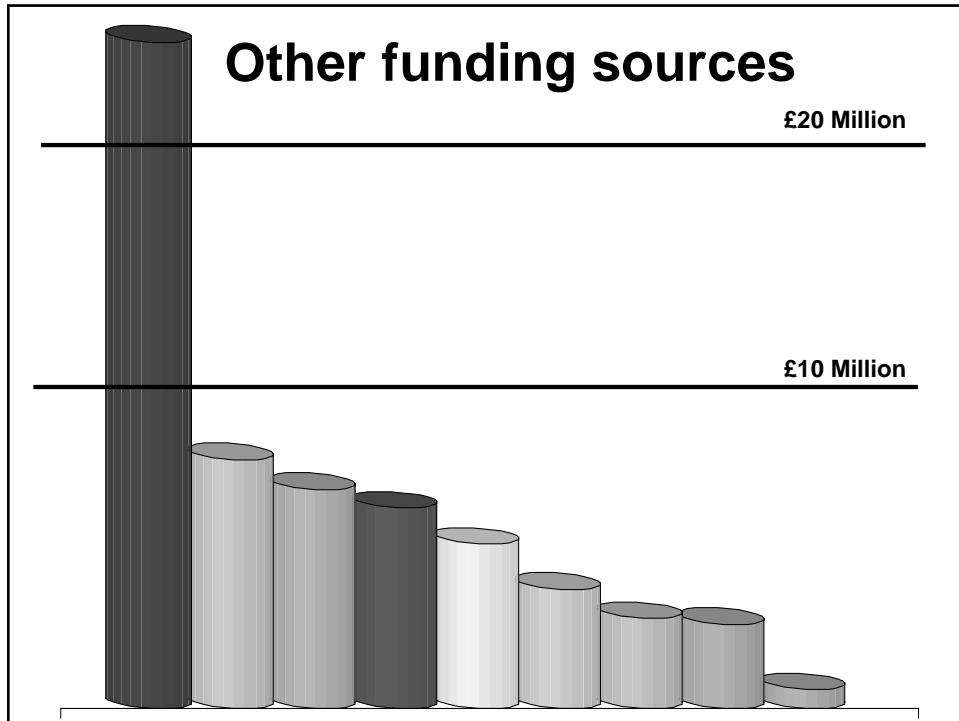
Our volunteers – the bedrock of the service

- ☐ 59% in advice roles
- ☐ 25% as trustees
- ☐ 12% as administrators
- ☐ 4% in other roles including campaigning, IT support and fundraising

Workers at Kirkham CAB

- 8 trained advisers
- 3 trainee advisers
- 1 trainee who has just commenced training
- 1 trustee and 17 management board members
- 3 paid staff





Our links with the Community Plan

Our work directly contributes to the following sections of the plan –

...improving health and reducing social inequalities in the hidden pockets of deprivation (including Weeton army camp and Kirkham prison)

...promoting the mental health of children, adults and older people

...caring for, and protecting older and younger vulnerable people by promoting independent, active and healthy lives and providing support for carers

What does the future hold?

We are currently exploring a variety of funding opportunities. However, because the people of the Fylde Borough Council area do not have the types of problems which are currently attracting grant money, we are concentrating in two areas.

These are Debt Management and Social Inclusion in the hope that we may have projects which could eventually come under the remit of new Government Sponsored schemes.

The future for CAB

- ☐ Improve access to our services
- ☐ Meet the needs of as many people as possible
- ☐ Have a greater influence on policy
- ☐ Continue to innovate and develop new services
- ☐ Strengthen our focus on tackling inequality and diversity