



NAILSEA TOWN COUNCIL
COMMUNITY ENGAGEMENT COMMITTEE
WEDNESDAY 9 MARCH 2022 AT 7.30PM

Dear Councillor,

You are invited to a meeting of the Community Engagement Committee. The meeting will be held on **Wednesday 9 March 2022 at 7.30pm** at Tithe Barn, Church Lane, Nailsea, BS48 4NG

Please turn off mobile phones before the meeting

Please follow social distancing guidelines when attending the meeting:

- ❖ Do not attend if you have any signs of Covid.
- ❖ Please show proof of a recent negative Lateral Flow Test
- ❖ Stay 2 metres apart if possible.
- ❖ Wash your hands or hand sanitise when entering the Tithe Barn.
- ❖ Wear a face covering, unless exempt.
- ❖ Numbers of attendees will be limited.

AGENDA

Please turn off mobile phones before the meeting

1. Apologies
2. Declarations of Interest
3. Public Participation
The public may ask a question or make a statement relating to the business to be transacted at this meeting.

We kindly ask that if you wish to attend this meeting you contact the Town Clerk in advance 01275 855277.

4. Confirmation of minutes of the meeting held on 26 January 2022 - **encl**
5. **Community Reports**
 - a) Nailsea Community Group update
 - b) Nailsea Youth Club verbal update from Karen Pike
 - c) North Somerset Together Meeting update - **encl**
6. **Nailsea Place**
 - a) Minutes from the meeting of the No.65 Sub-Committee held on 9 February 2022 – **encl**
 - b) No. 65 Update Report from 9th February 2022 - **encl**
7. **Financial Matters**
 - a) Summary of Committee income and expenditure to 2 March 2022 – **encl**
 - b) Community Engagement Specified Reserves
 - Nailsea Community Group £20,000
 - Improvements to No.65 £22,125
 - CCTV Upgrade £31,000
 - c) To consider the Citizens Advice North Somerset responses to the questions raised from the Draft Service Level Agreement 2022-25 – **policies encl**

8. CCTV Updates

- a) CCTV Log December and update on visit to the Control Room on 1 March 2022 – **encl**
- b) Overview of control room visit on 1st March 2022 - **encl**

9. Sub-Committees and Working Parties

- a) Minutes of the Queens Jubilee Working Party meeting held on 7 February 2022 - **encl**

10. Proposal from Cllr Hopkinson to set-up an Anti-social behaviour initiative, see Clerk's Report

11. Communication and Social Media

- a) Update from Sarah Lugg on the Council's Social Media accounts – **to follow**
- b) To discuss the future of the WeareNailsea website from a Town Council perspective

12. Matters for information



Jo Duffy – Town Clerk
Tithe Barn, Church Lane, Nailsea, BS48 4NG

2 March 2022



NAILSEA TOWN COUNCIL
COMMUNITY ENGAGEMENT COMMITTEE

Minutes of the Community Engagement Committee held on
Wednesday 26 January 2022 at 7.30pm at the Tithe Barn, Church Lane, Nailsea

PRESENT: Cllr Argles, Cllr Bird, Cllr J Blatchford, Cllr M Blatchford, Cllr Frappell, Cllr Hopkinson, Cllr Houlbrook (in the Chair), Cllr Hunt, Cllr Miller, Cllr Steel and the Town Clerk.

CE01/22 APOLOGIES

Apologies were received from acknowledged from Cllr Tonkin.

CE02/22 DECLARATIONS OF INTEREST

Cllr Hopkinson declared a personal interest as a non-voting member of Nailsea Community Group.

Cllr Houlbrook declared a personal interest as a non-voting member of Nailsea Community Group.

CE03/22 PUBLIC PARTICIPATION

There were no members of the public present who wished to speak.

CE04/22 CONFIRMATION OF MINUTES OF THE MEETING HELD ON 10 NOVEMBER 2021

The minutes of the meeting held on 10 November 2022 were confirmed as an accurate record of the meeting and were duly signed by the Chair.

CE05/22 COMMUNITY REPORTS

a) Nailsea Community Group Update

Cllr Steel gave an update on behalf of the Nailsea Community Group. The numbers of the public supported by the Foodbank or the Food Club are creeping up and the trend is expected to continue with the rise in inflation, NI contribution increases and energy bills.

The group will have new opening hours from February with a trial of the larder opening from 3 – 5pm on a Tuesday and Thursday to see if it will reach people who are not in town first thing in the morning.

The recycling scheme is going really well with the blister packs filling three large boxes.

The group will be doing a hunger initiative during the February half term and Nailsea Active continues to grow, with a couple of new challenges coming shortly.

b) North Somerset Together Meeting Update

The meeting noted that the NS Together meeting was now producing a written report of the meetings and that they have switched from Zoom to Teams. It is also recognised that NS Together meetings were seen by other Local Authority areas as leading the way within the wider community. The report was noted.

CE06/22 NAILSEA PLACE

a) Minutes from the meeting of the No.65 Sub-Committee meeting held on 10 November 2021 (verbal update already given at the last meeting)

The minutes of the No. 65 Sub-Committee were noted as a correct record.

CE07/22 FINANCIAL MATTERS

a) Summary of Income and Expenditure to 19 January 2022

The summary of income and expenditure was noted.

b) **Community Engagement Specified Reserves**

- **Nailsea Community Group £20,000**
- **No. 65 Improvements £22,125**
- **CCTV Upgrade £31,000**

The Clerk explained that the suitability of No.65 for solar panels has been confirmed and that the roof will now be surveyed and a full costing produced.

The meeting was advised that the mobile camera shared with Portishead and Clevedon will not be included in with the invoice for the CCTV upgrade. The Clerk did not know why North Somerset Council has decided not to include its cost within the project. It was intimated that this may be due to a Government grant.

c) **To consider the Citizens Advice North Somerset Draft Service Level Agreement 2022 -25**

The meeting agreed that it was vitally important that face-to-face meetings were an essential aspect of the service provision. It was flagged up that the termination clause was six months and this was an unreasonably long time if the Council were unhappy with the service.

The Clerk will contact Fiona Cope and ask for copies of the organisations Safe Guarding Policy.

A point was raised that under 2.8 (a) Circumstances Beyond CANS' Control that there is no clarification as to what constitutes circumstances beyond their CANS control, can examples be given?

Under 4.4 Monitoring Arrangements it was asked that a figure is provided showing the number of face-to-face meetings versus remote consultations within the reporting.

Cllr Miller proposed and Cllr Hunt seconded,

RECOMMENDATION

that following further research by the Clerk to establish the answers to the points raised by the Committee, that Nailsea Town Council signs off the Service Level Agreement between Citizens Advice North Somerset and Nailsea Town Council running from April 2022 to March 2025.

A vote was taken with all in favour.

CE08/22 VERBAL REPORT ON THE FIRST NAILSEA TOWN COUNCIL NETWORKING EVENT

The Clerk briefed the meeting on the feedback received from the Networking event. On the whole it was felt that the event was very successful, suggestions for improvements included each attendee giving a 3-minute presentation on their organisation, perhaps themed events, the introduction being at the beginning of the session, a 'speed dating' type of format might work well, provide a delegate list of attendees. It would be helpful if pens and paper could be provided on each table, and a number of other locations were suggested for future events.

Cllr Steel proposed and Cllr Hunt seconded,

RESOLVED

that Nailsea Town Council hosts four networking events per year and that alternating venues are used around the town.

A vote was taken with all in favour.

CE09/22 CCTV LOG OCTOBER AND UPDATE ON 'DOWNTIME'

The meeting noted the CCTV log for October. The meeting was advised that various cameras around the town have caught images of the vandals tagging buildings and street furniture.

The Clerk informed the meeting that North Somerset Council has a process for advising the Town Council on camera downtime.

CE10/22 ENGAGING WITH NAILSEA SCHOOL

The committee were advised that a meeting had been arranged with Cllrs Bird and Miller and the Clerk with representatives from Nailsea School including the Head Teacher Dee Elliott. The meeting had discussed Golden Valley Playing Fields and Youth Engagement with the Town Council.

Discussions have taken place between F. Bicknall, K Thompson and G. Jones and Cllr Miller with reference to Climate Emergency and working on some joint proposals. The school meeting had discussed the Town Council's 'Ask' campaign and capturing young people's ideas for the town, including direct engagement and workshops.

The School is already working with North Somerset Council and District Councillor Nicola Holland with regard to a North Somerset Youth Council.

The meeting was reminded that a Youth Parliament must engage with all young people of an area not just those that go to a particular school.

The meeting discussed whether it would be possible for the Clerk to send out an overview of the meetings calendar on a Friday so members would know in advance what is scheduled for the week ahead. The Clerk said that she would investigate. It was suggested that a Google calendar could be used.

CE11/22 YOUTH CLUB UPDATE – CLLR HOULBROOK

The Chair confirmed that Karen Pike of Foreal Youth Work Providers CIC is more than happy to attend any future meeting and brief the Council/Committee on the work of the Youth Club at No.65. It was agreed that Karen should be invited to the 9th March meeting. There are still only three seniors attending youth club sessions. The juniors are meeting on a Monday and a Thursday. Since September 2021 the Youth Club has gained 30 new members, with approximately 10-12 per session. A number of sessions have been saved up to put towards outreach work in the community during the holidays.

The value of the work the group does was acknowledged by the Committee. A question was raised regarding how much more can be done to raise the profile of the Youth Club and reach other demographics within the Town, including reaching older age groups. What, if anything, can be done to market the Youth Club better, can it be branded better or offer more services that would appeal to the over 13 age group. It was stated that there is additional funding available through the Community Safety Group via the PCC to support the older young people.

CE12/22 COMMUNICATION AND SOCIAL MEDIA

a) Update from Sarah Lugg on the Council's Social Media accounts

It was stated that the Council's 'bounce rate' on the Nailseatown.com site is very bad. A good bounce rate is 25-40%, 40-65% is ok and anything above 70% means that there is an issue that needs to be investigated and solutions found.

Administration rights have now been gained for the Nailsea Town Council and Nailseatown.com websites. It was suggested that the Website and Social Media Working Party meets and discusses the Council's websites and social media accounts as it was acknowledged that social media is not drawing enough users back to the websites.

It was suggested that targets could be introduced to bring the bounce rates down to a reasonable level.

The meeting noted the report.

CE13/22 MATTERS FOR INFORMATION

The Chair spoke about the Social Value Calculator software owned by the Town Council. It was flagged up that the calculator is an excellent tool which the Council needs to utilise more. The calculator is an analytical tool which can help measure the value of organisations. The 9 principles of the Bristol Accord are considered and a value is formulated by the calculator.

The Chair asked for volunteer councillors to have a couple of projects each to run through the Social Value calculator and do an assessment. Having had the opportunity to do an assessment of projects, consider whether the Council should embed the process into all future projects. Cllr Hopkinson offered to look at the Outdoor Fitness Equipment project, Cllr Steel offered to work on the Cancer Café group, Cllr Hunt offered to work on the Art Project. Cllr Miller and Houlbrook put themselves forward, along with Cllrs M and J Blatchford and Frappell offered to look at projects and grant applications.

It was agreed that further volunteer Councillors are sought at full Town Council.

The meeting briefly discussed the fact that time is running out in which to make any arrangements for the Queens Platinum Jubilee celebrations. The Chair confirmed that the Town's Scout and Guide groups both wish to get involved in planning for an event.

It was proposed and seconded that pursuant to section 1 (2) of the Public Bodies Admission to Meetings Act 1960 it was

RESOLVED: **that because of the confidential nature of the business to be transacted, the public and press leave the meeting during consideration of the following agenda item.**

The meeting therefore closed to the press and public at 21:06pm.

CE14/22 CONFIDENTIAL ITEM:
SEEK NOMINATIONS FOR NAILSEA TOWN COUNCIL'S COMMUNITY AWARD 2022

The meeting briefly discussed the process for nominating people for the Community Award. It was acknowledged that the Council has had a policy in the past for nominations. The Clerk will try and establish what the criteria is.

The meeting closed at 9:17pm

Chairman's signature: _____ Date: _____

North Somerset Together Network Meetings

Meeting Notes

Wednesday 9th February 2022

Introductions and General comments

- Note that move to MS Teams appears to have gone well and meeting attendees have provided positive feedback about continuing to use this online meeting platform.
 - Including the information from the last meeting for any new users – not all accounts support editing your on-screen name. Unfortunately NSC staff are unfortunately not able to change names and details as NSC have set our names centrally.
 - Others in the meeting may be able to depending on how your account is set. This link shows you how to do it: <https://allthings.how/how-to-change-name-in-microsoft-teams/>
- Lorraine Bush (LB) noted **Agenda Item 7** (future planning of these meetings i.e. format, length, content etc.) here for those who were not able to attend the whole meeting today.
 - We are keen to hear your thoughts and suggestions. This is not an NSC meeting – the NSC team facilitate the NST meeting on behalf of the NST Network participants.

ITEM 1 - Public Health Social Prescribing Grants scheme

- Finley Kidd (FK), Public Health Support Officer from Public Health & Regulatory Services presented Social Prescribing Grants 2022/23 – overview of available funding:
 1. For social prescribing “destinations” - up to £10,000 for projects with a significant nature-based element, and up to £5,000 for all other projects
Email completed application documents to: phgrants@n-somerset.gov.uk by midnight on Sunday 27 February 2022
 2. If the project or activity is around food and nutrition, is another grant scheme running specifically for this purpose – Community Food Projects Grant
Email completed application documents to: cfpgrant@n-somerset.gov.uk by midnight on Sunday 27 February 2022
- Social prescribing grants contacts:
 - Email phgrants@n-somerset.gov.uk or phone 01934 426839 for all queries
 - Email bnssg.mh.greensp@nhs.net to discuss all nature-based projects before submitting an application
- Community food project grants contacts:
 - Email cfpgrant@n-somerset.gov.uk

This is a summary of the key information. Please refer to the attached slides for FULL information.

FEEDBACK (Dick Whittington, WERN) – Deadline is too soon; too short an application timeline for many small organisations. Also eligibility criteria too restrictive. Dick offered WERN as an example of an organisation that can act as an “umbrella” organisation for smaller groups. But please change the

way in which these types of grant schemes are managed if want to have input from wider range of VCFSE organisations.

QUESTION(S) Can 1) faith groups 2) parish and town councils apply?

REPLY Yes: 1) if application is not based on the promotion of a particular faith and focuses on support/ delivery of services and activities in local community. 2) Yes, local councils are eligible if providing support/ delivery of services and activities in local community.

FEEDBACK (Sarah Hughes, Bleadon Help Network) Some venues can insure for groups using their premises. Churches can sometimes tap into something called Parish Guard for a small extra charge.

FEEDBACK (Paul Lucock, VANS) VANS are leading another Small Grants scheme. This is by invite only but VANS want to ensure that these schemes work together to provide a coordinated funding opportunity at this point.

ITEM 2 – NST Food Alliance Network project – Lorraine Bush (LB), NSC

- Update on NST Food Alliance Network meeting held in January. The Network are following Sustainable food Partnership model. Currently developing the work programme; LB and other members of Network will provide regular updates on their progress at this meeting.

Currently developing a food activities template to collate information - what groups know about:

- 1) Local food provision initiatives in your area
- 2) Any wrap around support available connected to that

ACTION: LB to circulate template around NST Food Alliance Network and then brought to the NST Meeting for information and feedback.

ITEM 3 – CRF Community Hubs project update – Paul Lucock (PL), VANS

- PL provided overview of the government's Community Renewal Fund (CRF) and specific details of the North Somerset Community Hubs Programme (£699,997 of funding allocated to North Somerset Council as accountable organisation), which is of most relevance to representatives of NST Network. North Somerset Council is working in partnership with:
 - VANS
 - Clevedon Town Council
 - Flax Bourton Community Hub
 - Long Ashton Coronavirus Support Network
 - Portishead Town Council
 - West of England Rural Network (WERN)
 - North Somerset Black Minority Ethnic (BME) Forum
 - The Stable Weston
- Full details of the Community Hubs programme are provide in PL's slides (see attached). Contact [Lorraine Bush](#), NSC CRF Community Hubs Project Lead or [Sue Stone](#), CRF Project Lead for further details.

ITEM 4 – NST 2 years on – Astra Brayton, NSC

- The 2 year anniversary of first lockdown is approaching and NSC want to mark the anniversary. Last year it was in form of a memorial; this year NSC want to focus on the positives and achievements during last 2 years.

- NST Network is one of the key achievements – so NSC want to know if we have ideas of how we can “celebrate” these achievements. Are there any case studies or stories or suggestions or ideas? NSC want to be led by this group as so much of the community support activity is represented here.

FEEDBACK: Number of suggestions offered in the meeting – Astra still working out what this will look like and how it will work.

ACTION: Please send through stories and suggestions by end of the week if possible? Astra is leaving NSC at the end of next week **so this is quite urgent** - astra.brayton@n-somerset.gov.uk and communications@n-somerset.gov.uk

ITEM 5 - General updates from network representatives, as required

- Tina Huckle-Mills (WERN) Update on Tea & Tech sessions. Been running since November 2021 but now part of CRF Community Hubs project. Been very popular. Updates (thanks to Tina for her notes) as of 10th Feb 2022:
 - Number of events held since November 2021 – **11**
 - NB* 2 x sessions in Dec/Jan were cancelled due to C-19
 - Number of attendees – **65**
 - Volunteers – **20** (Includes student volunteers x 3 for intergenerational learning)
 - Qualitative & quantitative evidence collected by registers and feedback forms, as well as meaningful conversations and photo evidence.
 - Number of partnership/organisations collaborated with – **15**
 - (Includes, Parish & Town Councils/Community Transport/Village Halls/Hubs/Community Groups/Social Prescribers/Link Workers/Village Agents/Wellbeing Workers).
 - Number of ‘pilot’ sessions starting from Feb 2022 onwards – **5**
 - Number of ongoing sessions already booked into the diary – **52**
 - Number of other partners awaiting confirmation from - **1**
 - Number of written promotional pieces provided so far – **17**
 - (Promo has been provided by WERN & in collaboration with community partners & includes social media – Facebook & Twitter/parish magazines/parish town council newsletters/NS Life).
- An Asset Based Community Development approach (ABCD) has been used where possible to maximise sustainability longer term and for communities to be able to organise and run these sessions themselves. One group has already evolved to meet the communities wishes from the original T&T model, whilst still using the tech support available but ensuring others are also included who may not be interested in or need tech advice. Banwell Parish Council are also running another group alongside the T&T model, called ‘Banwell You Can Do IT’ (figs included in above). Two great examples of an ABCD approach and how communities can be empowered to lead and create a sustainable model.
- Cllr. Hannah Young, Clevedon Town Council (CTC):
 - CTC are still without a Clerk currently so staff and councillors are trying to manage workload.
 - CTC connected back into Woodspring Locality ICP work with thanks to Jo Howard at Sirona.
 - Clevedon Aid is closing in March. CTC want to help maintain the connections and links created by the amazing work of Clevedon Aid team especially in relation to the current CRF Community Hubs work in Clevedon and upcoming Wellbeing Partnership project.
 - CTC have also recently agreed their community grants for 2022-23. Keen to understand what other grants are available/ be aware of other funding initiatives e.g. Public Health, VANS etc.

- **David Crossman, VANS:** has strong links with wide range of specific groups including BME, LGBT+ and wellbeing groups etc. so please contact me to access that information about the work and potential connection with groups across North Somerset.
- **Dick Whittington, WERN:** please contact Dick in relation to Rural Communities aspect of CRF Community Hubs project
- **Trudy Hollow, Nailsea Town Council:** currently working on introduction of Community Wellbeing Officer to support the Wellbeing Partnerships project.
- **Liz Shayler, Banwell Parish Clerk:** happy to talk to people about widening the reach of Tea and Tech sessions
- **Bernie Micklewright, VANS:** happy to be contacted re: VANS Volunteer Oximeter project and soon to be launched North Somerset Community Lottery: bernie.micklewright@vansmail.org.uk
- **Michael Williams, Alliance Homes:**
 - Microgrants scheme available; hoping to roll it out to 2023. New Community Growth Manager will manage this scheme; Andy Ryan leaving next week.
 - NB – Currently recruiting Andy’s replacement. **Application deadline extended** until **14th February 2022**. Check [Alliance Homes website](#) for further details.
 - Alliance still supporting social prescribing in North Somerset working with CANS, Pier Health and NSC.
 - Supporting development of Community Fridge in Portishead.
 - Working on a Sheltered Housing Schemes project
 - Please contact Michael for further information: michael.williams@alliancehomes.org.uk
- **Phil Dolan, Age UK Somerset:** overview of some of the services provided in North Somerset.
 - Wanted to let us know about event at Winter Gardens (Friday 11th February at 2pm) - [“An Afternoon with Dr Lucy Pollock”](#). Age UK Somerset working with Alliance Homes and Weston College to provide this event with Dr. Pollock, a geriatrician.
 - There is a “glossy book” of services available to support social prescribers etc. across the district. It’s a [“Guide to Later Life in Somerset and North Somerset – Your local health and wellbeing guide”](#) (opens an ebook) or contact Phil Dolan for further information: phil.dolan@ageuksomerset.org.uk
- **Cllr. Jan Murray, Churchill Parish Council:** update on the [Sing for Fun pilot project](#) initiated by Churchill Music in partnership with Mendip Vale Medical Practice, WERN and the Village Agents. Are also groups in Redhill and Wick St Lawrence so people can attend those too. There will be an article in March edition of Wrington Journal. Have also contacted group in Barrow Gurney which may start up soon.
- **Sarah Hughes, Bleadon Help Network:** Craft & Chat group still running in Bleadon 2nd and 4th Mondays in the month. More information available on Bleadon Parish Council website: [Sing For Fun! - Churchill and Langford Parish Council \(churchillpc.org.uk\)](#)
- **Penny Hynds, ROC, Weston super Mare:** would like to know more about membership of this group i.e. who people are and what groups or organisations they represent. Whether there are Terms of Reference for this group.
 - There will be a ROC “reset” meeting on Thursday 9th February to discuss plans and activities for ROC moving forward as restrictions are lifting. ROC includes several faith groups. For more information, go to: [Home | ROC](#)
- **Gareth Powell, Alliance Homes:** ongoing Housing Related Support. The Alliance Support team provides free, impartial housing related support to the North Somerset community. Gareth is

also keen to hear from the CRF Community Hubs project to see if there are links between his team's work and the Hubs activities.

- Contact Gareth for further information: gareth.powell@alliancehomes.org.uk

ITEM 6 - NSC updates from NSC staff

- **LB, NSC: Information on the One Weston Locality Conference**
 - One Weston Locality Partnership and Pier Health Group (NHS) are hosting a conference "Creating a better future, together" on **Thursday 17th March 2022**. See attached leaflet for full details
- **LB, NSC: Older persons Housing Needs Assessment project:**
 - NSC North Somerset Council has commissioned Housing Learning and Improvement Network to conduct an Older Person's Housing Need Assessment. Purpose is to understand the current and future needs and aspirations of people in later life living across North Somerset. NSC will use this evidence to influence housing delivery that reflects the ageing population and what people say is needed.
 - The Housing LIN are engaging with stakeholders and local people to ensure local views are heard. We would like to ask you to complete or share the following 'key questions' for a response **by Friday 18th February 2022**. Responses to questions can be informal.
 - Please respond to the questions in the OPHNA document (see attached) and send completed questionnaires to: loisbeech@housinglin.org.uk
- **Heather Whittle/ Aimee Horne, NSC: new "Worrying about Money" leaflet (see attached)**
 - Our new **Worrying About Money Leaflet** which has been produced in partnership with The Independent Food Aid Network (IFAN). IFAN have funding to facilitate national Cash-First initiative. This aims to get all providers, whether staff or volunteers from statutory, VCFSE etc. sectors, to think about people's money worries first. This approach can reduce/limit need for crisis support, helping people to become more resilient and confident at managing their own money.
 - Crucially important as money worries contribute significantly to people's poor mental health, their ability to keep a secure roof over their heads and put food on the table. Sorting money out as a priority first can ease tensions in other areas.
 - Leaflet can be distributed to people who have money worries or used by staff and volunteers to act as a guide to assist people who are in financial difficulty.
 - For interest, it has been found that people whose money worries are affecting their ability to 'see straight' or find the 'head space' to begin to sort things out, benefit greatly from staff/volunteers etc to help them identify what main issues are, and make first contact on their behalf (with their permission) to start the ball rolling.
 - **Please forward and promote to any contacts in your network that may find this leaflet useful.** You can also find the leaflet online here: www.foodaidnetwork.org.uk/cash-first-leaflets (scroll down to find the North Somerset leaflet)
 - If you would like **hard copies of this leaflet**, we have a small number we can offer. Please contact aimee.horne@n-somerset.gov.uk to request.
 - If you would like guidance about how to use this leaflet, please contact Aimee for more **information about training** we can offer through the Independent Food Aid network.

- **Lou Eddins, Marketing and Communications Officer, NSC** - working with the Climate Emergency team. Planning to run some carbon literacy courses for local people who are active in their community.
 - Hoping to find individuals who aren't necessarily up to speed on all things sustainability, so we can cover the basics then they can help spread the word to all the people they come into contact with. Ideally they would not already be involved in their local town or parish council as we have a separate course for them.
 - Please can you promote this opportunity to relevant people and community groups in North Somerset – thank you.
 - For details of the courses, please contact: Louise.Eddins@n-somerset.gov.uk
- **Rhiannon Jones, NSC:** Working on Queen's Jubilee events for North Somerset.
 - Rhiannon provided the link to log Jubilee events centrally: <https://platinumjubilee.gov.uk/events/> but keen to know about them directly; please contact Rhiannon with any details: rhiannon.jones@n-somerset.gov.uk

QUESTION Nicky Mills (Portishead Town Council) query about permission for Beacon lighting.

ACTION: Rhiannon will confirm NSC contact details and respond to Nicky.

ITEM 6 - VANS update

- Claire Payne sent her apologies for this meeting but kindly provided the VANS update as a summary document this month. Please see attached VANS Update Feb 2022 for full details.

ITEM 7 - Discussion session

- Meeting was slightly over time so this discussion was not as detailed. However, LB asked for feedback regarding format and content of NST Meetings for 2022.
- Verbal responses and responses posted in the chat have been collated for review.
- Please contact Lorraine or Sarah (see below for contact details) with further suggestions or ideas about future NST Meetings so your thoughts and feedback can be collated to be fed back to the NST Meeting at a future date. Thank you.

Please send any suggested Agenda or discussion items, or requests to present an item to:
lorraine.bush@n-somerset.gov.uk or sarah.jackson@n-somerset.gov.uk

Next NST meeting:
Wednesday 9th March 2022

See you then!

**Nailsea Town Council
65 High Street Sub-Committee**



Minutes of meeting: 9 February 2022 - VIA ZOOM

In attendance: Cllrs Houlbrook (Chair), J.Blatchford, M.Blatchford, Frappell, Hopkinson, Hunt, Miller, Steel and Watts. Ian Morrell and Trudy Hollow.

1. Apologies: Cllrs Lees and Jo Duffy.

2. Declarations of Interest

Cllrs Hopkinson and Houlbrook declared a personal interest as a non-voting member of the management committee of the Nailsea Community Group Community Interest Company.

Cllr Hopkinson declared an interest as the organiser of Your Cancer Café, which uses No 65 on a monthly basis.

Ian Morrell declared personal interests: he is a consultant to the Town Council, and a board member of the North Somerset Wellbeing Collective Community Interest Company.

3. Verbal Update Report

Trudy updated the Sub-Committee with recent activities at 65 High Street, copy enclosed in minutes

4. Social Value Calculator Update

People are starting to make decisions living alongside Covid and the understanding of 65 High Street and other organisations has increased as a result of Covid. 65 High Street is supporting, primarily, residents from Nailsea but also outside of the area.

A meeting was held regarding the Social Value Engine with a number of Councillors. There are currently two projects underway, Nailsea Disability Initiative and the Cancer Café calculation. Mark Grant is a volunteer for the project and has added a lot to the team.

Calculating the Social Value result takes a lot of time, the licence fee costs £750 but it is the amount time taken to produce the report that is more significant. The key is what value does the Town Council ascribe to the effort.

The Social Value calculation is a valuable tool for building relationships especially with large grant funders. It gives the Council a better understanding of the nuts and bolts of the organisation and will assist with grant applications as well as a useful tool for self-reflection.

Over the next few months Councillors will be encouraged to be involved in these meetings and subsequently feed back to the Council if the engine is an effective use of time. It was noted that the Social Value Engine was mentioned at the Community

Nailsea Town Council 65 High Street Sub-Committee



Engagement Committee and there was a lot of interest from Councillors wishing to be involved. It was suggested that a rolling programme should be introduced and to prioritise the groups the Council want, allocate Councillors and schedule in the diary.

Dee and Liz have expressed an interest with working with the Community Group with their calculation. It was suggested that Ian, Trudy and Dee meet to discuss the Social Value Engine priorities.

5. E-Bike Project

There was a discussion whether 65 High Street should be the location for an e-bike. It was noted that Tyntesfield are struggling to launch their trishaw project and whether there would be an appetite for an e-bike. Perhaps a short term loan to residents would be more beneficial than one off uses.

However, if Councillors and staff were to use one it would raise awareness in the town and it would be important to support the climate emergency initiative.

It was suggested if the Council wanted to be involved then it could provide more support to Tyntesfield Medical Group's project and if that is successful then review an e-bike project in the future.

It was proposed that one bike could be purchased and be stored at the Tithe Barn as it has more storage space and the staff are more likely to use it. Trudy to research costs of maintaining the bike.

It was proposed that the Finance and Policy Committee consider purchasing one E-bike to be stored at the Tithe Barn.

This was agreed with a majority vote.

6. Improvements and Capital Expenditure

a) Solar/PV panels: An initial quote has been received and a follow up call held with Infinity Renewables who will be installing the panels. An on-site survey is to be conducted on 15th February and Cllr Hobbs will also attend to provide guidance.

7. Operations

- a) Evacuation Chair:** Currently the evacuation chair still cannot be used, it was discussed possibly removing the landing area toilet to enable the space for the chair to be manoeuvred around the bend in the stairs. Trudy will look into its feasibility.
- b) Windows:** Protective film and sash window stops have been purchased, Trudy will arrange for the handyman to install.

**Nailsea Town Council
65 High Street Sub-Committee**



8. Dates for future face to face meetings

Trudy to reschedule as Wednesdays are not viable for face to face meetings at 65 High Street.

9. Matters for Information

a) None.

10. Dates of future meetings: To be confirmed

Trudy Hollow

Manager @65 High Street

NO 65 UPDATE REPORT

NO 65 MISSION STATEMENT

65 High Street is a community venue with multiple uses. It has a particular, but not exclusive, focus on health and wellbeing. As a 'place connecting people' it aims to be informal, welcoming and accessible, offering activities, information and support. The ethos includes developing relationships with and between the widest possible range of relevant organisations and groups within the town and beyond, supporting them to achieve their aims.

Strategically, the focus is a more integrated approach to health and wellbeing between No 65, Tyntesfield Medical Group, North Somerset Council, the Nailsea Support Group and the North Somerset Wellbeing Collective.

No 65 will fulfil relevant objectives identified in the Town Council's 5 Year Strategy and takes a lead role in the Council's investment in creating greater social value for residents.

THE VALUE OF NO 65 WILL BE MEASURED IN TERMS OF:

- a) Fulfilling the Mission Statement
- b) Maximising income from hirers within the constraints of a) and efficiently managing costs.
- c) Acknowledging usage of the building irrespective of whether it generates income.
- d) Acknowledging the Social Value calculation of activities i.e. the social return for every £1 spent.

OBJECTIVES	AIMS AND ASPIRATIONS AND UPDATE
Day to Day Operations	<p>1. Report to the sub-committee and the Community Engagement Committee on activities, actual and potential developments and the financial position. Upcoming sub-ctte meetings: normally scheduled for 2 weeks before Community Engagement Committee:</p> <ul style="list-style-type: none">• TBC <p>2. Act as a place for information and 'sign-posting' people to activities and services in the town. Examples of assistance provided during November to January:</p> <ul style="list-style-type: none">• Techno-Timid help (volunteers Wednesday, Thursday and Friday).• Numerous CANS enquiries.• Help with Alliance Homes tenant.• Email documents to Housing Benefit Team (numerous occasions).• Printing as library photocopier/printer is unavailable• Signposting <p>3. Support the Town Council's climate emergency objectives A quote for Photovoltaic panels has been received from the regional purchasing consortium. An initial call has supported that the panels are viable and an onsite survey is scheduled for 15th February at 11am and Cllr Hobbs will also attend.</p>
Building Relationships	<p>4. Continue to develop relationships with individuals and organisations within Nailsea and North Somerset. Build awareness of No 65, as a valuable and successful model for supporting people within the community, locally and beyond.</p>

NO 65 UPDATE REPORT

	<ul style="list-style-type: none"> • Alive Activities although 65 High St was not viable for them to host their dementia meeting centre they are still using rooms ad hoc at 65 for meetings. • Alliance Homes Adult Carers are holding monthly drop in cafes from 9.30am to 4pm every 3rd Tuesday • Cancer Café – every 3rd Thursday • CANS – Sue Lagden is the newly recruited Outreach worker. Waiting for face to face appointments but they will be scheduled imminently. She will be at 65 to do some telephone appointments and also to liaise with NDI who are also supporting one of her clients. She will then work from 65 for the rest of the day. • Bridging the Gap Together – ad hoc Saturdays for their art and craft group supporting young people with autism • Friends Together sessions are Monday, Wednesday and Fridays. They have experienced another major disruption with a member of the group who is banned from the group and No 65 due to threatening comments made towards another member of the group. The police and the Wellbeing Team at Tyntesfield Medical Group are aware. • Foreal Youth Club – sessions are ongoing, Mondays and Thursdays • Nailsea Arts Centre – First classes are on 19th March and 26th March, with the 26th session already sold out. Lauren has set up a website and Facebook page to advertise and promote the event. • NDI is available on Monday and Thursday 10-3pm. • Off the Record (OTR) are using the building for ad hoc meetings and training days. • Prostate Group are meeting once a month. • Quilters – Thursdays • Second Step – therapeutic art group every Thursday – awaiting start date. • STAR@65 (Share Talk and Remember) group are booked every 2nd and 4th Wednesdays and Saturdays. • Team North Somerset: continue to provide employment support to individuals and utilise 65 for meetings on an ad hoc basis approx. every 2 weeks. • The Wednesday (Women's) Club runs monthly from 2-4pm. • Tyntesfield Medical Group, Social Prescriber – ad hoc meetings when supporting residents • We Are Aware (mental health support) group: they are running a Wednesday evening (every 2 weeks) peer support group. • Winston's Wish – a charity supporting bereaved children are using the small meeting room for 6 sessions. • U3A Music for Fun – starting 8th March, every 2nd and 4th Tuesday 2 to 4pm. • Woodspring U3A Jazz Group: they attend every 2nd Wednesday. <p>Other</p> <ul style="list-style-type: none"> • Housing LIN are conducting research for North Somerset Council and would like to come to 65 to speak to users and groups about housing in later life.
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NO 65 UPDATE REPORT

People	<p>5. Recruit and retain volunteers for specific projects e.g. Techno-Timid and utility supplier 'switching' service.</p> <ul style="list-style-type: none">• Nothing to report. <p>6. Continue to develop the Senior Administrator's role with specific responsibility for day to day operations and activities, including relationships with volunteers and users.</p> <p>More involved with helping and signposting users and visitors with mental health concerns. Attended a one day Mental Health Awareness online course offered for free by North Somerset Council however would like to build on that knowledge and research more in depth courses available. Long term it is hoped that a face to face course could be run from 65 inviting attendees from community support groups.</p>
Value for Money	<p>7. Seek to identify any suitable grants to develop No 65.</p> <p>Nothing to report.</p>

Detailed Income & Expenditure by Budget Heading 28/02/2022

Month No: 11

Committee Report

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
COMMUNITY ENGAGEMENT								
200 AWARDS								
4180 ALLOTMENT COMPETITION	0	0	100	100		100	0.0%	
4185 COMMUNITY AWARD	0	0	300	300		300	0.0%	
4190 YOUNG PERSONS AWARD	0	0	100	100		100	0.0%	
AWARDS :- Indirect Expenditure	0	0	500	500	0	500	0.0%	0
Net Expenditure	0	0	(500)	(500)				
210 CCTV								
1002 CCTV ELECTRICITY REFUND	5,105	0	0	0			0.0%	
CCTV :- Income	5,105	0	0	0				0
4215 LINE RENTAL	9,000	0	0	0		0	0.0%	
4220 MAINTENANCE	0	0	18,200	18,200		18,200	0.0%	
CCTV :- Indirect Expenditure	9,000	0	18,200	18,200	0	18,200		0
Net Income over Expenditure	(3,896)	0	(18,200)	(18,200)				
220 COMMUNICATION								
4260 NAILSEA TOWN.COM	10,047	9,329	4,000	(5,329)		(5,329)	233.2%	
4261 PUBLIC INFORMATION	1,264	1,172	2,250	1,078		1,078	52.1%	
4270 ADVERTISING	463	2,090	500	(1,590)		(1,590)	418.0%	
COMMUNICATION :- Indirect Expenditure	11,774	12,591	6,750	(5,841)	0	(5,841)	186.5%	0
Net Expenditure	(11,774)	(12,591)	(6,750)	5,841				
230 NAILSEA PLACE								
4025 SUNDRIES	0	0	300	300		300	0.0%	
4027 NAILSEA GLASS STORAGE	520	480	550	70		70	87.3%	
NAILSEA PLACE :- Indirect Expenditure	520	480	850	370	0	370	56.5%	0
Net Expenditure	(520)	(480)	(850)	(370)				
240 YOUTH SERVICES								
4360 CONTRACT	23,612	21,644	25,000	3,356		3,356	86.6%	
YOUTH SERVICES :- Indirect Expenditure	23,612	21,644	25,000	3,356	0	3,356	86.6%	0
Net Expenditure	(23,612)	(21,644)	(25,000)	(3,356)				

Detailed Income & Expenditure by Budget Heading 28/02/2022

Month No: 11

Committee Report

		Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
250	GRANTS								
1257	PAYMENT FROM LONG ASHTON PC	1,400	0	0	0			0.0%	
	GRANTS :- Income	1,400	0	0	0				0
4400	1ST NAILSEA SCOUTS - CARNIVAL	1,000	0	0	0		0	0.0%	
4410	2467 (NAILSEA) SQUADRON ATC	1,000	0	0	0		0	0.0%	
4415	2ND NAILSEA SCOUTS-MAY FAIR	1,740	0	0	0		0	0.0%	
4421	CHRISTMAS DAY LUNCH	200	50	50	0		0	100.0%	
4436	NAILSEA COMMUNITY GROUP	0	20,000	20,000	0		0	100.0%	
4438	WAITROSE FOOD BANK PURCHASES	2,000	300	0	(300)		(300)	0.0%	
4440	COMMUNITY TRANSPORT	12,000	12,000	12,000	0		0	100.0%	
4445	CROSSROADS (CARING FOR CARERS)	200	0	0	0		0	0.0%	
4455	FRIENDS OF STOCKWAY RESERVE	120	310	310	0		0	100.0%	
4460	FRIENDS OF TRENDLEWOOD PARK	2,000	1,000	1,000	0		0	100.0%	
4465	GOLDEN OLDIES CHARITY	444	0	0	0		0	0.0%	
4470	GREAT WESTERN AIR AMBULANCE	1,750	0	0	0		0	0.0%	
4490	NAILSEA CONCERT ORCHESTRA	500	0	0	0		0	0.0%	
4491	NAILSEA CRICKET CLUB	500	0	0	0		0	0.0%	
4495	NAILSEA DISABILITY INITIATIVE	8,000	0	0	0		0	0.0%	
4500	NAILSEA FESTIVAL OF MUSIC	1,500	0	0	0		0	0.0%	
4501	NAILSEA MEMORY CAFE	500	500	0	(500)		(500)	0.0%	
4503	NAILSEA JUNIOR FC	0	500	500	0		0	100.0%	
4504	NAILSEA LEG CLUB	650	0	0	0		0	0.0%	
4505	NAILSEA SHEDDERS	2,500	0	0	0		0	0.0%	
4515	NAILSEA THEATRE CLUB	1,200	0	0	0		0	0.0%	
4540	NAILSEA SKATEBOARDING CONTEST	1,000	0	0	0		0	0.0%	
4545	NEAT	0	1,500	1,500	0		0	100.0%	
4555	CITIZENS ADVICE NS	17,806	18,341	18,000	(341)		(341)	101.9%	
4560	PARKINSON'S UK NW SOMERSET	1,000	0	0	0		0	0.0%	
4565	PHOENIX FRIENDSHIP CLUB	275	0	0	0		0	0.0%	
4567	ROTARY N & B	0	500	500	0		0	100.0%	
4570	SOMERSET STORYFEST	1,700	0	0	0		0	0.0%	
4575	ST PETER'S HOSPICE	600	0	0	0		0	0.0%	
4590	VISION NORTH SOMERSET	350	0	0	0		0	0.0%	
4605	WELLSPRING COUNSELLING	4,000	0	0	0		0	0.0%	
4625	SUNDRY GRANTS	0	0	500	500		500	0.0%	
	GRANTS :- Indirect Expenditure	64,535	55,001	54,360	(641)	0	(641)	101.2%	0
	Net Income over Expenditure	(63,135)	(55,001)	(54,360)	641				

Detailed Income & Expenditure by Budget Heading 28/02/2022

Month No: 11

Committee Report

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
260 OTHER COMMUNITY ENG.								
4700 NAILSEA COMMUNITY TRUST	4,000	4,000	4,000	0		0	100.0%	
4705 PATRONAGE/ LOCAL SOCIETIES	400	500	500	0		0	100.0%	
4710 POPPY WREATH/DONATIONS	50	17	50	34		34	33.0%	
OTHER COMMUNITY ENG. :- Indirect Expenditure	4,450	4,517	4,550	34	0	34	99.3%	0
Net Expenditure	(4,450)	(4,517)	(4,550)	(34)				
760 65 HIGH STREET								
1600 HIRERS	5,862	5,371	9,778	4,407			54.9%	
1610 DRINKS	45	0	0	0			0.0%	
1620 SMALL BUSINESS SUPPORT GRANT	18,097	0	0	0			0.0%	
65 HIGH STREET :- Income	24,004	5,371	9,778	4,407			54.9%	0
4785 CAPITAL EXPENDITURE	20	0	0	0		0	0.0%	
5545 WHICH Subscription	0	68	0	(68)		(68)	0.0%	
5746 NHS DIGITAL EXPENDITURE	2,928	0	0	0		0	0.0%	
5750 SUNDRIES	242	225	350	125		125	64.4%	
5760 ELECTRICITY	1,579	687	1,500	813		813	45.8%	
5765 MAINTENANCE - AD HOC	60	747	0	(747)		(747)	0.0%	
5770 MAINTENANCE COSTS	95	1,397	600	(797)		(797)	232.9%	
5775 WATER	547	112	1,000	888		888	11.2%	
5785 CLEANING CONTRACT	2,303	2,553	4,750	2,197		2,197	53.8%	
5790 CLEANING SUPPLIES	91	327	300	(27)		(27)	109.1%	
5795 FIRE AND SECURITY	619	589	0	(589)		(589)	0.0%	
5800 GAS	818	1,271	1,250	(21)		(21)	101.6%	
5805 REFUSE DISPOSAL	1,906	1,268	1,350	82		82	93.9%	
5810 IT AND TELECOMS	5,007	4,251	4,608	357		357	92.2%	
5815 COUNCIL TAX	6,238	6,238	6,500	263		263	96.0%	
5820 PHOTOCOPIER	409	139	600	461		461	23.2%	
5825 STATIONERY	37	115	50	(65)		(65)	230.1%	
5830 DRINKS MACHINE	409	0	0	0		0	0.0%	
5840 NAILSEA PLACE MANAGER	29,400	12,329	15,000	2,671		2,671	82.2%	
5842 TRAINING	0	0	150	150		150	0.0%	
65 HIGH STREET :- Indirect Expenditure	52,709	32,316	38,008	5,692	0	5,692	85.0%	0
Net Income over Expenditure	(28,704)	(26,945)	(28,230)	(1,285)				
COMMUNITY ENGAGEMENT :- Income	30,509	5,371	9,778	4,407			54.9%	
Expenditure	166,600	126,549	148,218	21,669	0	21,669	85.4%	
Movement to/(from) Gen Reserve	(136,091)	(121,178)						

Detailed Income & Expenditure by Budget Heading 28/02/2022

Month No: 11

Committee Report

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
Grand Totals:- Income	30,509	5,371	9,778	4,407			54.9%	
Expenditure	166,600	126,549	148,218	21,669	0	21,669	85.4%	
Net Income over Expenditure	<u>(136,091)</u>	<u>(121,178)</u>	<u>(138,440)</u>	<u>(17,262)</u>				
Movement to/(from) Gen Reserve	<u>(136,091)</u>	<u>(121,178)</u>						

Specified Reserves	B/F 1 April 2021	Receipts to 28 February 2022	Expenditure to 28 February 2022	Remaining Balance to 28 February 2022	Reset of projects	Net Difference	Comments
Car Parks	15,191			15,191		15,191	
Play Equipment	28,000			28,000		28,000	
Skateboard Project	10,000		790	9,210		9,210	£790 Skate Park Lighting (grant to be used)
Leisure Facilities consultancy	5,500		5,500	0		0	£2500 moved to Climate Change Projects. £2,000 for Feasibility Study at The Grove
Climate Change Projects	5,000	2,500		7,500		7,500	
No 65 Improvements	22,774		2,751	20,023		20,023	£499 Evacuation Chair/£150 Solar Panel Dep. £1338.96 - 4x Cupboards, £763.09 Folding Tables. O/Stdng £4200 Architect's Fees split 21/22 & 22/23.
CCTV upgrade	31,000			31,000		31,000	C/F CCTV
COVID 19 Community Group	20,000		56	19,944		19,944	£56 last Waitrose top up. A/C currently on hold.
Consultancy for Town Strategy	10,000			10,000		10,000	
Road Crossings	25,000			25,000		25,000	
Millennium Park	10,000			10,000		10,000	
Middle Engine Pit	20,000			20,000		20,000	
New Christmas Lights	20,000		3,826	16,174		16,174	Christmas Light purchases
Capital Projects	0	50,000	15,670	34,330		34,330	£50,000 transferred from Engine Lane Receipts £15,670 Heritage Trail
Total Specified Reserves	222,465	52,500	28,593	246,372	0	246,372	

Restricted Funds

Tithe Barn Capital Fund	40,562		4,590	35,972		35,972	£4,590 part payment re TB Windows (quote £11,,016 accepted in July 2021)
Backwell Lake - Path	1,842			1,842		1,842	
Friends of Trendlewood Park	952			952		952	
Tree Wardens	185			185		185	
Youth House	3,696			3,696		3,696	
Young Persons Grant	8,355			8,355		8,355	
Total Restricted Funds	55,592		4,590	51,002	0	51,002	

Capital Receipts

Engine Lane Receipts	0	1,607,454	133,330	1,474,124		1,474,124	£50,000 moved to Capital Projects. £83,330 05 Gaulacre Loan Capital repayment. Monies held in Monmouthshire & Nationwide BS
Total Restricted Funds	0		133,330	1,474,124	0	1,474,124	

CIL Income

CIL Income 2018/19	642			642		642	
CIL Income 2020/21	8,514			8,514		8,514	
CIL Income 2021/22	0	183,003		183,003		183,003	
Total Restricted Funds	9,156	183,003	0	192,159	0	192,159	

Other Restricted Funds

Tough as Nails	934	600		1,534		1,534	£600 deposited by the Police
Total Restricted Funds	934		0	1,534	0	1,534	

Hi Jo,

Apologies for the delay in responding. I hadn't missed your email, but hadn't quite got to the actions.

I've attached both our Adults and Children Safeguarding policies.

In regard to reducing the notice period to 3 months, I'm happy with that.

In regard to the Dashboard, the bottom left chart should show you the breakdown of the different channels i.e. in person (face-to-face), telephone, video call etc. The Dashboard is a standard report provided by national Citizens Advice through Tableau so I'm afraid we can't adapt it. However, if you would like a more detailed breakdown we can provide a separate report for the breakdown of the channels.

With all good wishes,

Fiona

Fiona Cope (she/her)

Chief Officer

Citizens Advice North Somerset

39 Oxford Street, Weston-super-Mare, BS23 1TN

Citizens Advice

North Somerset

Safeguarding Adults

Policy

Document ref:	OP3
Ownership:	Advice Services Manager
Date Issued:	13/1/2021
Governance Forum responsible:	G&S Trustee Board
Version:	V1.00
Document history:	See version control at end of document
Review date of policy:	Jan 2022
Review frequency:	Annually

We have in place a safeguarding lead and a deputy safeguarding lead. The lead is the person responsible for reporting concerns of abuse and neglect to the relevant authority. In their absence the deputy safeguarding lead will take this action.

In addition a member of our trustee board is assigned the responsibility of overseeing safeguarding for our organization including reporting serious concerns to the Charity Commission and making decisions on safeguarding concerns about our staff and volunteers or children and adults at risk in their care.

How should the policy be used?

This policy must be followed by all staff and volunteers, including senior managers and trustees. It also applies to anyone working on behalf of our organisation.

This policy focuses on safeguarding concerns about adults that stem from interactions with clients and other people who access our service; however, the legal duties and principles outlined in this document apply to people who aren't our clients. For example, our staff, volunteers, beneficiaries or other connections who meet the definition of adults at risk.

There is a separate policy for safeguarding children.

No one should ignore allegations or suspicions of abuse or neglect.

Why do we have a policy?

We have a policy to:

- stop abuse and neglect where possible
- prevent harm and reduce the risk of abuse and neglect
- provide staff and volunteers with overarching principles that guide our approach to safeguarding

It's important we have a policy because we provide services to a range of adults and we may suspect or be told about current or historic abuse or neglect. Our safeguarding guidelines and procedures will ensure that staff and volunteers are able to deal appropriately with these situations. This will include:

- having sound recruitment practices
- ensuring all staff and volunteers have an understanding and awareness of adult safeguarding
- ensuring all staff and volunteers know how to raise safeguarding concerns and feel confident doing so

Our legal and membership duties

It is a requirement of Citizens Advice membership that we act within the relevant laws and regulations to safeguard people who come into contact with our service from harm and abuse.

Protecting people and safeguarding responsibilities are a governance priority for our organisation. It is a fundamental part of how we operate as a charity for the public benefit. Safeguarding is the responsibility of everyone at our organisation.

The legislation covering safeguarding is the Care Act 2014 (England) and the Social Services and Wellbeing (Wales) Act 2014. These acts put duties on local authorities in relation to adult safeguarding. We will take these duties into account in our work with people who come into contact with our service and support the local authorities to fulfil their statutory duties where possible.

They include:

- stopping abuse or neglect wherever possible
- preventing harm and reducing the risk of abuse or neglect to adults with care and support needs
- safeguarding adults in a way that supports them in making choices and having control about how they want to live
- promoting an approach that concentrates on improving life for the adults concerned
- raising public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- providing information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult
- addressing what has caused the abuse or neglect

Who is protected by this policy?

We recognise that many policies and organisations refer to ‘adults at risk’ or ‘vulnerable adults’. This policy adopts the broader definitions introduced in recent legislation such as the Care Act 2014 and the Social Services and Wellbeing (Wales) Act 2014. Their definitions are broader and far-reaching and could potentially cover many of our service users.

Under the Care Act 2014 and the Social Services and Wellbeing (Wales) Act 2014 safeguarding duties apply to an adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse or neglect, and
- is unable to protect themselves because of their care and support needs

An adult with care and support needs may be:

- an older person
- a person with a physical disability, a learning difficulty or a sensory impairment
- someone with mental health needs, including dementia or a personality disorder
- a person with a long-term health condition
- someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living

We will apply this policy equally to all adults who use come into contact with our services regardless of age, race, disability, gender reassignment, marriage and civil partnership status, pregnancy and maternity, religion and belief, sex and sexual orientation.

Clients may come into contact with our service through different channels that aren't always face to face, for example, email, web chat or phone. The principles of safeguarding outlined in this policy will be applied consistently to all safeguarding concerns across the various channels through which we operate our service.

What do we mean by safeguarding?

'Safeguarding' typically relates to children (defined as individuals under 18 - see our safeguarding children policy) and adults at risk (also known as vulnerable adults), for which specific legislation and regulatory requirements apply. However, our regulator, the Charity Commission, has adopted a broader definition of safeguarding.

In its guidance it describes safeguarding as '*the range of measures in place to protect people in a charity, or those it comes into contact with, from abuse and maltreatment of any kind*'. This is therefore our definition.

Principles for guiding our safeguarding activities

We will use these principles to guide our safeguarding activities. They are also used by local authorities and other statutory bodies to direct their adult safeguarding activities:

- **empowerment** - actions or decisions must be based on the presumption of person-led decisions and informed consent
- **prevention** - it is better to take action before harm occurs
- **proportionality** - the least intrusive response appropriate to the risk presented
- **protection** - support and representation for those in greatest need
- **partnerships** - local solutions through services working with their communities
- **accountability** - accountability and transparency in delivering safeguarding

Fundamental to this policy is our aim to involve the person the concern is about in decisions about what should happen wherever possible.

Recognising the different types of abuse and risk

The indicators provided below are not an exhaustive list of signs and symptoms of someone suffering abuse and neglect.

Type of abuse	Indicators of abuse
<p>Physical abuse: This type of abuse involves hitting, kicking, spitting and biting. It can also involve restraining someone, making someone intentionally uncomfortable or withholding food, water or medication</p>	<p>These could include if someone has physical injuries such as bruising, cuts or burns and is unable to provide a consistent explanation of the injuries they have.</p>
<p>Domestic violence or abuse: This type of abuse not only applies to physical abuse but also includes the following:</p> <ul style="list-style-type: none"> ● psychological ● sexual ● financial ● emotional <p>It includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so-called 'honour'-based violence, female genital mutilation and forced marriage</p> <p>Note that if the concern is about someone who is below the age of 18 we apply our safeguarding children policy</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> ● low self esteem ● feeling that the abuse is their fault when it is not ● physical evidence of violence such as bruising, cuts, broken bones ● verbal abuse and humiliation in front of others ● fear of outside intervention ● damage to home or property ● isolation – not seeing friends and family ● limited access to money
<p>Sexual abuse: This type of abuse includes rape, any inappropriate touching, indecent exposure, sexual acts to which the adult has not consented or lacks the capacity to consent, sexual photography or forced use of pornography or the witnessing of sexual acts</p>	<p>It may be more difficult to pick up on indicators for this type of abuse as they can include physical symptoms such as bruising or bleeding in places covered by clothing. However, the following may be noticeable:</p> <ul style="list-style-type: none"> ● bruising to the upper arms and marks on the neck ● unusual difficulty in walking or sitting ● self-harming

<p>Psychological and emotional abuse: This type of abuse includes including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks</p>	<p>The indicators of this type of abuse can include the following:</p> <ul style="list-style-type: none"> ● an air of silence when a particular person is present ● withdrawal or change in the psychological state of the person ● insomnia ● low self-esteem ● uncooperative and aggressive behaviour ● a change of appetite, weight loss/gain ● signs of distress: tearfulness, anger ● apparent false claims, by someone involved with the person, to attract unnecessary treatment
<p>Financial or material abuse: This type of abuse can involve theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> ● unexplained lack of money or inability to maintain lifestyle ● unexplained withdrawal of funds from accounts ● power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity ● the person allocated to manage financial affairs is evasive or uncooperative ● the family or others show unusual interest in the assets of the person ● signs of financial hardship in cases where the person's financial affairs are being managed by a court-appointed deputy, attorney or LPA ● recent changes in deeds or title to property ● rent arrears and eviction notices ● disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house ● unnecessary property repairs
<p>Modern slavery: This type of abuse encompasses slavery, human trafficking, forced labour and domestic servitude</p> <p>Note that if modern slavery is suspected we may also use the National Referral Mechanism as well as going through our safeguarding</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> ● signs of physical or emotional abuse ● appearing to be malnourished, unkempt or withdrawn ● isolation from the community, seeming under the control or influence of others ● living in dirty, cramped or overcrowded accommodation and/or living and working at the same address

referral process	<ul style="list-style-type: none"> ● lack of personal effects or identification documents ● always wearing the same clothes ● avoidance of eye contact, appearing frightened or hesitant to talk to strangers
Discriminatory abuse: Including forms of harassment, slurs or similar treatment because of age, race, religion or belief, sex, sexual orientation, gender reassignment, disability, marriage and civil partnership, pregnancy and maternity	<ul style="list-style-type: none"> ● the person appears withdrawn and isolated ● expressions of anger, frustration, fear or anxiety ● the support on offer does not take account of the person's individual needs in terms of a protected characteristic
Organisational or institutional abuse: Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill-treatment	<p>These could include the following:</p> <ul style="list-style-type: none"> ● inadequate staffing levels ● people being hungry or dehydrated ● poor standards of care ● lack of personal clothing and possessions and communal use of personal items ● lack of adequate procedures ● poor record-keeping and missing documents ● absence of individual care plans ● lack of management overview and support
Neglect and acts of omission: Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating	<p>These could include the following:</p> <ul style="list-style-type: none"> ● failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care ● providing care in a way that the person dislikes ● failure to administer medication as prescribed ● refusal of access to visitors ● not taking account of the person's cultural, religious or ethnic needs
Self-neglect: This covers a wide range of behaviour that is neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding	<p>These could include the following:</p> <ul style="list-style-type: none"> ● very poor personal hygiene ● unkempt appearance ● lack of essential food, clothing or shelter ● malnutrition and/or dehydration ● living in squalid or unsanitary conditions ● neglecting household maintenance

Radicalisation and safeguarding

If we are concerned about an adult at risk becoming radicalised, we follow our safeguarding procedure.

We also take guidance from the government counter terrorism 'Prevent Strategy'. one of the aims of which is supporting 'vulnerable people' to prevent them being drawn into terrorism.

Our staff and volunteers will be mindful of radicalisation and report any concerns using our safeguarding adult and children policies.

Confidentiality and safeguarding

Confidentiality is one of the founding principles of Citizens Advice. It is important that our clients can trust us and know that the information they disclose is treated in confidence.

However, if we have suspicions or information has been disclosed in relation to abuse, we have a responsibility to take action. Our principles do not override the need to protect adults at risk from abuse.

In accordance with the principle of empowerment, the decision on whether to report a safeguarding concern should normally be discussed with the person the concern is about and where possible their permission should be gained to report the concern.

However, there will be situations when confidentiality between ourselves and the client needs to be breached without their permission. This includes situations where the person we're concerned about is in serious and immediate danger and there's no time to get permission, it's not possible to get permission or the person is not able to give permission (abuser is always present). Also we would not try to get permission if there's a chance it would put the person we're concerned about in more danger.

In these situations, the wellbeing of the client or others who may be at risk takes precedence over our principle of confidentiality. Our safeguarding procedure details the process for breaching confidentiality and raising a safeguarding concern.

Mental capacity and safeguarding

We'll assume that adults have the mental capacity to make informed decisions about their own safety and how they live their lives. The Mental Capacity Act 2005 is central to decisions and actions in safeguarding adults.

Where a person is able to make an informed choice in relation to a particular decision, they have a right to self-determination.

In practice, it may come to light that an adult at risk does not have capacity to make informed decisions about their own situation. One way this could occur is if an adult at risk's carer has a registered lasting power of attorney for one or more of the adult at risk's affairs. If there is reason to believe that the adult at risk is being abused, has been abused

in the past, neglected or exploited by the person they attended with, it will be difficult to have a conversation with the adult at risk alone. If getting permission to report a safeguarding concern puts a person in greater danger, then steps can be taken without getting permission using the safeguarding procedure. In these circumstances it is important to include the reason why permission was not asked for on the safeguarding concern form.

If it is not clear if an adult has the capacity to make an informed decision, staff and volunteers should talk to the safeguarding lead and use the safeguarding procedure.

Factors which will be relevant in determining whether a safeguarding concern should be reported about a person who lacks capacity to make the decision themselves are if the person can't:

- understand information about the decision to be made on whether or not to report a concern because of a safeguarding reason, or
- retain that information in their minds, or
- use or weigh up that information as part of the decision making process, or
- communicate their decision (by talking, using sign language or other means)

Screening of staff and volunteers

We ensure that all staff and volunteers who work in roles which are legally entitled to get a Disclosure and Barring Service (DBS) check are screened, we will also ask for appropriate references as part of our screening process and reserve the right to await the results of DBS checks and references before allowing a person to start in that role. If a role is not entitled to a standard or enhanced check, our chief officer may choose to ask some staff or volunteers to undergo a basic check.

If a DBS check reveals an unspent conviction for a sexual offence against a child or vulnerable adult, the individual is not suitable for that role and will not be taken on. Any other convictions will be considered on an individual basis.

Further information can be found in our DBS and ex-offenders' policies.

Supervision, training and safeguarding

Thorough induction training will be provided to ensure that staff and volunteers are aware of good safeguarding practice alongside the service's core values and confidentiality.

Staff and volunteers will be given regular supervision and have their training needs assessed.

Regular case checking will take place and any unusual or excessive contact with an adult at risk will be investigated.

Appropriate safeguarding training is available to all staff and volunteers. This may be in the form of:

- policy awareness sessions delivered internally
- briefing sessions by a local authority or other relevant authority
- attendance at training arranged through partner agencies.

If a staff member or volunteer is removed from their role

If a staff member or volunteer is moved or dismissed from their role because of safeguarding concerns arising from their actions or inactions, we have a responsibility as a regulated activity provider to inform the Disclosure and Barring Service. We will follow the [guidance set out by the Disclosure and Barring service](#) in these situations.

Developing new services

Any new services in development will take account of the need to safeguard adults at risk. This may be achieved by:

- risk assessment of proposed activities
- agreeing safeguarding measures with partner organisations including information sharing protocols
- seeking specialist advice, for example from the local safeguarding board

Working with local statutory agencies

Safeguarding Boards may carry out reviews or investigations and may require us to supply information. The boards are made up of representatives from local authorities and other statutory bodies and partner agencies.

We will supply information requested by a safeguarding board under the following circumstances:

- the information must be requested for the purpose of enabling the board to perform its functions
- the person or body requested to supply the information must have functions or engage in activities such that the board considers it likely to have information relevant to a function of the board

In general, there is no bar to us taking part in a safeguarding review, a criminal investigation or a Serious Case Review if required to. This is in the context of our policy on client confidentiality, and the confidentiality process will be used.

Working with local authority commissioners

Commissioners at local authority level sometimes want to see their own safeguarding protocols reflected in the local Citizens Advice policy. Some key actions we will consider taking are:

- before commissioning, ensuring that we are aware of the local authority designated safeguarding lead and the functions of their team, and the local Safeguarding Adults Board (England) or area-based Safeguarding Board (Wales)
- where possible before commissioning, participating in local authority safeguarding training or briefings
- before commissioning or early in commissioning, reviewing local authority safeguarding protocols to make sure our policy reflects local arrangements
- if local authority policies appear to be in conflict with Citizens Advice policies or principles, contacting our Relationship Manager to discuss ways forward

Version history

Version Number	Date of change	Description of change
V1.00	Reviewed for BMIS February 2020	Published by CANS

Citizens Advice North Somerset

Safeguarding Children Policy

Document ref:	OP4
Ownership:	Advice Services Manager
Date Issued:	13/1/2021
Governance Forum responsible:	G&S Trustee Board
Version:	V1.1
Document history:	See version control at end of document
Review date of policy:	Feb 2023
Review frequency:	Annually

We have in place a safeguarding lead and a deputy safeguarding lead. The lead is the person responsible for reporting concerns of abuse and neglect to the relevant authority. In their absence the deputy safeguarding lead will take this action.

In addition a member of our trustee board is assigned the responsibility of overseeing safeguarding for our organization including reporting serious concerns to the Charity Commission and making decisions on safeguarding concerns about our staff and volunteers or children and adults at risk in their care.

How should the policy be used?

This policy must be followed by all staff and volunteers, including senior managers and trustees. It also applies to anyone working on behalf of our organisation.

This policy focuses on safeguarding concerns that stem from interactions with clients and other people who access our service; however, the legal duties and principles outlined in this document apply to people who are children that aren't our clients. For example, the child of a client, anyone who is under the age of 18 who is volunteering, beneficiaries or other connections who meet our definition of children in relation to this safeguarding policy.

No one should ignore allegations or suspicions of abuse or neglect.

Why do we have a policy?

We have a policy to:

- protect children and young people who access our services. This includes children in contact with adults who use our services
- detail what we will do to keep children safe and how we will deal with any concerns we have regarding a child's safety
- provide staff and volunteers with the overarching principles that guide our approach to children's safeguarding and child protection

It's important we have a policy because in the course of our day-to-day work, staff and volunteers may come into contact with children. In some instances, this will be incidental contact, for example when an adult client brings their child along to an appointment.

There may also be situations when staff and volunteers provide advice or services to clients who are children.

We aim to keep children safe and prevent them from harm. We are committed to:

- having sound recruitment practices
- ensuring all staff and volunteers have an understanding and awareness of children's safeguarding
- ensuring all staff and volunteers know how to raise safeguarding concerns and feel confident doing so

Our legal and membership duties

It is a requirement of Citizens Advice membership that we act within the relevant laws and regulations to safeguard people who come into contact with our service from harm and abuse.

Protecting people and safeguarding responsibilities are a governance priority for our organisation. It is a fundamental part of how we operate as a charity for the public benefit. Safeguarding is the responsibility of everyone at our organisation.

The Children Act 2004 places a statutory duty on agencies to co-operate to safeguard and promote the welfare of children.

It is unusual that we come into contact with children in the day to day delivery of our service, but when we do or if we choose to provide a service that is targeted at children, we follow the NSPCC Safeguarding and Child Protection Standards.

Government guidance 'Working together to safeguard children states that *'Everyone who works with children - including teachers, GPs, nurses, midwives, health visitors, early years professionals, youth workers, police, Accident and Emergency staff, paediatricians, voluntary and community workers and social workers - has a responsibility for keeping them safe'*.

We will take these duties into account in our work with children who come into contact with our service and support local authorities to fulfil their statutory duties where possible.

This includes:

- protecting children from abuse and maltreatment
- preventing harm to children's health or development
- ensuring children grow up with the provision of safe and effective care
- take action to enable all children and young people to have the best outcomes

Who is protected by this policy?

Safeguarding and child protection applies to all children and young people under the age of 18. This includes our clients and children in contact with our clients.

We recognise that:

- the welfare of the child is paramount as enshrined in the Children Act 2004
- all children regardless of age, race, disability, gender reassignment, marriage/civil partnership status, pregnancy, maternity, religion or belief, sex and sexual orientation have a right to equal protection from all types of harm and abuse
- some children are especially vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues

What do we mean by safeguarding?

'Safeguarding' typically relates to children (defined as individuals under 18) and adults at risk (also known as vulnerable adults), for which specific legislation and regulatory requirements apply. However, our regulator, the Charity Commission has adopted a broader definition of safeguarding.

In its guidance it describes safeguarding as *'the range of measures in place to protect people in a charity, or those it comes into contact with, from abuse and maltreatment of any kind'*. This is therefore our definition.

What is child abuse?

We follow guidance on child safeguarding and child protection set out by the NSPCC, who are a leading child safety charity.

The NSPCC has extensive information on [child abuse, the different types of abuse and signs and symptoms of child abuse](#).

The indicators provided below are not an exhaustive list of signs and symptoms of a child suffering abuse and neglect, but are a summary of the main types of child abuse. Further information on signs and symptoms of abuse can be found on the NSPCC website.

Type of Abuse	Detail of abuse
Neglect	Neglect is the ongoing failure to meet a child's basic needs and the most common form of child abuse. A child might be left hungry or dirty, or without proper clothing, shelter, supervision or health care.
Domestic abuse	<ul style="list-style-type: none"> • Can apply to different types of abuse that occur either in a relationship or between family members. • Can also occur in teenage relationships • If children witness domestic abuse this is considered child abuse
Emotional/Psychological abuse	Involves the continual emotional mistreatment of a child. It's sometimes called psychological abuse. Emotional abuse can involve deliberately trying to scare, humiliate, isolate or ignore a child.
Sexual abuse	When a child is sexually abused, they're forced or tricked into sexual activities. They might not understand that what's happening is abuse or that it's wrong. And they might be afraid to tell someone. Sexual abuse can happen anywhere – and it can happen in person or online.
Child sexual exploitation	<ul style="list-style-type: none"> • a type of sexual abuse. When a child or young person is exploited they're given things, like gifts, drugs, money, status and affection, in exchange for performing sexual activities.
Online abuse	<ul style="list-style-type: none"> • Online abuse is any type of abuse that happens on the internet. It can happen across any device that's connected to the web, like computers, tablets and mobile phones. And it can happen anywhere online, including social media, text messages and messaging apps, emails, online chats, online gaming and live-streaming sites.
Physical abuse	<ul style="list-style-type: none"> • Where a child is hurt or injured deliberately
Female genital mutilation (FGM)	<ul style="list-style-type: none"> • The ritual removal of some or all of the female genitalia for non-medical reasons

Bullying and cyberbullying	Belongings getting 'lost' or damaged, physical injuries, being afraid to go to school, not doing as well at school, asking for, or stealing, money being nervous, low confidence, distressed and withdrawn, problems with eating or sleeping and bullying others.
Child trafficking	Where children are tricked, forced or persuaded to leave their homes and are moved or transported and then exploited, forced to work or sold.
Organisational abuse	<ul style="list-style-type: none"> • Can occur in various settings such as a hospital or care home • This type of abuse can be one-off incidents as well as ongoing patterns of abuse
Grooming	<ul style="list-style-type: none"> • Can occur online and through social media as well as in real life • Abusers can be strangers or someone known to the child • The abuser works to gain the child's trust so that they can abuse or exploit them sexually
Modern slavery: This type of abuse encompasses slavery, human trafficking, forced labour and domestic servitude	These could include the following: <ul style="list-style-type: none"> • signs of physical or emotional abuse • appearing to be malnourished, unkempt or withdrawn • isolation from the community, seeming under the control or influence of others • living in dirty, cramped or overcrowded accommodation and/or living and working at the same address • lack of personal effects or identification documents • always wearing the same clothes • avoidance of eye contact, appearing frightened or hesitant to talk to strangers

The NSPCC and World Health Organisation identifies several situations of increased risk of harm:

- if a child has a disability or issues around physical or mental health

- being raised by a single parent or by very young parents without the support of an extended family
- household overcrowding
- a lack of income to meet the family's needs
- the presence of other violent relationships in the home

Radicalisation and safeguarding

If we are concerned about a child becoming radicalised, we follow the stages in our safeguarding procedure.

We also take guidance from the government counter terrorism '[Prevent Strategy](#)'. One of the aims of which is supporting 'vulnerable people' to prevent them being drawn into terrorism.

Our staff and volunteers will be mindful of radicalisation and report any concerns using our safeguarding adult and children policies.

Confidentiality and safeguarding

Confidentiality is one of the founding principles of Citizens Advice. It is important that our clients can trust us and know that the information they disclose is treated in confidence.

If a person aged under 18 is our client then the details of the advice given to them should remain confidential, even if their parent asks.

However, if we have suspicions or information has been disclosed in relation to abuse, we have a responsibility to take action. Our principles do not override the need to protect children from abuse.

Where a member of staff or volunteer has a suspicion that a child is being abused or has information disclosed to them alleging abuse, they should follow the steps in the safeguarding procedure.

In accordance with the principle of empowerment, the decision on whether to report a safeguarding concern should normally be discussed with the person the concern is about; however, getting permission from a child in order to report a safeguarding concern may not always be possible or appropriate.

It is not necessary to discuss a safeguarding concern with a child before breaching confidentiality and reporting to a local authority if doing so is in the child's best interests. However, in situations where a child has ability/capacity to make decisions for themselves we will aim to discuss the concern with them. We will also make it clear to them during this discussion that even if permission to report the concern is not given, we may still need to report it under our statutory obligations as a charity.

There will be situations when confidentiality between ourselves and a client needs to be breached without their permission. This includes situations where the child we're concerned about is in serious and immediate danger and there's no time to get permission, it's not possible to get permission or the child is not able to give permission (for example when the abuser is always present). Also we would not try to get permission if there's a chance it would put the child we're concerned about in more danger.

In these situations, the wellbeing of the child takes precedence over our principle of confidentiality. Our safeguarding procedure details the process for breaching confidentiality and raising a safeguarding concern.

Screening of staff and volunteers

We ensure that all staff and volunteers who work in roles which are legally entitled to get a Disclosure and Barring Service (DBS) check are screened, we will also ask for appropriate references as part of our screening process and reserve the right to await the results of DBS checks and references before allowing a person to start in that role. If a role is not entitled to a standard or enhanced check, our chief officer may choose to ask some staff or volunteers to undergo a basic check.

If a DBS check reveals an unspent conviction for a sexual offence against a child or vulnerable adult, the individual is not suitable for that role and will not be taken on. Any other convictions will be considered on an individual basis.

We are legally required to report any incidents where a member of staff or a volunteer is disciplined or dismissed for inappropriate behaviour with or against a child to the Charity Commission and DBS.

Further information can be found in our DBS and ex-offenders' policies.

Supervision, training and safeguarding

Thorough induction training will be provided to ensure that staff and volunteers are aware of good safeguarding practice alongside the service's core values and confidentiality.

Staff and volunteers will be given regular supervision and have their training needs assessed.

Regular case checking will take place and any unusual or excessive contact with a child will be investigated.

Appropriate safeguarding training is available to all staff and volunteers. This may be in the form of:

- policy awareness sessions delivered internally
- briefing sessions by a local authority or other relevant authority
- attendance at training arranged through partner agencies

If a staff member or volunteer is removed from their role

If a staff member or volunteer is moved or dismissed from their role because of safeguarding concerns arising from their actions or inactions, we have a responsibility as a regulated activity provider to inform the Disclosure and Barring Service. We will follow the [guidance set out by the Disclosure and Barring Service](#) in these situations.

Developing new services

Any new services in development will take account of the need to safeguard children. This may be achieved by:

- risk assessment of proposed activities
- agreeing safeguarding measures with partner organisations including information sharing protocols
- seeking specialist advice, for example from the local safeguarding children board

Working with local statutory agencies

Safeguarding Boards may carry out reviews or investigations and may require us to supply information. The boards are made up of representatives from local authorities and other statutory bodies and partner agencies.

We will supply information requested by a safeguarding board under the following circumstances:

- the information must be requested for the purpose of enabling the board to perform its functions
- the person or body requested to supply the information must have functions or engage in activities such that the board considers it likely to have information relevant to a function of the board

In general, there is no bar to us taking part in a safeguarding review, a criminal investigation or a Serious Case Review if required to. This is in the context of our policy on client confidentiality, and the confidentiality process will be used.

Working with local authority commissioners

Commissioners at local authority level sometimes want to see their own safeguarding protocols reflected in the local Citizens Advice policy. Some key actions we will consider taking are:

- before commissioning, ensuring that we are aware of the local authority designated safeguarding lead and the functions of their team, and the local Safeguarding Children Board (England) or area-based Safeguarding Board (Wales)
- where possible before commissioning, participating in local authority safeguarding training or briefings
- before commissioning or early in commissioning, reviewing local authority safeguarding protocols to make sure our policy reflects local arrangements
- if local authority policies appear to be in conflict with Citizens Advice policies or principles, contacting our Relationship Manager to discuss ways forward

Version history

Version Number	Date of change	Description of change
V1.00	Reviewed for BMIS Feb 2020	Published by CANS
V1.1	05/02/2022	Ownership changed and reference to Safeguarding Board corrected

Review history

Date of review	Reviewed by	Review notes
2/2/2022	Carolyn Powell	Fix needed to Safeguarding Board name advised by Philippa after initial publication. No BMIS updates, ownership changed to Advice Services Manager from Sara Leeroth – no other change needed

North Somerset CCTV Log Book

Nailsea

Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
07/12/2021	20:45	Tuesday	Police	Missing Person	Monitored	Not Found			North Somerset
Comments Observations for a described male missing person									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
08/12/2021	20:21	Wednesday	Police	Missing Person	Monitored	Not Found			North Somerset
Comments Observations for a described 21 year old suicidal male missing person									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
09/12/2021	11:22	Thursday	Police	Suspicious Circumstances	Monitored	Situation Monitored			North Somerset
Comments Observations for a described vehicle after it was seen in suspicious circumstances									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
09/12/2021	08:36	Thursday	Police	Theft	Monitored	Situation Monitored			North Somerset
Comments Observations for a described stolen vehicle									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
10/12/2021	19:21	Friday	Police	Missing Person	Monitored	Found			North Somerset
Comments Observations for a described vehicle being driven by a described 27 year old female missing person, female reported to have returned home at 19:34									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
10/12/2021	19:01	Friday	Police	Burglary	NSC Dept	Police Attend		Somerset Square	Nailsea
Comments Observations following reports of burglary in the area, police attend									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
10/12/2021	18:37	Friday	Police	Criminal Damage	Monitored	Situation Monitored			North Somerset
Comments Observations fro a described vehicle, driver is wanted in connection with criminal damage									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
10/12/2021	16:12	Friday	Police	Drink/Drugs Related	Monitored	Situation Monitored			North Somerset
Comments Observations for a described vehicle, driver believed to be intoxicated									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
13/12/2021	22:15	Monday	Police	Anti-Social Behaviour	Monitored	Situation Monitored		Colliers Wa k	Nailsea
Comments Observations on a group of youths being anti-social in the area									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
13/12/2021	08:24	Monday	Police	Suspicious Circumstances	Monitored	Situation Monitored			Nailsea
Comments Observations for a described vehicle after it was seen in suspicious circumstances									

Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
14/12/2021	21:26	Tuesday	CCTV Direct	Anti-Social Behaviour	Monitored	Situation Monitored		Somerset Square	Nailsea
Comments Observations on youths reported to as being anti-social in the area									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
14/12/2021	19:05	Tuesday	Police	Public Disorder	Monitored	Police Attend		Somerset Square	Nailsea
Comments Observations following reports of disorder, police attend									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
15/12/2021	13:00	Wednesday	Police	Missing Person	Monitored	Not Found			Nailsea
Comments Observations for a described vehicle being driven by a described female missing person									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
15/12/2021	10:58	Wednesday	Police	Missing Person	Monitored	Found			Nailsea
Comments Observations for a described female missing person, later reported found by police									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
17/12/2021	23:42	Friday	Police	Fighting	Monitored	Police Attend		Crown Glass Place	Nailsea
Comments Observations following reports of a large group fighting, police attend									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
19/12/2021	21:07	Sunday	Self	Drink/Drugs Related	Police Informed	Situation Monitored		Somerset Square	Nailsea
Comments Observe youths with drugs in the area, police informed and attend									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
20/12/2021	18:20	Monday	Tape/Digital	Suspicious Circumstances	Monitored	Other		Stockway North	Nailsea
Comments Evidence viewed in connection with suspicious activity									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
20/12/2021	21:40	Monday	Police	Suspicious Circumstances	Monitored	Situation Monitored	Bus Shelter	Stockway North	Nailsea
Comments Observations for a male in a partially described vehicle acting suspiciously in the area									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
20/12/2021	06:55	Monday	Police	Missing Person	Monitored	Found			Nailsea
Comments Observations for a described 15 year old female missing person, female seen with directions passed to police who attend to section her									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
22/12/2021	16:45	Wednesday	Police	Suspicious Circumstances	Police Informed	Police Attend		Colliers Walk	Nailsea
Comments Observations following reports of a male on the roof of a premises in the area in suspicious circumstances									

Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
24/12/2021	15:25	Friday	Police	Public Disorder	Monitored	Situation Monitored	Poundland	Colliers Wa k	Nailsea
Comments Observations following reports of disorder									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
24/12/2021	16:06	Friday	Police	Possession Of Weapon	Monitored	Situation Monitored	The Glassmaker	Clevedon Wa k	Nailsea
Comments Observations for a group of youths with 1 male reported to be in possession of a knife									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
24/12/2021	11:37	Friday	Police	Public Disorder	Monitored	Police Attend	Waitrose	High Street	Nailsea
Comments Observations for a described male following reports of disorder, police attend									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
25/12/2021	23:46	Saturday	Police	Missing Person	Monitored	Not Found			North Somerset
Comments Observations for a described 30 year old male missing person									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
25/12/2021	14:46	Saturday	Police	Missing Person	Monitored	Not Found			North Somerset
Comments Observations for a described vehicle being driven by a described male missing person									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
25/12/2021	00:44	Saturday	Police	Fighting	Police Informed	Police Attend	Crown Glass Public House	Somerset Square	Nailsea
Comments Observations following reports of fighting, police attend									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
27/12/2021	20:21	Monday	Self	Drink/Drugs Related	Police Informed	Situation Monitored	New Look	Somerset Square	Nailsea
Comments Observe a group of youths using drugs in the area, police made aware									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
27/12/2021	18:15	Monday	Police	Anti-Social Behaviour	Monitored	Situation Monitored	Library	Somerset Square	Nailsea
Comments Observations following reports of youths being anti-social in the area									

Quality of the cameras:

Very Good, no concerns at all. Each camera (aside from ANPRs) has four lenses within each camera each of which are capturing a different angle. Three are fixed cameras and one can be panned and zoomed. The moveable lens does not automatically pick up issues and needs to be moved manually by a control room operator. Example of 4 camera lens layout below from Clevedon Road camera location.



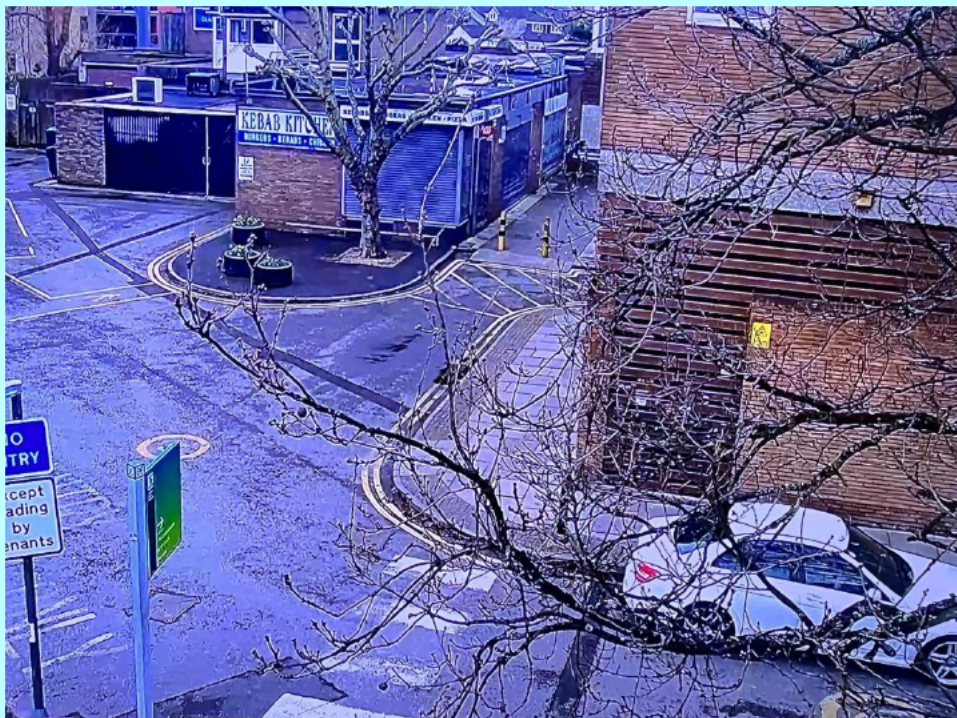
Zoom function clarity is very impressive. Example of a bin that has been zoomed in on at the skatepark.





Cameras:

Kebab shop & Wetherspoons (There is a blind Spot between kebab shop and Wetherspoons but this is best location possible so nothing can be improved)



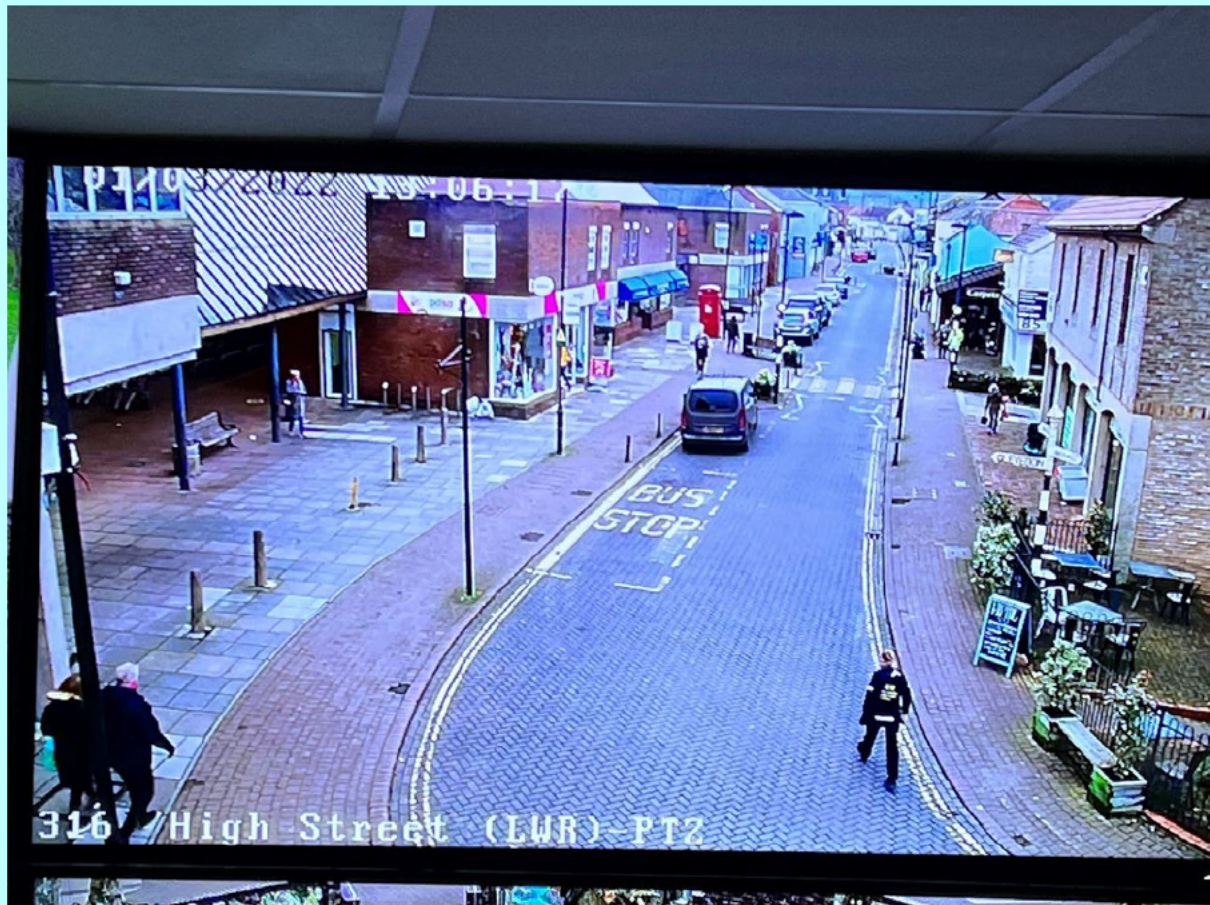
LINK ROAD - YES it captures the alleyway



Nailsea Library and Weston college



High Street:



Station Road car park



Skate Park Camera + Quality

Brilliant quality and the light is now working. A Control room operator doe need to manually turn the light on.



The Royal Oak Camera:

- **Is a Nailsea Camera always on-screen like previously?**
Yes and no, each control room operator has their own set up in terms of camera location which depend on importance. For example, after 2am on weekends is mostly on Weston due to clubs etc. I think the key for the council is to make sure residents are aware they can contact the control room and that the police and control room are communicating properly.
- **Why are the police still travelling to the control room to view footage, what's the current timescale for them having access live and to be able to download / be sent footage?**
This was very frustrating. Apparently, the control room has done everything they can to make sure the police have access to recordings and live footage from headquarters in Portishead. However apparently its up to the police to now sort out their system to be able to accept the footage. Jo is following up with Ian Steel of the police to find out where they are with it.
- **What has been the controls rooms experience so far with the new system**
Happy overall with the system although they would like the system to be a little quicker especially when they are panning as there's often a lag before it refreshes. No Major concerns.
- **What is the current process between the control room alerting police or on the flipside the police requesting footage / alerting the control room to an issue?**
This doesn't seem to be working as efficiently as it could be in my opinion. Theres doesn't seem to be a set process but more of a loose one of the police call when they need something and will pop down to view the footage but the control room do have access to the police radio frequencies where they can talk live to police.
- **In terms of who is responsible for each component and issues when they arise, I hope the below will help:**

Daily operating of the system – Chris Harrison and his operators

Issues with Power supply – Centigrade

Issues with the actual Cameras – Select

Issue with Control Room Hardware / Software– Select

Issues with the Internet - Agilis

As mentioned above, we asked Chris Harrison for a copy of the SLA's between the control room and the above so we can start putting timescales to when issues should be rectified.

NAILSEA TOWN COUNCIL **QUEENS JUBILEE WORKING PARTY**

Minutes of the Queens Jubilee Working Party held on
Monday 7 February 2022 at 11:30am via Zoom.

PRESENT: Cllrs. Dee Houlbrook, Hunt, Miller and Tonkin. Jo Duffy, Lauren Moke and Sarah Lugg.

No	Subject	Action
1.	Apologies: Cllr Hobbs.	
2.	Elect a Chair Cllr Houlbrook proposed Cllr Tonkin to be Chair. There were no other nominations; Cllr Tonkin was elected as Chair of the Queens Jubilee Working Party.	
3.	Declarations of Interest There were no declarations of interest.	
4.	Celebration Suggestions Jo advised the national plans for the jubilee celebrations to the meeting; <u>Thursday 2 June</u> The Queen's Birthday Parade (Trooping the Colour): Over 1,400 parading soldiers, 200 horses and 400 musicians will come together in the traditional Parade to mark The Queen's official birthday, usually held on the second Saturday in June. Platinum Jubilee Beacons: The United Kingdom's long tradition of celebrating Royal Jubilees, Weddings and Coronations with the lighting of beacons will be continued to mark the Platinum Jubilee. Beacons will be lit throughout the United Kingdom, Channel Islands, Isle of Man and UK Overseas Territories. <u>Friday 3 June</u> Service of Thanksgiving: A Service of Thanksgiving for The Queen's reign will be held at St Paul's Cathedral. Further events will be announced in due course. <u>Saturday 4 June</u> The Derby at Epsom Downs: Her Majesty The Queen, accompanied by Members of the Royal Family, will attend the Derby at Epsom Downs. Platinum Party at the Palace: The BBC will stage and broadcast a special live concert from Buckingham Palace that will bring together some of the world's biggest entertainment stars to celebrate the most significant and joyous moments from The Queen's seven decade reign. Members of the public will be invited to apply to attend this special event and details of the ballot for UK residents to secure audience tickets will be released in due course. <u>Sunday 5 June</u> The Big Jubilee Lunch: Every year since the idea began in 2009 The Big Lunch has encouraged communities to celebrate their connections and get	

	<p>to know each other a little bit better, coming together in a spirit of fun and friendship. In 2022 The Big Lunch will bring the Jubilee celebrations into the heart of every community.</p> <p>The Platinum Jubilee Pageant: A pageant featuring over 5,000 people from across the United Kingdom and the Commonwealth will take place against the backdrop of Buckingham Palace and the surrounding streets. It will combine street arts, theatre, music, circus, carnival and costume and celebrate the service of Her Majesty's reign, as well as honouring the collective service of people and communities across the country.</p> <p>It was advised that the church has the tripod for the beacon, and may have a gas cylinder for this from the previous celebration.</p> <p>There is an official logo for the jubilee, and the media pack is to be used on any announcements for the celebrations.</p> <p>It was advised that there is currently no budget for these celebrations.</p> <p>It was discussed that groups such as the Lions and Rotary club, Nailsea Disability Initiative, Nailsea Masonic, sports groups, Police & Fire Services and Waitrose should be spoken with to see what their plans are.</p> <p>Cllr Houlbrook advised that a representative from the Guides will be happy to be the co-ordinator for a parade from the Guides/Scouts, and details of this are being worked on.</p> <p>There was discussion of a 50s themed tea party complete with bunting, similar to an old village fête, along the High Street with potential dancers to make it a show. It is thought that if there is a parade along the High Street then perhaps the tea party could be held in Millennium Park.</p> <p>A suggestion of a big tree for planting to commemorate the Jubilee was raised.</p>	<p>JD/LM to check with the church re: tripod & gas.</p> <p>DH to liaise.</p>
5.	<p>Road Closures</p> <p>Any residents who are intending on holding street parties will need to apply for a road closure, and North Somerset Council have advised that all applications will be collected by Nailsea Town Council and submitted as one application. Information on what needs to be completed can be sent by Nailsea Town Council, and will need to be received by Monday 28 February.</p>	<p>SL to put on social media.</p>
6.	<p>Matters for Information</p> <p>None</p>	



NAILSEA TOWN COUNCIL

COMMUNITY ENGAGEMENT COMMITTEE

9th March 2022

CLERK'S REPORT

Agenda item .10 – Anti Social Behaviour initiative

On 16th February Cllr Hopkinson emails the Town Council regarding an idea that could help tackle some of the issues that Nailsea is experiencing with regard to anti-social behaviour. The email received lots of positive feedback from individual councillors.

Below is the body of text lifted from Cllr Hopkinson original email.

To give some background, about 20 years ago when I first moved to Nailsea, I was on a drugs forum group that worked together to educate the youngsters of the town and their families. Some years later, Tracy Hayler, the then North Somerset police chief and I did something similar and created a leaflet that went to every home in the town about alcohol, drugs, the danger they put the young person in and the effect on anti-social behaviour. Both strategies had a positive impact on the town with a reduction of anti-social behaviour. We also talked with students at both Nailsea and Backwell schools looking at the dangers to themselves and others of such behaviour, drug and alcohol misuse.

I would like to suggest, and offer to set up, an independent group made up of school representatives, Phil Williams, police, youth workers, and churches. I have already had interest from Martin Faithfull an ex-Nailsea beat Bobby.

The aim of the action group would be to look at what and where the problems are in the town, the impact on residents, educating youngsters and their families and generally monitoring the situation so that the group has evidence of what is going on to use for policing etc. It would also educate people as to what to do if they witness drug use, alcohol and behaviour problems in the town.

I have spoken to Dee Elliott and she is supportive of the idea.

As an aside, staff from Nailsea School are going to the precinct after school each day to keep an eye on the students. So far, most of the bad behaviour has been caused by Clevedon students!

I don't intend to do this in my role as town councillor but as someone who has and still does, work with young people.

Jo Duffy
6 August 2021

