

CITIZENS ADVICE NORTH SOMERSET
Minutes of the 1st November 2018 AGM meeting
2.30 pm Birnbeck Suite, The Royal Hotel, Weston-Super-Mare
ADVICE AT THE HEART OF WELLBEING

	Speaker
<p>Attendance 10 Voting Members 33 Staff Members 33 Guests Total 76 attendees</p> <p>It was confirmed that the meeting was quorate with 10 voting members present together with 2 postal votes.</p> <p>Apologies John Penrose MP (Member) Liam Fox MP (Member) Liz Fothergill (Trustee) John Peake (Trustee)</p>	<p>Dr Susan O'Connor, Chair of Trustees</p>
<p>1: Chair's welcome and opening comments.</p> <p>SO welcomed everyone to the meeting with particular reference to the guests including the Mayor of Weston-Super-Mare, Michael Lyall, the Leader of the North Somerset Council, Councillor David Jolley and the keynote speaker, Julia Ross, CEO for the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG).</p> <p>The minutes of the previous meeting held on Thursday 3rd November 2017 were introduced and it was proposed by SO that these minutes were correct. SO asked if there were any questions and there were not and the minutes were confirmed a true record.</p> <p>SO thanked all those who had supported CANS funding and introduced the theme of the meeting: "Advice at the heart of Wellbeing". SO highlighted some factors from the 2017/18 impact statement in that 7 out of 10 clients felt less stressed after seeking advice from CANS; 1 in 2 had more money or better control; 2 out of 5 had a better housing situation; 1 in 2 had improved relationships and 1 in 2 physical health improved.</p>	<p>Susan O'Connor</p>
<p>2: Overview of the annual accounts 2017/18.</p> <p>CANS' annual audit and accounts were prepared by Four Fifty Partnership Limited.</p> <p>Income Overall income was up by £79,000 with a total income of £521,128 year ending 31/03/2018. Included in this is restricted funds of £38,000 towards the move to the new premises.</p>	<p>Brian Dudley, Treasurer</p>

<p>Project funding was received from Alliance Homes Referral Service, the Money Advice Service, Living with Cancer Care, Wessex Water, Quartet, Legal Education Foundation and the Legal Aid Agency and grants were received from the town councils of Weston, Clevedon, Portishead and Nailsea and Parish Town Councils.</p> <p>Total income from charitable activities was £334,647 with income from donations and legacies contributing a further £169,977.</p> <p>Expenditure Total expenditure increased slightly to £487,898 resulting in surplus of funds of £33,230 for the financial year. Staff costs account for 70% of expenditure, which is up £30,000 from last year.</p> <p>The total funds carried forward was £239,703. The balance of unrestricted funds was £165,006</p> <p>We have identified an issue regarding the recovery of input tax on past VAT submissions. Albert Goodman has been appointed to advise on this matter and HMRC have been informed.</p> <p>BD requested approval of the accounts Proposed: Roger Bailey Seconded: Farid Saada</p> <p>Accounts were approved: 12 votes (2 postal votes + 10 members' votes)</p>	
<p>3. Election of Trustees SO requested the appointment of Roger Bailey as Trustee. Proposer: Simon Britten – Trustee Seconder: Brian Dudley – Trustee In favour – 7 member votes and 4 postal votes. SO confirmed that Roger Bailey had been appointed as Trustee.</p> <p>SO requested the appointment of Farid Saada as Trustee. Proposer: - Brian Dudley - Trustee Seconder: - Roger Bailey - Trustee In favour – 8 member votes and 4 postal votes. SO confirmed that Farid Saada had been appointed as Trustee.</p> <p>SO requested the appointment of Greg Davey as Trustee. Proposer: - Simon Brittan - Trustee Seconder: - Roger Bailey - Trustee In favour – 8 member votes and 4 postal votes. SO confirmed that Greg Davey had been appointed as Trustee.</p>	<p>Susan O'Connor,</p>

4. Overview of the Annual Report and Impact Report 2017/18

FC opened with - who are we?

- A local charity and a member of the national charity.
- An advice agency.
- A voluntary agency.
- A training agency.
- A campaign agency - the link for example of the increase in the usage of food banks since the introduction of Universal Credit.
- An equality and diversity agency – tell us if we are not getting it right! FC noted and thanked Bridie Collier for her work in this field for CANS.
- Accredited and quality marked – audits – can be sued if we get it wrong! CANS is the only organisation in North Somerset to achieve the ‘quality mark’ status for debt advice.

How is this achieved?

- General advice services provided at the drop-ins
- Avon Advice line – this is a national service and we are linked to Bristol and South Gloucester. The service needs improving but we are getting there.
- Outreach services
- In-reach service – e.g. Addaction, Somewhere to go [currently closed but with the hope to re-open], Weston General Hospital.
- Dedicated projects – partnerships with the Money Advice Service; Macmillan; Legal Aid contracts; Liberator; North Somerset Council to deliver First Steps which has seen huge success and a reduction in the use of Bailiffs and the associated distress that brings; Avon & Somerset Law Centre who provide a virtual law clinic at the Badger Centre offering advice on family and employment matters.

FC thanked all staff for their efforts and requested especially a round of applause for the volunteers.

FC introduced the 2017/18 impact statement - 49% of our inhabitants living in rural settings we need to reach them and have provided additional outreach pilot this year at Banwell & Winscombe. We have an evening opening session to reach those in employment.

Access to advice changes lives and after seeking assistance from us, 7 out of 10 people feel less anxious, depressed or stressed; nearly 1 in 2 had more money or in control of their finances; 2 in 5 had a more secure housing situation; nearly 1 in 2 had better relationships with others; nearly 1 in 2 felt their physical health improved; 3 in 10 found it easier to do their job or find one and 3 in 5 found it easier to manage day to day. This highlights our value to Society. Working in partnership is key in getting our clients where they need to be, these relationships are vital whoever they are, knowing who we are.

**Fiona
Cope,
Chief
Officer**

<p>Looking forward to 2019.</p> <p>There is the challenge of moving our service to 39 Oxford Street. The lease on the Badger Centre expires on 16th April 2019. We are in negotiations to purchase the purchase 39 Oxford Street and an additional £250,000 will be needed to turn the property into an Advice Centre.</p> <p>The Department of Work & Pensions has given the national body of Citizens Advice £51 million of funding to provide a service of support to those applying for Universal Credit and we will receive funding to be part of this service.</p> <p>Social prescribing – we are part of the steering group to formulate what this model should look like.</p> <p>BRIT uncertainty – this may impact and increase the need for advice re immigration issues; EU nationals benefit applications rejected; increase in hate crime.</p> <p>The uncertainty in relation to funding is always a concern.</p> <p>2019 sees the celebration of 80 years of the Citizens Advice service. The Weston-Super-Mare office was one of the first to open in 1939 and was located in Oxford Street! It is believed to have been bombed in World War II. The Museum has been booked to create an exhibition of our story and there will be a party!</p> <p>We are Citizens Advice North Somerset and we change lives and saves lives.</p> <p>FC invited questions</p> <p>Steve Woodcock, ACFA ‘They say austerity has come to an end! Maybe demand will disappear, do you agree?’</p> <p>FC ‘Politicians may think so but for many local people austerity continues’.</p> <p>SO thanked FC for her report.</p>	<p>Susan O’Connor</p>
<p>5. Donation from Mr Derek Alderman</p>	
<p>SO then invited Mr Derek Alderman to the stage. Mr Alderman addressed the meeting using a deaf interpreter.</p> <p>Having seen the report of the move in the Mercury newspaper he wanted to help. Mr Alderman praised Bridie and thanked her for all the support she had given him to help him work and generally helped to make things clear – fantastic! He was born in 1938 and lived in Weston and all the bombings and then became deaf.</p> <p>Mr Alderman thanked CANS for all their work and all they do and presented a cheque to FC.</p>	<p>Derek Alderman, supporter</p>
<p>6. Lord Mayor Michael Lyall (Weston Town Council)</p>	
<p>Lord Mayor Michael Lyall thanked the team for inviting him to the meeting.</p>	

<p>ML gave a potted history of his own life and his experience in the military having joined the Royal Army Medical Core to complete his National Service at the age of 18. He went into the Belsen concentration camp and set up the Dispensary where he was responsible for issuing medication to 5000 troops. He went on to train as a medic and saw service during the Suez conflict. He had always taken an interest in the voluntary sector with a special interest in the NHS. The Council show their support of CANS and the work we do with a grant of £10000. ML closed his address by wishing everyone a safe winter.</p>	
<p>7. Councillor David Jolly, Chair North Somerset Council</p>	
<p>DJ started his address by thanking all the volunteers, trustees, paid staff and Funders on behalf of North Somerset Council for all the support they gave to the local population. DJ made reference to CAB history and how the vision was actually contained within the Betterton report in 1924. By 1942 there were over 1000 CAB's and they set up wherever they could find a spot, including Sheffield Cathedral. Current statistics record over 2.7 million people have been helped by Citizens Advice.</p> <p>DJ closed by thanking CANS.</p>	
<p>8. Key Note Speaker – Julia Ross, Chief Executive Officer, Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group</p>	
<p>JR introduced the BNSSG CCG as a single commissioning source for the combined area of Bristol, North Somerset and South Gloucestershire.</p> <p>JR acknowledged what CANS was achieving for the people of North Somerset and offered her congratulations. JR felt the statutory care services had a lot to learn from the voluntary sector. Her vision for the future is to enable people to have control of their own lives.</p> <p>'Shaping a better health' – working together with the health and the voluntary sector.</p> <p>BNSSG CCG – history of collaboration The Red Cross, North Somerset Wellbeing service, North Somerset Parent and Carers working together and the Patient and Public involvement forum to support better engagement with people in North Somerset.</p> <p>Healthier together Progressing towards a more integrated approach to care. Too many people end up staying in hospital, the services in the community are too fragmented so the vision is to create a system of care in the community. 30% of hospital beds are currently filled by patients who should not be there. We do not want silos of care, we seek empowerment of the individual, help people to keep themselves well. Focus on 6 main areas: Redesigning models of care by</p> <ul style="list-style-type: none"> ○ Integrated community localities lead by GP's. Groups of practices coming together to develop a whole system of care. 	

<ul style="list-style-type: none"> ○ Networked general hospital care – Healthy Weston is the vision for joining up services for better care in Weston-super-Mare, Worle and surrounding areas. This includes the future for services at Weston General Hospital. ○ Regional Centres of Excellence for specialist services. We have world class services in cancer and heart care. <p>Enabled by effective infrastructure</p> <ul style="list-style-type: none"> ○ Clinical and financially sustainable services ○ Staff are enabled to deliver exceptional care everyday – need to get a better workforce and retain them ○ Digitally enabled care, intelligent use of data to inform decision making <p>The community, voluntary and faith sectors – a renewed partnership for a new future.</p> <p>The real drive is how do we mobilise the community? Early thinking</p> <ul style="list-style-type: none"> ○ How do we enable friends, family and the community? ○ Community ‘anchor’ organisation embedded in each locality and on the provider alliance leadership team ○ A new focus on friends, families and carers ○ Potential for some community grant making to support community mobilisation schemes ○ Facilitating a ‘big public conversation’ ○ Voluntary, community and faith sector conference in January to co-design solutions 	
<p>9: Vote of Thanks.</p> <p>FS offered a formal vote of thanks to Julia Ross and noted there was passion there for all of us. The empowerment of our citizens is a vision shared by CANS, working in partnership rather than being told what to do and social prescribing – which agency is best placed to help, this holistic approach encourages joint solutions.</p> <p>FS presented JR will a flowering plant as a mark of thanks.</p>	<p>Farid Saada, Trustee</p>
<p>10: Closing Remarks.</p> <p>SO said that Citizens Advice is a very practical, very different experience which gives practical, clear advice, a very different interaction for many. At the heart of what we do is getting that person to feel better, their problem takes on a different shape.</p> <p>SO thanked everyone made special mention to those responsible for organising the event today.</p> <p>SO requested completion and the return of the feedback survey which will be sent out post event.</p> <p>There being no other business, the meeting closed at 4:30 p.m.</p>	<p>Susan O’Connor</p>