

ACTION NOTES

MEETING:	Chesham and Chiltern Villages Local Area Forum
DATE:	10 July 2013 7.37 pm to 9.42 pm
LOCATION	Chartridge Village Hall (Reading Rooms), Chartridge, HP5 2TN

Present:	John Axon (Ashley Green Parish Council), Chris Brown (Cholesbury-cum-St Leonards Parish Council), Noel Brown (Buckinghamshire County Council) (Chairman), Joan Lherbier (Chartridge Parish Council), Mark Shaw (Buckinghamshire County Council) and Fred Wilson (Chiltern District Council - Hilltop and Townsend)
In Attendance:	Zoe Dixon, Simon Dudley, Christine Gardner, Paul Gosling, Rebecca Petherick and Helen Wailing
Apologies:	Alan Bacon, Patricia Birchley, Martin Parkes, Keith Platt and Elizabeth Stacey

Item	ISSUES RAISED
1	<p>CONFIRMATION OF CHAIRMAN</p> <p>Noel Brown (Buckinghamshire County Council) was confirmed as the Chairman of the Chesham and Chiltern Villages Local Area Forum for the ensuing year.</p>
2	<p>APPOINTMENT OF VICE-CHAIRMAN</p> <p>Fred Wilson (Chiltern District Council) was appointed as Vice-Chairman of the Chesham and Chiltern Villages Local Area Forum for the ensuing year.</p>
3	<p>APOLOGIES FOR ABSENCE</p> <p>See above for apologies.</p> <p>The Chairman welcomed Mark Shaw as County Councillor and as Mayor of Chesham.</p>
4	<p>DECLARATIONS OF INTEREST</p> <p>There were no declarations of interest.</p>
5	<p>NOTES OF THE MEETING HELD ON 10 APRIL 2013</p> <p>The notes of the meeting held on 10 April 2013 were agreed and signed as a correct record.</p> <p>Matters arising</p> <p>Page 2 – Latimer Road – Simon Dudley (Transport for Buckinghamshire) reported that the company Swarco was changing the components used on the Vehicle-activated sign (VAS) so that there was only one panel. The VAS would be installed in 2014. Latimer Parish Council would need to contact Sian Thomas (Transport for Buckinghamshire).</p>

	<p>Simon Dudley would email the Chairman – Action: SD</p> <p>Swarco had stated that Latimer Road was not a recommended location for one VAS, let alone two. This was because it was too close to the junction. Noel Brown said that the sign had not been put at the site agreed by Ken Moloughney (Transport for Buckinghamshire), which was further away from the crossroads and had much better vision.</p> <p>Page 2 – Gritting of pavements – Simon Dudley reported that a meeting was being held in Princes Risborough on the same topic, and that it had been suggested that the Parish Councils could grit pavements through devolved services within the existing budget. Simon Dudley asked that someone from Chesham Town Council contact him so that a route could be agreed.</p> <p>Page 2 – Little Theatre signs – Tim Fowler (Transport for Buckinghamshire) had sent a message to say that it was not likely that the signs would be funded by either the County Council or the District Council. The County Council could direct people where to go as regarded sourcing of signs.</p> <p>Footpath Spur Tim Fowler had sent a message to say that stopping the alley would have a cost, due to the Consultation which would be necessary. Members should contact Tim Fowler if they wanted to pursue this.</p> <p>Page 4 – Street Lighting – Carl Goulding (Principal Lighting Engineer, Ringway Jacobs) was happy to advise on this.</p> <p>Page 7 – Moveable Vehicle-activated Sign (MVAS) – the Chairman said that the MVAS was available for Parish Councils as well as for Chesham Town Council. The MVAS could be moved around to different locations, and needed ground screws (these could be provided by the Local Area Technician). The MVAS would be at each site for about two weeks. Some MVAS were solar-powered and some battery-powered. Action: Parish Councils to co-ordinate with Bill Richards at Chesham Town Council.</p>
6	<p>QUESTION TIME</p> <p>There were no questions.</p>
7	<p>PETITIONS</p> <p>There were no petitions.</p>
8	<p>TRANSPORT UPDATE</p> <p>Simon Dudley (Transport for Buckinghamshire) referred members to the report and updated them as follows.</p> <p>Gullies The gully-emptying programme was based on the risks caused by gullies. Gullies on A, B and C roads were emptied once a year. Gullies on unclassified roads could only be emptied once every two to three years. Flood spots had been identified at which gullies would be cleaned more regularly. These were:</p>

Red Lion Street
St Mary's Way
Broad Street
Hog Lane
Eskdale Avenue
White Hill
Waterside

Gullies in Chesham Town would be emptied in July / August 2013 as part of the routine programme.

Mark Shaw (Buckinghamshire County Council) said that Berkhamstead Road and Lycrome Road should be added to the above list.

Chris Brown (Cholesbury-cum-St Leonards Parish Council) said that his Parish had gullies which had not been properly dealt with for 10 to 15 years. Simon Dudley said that they should report this to Jonathan Dickens (Local Area Technician), as there was a jetting unit which would clear most things.

The Chairman said that capital flooding money should be used to clear some gullies.

The gully programme was on the web:

<http://www.transportforbucks.net/Roadworks-Centre/Gully-emptying.aspx>

Grip maintenance was separate to gully work.

Road maintenance

The jet patcher was currently in Hyde End / Chesham. At Greenway in Chesham, proper patching work was being done, with a thin surface coating on top. The joints could then be repaired specifically.

Snow clearance by farmers

Simon Dudley reported that they were waiting for permission for Transport for Buckinghamshire to take ownership of the County ploughs (eight of these would be replaced). These would be made available to farmers on a 'first come, first served' basis. Zoe Dixon said that she would chase this – **Action: ZD**

Chris Brown said that his Parish had a farmer who already had a plough. Simon Dudley said that the farmer would need to sign up to the new agreement, which would be sent out. This included a retainer, to cover repairs. The farmer should contact Simon Dudley about any repair work needed on the plough. Simon Dudley said that he could not guarantee that farmers would be called out every time it snowed. The farmers would need to wait until they were called out, and had been given a route by the County Council.

Chris Brown said that his Parish had problems on roads which were not on the salting route. Simon Dudley asked for details of these. Simon Dudley noted that the County Council would be buying some slush blades as well, for town centres.

The Chairman noted that snow tyres were better in snowy weather than 4x4 vehicles.

Grass cutting

Simon Dudley said that there would be two cuts in the year for rural areas and eight cuts in

	<p>urban areas. There would also be cuts at visibility lines at junctions (those reported via Highways on Call or recorded as complaints).</p> <p>Mark Shaw said that quality of strimming was an issue in Chesham. Simon Dudley said that he would feed this back <i>[Action completed]</i>.</p> <p>Rebecca Petherick (Waste Team, Chiltern District Council) said that Chiltern District Council was working hard to clean streets, but that this was then ruined by grass cuttings being left on the street. There had also been reports from refuse vehicle drivers about overgrown trees and visibility (particularly in Dunsmore). Simon Dudley asked that the list be sent to Jonathan Dickens or to Highways on Call (0845 230 2882). The County Council would write to land-owners if clearing was needed on their land. Zoe Dixon asked that the requests be copied to her.</p> <p>The Chairman said that there were overhanging trees at the bottom of Chenies Hill, but that nobody knew who owned the land. Simon Dudley said that legally it could take six months until the County Council could go in and clear the land.</p> <p>Priority Roads for re-surfacing Chris Brown asked if there was a list of priority roads. Simon Dudley said that this was being put together, in conjunction with newly-elected Councillors. An updated list would be circulated - Action: SD</p> <p>The Chairman said that members would like to know the staffing arrangements for the future. Simon Dudley said that they were trying to get things settled down and that the work would be project-driven.</p>
<p>9</p>	<p>TOWN / PARISH COUNCIL UPDATES</p> <p>Cholesbury-cum-St Leonards Parish Council Chris Brown reported that the Parish Council was considering purchase of a defibrillator on one or two sites (e.g. in the Cricket Club). It was then hoped that sponsorship / funding and training could be given.</p> <p>The Parish Council was also looking at the ‘Community Right to Bid,’ as the village pub was about to close.</p> <p>Ashley Green Parish Council John Axon reported that residents had registered the Golden Eagle Pub on the Chiltern District Council website.</p>
<p>10</p>	<p>LOCAL PRIORITIES UPDATE</p> <p>Reduction of anti-social behaviour through youth activities Noel Brown reported that anti-social behaviour had been reduced by 25% through a youth event held in Waterside, Chesham. There had also been a 65% reduction over summer 2012. Similar events were being run in 2013.</p> <p>Supporting local economy and employment Fred Wilson said that the Visitor Economy Project was going well. Many visitors came to Buckinghamshire because of the countryside and nature. The hub in the town centre was bringing things together.</p>

Some slides are available for information via this link:
<http://democracy.buckscc.gov.uk/documents/b15439/Agenda%20Item%2010%20-%20Supporting%20Local%20Economy%20and%20Employment%20-%20information%20slides%2010th-Jul-2013%2019.30%20.pdf?T=9>

Reducing isolation of Asian communities

Noel Brown reported that re-elections were being held for the Mosque Committee.

Chesham Community Wellbeing Project

Christine Gardner circulated an information sheet (attached) and reported that the next meeting of the Reference Group was on 1 October 2013. Emerging themes included worklessness, outreach work, high-need groups (lone parents, disabled, unemployed). Worklessness often drove other social issues.

Zoe Dixon said that she had started a secondment at the Department for Work and Pensions (DWP). A representative of DWP would also be working at the County Council.

A youth employment initiative had been started to find out what the barriers were and what young people thought of the current service. It was hoped that the County Council could offer some work experience posts. Section 7 of the Information Sheet showed initiatives being scoped.

Improving Highways and Road Safety

Noel Brown referred to Germain Street, Chesham, and said that cars had hit child pedestrians on the shoulder four times in six months. The Local Area Technician had also been hit. A response regarding the cost of changes to the Street was still awaited, for the costed proposal for the one way system, as agreed at the site meeting including the School Head and Residents. The proposal was for a one way section from the school down to King Street, with no entry at the King Street junction towards the school – **Action: Zoe Dixon to report to Casualty Reduction Team**

Community Transport

Chris Brown said that bids had been made to two organisations for funding for a Dial-a-ride vehicle. The next stage was to fund training and development of voluntary drivers. Drivers would be recruited through Parish and Town Councils and training would be provided free of charge. Chris Brown said that he would contact Parish Councils / Chesham Action Partnership (CHAP) / Martin Parkes. **Action: CB**

A group of representatives from the Parish and Town Councils would be needed. Noel Brown suggested that this could be run through CHAP.

Noel Brown also said that sharing a taxi could be much cheaper if there was only one pick-up location.

11 INFORMATION SLOT (GUEST SPEAKERS)

Citizens Advice Bureau

Paul Gosling (Chair of Chilterns Citizens Advice Bureau) referred to his report (attached) and said the following:

- A Community Outreach Project pilot had been run.
- During the Community Outreach Project pilot, 175 people had been seen. Of these, 30 had gone through to the 'full advice' stage. Approximately 10 involved full

casework (resolving debt etc.).

- Issues were becoming more complex.
- The pilot had been successful. Additional money had been obtained from the County Council for outreach, to deliver c. 20 sessions to meet needs arising from welfare reforms.
- Citizens Advice Bureau had applied to the Big Lottery for money to integrate advice services and to extend services in deprived areas. Significant funding had been received for outreach work, home-visiting and a single telephone number.
- Citizens Advice Bureau was working in partnership with Age UK, Carers Bucks, Bucks Mind and the Beaconsfield Advisory Centre.
- The Outreach service was available in Chiltern District and in the South Bucks District.

The Chairman said that the Chesham Wellbeing Project targeted areas of deprivation, and would appreciate support.

Chris Brown (Cholesbury-cum-St Leonards Parish Council) said that he was working with Julie Trehan, and asked if this would be on an ongoing basis. Paul Gosling said that it depended on the funding. Parish Councils needed to be consulted about the key areas of need and deprivation. There would be a process of prioritisation and a balance in how the funding was distributed.

Chris Brown said that the BBC had come to visit them in June 2013 as Cholesbury had been found to be the wealthiest community in the UK. However there were still deprived / isolated pockets. Mark Shaw (Buckinghamshire County Council) said that the challenges were transport and access.

Paul Gosling said that within the current funding, mobile outreach project workers were a key element and two posts were included.

Christine Gardner said that the mobile library service was willing to bring people round to provide advice (a 'mobile office'), and that she could give Paul Gosling the contact details for this **Action: CG**

Zoe Dixon said that the Department for Work and Pensions had been in contact that day about getting 12 direct referrals to the Citizens Advice Bureau. Paul Gosling asked for contact details for this **Action: ZD**

Refuse and Waste Changes

Rebecca Petherick (Waste Service Delivery Manager, Chiltern District Council) reported as follows:

- Wycombe District Council and Chiltern District Council had joined their waste teams together in 2012. A new joint waste contract had started in March 2013, which would generate significant savings for both Councils.
- The new contract included improved street cleansing.
- The new waste contract had started on 15 July 2013. The aims were to increase the amount of recycling and to reduce landfill waste.
- Food waste would be collected weekly. National restrictions were going to be brought in which would restrict the amount of food waste being sent to landfill.
- The County Council was taxed on all waste sent to landfill.
- Wheeled bins had been delivered to all properties which were suitable for wheeled bins. Wheeled bins were cleaner and safer to put out and were better for the health

and safety of the contractors collecting the waste. The aim was also to control the amount of waste produced.

Mark Shaw (Buckinghamshire County Council) said that he was receiving four to five complaints a day from residents about the new waste service. It would be helpful to obtain responses so that residents did not think that nothing was being done.

Rebecca Petherick said that the Councils were receiving c. 1000 telephone calls a day about the new waste services. She had also received 550 emails that day. There was a lot of pressure on the Waste Team. Any specific queries were logged on a spreadsheet for use by three Roll-out Officers. When calls were received, they were colour-coded.

Mark Shaw said that communication was important.

John Axon (Ashley Green Parish Council) said that residents had not been happy when black bin liners were first introduced in the 1930s, but had quickly become used to these.

Zoe Dixon said that in Surrey there had been some resistance to wheeled bins, but that after six to eight months, everyone had wanted to use them. Zoe Dixon also said that the new waste service was similar to the one in the Aylesbury Vale, which worked well and produced a very small amount of residual waste.

Rebecca Petherick said that all bin deliveries would be finished by the end of the week. In addition, red bags for textiles would be supplied. Battery recycling bags would be supplied in August 2013.

Standard Solution

The blue wheeled bin would be for mixed recycling (glass, plastic, foil, cans etc.). The paper box would remain for paper and card.

Food waste was separated, using a caddy in the kitchen and then a large bin outside. 10 free corn starch liners would be supplied. Further supplies could be bought from Chiltern District Council or from supermarkets.

The garden waste bin was an 'opt in' service.

Non-standard Solution (e.g. for flats)

Purple waste bags would be used for general waste (six months' supply of bags would be supplied).

Blue bags would be used for mixed recycling (two of these would be supplied).

Kitchen waste caddy and outside bin would be supplied.

Garden waste would be an 'opt-in' system, and would be placed in a hessian sack.

All collections would be fortnightly, apart from the food waste, which would be weekly.

What happens to the waste?

Food waste would be collected and placed in a pod in a vehicle (the same vehicle as for general waste). The food waste would then be taken to the London Road depot from where it would be taken to Wallingford, where it would be made into fertiliser for local farmers.

Mixed bio-waste was taken to High Wycombe.

Recycling would be collected by Viridor and taken to Kent, where it would be sorted and separated. Some recycling would be sent abroad, as markets were limited in the UK. However c. 80% of recycling would remain in the UK. The destination for different kinds of recycling changed all the time, depending on where the best market was.

Paper would be sent to the London Road depot for sorting. Paper and card were separated, due to a long term contract with a company in Wales.

Further questions

John Axon said that some people (e.g. older people) might continue to use black sacks after 15 July 2013, and asked if the refuse crews would be flexible about this. Rebecca Petherick said that 80% of residents had also been given a new weekday for refuse collection. This had been communicated by calendar. However a large number of these leaflets had been found in the paper recycling, so may not have been read. There would be some leniency in the first two weeks, and some side waste would be collected during the first week. After that, bins would only be collected if the lids were closed, and no side waste would be collected.

Fred Wilson (Chiltern District Council) said that there was a rumour about there being some smaller bins. Rebecca Petherick said that a 140 litre bin would be available from August. The normal black bin was 180 litres and the normal blue bin was 240 litres. Larger bins were available for larger families.

Chris Brown asked if the vehicles were the same size. Rebecca Petherick said that the smallest vehicle was 7.5 tons, and was already in operation. It was used where there was difficult / narrow access.

The largest vehicle was now 32 tons. The largest vehicle previously had been 26 tons.

Joan Lherbier (Chartridge Parish Council) said that some people would not understand the new system. Rebecca Petherick said that for the first two weeks, information would be left for residents who used the wrong bins or who did not put out the right waste. Officers were also willing to visit people and to explain the scheme. Due to the way in which the waste was processed, they had to be careful not to contaminate waste. If anyone needed further assistance, they should contact the Waste Team. As a last resort, if people were not able to understand the changes, waste could be placed in the black wheeled bin, as the waste in there would not be monitored.

Contact details for Rebecca Petherick:

rpetherick@chiltern.gov.uk

Further information:

<http://www.chiltern.gov.uk/article/2825/Waste-and-Recycling-News>

(including faqs):

<http://www.chiltern.gov.uk/questions>

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DATE OF NEXT MEETING

9 October 2013, 7:30pm, St Leonards Parish Hall

Chesham Community Wellbeing Project

Chesham and Chiltern Villages Local Area Forum

Update 10th July 2013**1. Project Background**

What it is:

1. An initiative to raise the **wellbeing** of the residents of Chesham.
2. A **geographical** initiative based on the boundaries of Chesham Town.
3. A focus on the 7 areas that constitute the ***Index of Multiple Deprivation***.
4. An opportunity for **joint working** across the Public Sector & other stakeholders.
5. An initiative that will help **identify opportunities** and implement improvements.
6. A focus on both **Place & People** – a holistic approach to wellbeing.
7. An opportunity for the **community** to identify and help resolve local issues.

What it is not:

1. A new source of funding.
2. A Bucks County Council “project” – it is a partnership effort.
3. A “quick win” – the aim is to tackle difficult and medium term issues.

Index of Multiple Deprivation (IMD) consists of seven “domains”:

1. **Income** deprivation
2. **Employment** deprivation
3. **Health** deprivation (& disability) [including mental health & drug and alcohol abuse]
4. **Education, Skills & Training** deprivation
5. Barriers to **Housing** services
6. Living **environment** deprivation
7. **Crime**

2. “Interventions” & focus

- More than 100 “services” have been identified operating in Chesham (both public and third sector).
- 25 specific “Interventions” have now been included in the project and will be monitored.
- CCG has started submitting Interventions for inclusion in project. More to be confirmed soon, therefore the number of interventions will continue to rise.

There has been almost no screening of “interventions” if an organisation (or BCC service) has said they would like a particular service included and monitored then it has been added to the project. The Wellbeing project was initiated in October 2012. In October 2013 we will be reviewing the initiatives, with the likely consequence that there may be fewer; some interventions will have completed and finished and other may be viewed as operational BAU (business as usual).

3. Governance

Project Governance consists of 3 main groups.

- The Executive Group.
- The Reference Group.
- A BCC internal “leads” group.

The Executive Group is member led & meets every 2 months, its role is to:

- Review progress against key “interventions”
- Discuss, decide & advise – where more or less effort is required against the 7 domains of the Index of Multiple Deprivation.
- Act as informal forum & critical friend to begin any difficult conversations that may be required regarding resource allocation across all elements of the public sector involved in the project, before taking such discussions to other structures & groups.

Membership:

1. Mike Appleyard (Chair) (Deputy Leader BCC)
2. Martin Phillips (Cabinet member for Communities BCC)
3. Peter Hudson (CDC Cabinet)
4. Noel Brown
5. Phil Dart
6. Nigel Sims
7. Bob Smith (CDC/SBDC officer)
8. Bianca Kerley (DWP – JobCentrePlus)
9. Dr. Sian Roberts (NHS – CCG Chesham)

The Reference Group will meet every 6 months and has wide membership from across the public and third sectors operating in Chesham and includes, for example; Thames Valley Police, Paradigm Housing, Chesham Town Council, CAB etc. The next meeting of the Reference Group is the 1st October 2013.

The primary task for the Reference Group is to overcome tactical & operational issues and ensure bridges are made between services wherever there is benefit.

In addition to these broad stakeholder groups Chris Williams (CEO BCC) chairs a monthly BCC internal “leads” meeting to ensure the broad range of services that BCC delivers are working together on any relevant Chesham issues.

4. Emerging Themes

“Themes” are emerging from the Chesham work:

1. The importance of tackling **Worklessness**. Many agencies have an interest in residents moving from unemployment to work and/or training.
2. The usefulness of **Outreach** as a method of improving service delivery.
 - Outreach to Pond Park Pakistani community:
 - GP outreach service funded by CCG.
 - Children’s centre outreach service funded by BCC.
 - Community outreach worker funded by Newtown Infant School.

3. Identifying groups in **high need** and attempting to better coordinate public sector services around their needs and/or redesigning services to achieve better outcomes. Multiple agencies often have an interest in the same specific high need individuals, families or neighbourhoods. This is an opportunity for **better public sector coordination**.

Examples:

- Findings from successful Families First prototyping work in Chesham.
- Outreach to Pond Park Pakistani community.

Groups with high needs include:

- Residents whose first language is not English & have a limited use of English.
- Residents who are not accessing health care (to their detriment).
- Unemployed residents in receipt of benefits, especially those experiences high barriers to employment:
 - Youth unemployed 18 – 24.
 - Lone Parents.
 - Ex-offenders.
 - Disabled.

5. Worklessness

Worklessness is a fundamental marker for deprivation and long-term multiple disadvantage. This is why it is weighted heavily in the *Index of Multiple Deprivation*. For this reason we are giving the issues particular attention and focusing resource on this area.

The importance that participating in paid employment plays in well-being is constantly being underlined by various Government and non-Governmental organisations. In May 2013 Public Health England published its priorities and the following caveat:

‘it is at least as important to tackle major *non-medical* causes of ill health like social isolation, homelessness and **Worklessness**’.

BCC and DWP are working closely together to try to innovate and improve outcomes for unemployed residents, especially those in highest need facing the most formidable barriers to entering the labour market.

6. Worklessness initiatives now underway:

- New capacity: Zoe Dixon, a senior officer from BCC (1 FTE) will be effectively seconded to DWP Job Centre Plus at Chesham to work on new initiatives to help benefit claimants in Chesham into work, training or both.
- DWP have seconded a part time officer to assist the Families First project with Worklessness. This is an additional capacity to any links with “Progress”.
- Youth Unemployment initiative. Delivered by Bucks Business First working jointly with DWP Job Centre Plus Chesham. This project is carrying out in-depth interviews with 40 Job Seekers Allowance claimants between the ages of 18 – 24 from the 6 wards of Chesham. The insight will help service redesign work and we intend to give additional assistance (such as offers of work experience at BCC) to those who take part.

- An officer from BCC is conducting some “Customer Journey” work with claimants in Chesham (youth unemployed, lone parents, disabled), again to produce further insight to assist any service re-design.

7. Initiatives being scoped:

- Health centre smart co-location. We are going to scope (with DWP and CCG colleagues) the potential to utilise space in the Chesham Health Centre focusing primarily on the needs of single mothers in receipt of benefits. The space would have to deliver face to face services in a new coordinated way, demonstrating measurable benefit, while providing space/office base for multi-agency professionals.
- Inclusion of *FROI* Fiscal Return on Investment & *SROI* Social Return on Investment (aka social value) expertise to advise the project should be finalised shortly.
- Work has begun by Martin Parkes on the Community Hub in Chesham High Street. Martin has met with Nigel Sims to discuss the project which hopes to include the Elgiva Box Office, the Credit Union, Shed in the Park, Hot Desking facilities, Meeting Room, Instant media area, Incubator area.

8. Future direction

Community Budgeting

We are looking into potential links between Community Budgeting and work so far on the Chesham project. We are in discussion with Ernst & Young regarding possible advice on the direction of the project and its possibility of forming an embryonic community budgeting project. Ernst & Young evaluated the 4 national community budgeting pilots and suggested that substantial savings may be possible, via the pilots’ methodology, across the public sector and with better social outcomes. Closer working between Health & Social Care is estimated to deliver 60% of possible savings, and Work & Skills (closer local government and DWP working) 30% - 35% of savings.

<p>Nigel Sims, Senior Manager Localities & Safer Communities, Buckinghamshire County Council <i>(providing Programme Management for the Chesham Community Wellbeing Project)</i> nsims@buckscc.gov.uk Office: 01296 387131 Mobile: 07834 093383</p>	<p>4th June 2013</p>
<p>Updated by Christine Gardner, Locality Manager – Chiltern Localities & Safer Communities, Buckinghamshire County Council</p>	<p>8th July 2013</p>

The Community Outreach Project

Background

Many vulnerable people, the elderly, the young, new parents and those with disabilities are not aware that they are able to seek help to improve their lives; or know how or where they could get help; or are too worried or fragile to make the first step.

This project supported by The Chalfont's, Chesham and Chiltern Villages and the Missenden's LAFs has provided the Chiltern CAB with the opportunity to extend outreach services and offer access to CAB advice at different centres in the area which do not have a regular outreach service but where people who need us are not able to access us for a number of reasons.

In each area, as a result of the funding we have been able to:

1. Deliver sessions with large groups of older people who are residents of Paradigm Housing offering:
 - Advice on how to stay warm in the winter
 - How to save money on fuel bills
 - How to save money on other utility bills
 - Information about Community Transport Schemes
 - Information about where to get help and advice
 - Signposting to CAB service and other agencies
2. Deliver advice subsequent to these sessions at CAB offices and on site at Paradigm Housing locations. This has involved specialist caseworker advice.
3. Meet with Health Professionals to reinforce the link between stress and health issues underpinned by our work in GP surgeries
4. Meet with neighbourhood police to provide signposting to CAB services
5. Provide additional capacity to meet the local demand generated.

Specifically the following work has been done in individual areas:

Chesham and Chiltern Villages

- 6 sessions including Job Seekers group, Job Centre Plus, Probus 50 plus forum and Rotary Christmas Lunch Club

- Attended Chesham Health Fare to raise awareness of CAB services
- Sessions in Sainsbury foyer to raise awareness of CAB services
- Attended sessions at all Chesham Children's Centres to work with young families, raising awareness of CAB service, offering direct assistance, providing food vouchers, providing budgeting advice , referring to caseworkers as needed

The Missenden's

- Attended session in Prestwood Children's Centre to work with young families, raising awareness of CAB service, offering direct assistance, providing food vouchers, providing budgeting advice , referring to caseworkers as needed
- Regular attendance of the Missenden Neighbourhood links group where we are able to raise awareness of our service to local community groups

The Chalfont's

- Attended sessions in Little Chalfont Children's Centre to work with young families, raising awareness of CAB service, offering direct assistance, providing food vouchers, providing budgeting advice , referring to caseworkers as needed

In all we have presented to and provided detailed advice to over 300 people during the course of the above sessions as well as carrying out important awareness raising work. As a result the Charity is further committed to extending community outreach work and is awaiting the outcome of funding applications to support it.

We would like to thank all Local Area Forums for the support in making our Community Outreach project successful