

**NAILSEA TOWN COUNCIL**  
**COMMUNITY ENGAGEMENT COMMITTEE**

A meeting of the Community Engagement Committee will be held  
on **Wednesday 21 June 2017 at 7.30pm at the Tithe Barn**



**AGENDA**

**Please turn off mobile phones before the meeting**

1. Election of Chairman
2. Apologies
3. Declaration of Interests
4. Confirmation of the minutes of the meeting held on 3 May 2017 – previously circulated
5. **Appointments to working parties and other bodies**
  - a) Accessibility working party, currently: cllrs Hamblin, Hunt, Packham and Wilson.
  - b) Community Safety, currently: cllrs Barber, Barclay, Heappey, Holt and Hunt.
6. **Financial Matters**
  - a) Statement of Income and Expenditure to 13 June 2017 – **encl**
7. To consider an update on the NailseaTown.com project
8. **Consideration of the Nailsea Place initiative**
  - a) Update on the purchase of 65 High Street
  - b) To consider an update from the Nailsea Place working party
  - c) Consideration of the NHS Digital Pathfinder project and the workshop scheduled for 20 June
  - d) Update on the Nailsea Place workshop on 13 July - **encl**
9. To note information received from Citizens' Advice North Somerset, see Clerk's Report and Annual Service Report - **encl**
10. To consider the provision of dropped kerbs for pedestrians, mobility scooters and children's buggies, see Clerk's Report
11. Request from 'Better Nailsea' for representatives from the Town Council to join the group, see Clerk's Report
12. CCTV log book for April 2017 - **encl**
13. Any Other Business

  
**Ian Morrell – Town Clerk**  
**Tithe Barn, Church Lane, Nailsea BS48 4NG**

**14 June 2017**

**NAILSEA TOWN COUNCIL**  
**COMMUNITY ENGAGEMENT COMMITTEE**



Minutes of the meeting of the Community Engagement Committee held on Wednesday 21 June 2017 at 7.30pm in the Tithe Barn, Church Lane, Nailsea.

**PRESENT:** Cllr Packham presided until the election of the Chair, Cllr Barclay, Cllr Frappell, Cllr Hamblin, Cllr Heappey, Cllr Hunt, Cllr Lees, Cllr Petford, Cllr A Tonkin, Cllr Wilson and the Clerk.

PC Pete Rooke attended the meeting and a discussion took place before the main business. PC Rooke described the issues that have been occurring with young people on Friday evenings. Large groups of teenagers have been congregating in open areas such as Millennium Park, Nowhere Woods and the Morgan's Hill/Grove Playing Field area.

PC Rooke estimated that 20-30% of the people involved are from Nailsea. It is not clear why so many young people from elsewhere are coming to Nailsea on a Friday night, and it may be little more than a 'change of scene' for them. Alcohol and cannabis are being consumed, and the police will confiscate when it is not being hidden. In general, there is not a problem with large groups per se, but rowdy and sometimes confrontational behaviour can occur, which PC Rooke said is unusual for Nailsea and seems to relate to people from outside the town.

A variety of approaches to address the problems have been taken and these seem to be having a positive effect. These include using a mobile football cage, youth workers doing outreach on Fridays during the summer and having discussions with young people about the risks of drinking. The local shops have all taken a firm line on asking for ID for alcohol sales. Part of the hedge at the skatepark is being removed to improve visibility for the CCTV camera, and the CCTV control centre are panning the camera by the skatepark at regular intervals to show that it is working. There is an intention to cut back some of the trees in Millennium Park to improve visibility. The police have attended assemblies at Nailsea School, and have invited adults to join them on patrols so they can see the issues for themselves.

The police have put out more patrols, with additional officers and their presence is designed to demonstrate that reasonable boisterous behaviour is acceptable, but anti-social behaviour is not. No arrests have been made but one person has been banned from the skatepark for 12 months. If they breach this they can be arrested. Whilst the skatepark has experienced some problems, it does not relate to the actual users of the park. He said that the skatepark itself has been a great success.

Last week there was only one call relating to bad behaviour, whereas in previous weeks the number has been in double figures.

PC Rooke left the meeting at 7.50pm.

**CE36/17 ELECTION OF CHAIRMAN**

Cllr Packham asked for nominations.

Cllr Petford was proposed by Cllr Hunt and seconded by Cllr Frappell.

Cllr Tonkin was proposed by Cllr Lees and seconded by Cllr Wilson.

A closed vote was taken, with each candidate receiving five of the ten votes cast. A discussion ensued following which it was

**RESOLVED** that Cllr Petford serve as Chair and Cllr A.Tonkin serve as vice-Chair of the Community Engagement committee for the year 2017-18.

The vote was unanimous.

**CE37/17 APOLOGIES** were received and accepted from Cllr Bird and the Assistant Clerk.

**CE38/17 DECLARATIONS OF INTERESTS:** None.

**CE39/17 MINUTES** of the meeting held on 3 May 2017 were approved as a correct record and signed by the Chair.

**CE40/17 FINANCIAL MATTERS**

**a) Statement of income and expenditure to 13 June 2017**

Noted. The Clerk agreed to change the description of North Somerset CA to Citizens' Advice North Somerset on the report.

**CE41/17 APPOINTMENTS TO WORKING PARTIES AND OTHER BODIES**

It was suggested that Alison Morgan be invited to join the Accessibility working party. The Clerk said he would follow up.

It was proposed by Cllr Packham and seconded by Cllr Frappell

**RESOLVED** that the following members serve on the respective working parties:

- **Accessibility working party:** Cllrs Hamblin, Hunt, Packham and Wilson.
- **Community Safety group:** Cllrs Barber, Barclay, Heappey, Holt, Hunt and Wilson.

**CE42/17 TO CONSIDER AN UPDATE ON THE NAILSEATOWN.COM INITIATIVE**

The Clerk reported that the project plan remains to launch in the autumn. It was reiterated that whilst a logo has been created for nailseatown.com, the glassblower will still be used by the Town Council. A 'strapline' for the Council has been considered by the working party, but no consensus could be reached. Cllr Petford said she liked Cllr Packham's idea of Past, Present and Future. It was agreed that the Clerk should refer this idea back to Squarebird.

**CE43/17 CONSIDERATION OF THE NAILSEA PLACE INITIATIVE**

**a) Update on the purchase of 65 High Street**

The Clerk reported on the on-going problems with completing the purchase. There have been concerns about a potential covenant applying to no 65, relating to compulsory purchases of properties in 1970. The risk is regarded as extremely small and it has been agreed with North Somerset Council that indemnity insurance to cover the risk will suffice. It appears that North Somerset has confirmed it will take out the insurance, but this is yet to be finalised. It was agreed that the purchase should be completed as soon as possible with a caveat that North Somerset Council will take out the indemnity insurance.

**b) To consider an update from the Nailsea Place working party**

The major item which the working party considered at its last meeting was the Digital Provider workshop on 29 June.

Cllr Petford said that she has some examples of inexpensive ways that images of Nailsea could be produced to be put on show at no 65. She said she would pass on details to members of the working party.

**c) Consideration of the NHS Digital Pathfinder project and the workshop scheduled for 29 June**

The Clerk reported that representatives of NHS Digital and The Good Things Foundation would be running the workshop from 12.00-3pm on 29 June. About 20 attendees are expected, from a wide range of local organisations, including Citizens' Advice, Nailsea School and the Clinical Commissioning Group. This will be the first of three workshops before the project goes live in October. The Clerk said that this is an excellent project to kick-start the Nailsea Place initiative at 65 High Street.

**d) Update on the Nailsea Place workshop on 13 July**

The Clerk explained that this is a follow-up to the workshop on 3 March. What is clear from projects across the country is that there is a lack of robust research regarding the benefits and costs of social prescribing and other non-medical interventions designed to improve people's health and wellbeing. This workshop will bring academics together from Cardiff, Bristol and Glasgow Caledonian Universities to discuss how a unique research project could be developed. Whilst this is not essential to the success of Nailsea Place, if it happens it could be of national significance.

**CE44/17 TO NOTE INFORMATION RECEIVED FROM CITIZENS' ADVICE NORTH SOMERSET**

It was agreed that the standard of the data collected was impressive, and is an example of what might be done within Nailsea Place.

**CE45/17 TO CONSIDER THE PROVISION OF DROPPED KERBS FOR PEDESTRIANS, MOBILITY SCOOTERS AND CHILDREN'S BUGGIES**

Cllr Packham said he had observed earlier that day the difficulties that people have in navigating shopping trolleys around Station Road car park as a result of the poor quality of the pavements and the lack of dropped kerbs. It was agreed that the Accessibility working party should analyse signposting, benches and dropped kerbs in and around the shopping centre, with a view that the area under consideration could be extended more widely at a later stage.

**CE46/17 REQUEST FROM 'BETTER NAILSEA' FOR REPRESENTATIVES FROM THE TOWN COUNCIL TO JOIN THE GROUP**

Cllr Frappell volunteered to represent the Council on the Better Nailsea group.

**CE47/17 CCTV LOG BOOK FOR APRIL 2017**

Noted.

**CE48/17 ANY OTHER BUSINESS**

Cllr Packham said that he had received details of Merchant Navy Day on 3 September. As part of this parish councils are encouraged to fly the red ensign. It was agreed to support the initiative in principle. The Clerk said he would look into this further.

The meeting closed at 8.39pm.

Chairman's signature: \_\_\_\_\_ Date: \_\_\_\_\_

**COMMUNITY ENGAGEMENT**

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
<b>200</b>	<b><u>AWARDS</u></b>						
4180	ALLOTMENT COMPETITION	0	100	100		100	0.0 %
4185	COMMUNITY AWARD	0	300	300		300	0.0 %
4190	YOUNG PERSONS AWARD	0	100	100		100	0.0 %
	<b>AWARDS :- Expenditure</b>	<b>0</b>	<b>500</b>	<b>500</b>	<b>0</b>	<b>500</b>	<b>0.0 %</b>
	<b>Net Expenditure over Income</b>	<b>0</b>	<b>500</b>	<b>500</b>			
<b>210</b>	<b><u>CCTV</u></b>						
4210	ELECTRICITY	-1	2,000	2,001		2,001	0.0 %
4215	LINE RENTAL	13,454	13,500	46		46	99.7 %
4220	MAINTENANCE	0	2,700	2,700		2,700	0.0 %
4225	MONITORING	0	400	400		400	0.0 %
	<b>CCTV :- Expenditure</b>	<b>13,454</b>	<b>18,600</b>	<b>5,146</b>	<b>0</b>	<b>5,146</b>	<b>72.3 %</b>
	<b>Net Expenditure over Income</b>	<b>13,454</b>	<b>18,600</b>	<b>5,146</b>			
<b>220</b>	<b><u>COMMUNICATION</u></b>						
4260	TOWN TALK	0	2,000	2,000		2,000	0.0 %
4261	PUBLIC INFORMATION	482	2,500	2,018		2,018	19.3 %
4265	ELECTION EXPENSES	0	500	500		500	0.0 %
4270	ADVERTISING	0	500	500		500	0.0 %
	<b>COMMUNICATION :- Expenditure</b>	<b>482</b>	<b>5,500</b>	<b>5,018</b>	<b>0</b>	<b>5,018</b>	<b>8.8 %</b>
	<b>Net Expenditure over Income</b>	<b>482</b>	<b>5,500</b>	<b>5,018</b>			
<b>230</b>	<b><u>NAILSEA PLACE</u></b>						
4025	SUNDRIES	0	1,000	1,000		1,000	0.0 %
4300	PROFESSIONAL FEES	3,305	15,000	11,695		11,695	22.0 %
4310	RESEARCH COSTS	450	2,000	1,550		1,550	22.5 %
	<b>NAILSEA PLACE :- Expenditure</b>	<b>3,756</b>	<b>18,000</b>	<b>14,244</b>	<b>0</b>	<b>14,244</b>	<b>20.9 %</b>
	<b>Net Expenditure over Income</b>	<b>3,756</b>	<b>18,000</b>	<b>14,244</b>			
<b>240</b>	<b><u>YOUTH SERVICES</u></b>						
4360	CONTRACT	5,380	24,000	18,620		18,620	22.4 %
4365	ANNUAL INSURANCE	0	1,000	1,000		1,000	0.0 %
4370	PURCHASES	300	0	-300		-300	0.0 %
	<b>YOUTH SERVICES :- Expenditure</b>	<b>5,680</b>	<b>25,000</b>	<b>19,320</b>	<b>0</b>	<b>19,320</b>	<b>22.7 %</b>
	<b>Net Expenditure over Income</b>	<b>5,680</b>	<b>25,000</b>	<b>19,320</b>			

Month No : 3

## Committee Report

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
<b>250</b>	<b>GRANTS</b>						
4400	1ST NAILSEA SCOUTS -	750	750	0		0	100.0 %
4410	2467 (NAILSEA) SQUADRON ATC	800	800	0		0	100.0 %
4415	2ND NAILSEA SCOUTS-MAY FAIR	1,000	550	-450		-450	181.8 %
4420	2ND NAILSEA SCOUTS	0	450	450		450	0.0 %
4435	COMM. ALCOHOL & DRUG	600	600	0		0	100.0 %
4440	COMMUNITY TRANSPORT	11,000	11,000	0		0	100.0 %
4445	CROSSROADS (CARING FOR	200	200	0		0	100.0 %
4455	FRIENDS OF STOCKWAY	200	200	0		0	100.0 %
4460	FRIENDS OF TRENDLEWOOD	880	2,000	1,120		1,120	44.0 %
4465	GOLDEN OLDIES CHARITY	491	491	0		0	100.0 %
4475	MENCAP - COOL SUMMER CLUB	200	200	0		0	100.0 %
4480	N & D PROSTATE SUPPORT	150	150	0		0	100.0 %
4486	NAILSEA CHRISTMAS FAIR	2,000	2,000	0		0	100.0 %
4490	NAILSEA CONCERT ORCHESTRA	300	300	0		0	100.0 %
4491	NAILSEA CRICKET CLUB	0	2,000	2,000		2,000	0.0 %
4495	NAILSEA DISABILITY INITIATIVE	8,000	8,000	0		0	100.0 %
4500	NAILSEA FESTIVAL OF MUSIC	1,000	1,000	0		0	100.0 %
4501	NAILSEA MEMORY CAFE	0	792	792		792	0.0 %
4505	NAILSEA SHEDDERS	1,000	1,000	0		0	100.0 %
4515	NAILSEA THEATRE CLUB	600	600	0		0	100.0 %
4530	NAILSEA METHODIST LUNCH	750	750	0		0	100.0 %
4540	NAILSEA SKATEBOARDING	1,000	1,000	0		0	100.0 %
4550	NORTH SOMERSET ARTS	2,000	2,000	0		0	100.0 %
4555	NORTH SOMERSET C.A.	9,339	9,339	0		0	100.0 %
4556	NPFA CAR PARK MARKING	1,745	4,000	2,255		2,255	43.6 %
4557	NPFA CCTV	0	2,000	2,000		2,000	0.0 %
4560	PARKINSON'S UK NW SOMERSET	1,000	1,000	0		0	100.0 %
4570	SOMERSET STORYFEST	550	550	0		0	100.0 %
4581	TRENDLEWOOD COMMUNITY	500	500	0		0	100.0 %
4595	VITALISE	354	354	0		0	100.0 %
4605	WELLSPRING COUNSELLING	2,000	2,000	0		0	100.0 %
4615	WRVS NAILSEA DAYCARE	1,000	1,000	0		0	100.0 %
4620	YOUNG CARERS OF NAILSEA	0	350	350		350	0.0 %
GRANTS :- Expenditure		<b>49,409</b>	<b>57,926</b>	<b>8,517</b>	<b>0</b>	<b>8,517</b>	<b>85.3 %</b>
Net Expenditure over Income		<b>49,409</b>	<b>57,926</b>	<b>8,517</b>			
<b>260</b>	<b>OTHER COMMUNITY ENG.</b>						
4700	NAILSEA COMMUNITY TRUST	4,000	4,000	0		0	100.0 %
4705	PATRONAGE/ LOCAL SOCIETIES	500	300	-200		-200	166.7 %

Month No : 3

## Committee Report

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
4710	POPPY WREATH/DONATION	0	50	50		50	0.0 %
4715	RIDE/SWIM SCHEME	225	1,400	1,175		1,175	16.1 %
4720	ROYAL BRITISH LEGION	0	100	100		100	0.0 %
4725	HELP FOR HEROES	0	50	50		50	0.0 %
	OTHER COMMUNITY ENG. :- Expenditure	<u>4,725</u>	<u>5,900</u>	<u>1,175</u>	<u>0</u>	<u>1,175</u>	<u>80.1 %</u>
	<b>Net Expenditure over Income</b>	<u>4,725</u>	<u>5,900</u>	<u>1,175</u>			
<hr/>							
	COMMUNITY ENGAGEMENT :- Expenditure	<u>77,506</u>	<u>131,426</u>	<u>53,920</u>	<u>0</u>	<u>53,920</u>	<u>59.0 %</u>
	Income	<u>0</u>	<u>0</u>	<u>0</u>			<u>0.0 %</u>
	<b>Net Expenditure over Income</b>	<u>77,506</u>	<u>131,426</u>	<u>53,920</u>			



### Definitions

**Activation:** the process by which people act to improve their health and wellbeing. Within the health sector the term 'patient activation' is used. Nailsea Place is focussed on 'personal activation' as it also captures the concept of individuals' taking action to avoid or delay becoming a 'patient'.

**Health literacy:** knowledge regarding lifestyle and health issues. It is different to activation as having knowledge, and acting on that knowledge, are two distinct processes.

**Health and welfare services:** includes organisations in the public, private, charity and voluntary sectors providing services in the field of healthcare in its widest sense. The impact of changes in care provision in one organisation are likely to have a knock-on effect in others.

**Medical (Disease-Centred) Model of Care:** health and welfare service provision which focuses on the causes of illness, 'patients', 'diagnoses' and 'treatments'. Contrasts with the Social Model of Care.

**Peer support:** advice, reassurance and practical assistance provided by a person with shared-experience. The peer may, for example, have this experience as a carer or have a similar diagnosis.

**Salutogenesis:** a social model of care focussing on the factors that support wellbeing, and the relationship between health, stress and coping.

**Sense of coherence:** core to the concept of salutogenesis. Coherence is created by a person having a sense of structure in their life, the confidence to deal with life's demands and believing their life is meaningful.

**Service-users:** (an inelegant) catch-all term for anyone coming into contact with health and welfare services. They may be a 'patient' or 'client' but could equally be a family member or friend supporting that person, or a volunteer driving someone to a hospital appointment.

**Social (People-Centred) Model of Care:** this focuses on people not disease (Medical Model), highlighting, for example, that individuals may have significant non-medical issues underlying a medical condition, resulting in poor outcomes from care interventions.

**Social prescribing:** any non-medical advice provided by a health professional, including (but not limited to) exercise, art classes and support groups.

**Treatment options:** any medical treatment for physical and mental conditions including medication (all pharmaceuticals, chemotherapy etc), medical interventions (including surgery) and palliative care. Options include not accepting treatments offered by doctors because alternative approaches are more acceptable to the individual.

### **Scope of Work**

There is evidence of increased acceptance, by primary care doctors, of the benefits of non-medical approaches to health and wellbeing. These include social prescribing, improved digital skills, arts and health and peer support. However, existing research tends to be only qualitative, based on short-term, high level analyses. Until this is addressed these 'alternative' approaches are unlikely to become mainstream and attract the resources to optimise their potential.

The traditional medical model of health tends to focus on the causes of ill-health. Nailsea Place seeks to develop a social model of health and wellbeing by focusing on the causes of wellness. To provide a meaningful evidence base to support the work of Nailsea Place and study its impacts a research project is required that is [*not exhaustive*]:

- Long-term and in-depth.
- Population (not patient)-wide.
- Quantitative (as well as qualitative).
- Focused on person-centred not disease-centred epidemiology.

The research project needs to address the following questions [*not exhaustive*]:

- Does social prescribing result in improved health, not simply by an improvement in the personal perception of wellbeing, but in ways that can be measured in terms of resources expended by health and welfare services?
- Does an increased sense of coherence (salutogenesis) result in measurable benefits to personal health, including the cost to health and welfare services? Can a sense of coherence predict positive health outcomes?
- Can improved activation delay or even avoid the on-set of health conditions?
- Can the following be measured in terms of health benefits:
  - ✓ Improved access to knowledge enabling people to make decisions about treatment options
  - ✓ Improved digital skills.
  - ✓ Improved access to peer support.

### **Further Issues**

- What are the projected costs of the research project and how will it be funded.
- Who are the research team stakeholders?
- How will the work of the research project be communicated to the widest audience, including policy-makers and strategic resource decision-makers?

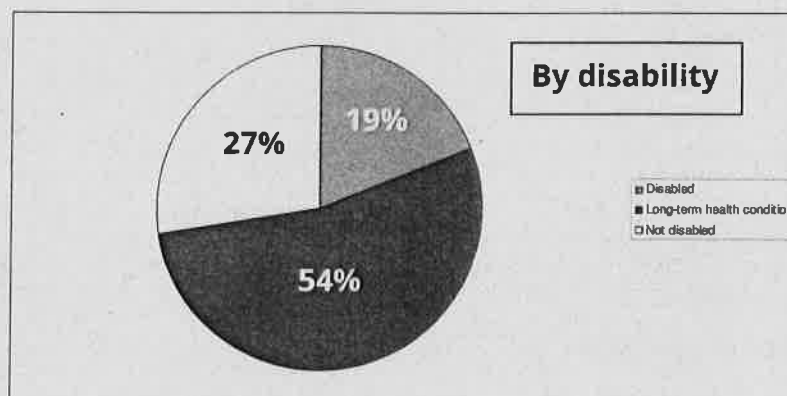
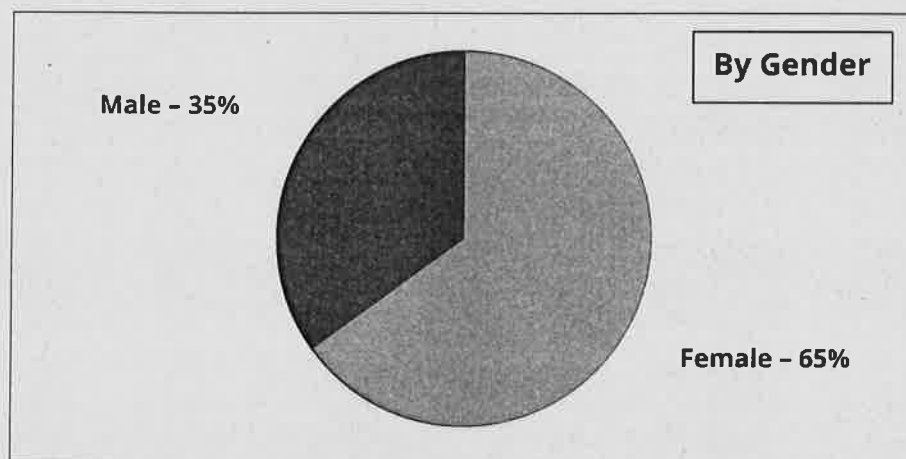
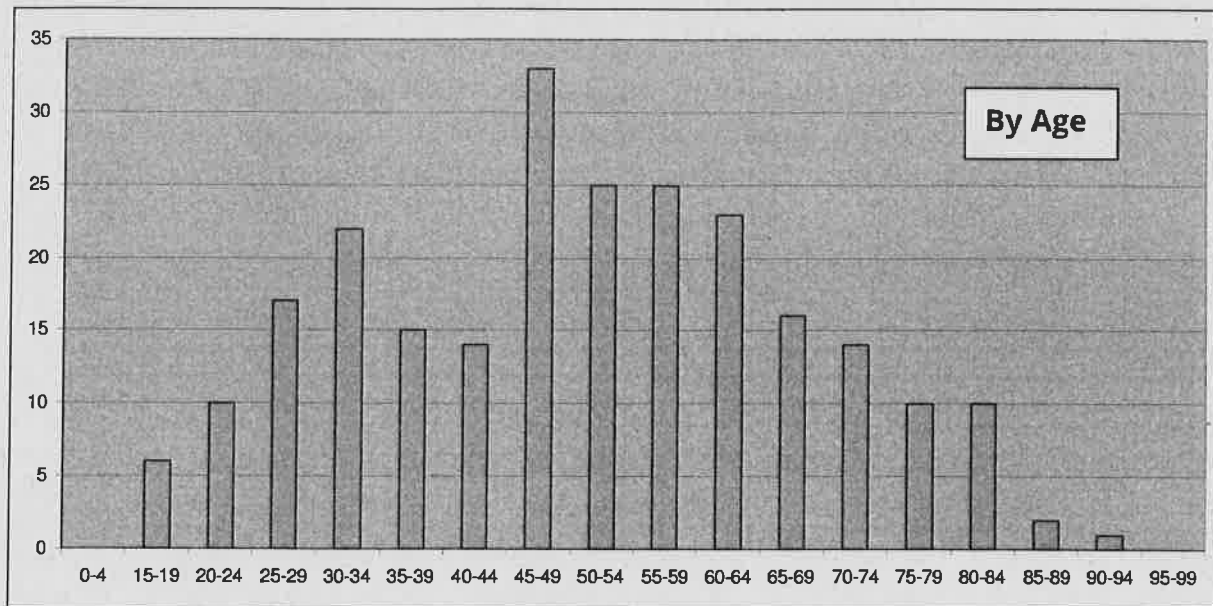


North  
Somerset

# Nailsea Advice Service

Annual Service Report 2016/17

## Profile of Nailsea residents






# Nailsea Advice Service

Annual Service Report 2016/17

We are very grateful for the on-going support and partnership of Nailsea Town Council and we look forward to continuing to provide the CANS Nailsea Advice Service. If you wish to find out more about the work of CANS both in Nailsea and across North Somerset then please do not hesitate to contact Fiona Cope, Chief Officer – email: [Fiona.cope@nscab.org.uk](mailto:Fiona.cope@nscab.org.uk) or telephone: 01934 836202.

## Quality Assurance:



Contracted  
with the  
  
Legal Aid  
Agency

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Citizens Advice North Somerset is the operating name of North Somerset Citizens Advice Bureau

Charity Registration: 1052967

Company limited by guarantee: 2906303

Citizens Advice North Somerset is authorised and regulated by the Financial Conduct Authority FRN: 617686.



North  
Somerset

# Nailsea Advice Service

Annual Service Report 2016/17

Citizens Advice North Somerset Nailsea Advice Service operates from the Methodist Church, Community Centre, Silver Street, Nailsea, BS48 2DS. The service is open each Friday from 10 am to 2 pm. The service is delivered by a paid Advice Session Supervisor and up to 2 experienced volunteer advisers.



244

Unique clients helped through Nailsea Advice Service



465

Advice Issues – the top 5 issues clients came to us about in 2016/17 were:

- |                   |                    |
|-------------------|--------------------|
| 1) Benefits (46%) | 4) Employment (7%) |
| 2) Debt (17%)     | 5) Housing (4%)    |
| 3) Family (11%)   |                    |



76,593.70

Financial outcomes for clients helped through Nailsea Advice service through benefits gained, debts written off and consumer problems resolved.



36.38

Per client unit cost to Nailsea Town Council

Citizens Advice North Somerset provides generalist advice across a range of issues and specialist advice in the areas of welfare rights, debt, housing, family law and employment law. Nailsea residents have access to these services through our face to face, telephone and digital advice channels.



296

Nailsea residents received help from Citizens Advice North Somerset. 47 clients received specialist advice and on-going casework.



658

Advice Issues of residents who received help. The top five issues were:

- |                   |                    |
|-------------------|--------------------|
| 1) Benefits (54%) | 4) Employment (7%) |
| 2) Debt (13%)     | 5) Housing (5%)    |
| 3) Family (9%)    |                    |

# Nailsea Advice Service

Annual Service Report 2016/17

**£ 84,477.38**

Financial outcomes for Nailsea residents through benefits gained, debts written off and consumer problems resolved.

**£ 285.40**

Average individual benefit per resident helped

Citizens Advice North Somerset provides generalist and specialist advice services across North Somerset in partnership with:

- The Money Advice Service
- Macmillan Cancer Support
- North Somerset Council
- Legal Aid Agency
- Wessex Water
- Gloucester Domestic Abuse Support Service
- Alliance Homes
- Knightstone Housing
- Clevedon Town Council
- Nailsea Town Council
- Weston-super-Mare Town Council
- Portishead Town Council
- Yatton Parish Council
- Pill Parish Council

Citizens Advice North Somerset (CANS) is a member of Citizens Advice, a collaborative partnership of 300 local offices across England and Wales together with the national organisation based in London.

In 2015-16 <sup>1</sup> for every £1 invested in CANS we can demonstrate:

- **£3.82** fiscal benefits - savings to Government through reduction in health service demand, local authority homelessness services, out-of-work benefits for clients and volunteers.
- **£17.58** public value - wider economic and social benefits through improvement in participation and productivity for clients and volunteers.
- **£26.47** individual value - income gained through benefits gained, debts written off and consumer problems resolved.

<sup>1</sup> 2016-17 figures will be available mid-May 2017.

## **NAILSEA TOWN COUNCIL**

### **COMMUNITY ENGAGEMENT COMMITTEE**

The cost of a set of dropped kerbs (i.e. on both sides of a road) is £1,500. NSC could install additional dropped kerbs if funding was made available. In line with its accessibility policy the Council may wish to consider establishing its own hierarchy of additional dropped kerbs in the town and a budget for implementation.

#### **11. Request from 'Better Nailsea' for representatives from the Town Council to join the group**

Comments from the Better Nailsea Committee.

"Better Nailsea has a garden group, litter pickers and an artwork project in association with Nailsea School and Bristol Blue Glass. Nailsea has huge recycling changes affecting the town and the group is working towards a better outcome by joining the Parish Recycling Scheme. They are hoping to receive the top payment from North Somerset Council of £2500 which will be spent on making Nailsea a better place. A representative from Nailsea Town Council would be ideal as the Council's concerns over litter would be heard by people who care about cleaning up our town. Scheduled meetings for 2017 are: 3 July, 11 September, 9 October and 6 November. All meetings take place at Waitrose Nailsea at 6pm."

**Ian Morrell, Town Clerk**

**14 June 2017**

# North Somerset CCTV Log Book

Nailsea

Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
01/04/2017	11:39	Saturday	Police	Traffic Other	Monitored	Situation Monitored	Kwik Fit	High Street	Nailsea
Comments									
Observations on a described vehicle being driven with no licence									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
01/04/2017	15:49	Saturday	Police	Suspicious Circumstances	Monitored	Situation Monitored			Nailsea
Comments									
Observations for a described vehicle being driven on false plates									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
02/04/2017	20:04	Sunday	ANPR	Other Community Disorder	Monitored	Situation Monitored			North Somerset
Comments									
Observations for a described vehicle being driven by a male who is wanted by police									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
03/04/2017	17:54	Monday	Police	Traffic Other	Monitored	Police Attend			North Somerset
Comments									
Observations for a described vehicle that has been stopped by police for the driver using his mobile phone and then been driven off									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
04/04/2017	14:17	Tuesday	Police	Drink/Drugs Related	Police Informed	Situation Monitored		Clevedon Road	Nailsea
Comments									
Observations on a male believed to be dealing drugs, police updated									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
06/04/2017	00:14	Thursday	Police	Burglary	Monitored	Situation Monitored			North Somerset
Comments									
Observations for a described vehicle following reports of burglary									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
07/04/2017	13:05	Friday	Storenet	Theft	Monitored	Police Attend	Factory Shop	High Street	Nailsea
Comments									
Observations for a described vehicle following reports of theft									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
07/04/2017	21:40	Friday	Police	Intimidation	Monitored	Police Attend	Tesco	High Street	Nailsea
Comments									
Observations on a group of youths reported too be threatening a male in the area, police attend									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
10/04/2017	21:10	Monday	ANPR	Traffic Other	Monitored	Situation Monitored			North Somerset
Comments									
Observations for a described vehicle following reports of dangerous driving									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
11/04/2017	18:49	Tuesday	Police	Drink/Drugs Related	Monitored	Situation Monitored			Nailsea
Comments									
Observations for a described vehicle believed to be used in a drugs deal									



Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
12/04/2017	15:03	Wednesday	Storenet	Theft	Monitored	Situation Monitored	Holland & Barrett	High Street	Nailsea
Observations for a described male following reports of theft									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
13/04/2017	14:45	Thursday	Storenet	Theft	Monitored	Situation Monitored	Boots	Somerset Square	Nailsea
Observations for 2 described males following reports of theft									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
13/04/2017	23:09	Thursday	Police	Traffic Other	Monitored	Situation Monitored			North Somerset
Observations for a described vehicle believed to be driven by a 14 year old									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
13/04/2017	23:55	Thursday	Police	Suspicious Circumstances	Monitored	Police Attend		Heathfield Road	Nailsea
Observations for a described vehicle that has made off from police in suspicious circumstances									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
14/04/2017	16:00	Friday	Police	Possession Of Weapon	Monitored	Situation Monitored			Nailsea
Observations for a described male following reports he is in possession of a knife									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
17/04/2017	21:40	Monday	Police	Drink/Drugs Related	Monitored	Situation Monitored			North Somerset
Observations for a described vehicle, driver believed to be intoxicated									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
19/04/2017	02:47	Wednesday	Police	Robbery	Monitored	Police Attend			North Somerset
Observations for a described vehicle following reports of robbery, vehicle then reported to have crashed, police attend for area tours after 5 persons on board all run off									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
20/04/2017	01:00	Thursday	Police	Missing Person	Monitored	Not Found			North Somerset
Observations for a described vehicle being driven by a described 20 year old male missing person									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
20/04/2017	02:18	Thursday	Police	Missing Person	Monitored	Not Found			North Somerset
Observations for a described vehicle being driven by a described 51 year old male missing person									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
21/04/2017	15:40	Friday	Police	Drink/Drugs Related	Monitored	Police Attend	Skate Park	Scotch Horn	Nailsea
Observations on a male in possession of drugs, police attend to arrest him									

Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
21/04/2017	23:51	Friday	Police	Intimidation	Monitored	Police Attend	Royal Oak	High Street	Nailsea
Observations following reports of intimidation, police attend									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
22/04/2017	00:51	Saturday	Police	Assault	Police Informed	Situation Monitored		Pound Lane	Nailsea
Observations for a group of youths following reports of an assault									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
23/04/2017	17:00	Sunday	Police	Drink/Drugs Related	Police Informed	Police Attend	Skate Park	Scotch Horn	Nailsea
Observations on a group of youths believed to be smoking drugs, police attend to arrest 1 male for possession									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
25/04/2017	12:01	Tuesday	ANPR	Missing Person	Monitored	Not Found			North Somerset
Observations for a described vehicle being driven by a described female missing person									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
25/04/2017	12:31	Tuesday	Police	Theft	Monitored	Police Attend			North Somerset
Observations for a described stolen vehicle, police attend to stop the vehicle and arrest 1 male									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
25/04/2017	16:10	Tuesday	Police	Traffic Other	Monitored	Situation Monitored			Nailsea
Observations for a described vehicle being driven by a disqualified male									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
28/04/2017	23:11	Friday	Self	Drink/Drugs Related	Police Informed	Police Attend	Ice	High Street	Nailsea
Observe youths drinking in the area, police informed and attend to start confiscating their alcoholic beverages									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
28/04/2017	23:31	Friday	Police	Public Disorder	Monitored	Police Attend	The Glassmaker	Colliers Walk	Nailsea
Observations following reports of disorder, police attend									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
28/04/2017	23:56	Friday	Self	Altercation	Police Informed	Police Attend	Waitrose	High Street	Nailsea
Observe 2 males involved in an altercation, police made aware									
Date	Time	Day	Instigator	Incident Type	Action	Result	Venue	Street	Area
29/04/2017	05:41	Saturday	Police	Missing Person	Monitored	Not Found			North Somerset
Observations for a described vehicle with 2 high risk missing females on board									

<b>Date</b> 29/04/2017	<b>Time</b> 17:00	<b>Day</b> Saturday	<b>Instigator</b> Police	<b>Incident Type</b> Drink/Drugs Related	<b>Action</b> Police Informed	<b>Result</b> Police Attend	<b>Venue</b> Skate Park	<b>Street</b> Scotch Horn	<b>Area</b> Nailsea
<b>Comments</b> Observations following reports of youths dealing drugs, police attend									
<b>Date</b> 30/04/2017	<b>Time</b> 02:42	<b>Day</b> Sunday	<b>Instigator</b> ANPR	<b>Incident Type</b> Burglary	<b>Action</b> Monitored	<b>Result</b> Situation Monitored	<b>Venue</b>	<b>Street</b>	<b>Area</b> North Somerset
<b>Comments</b> Observations for a described vehicle used in connection with burglary									

## NAILSEA TOWN COUNCIL

### COMMUNITY ENGAGEMENT COMMITTEE



Meeting 21 June 2017

#### CLERK'S REPORT Agenda Item

#### 9. To note information received from Citizens' Advice North Somerset

Dear Councillors,

Over the last few years Citizens Advice North Somerset has faced significant cuts in funding year by year. The table at the bottom of this email shows the reduction in funding over 3 years of £93,705, a 17% reduction. Over the same period we have continued to see an increase in demand on the services. We have worked very hard to attempt to minimise the impact of these cuts. We have actively, and often successfully, pursued several alternative funding opportunities and projects. We have also reviewed our service and streamlined it as much as possible. We rely heavily on volunteers and we have looked at creative ways of working to preserve our client service, both the quality of the work and the numbers of people helped.

Unfortunately in order to make further savings and continue the high quality of our work we now see no alternative but to reduce our core service delivery. After very careful thought the most sensible way forward is to reduce the drop-in service in Weston-super-Mare. From the 14<sup>th</sup> March 2017 we have closed our Tuesday morning drop-in service (saving equivalent to 0.2 FTE paid Supervisor and associated volunteer costs). In order to mitigate this reduction in service we are extending the hours of our Tuesday evening drop-in service from 2.30 pm until 7 pm. This proposal is based on a financial assumption that our funding streams will remain stable. Even this solution does depend on our being able to actively fund raise to address a shortfall of £7,000.

#### *Current Core Service Provision*

Open Access	Weekly coverage	
WSM	14.5 hours	Monday, Tuesday, Tuesday Evening, Wednesday and Friday
Portishead	4 hours	Monday
Clevedon	10 hours	Tuesday and Wednesday
Nailsea	4 hours	Friday
<b>Total</b>	<b>32.5 hours</b>	
<b>In-reach</b>		
Addaction	3 hours	Tuesday
Court Desk	4.5 hours	Monday
Housing @ Alliance	0.5 hours	Monthly
Windmill House	1.5 hours	Monday (Alternate weeks with Coast)
Coast	1.5 hours	Monday (Alternate weeks with Windmill House)
1 in 4 MHC	3.5 hours	Wednesday
Somewhere to Go	2 hours	Friday
<b>Total</b>	<b>16.5 hours</b>	
<b>49 hours face to face advice per week. In addition we provide circa 45 pre-booked generalist and specialist appointments per week equating to an estimated 60 hours of adviser time.</b>		

We work with some of the most vulnerable people in our community: families, individuals, young and old and many with health problems. In 2015/16 we dealt with 8061 clients with 22,816 issues or problems. The total calculated value of our services to North Somerset individuals for welfare rights, debt and consumer advice in 2015/16 was **£11,876,705** (value calculated using New Economy Manchester model).

## NAILSEA TOWN COUNCIL

### COMMUNITY ENGAGEMENT COMMITTEE

44% of all clients that we see come from the 10 wards of Weston-super-Mare which contain two of the most deprived wards in the Authority area; Central Ward and South Ward. Our actual recorded financial outcomes for clients living within the Weston-super-Mare wards alone was **£2,413,259** through income maximisation (grants and benefit claims) and debts written off (i.e. insolvency).

In the coming year Citizens Advice North Somerset will be facing the additional challenge of finding new premises. Our lease expires in April 2018 and we have been told that the Badger Centre will be the site of the new Creative Hub. We are actively looking for alternative premises and our hope is to keep our main office and service delivery centre within Weston-super-Mare's Central Ward but we cannot guarantee we will achieve this. We are also fully aware that whatever premises we re-locate to there will be substantial costs involved in adapting them to our needs i.e. the need for confidential interview space. All of our funding streams are channelled into service delivery and we have no funds available to help with a move of premises. We are actively pursuing funding sources to provide us with the resources we need to facilitate a move and adapt new premises. All of this takes huge amounts of time and effort from our hard pressed staff.

We work closely and in partnership with the Local Authority, and the Town and Parish councils, and very much value these relationships and the on-going support. If you would like any additional information or to clarify any of the points made above then please do not hesitate to contact me.

Yours sincerely

Fiona Cope  
Chief Officer, Citizens Advice North Somerset

Managed Accounts / Proposed Budget	Income – core service delivery	Restricted Income – project funding	Total Income	Total expenditure
2015/16	£250,165	£285,473	£535,638	£555,933 <sup>[i]</sup>
2016/17	£245,407	£207,440	£452,847	£448,247
2017/18 (proposed)	£229,599	£225,551	£455,150 <sup>[ii]</sup>	£462,228 <sup>[iii]</sup>

<sup>[i]</sup> We had a large balance of restricted funds from two projects which crossed accounting periods.

<sup>[ii]</sup> This figure does not include the impact of the proposed £3,000 cut to NSC's corporate grant funding to the Voluntary and Community sector. Nor does it include any impact as a result of The People and Communities review of funding for voluntary sector service provision.

<sup>[iii]</sup> The shortfall includes the reduction in the Weston-super-Mare service and the remaining shortfall will be met through active fundraising.

#### **10. To consider the provision of dropped kerbs for pedestrians, mobility scooters and children's buggies**

We have been contacted by a resident requesting dropped kerbs. The response from NSC highways is that the cross roads of North Street, Hanham Way and Queens road has been scheduled as needing dropped kerbs, but no other sites in Nailsea have been identified.

NSC has an annual budget allowing them to install 11 sets of dropped kerbs across the district. They have a four level priority list and currently have 25 sets in the top three categories, and 25 (including ours) in the lowest category. Theoretically, the request for Nailsea might get higher up the priority list in future years, but equally, demands from elsewhere in the district may take precedence, or the budget may be cut further.