

SUBJECT:	<i>Advice Services in South Bucks</i>
REPORT OF:	<i>Healthy Communities Portfolio Councillor Paul Kelly</i>
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WARD/S AFFECTED	<i>All</i>

1. Purpose of Report

To inform Members of the Overview and Scrutiny Committee of the advice services in South Bucks District Council

RECOMMENDATION

That Members note the report

2. Reasons for Recommendations

Members requested an update on the advice services operating in South Bucks District Council, this report seeks to summarise the range of services available and provides web links to the organisations concerned.

3. Content of Report

- 3.1 Members of the Overview and Scrutiny Committee requested information on the range of advice services operating in South Bucks District Council. Information detailed on the Councils website identifies a range of organisations that provide advice and support <http://www.southbucks.gov.uk/article/4501/Directory-of-Community-and-Voluntary-organisations> ranging debt management, and housing to issues involving the environment.
- 3.2 Additionally the Community Advice Network established by the Citizens Advice Bureau and funded by the Big Lottery seeks to improve access to high quality advice in the Chiltern and South Bucks area by providing a single point of access <http://canhelp.org.uk/>. A wide range of services offered by the partners to the project include: Housing, Benefits, and Debt advice, Carer Support, Age Related, Mental Health and Employment advice.
- 3.3 Additional charities operating in Buckinghamshire, Bucks Carers, Bucks Mind, Age UK, Age Concern, etc. provide web access and telephone advice support with some agencies providing befriender assistance.
- 3.4 The Bucks County Council Family Support Service <https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/home.page> also provides a directory of services operating across the County.
- 3.5 South Bucks District Council seeks to support the range of advice and support agencies through promoting their activities via the website, or celebrating the contribution of organisations and volunteers or directly funding organisations through the Subs and Donations programme. Advice and support organisations that have received grant funding from the Council in 2016/17 are detailed in Appendix 1:
- 3.6 The main organisations the Council refers people to are;
- Community Impact Bucks for volunteering support and funding advice. CIB hold funding advice surgeries each month across both councils

- Both Northgate and L+Q work closely with Three Rivers CAB to provide debt and benefit advice. services refer customers to the Three rivers CAB service or to the outreach locations delivered in GP surgeries or Children’s Centres that may be delivered by Three Rivers or Chiltern CAB
- Mediation Bucks supports dispute resolution through its high hedges and neighbourhood dispute service. Several sections of the Council refer customers to resolve underlying disputes that initially may be referred to the council as a service request relating to ASB or noise, high hedges or planning.
- Wycombe’s Women’s aid supports victims of domestic violence

3.6 Whilst not in receipt of funding during 2016/17 the following organisations have accessed the subs and donations grant fund in the past;

- Beaconsfield Advisory Group – which offer advice and a listening ear to clients who have problems in benefits, housing, debt, employment, legal, marital, loneliness
- Careers Springboard – employment support
- Child Bereavement Trust – for children suffering a bereavement and families of those suffering the loss of a child
- Chiltern CAB – whilst a CCG and L+Q funded service, the council has provided some top up funding for the advisor costs in the outreach surgeries in Burnham, Denham & Iver
- Rape Crisis – advice and support to victims

3.7 Review of the Subs and Donations and Community Development Grants is currently being undertaken which will identify the outcomes delivered by the organisations and the links to the Councils key objectives and priorities. That report will make recommendations as to future priorities for funding.

4. Corporate Implications

Reports must include specific comments addressing the following implications;

- 4.1 *Financial – no implications*
- 4.2 *Legal – no implications*
- 4.3 *And where appropriate; Crime and Disorder, Environmental Issues, ICT, Partnership, Procurement, Social Inclusion, Sustainability– no implications*

5. Links to Council Policy Objectives

- Delivering cost- effective, customer- focused services
- Working towards safe and healthier local communities
- Striving to conserve the environment and promote sustainability

6. Next Step

This is an Information item next steps will be determined by the committee

<p>Background Papers:</p>	<p>It is a legal requirement that we make available any background papers relied on to prepare the report and should be listed at the end of the report (copies of Part 1 background papers for executive decisions must be provided to Democratic Services)</p>
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Organisation	Description	Amount £
Adviza (Time to Talk)	A mental health and emotional well-being counselling service based in schools and colleges providing support to 60 young people across South Bucks. The service is mainly funded by BCC but is restructuring to diversify its funding stream.	2,000
Bucks Mind - support group for people with mental health issues	Advice is provided to clients with mental health issues and family members through the County based service. The grant funding provided by the council is enabling a monthly peer support group for people with mild to moderate mental health difficulties to meet. The group provides an opportunity for approximately 12 local people to meet regularly, to talk, to listen to share experiences and, with Bucks Mind support, to develop the group themselves.	1,200
Bucks Vision	Advice is provided to clients with visual impairment and family members through the central charity; locally the organisation is providing support for between 60-70 people enabling interaction through its social club.	800
Carers Bucks	Provides advice and support to carers of all ages through the central organisation funded by BCC. Locally the organisation is supporting carers groups and the roll out of the Dementia friendly communities project	1,300
Chiltern MS Centre	Supporting 50 clients and carers from SBDC to access treatment and physiotherapy	1,000
Padstones	Provides emergency accommodation and support approximately 50 young person's unable to live at home which may be as a result of neglect, mental health issues etc.	6,000
Relate	Provides counselling for families, individuals, adults and children to approximately 150 people in South Bucks	500
Wycombe Women's Aid	Provide individual and group sessions to enable victims of abuse to recover and re-assess their social, emotional, physical and educational/work needs. In the short and long term they provide a safe space to regain confidence and self-esteem enabling clients to make an active and positive contribution to the community. WWA also provides specialist services for example assisting Asian women address issues of isolation, forced marriage and so called 'Honour Based' violence. WWA services have a direct impact on preventing homelessness in South Bucks, through safety planning and risk assessment enables women to stay in their own homes.	7,000
Three Rivers Citizens Advice Bureau	In 2016/17 the CAB provided assistance the following clients in relation to debt, housing, employment advice: Total number of new clients helped: 2,056 Total number of new issues handled: 2,229 Total number of debt issues handled: 397 (+ 8% on 2014-15)	42,028

	<p>Total number of housing issues handled: 327 (-7% on 2014-15) 89 Housing Association tenants were prevented from being made homeless in 2015/16</p>	
<p>Mediation Bucks</p>	<p>Provides mediation services to residents dealing with neighbour disputes relating to: high hedges, boundary disputes, noise, parking, children, building works, and horticultural disputes. During 2016/17 over 157 residents were supported through mediation achieving agreed outcomes.</p>	<p>5,000</p>