



UCKFIELD TOWN COUNCIL

Council Offices, Civic Centre
Uckfield, East Sussex, TN22 1AE

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Town Clerk – Holly Goring

A meeting of the **General Purposes Committee** to be held on
Monday 20th August 2018 at 7.00pm
in
The Council Chamber, Civic Centre

AGENDA

1.0 DECLARATIONS OF INTEREST

Members and officers are reminded to make any declarations of personal and/or prejudicial interests that they may have in relation to items on this Agenda. Should any Member consider that they require a dispensation in relation to any prejudicial interest that they may have, they are asked to make a written application to the Clerk well in advance of the meeting.

Notice should be given at this part of the meeting of any intended declaration. The nature of the interest should then be declared later at the commencement of the item or when the interest becomes apparent.

2.0 STATEMENTS FROM MEMBERS OF THE PUBLIC ON MATTERS ON THE AGENDA AT THE CHAIRMAN'S DISCRETION

3.0 APOLOGIES FOR ABSENCE

4.0 MINUTES

4.1 Minutes of the meeting of the General Purposes Committees held on the 9th July 2018

4.2 Action list – for information only
(Attached)

4.3 Project list – for information only
(Attached)

5.0 FINANCIAL MATTERS

5.1 To note bills paid

5.2 To note the first income and expenditure reports for 2018/19
(Attached)

5.3. Bad Debts
(Attached)

6.0 BUILDINGS

- 6.1 To note the current position with the Council's buildings
(Attached)
- 6.2 To review request from Ridgewood Village Hall Committee to place a noticeboard at the front entrance of Ridgewood Village Hall
(Attached)

7.0 POLICY

None.

8.0 ADMINISTRATION

- 8.1 To receive a report on the administration of the Council
(Attached)
- 8.2 To receive Members' audit reports
(Attached)

9.0 REPORTS FROM COUNCIL REPRESENTATIVES ON OUTSIDE ORGANISATIONS

- 9.1 To consider reports from:-
 - (i) Citizens Advice Bureau
(Attached)
 - (ii) Ridgewood Village Hall Management Committee
 - (iii) Uckfield and District Preservation Society
 - (iv) Uckfield Volunteer Centre
 - (v) Wealden District Association of Local Councils – Management Committee (nothing to report)
 - (vi) Wealden District Association of Local Councils – Planning Panel

10.0 CHAIRMAN'S ANNOUNCEMENTS

11.0 TOWN CLERK'S ANNOUNCEMENTS

12.0 CONFIDENTIAL BUSINESS

To consider whether to **RESOLVE** to exclude the press and public (pursuant to the Public Bodies (Admission to Meetings) Act 1960) during consideration of the following confidential business to be conducted: -

- 12.1 Action list (confidential business)
(Attached)
- 12.2 To review proposed management programme for repayment of bad debts
(Attached)
- 12.3 To consider a report on Luxfords Restaurant
(report to be deferred this month whilst revising how this information and that of events and marketing will be presented to GP and E&L Committees – reports will be presented to E&L Committee on 3rd September and GP, on 1st October)

12.4 To review the lease for the Signal Box
(Attached)

12.5 To receive an update on the Hub and lease agreement with the Citizen's
Advice Bureau
(Attached)



Town Clerk
14th August 2018

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Luxfords Financial Forecast as at 31st July 2018

	Apr 18 Actuals £	May 18 Actuals £	Jun 18 Actuals £	Jul 18 Actuals £	Actuals to Date	Budgets to Date	Aug 18 Budget £	Sep 18 Budget £	Oct 18 Budget £	Nov 18 Budget £	Dec 18 Budget £	Jan 19 Budget £	Feb 19 Budget £	Mar 19 Budget £	Total £	2018-2019 Budgets
Sales																
Restaurant Food sales	8,637	8,541	8,676	8,222	34,076	36,000	9,000	10,600	14,000	10,800	10,800	11,000	9,800	9,800	119,876	121,800
Restaurant Bar sales	512	602	721	834	2,669	2,750	500	500	600	500	750	400	400	400	6,719	6,800
Hire of Luxfords Restaurant	180	135	191	346	852	1,196	188	188	188	188	188	188	188	188	2,356	2,700
Function Food Sales	62	1,643	1,216	1,434	4,355	4,500	500	3,900	4,000	2,500	2,000	3,000	1,500	4,500	26,255	26,400
Function Bar sales	1,205	381	1,221	4,060	6,867	7,400	500	1,500	1,000	500	4,000	1,000	400	1,700	17,467	18,000
Hire of equipment	102	110	110	22	344	336	83	83	83	83	83	83	83	83	1,008	1,000
Total Sales	10,698	11,412	12,135	14,918	49,163	52,182	10,771	16,771	19,871	14,571	17,821	15,671	12,371	16,671	173,681	176,700
Purchases																
Food purchases	2,924	3,285	2,577	2,862	11,648	12,000	3,000	4,000	4,500	4,000	3,500	3,000	3,000	3,000	39,648	40,000
Bar purchases - non-alcoholic	110	347	428	139	1,024	1,150	150	300	200	200	325	200	300	175	2,874	3,000
Bar purchases - alcoholic	661	217	300	1,654	2,832	3,050	300	500	300	600	750	600	400	500	6,782	7,000
Lux. Paper goods/Consumables	119	384	63	428	994	864	217	217	217	217	217	217	217	217	2,730	2,600
Lux. Maintenance & Repairs	58	0	110	90	258	1,036	258	258	258	258	258	258	258	258	2,322	3,100
Lux. Equipment - New & Replacements	1,078	368	0	0	1,446	1,446	0	0	0	554	0	0	0	0	2,000	2,000
Lux. Equipment Hire	0	0	125	0	125	125	0	0	0	125	0	0	0	0	250	250
Lux. Postage	0	58	0	58	116	116	0	58	0	58	0	43	0	0	275	275
Rates	3,107	643	643	643	5,036	2,500	625	625	625	625	625	625	625	625	10,036	7,500
Electricity	614	459	383	363	1,819	1,936	483	483	483	483	483	483	483	483	5,683	5,800
Gas	81	0	52	0	133	133	60	0	89	0	90	0	128	0	500	500
Water	234	332	92	0	658	658	58	58	58	58	58	58	58	56	1,120	1,120
Lux. Telephone	13	13	14	13	53	64	17	17	17	17	17	17	17	17	189	200
Refuse collection	215	226	226	226	893	500	125	125	125	125	125	125	125	125	1,893	1,500
StockTaking	185	0	0	185	370	374	0	0	188	0	0	188	0	0	746	750
Lux. Stationery	0	0	0	0	0	0	0	0	0	0	100	0	0	0	100	100
Lux. Recruitment Advertising	0	0	0	0	0	0	0	0	0	150	0	0	0	0	150	150
Lux. General Advertising	94	278	40	91	503	420	167	217	196	332	167	167	167	167	2,083	2,000
Lux. Uniforms	0	0	0	0	0	0	0	0	0	600	0	0	0	0	600	600
Lux. Training	166	0	0	0	166	166	0	0	0	0	334	0	0	0	500	500
Luxfords Salaries	6,964	8,009	8,929	7,017	30,919	27,949	6,986	6,986	6,986	6,986	6,986	6,986	6,986	6,986	86,807	83,837
Luxfords Casual wages	108	462	214	828	1,612	3,500	875	875	875	875	875	875	875	875	8,612	10,500
Lux Credit Charges	98	98	121	0	317	500	125	125	125	125	125	125	125	125	1,317	1,500
Total Purchases	16,829	15,179	14,317	14,597	60,922	58,487	13,446	14,844	15,242	16,388	15,035	13,967	13,764	13,609	177,217	174,782

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Financial Forecast General Purposes as at 31st July 2018

	Apr 18 Actuals £	May 18 Actuals £	Jun 18 Actuals £	Jul 18 Actuals £	Actuals to Date	Budgets to Date	Aug 18 Budget £	Sep 18 Budget £	Oct 18 Budget £	Nov 18 Budget £	Dec 18 Budget £	Jan 19 Budget £	Feb 19 Budget £	Mar 19 Budget £	Total £	2018/2019 Budgets
Sales																
Administration	7	11	22	0	40	0	0	0	0	0	0	0	0	0	40	0
Festive Light Income	0	0	0	0	0	0	0	0	0	0	0	2,000	0	0	2,000	2,000
Special Int. Bearing Interest	33	137	122	45	337	36	8	8	8	8	8	8	8	8	401	100
Interest Misc. (Fixed Rate Bond)	0	0	0	2,021	2,021	1,243	0	0	0	0	0	0	0	0	2,021	1,243
Civic Centre	7,122	11,872	9,882	6,678	35,554	29,711	7,633	7,908	7,633	7,633	7,908	7,633	7,633	7,908	97,443	91,600
Civic Centre Vending Machine	0	0	96	0	96	164	42	42	42	42	42	42	42	42	432	500
Feed-in Tariff Payments	1,413	0	0	2,098	3,511	1,250	1,250	0	0	1,250	0	0	1,250	0	7,261	5,000
Quickborn Suite rent	708	708	708	708	2,832	2,836	708	708	708	708	708	708	708	708	8,496	8,500
West Park Pavilion	0	0	19	0	19	20	0	20	0	0	30	0	30	0	99	100
Victoria Pavilion	811	908	792	1,324	3,835	3,589	792	1,217	792	892	1,217	792	792	1,217	11,546	11,300
RHI - C.Centre Boiler	0	0	6,180	0	6,180	6,100	0	1,300	0	0	1,300	0	0	1,300	10,080	10,000
Victoria Storage Garages	100	0	0	0	100	100	0	0	0	0	0	0	0	0	100	100
Cemetery Chapel workshop	0	0	1,050	0	1,050	1,050	0	1,050	0	0	1,050	0	0	1,050	4,200	4,200
Foresters Hall	227	1,826	4,443	164	6,660	5,036	1,258	1,258	1,308	1,258	1,258	1,308	1,258	1,258	16,824	15,200
Foresters Chapel	272	0	0	272	544	543	0	0	272	0	0	272	0	0	1,088	1,087
2a Vernon Road, rent	625	0	1,250	625	2,500	2,400	600	600	600	600	600	600	600	600	7,300	7,200
Signal Box	333	333	333	333	1,332	1,336	333	333	683	333	333	333	333	333	4,346	4,350
Osborn Hall	0	0	0	0	0	0	0	0	340	0	100	0	0	0	440	440
Ridgewood Village Hall	0	0	0	0	0	0	0	0	0	0	0	0	1,140	0	1,140	1,140
Bridge Cottage	0	0	0	0	0	0	3,300	0	0	0	0	0	1	0	3,301	3,301
The Hub	0	0	3,862	0	3,862	5,753	0	4,462	860	0	4,462	1,075	0	5,538	20,259	22,150
Community Toilet Scheme	0	0	275	0	275	275	0	275	0	0	275	0	0	275	1,100	1,100
Total Sales	11,651	15,795	29,034	14,268	70,748	61,442	15,924	19,181	13,246	12,724	19,291	14,771	13,795	20,237	199,917	190,611

New Initiatives 2018/19																
Data Protection	0	168	0	11	179	179	1,821	0	0	0	0	0	0	0	2,000	2,000
Bus Service	0	0	944	0	944	944	0	0	0	0	2,056	0	0	0	3,000	3,000
West Park Pavilion Scheme	0	0	0	0	0	0	0	0	0	0	0	0	0	15,000	15,000	
Total New Initiatives 2018/19	0	168	944	11	1,123	1,123	1,821	0	0	0	2,056	0	0	15,000	20,000	20,000

Purchases																
Administration	1,486	2,145	632	1,668	5,931	5,146	2,430	906	906	2,430	906	906	2,430	906	17,751	16,966
General Advertising	0	0	181	0	181	0	0	0	0	0	0	800	0	0	981	800
Recruitment Advertising	0	0	0	0	0	0	0	0	0	0	0	500	0	0	500	500
Office Equipment/Computers	745	(1,613)	337	2,541	2,010	3,164	792	792	792	792	792	792	792	792	8,346	9,500
Hospitality	0	0	0	0	0	0	0	0	0	0	0	100	0	0	100	100
Health & Safety	0	0	0	0	0	0	0	0	0	0	1,250	0	0	0	1,250	1,250
Insurances	0	56	6,928	0	6,984	6,986	0	26,020	0	0	0	1,994	0	0	34,998	35,000
Mayor's Allowance	0	0	435	0	435	436	0	435	0	0	435	0	0	435	1,740	1,741
Accountants Fees	0	0	4,500	0	4,500	4,500	0	0	0	0	0	0	0	0	4,500	4,500
Grants Section142	9,418	0	0	0	9,418	0	0	10,082	0	0	0	0	0	0	19,500	19,500
Grants - Power of Competence	12,984	0	0	0	12,984	0	0	12,016	0	0	0	0	0	0	25,000	25,000
Volunteer Bureau SLA	8,000	0	0	0	8,000	0	0	0	0	0	0	0	0	0	8,000	8,000
Clothing - Corp & Prot - Indoor staff	0	0	0	0	0	0	0	0	0	0	450	0	0	0	450	450
Internal Audit Fees	0	0	420	0	420	420	0	840	0	0	0	0	840	0	2,100	1,680
Audit Fees	0	0	0	0	0	0	2,323	0	0	0	0	0	0	0	2,323	2,323
Professional Fees	387	784	475	125	1,771	1,774	0	0	0	0	0	0	8,826	0	10,597	10,600
Festive Lights	0	0	0	0	0	0	0	0	0	0	0	12,900	0	0	12,900	12,900
Festive Light Electricity	0	0	0	0	0	0	0	0	0	0	0	0	300	0	300	300
Office Staff - Salaries	19,466	16,927	16,396	16,392	69,181	81,375	20,344	20,344	20,344	20,344	20,344	20,344	20,344	20,344	231,933	244,127
Members Allowances	45	0	3,468	0	3,513	3,783	0	3,783	0	0	3,783	0	0	3,883	14,962	15,232
Newsletter	0	400	400	400	1,200	1,409	352	352	352	352	352	352	352	982	4,646	4,855
Bank Charges	43	40	40	43	166	200	50	50	50	50	50	50	50	50	566	600
Civic Centre Running Costs	9,485	6,186	5,221	5,219	26,111	23,984	7,700	7,861	10,108	9,083	9,485	9,833	9,083	9,678	98,942	96,815

	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Total	2018/2019 Budgets
Caretakers - Salaries	7,032	8,141	8,822	8,043	7,197	7,197	7,197	7,197	7,197	7,197	7,197	7,197	89,614	86,362
West Park	359	0	188	0	1,062	62	1,076	62	62	996	1,026	62	4,955	5,320
Victoria Pavilion	1,522	3,153	1,613	392	1,248	1,248	1,322	1,248	1,248	1,248	880	880	16,076	16,704
Cemetery Buildings	134	135	135	0	104	104	104	104	104	104	104	104	1,371	1,250
Signal Box	0	0	0	1,229	0	0	0	0	0	0	0	0	1,229	0
The Hub	78	1,454	440	300	542	542	542	542	542	542	542	542	6,608	6,500
Foresters Hall	1,929	684	512	702	408	637	1,167	471	637	471	3,489	567	11,674	11,836
Za Vernon Road	49	5	0	0	0	0	145	0	0	0	0	0	199	200
Bridge Cottage	0	0	0	0	0	0	0	0	0	0	0	0	300	300
Subscriptions	2,555	75	0	308	0	0	0	0	0	0	0	0	3,500	3,500
Training	454	301	100	160	1,000	0	0	0	0	0	1,485	0	2,938	3,500
Other Buildings - Salaries	0	1,170	560	520	560	560	760	560	560	560	790	560	7,160	7,200
Wood Pellets	(100)	0	0	0	0	0	1,186	1,186	1,186	1,186	1,186	1,184	(100)	8,300
Total Purchases	76,071	40,043	51,803	38,177	42,789	49,362	94,168	45,262	50,391	62,620	57,037	49,466	647,909	663,711

Loan Costs	0	0	0	32,343	32,343	0	0	0	0	0	0	0	64,309	64,309
From Reserves	0	0	0	0	0	0	0	0	0	0	0	0	0	830
Civic Regalia	0	0	0	0	0	0	0	0	0	0	0	0	0	830
Earmarked Reserve Projects	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Renewal of 3 Notice Boards	0	0	1,662	0	0	0	0	0	0	0	0	0	0	1,662
Building Maintenance Fund	3,365	4,401	7,137	51	14,954	0	0	0	0	0	0	0	0	14,954

Meeting of the General Purposes Committee

Monday 20th August 2018

Agenda Item No. 5.3

BAD DEBTS UPDATE

1.0 Summary

1.1 The report details the current position regarding bad debts.

2.0 Details

2.1 The following bad debts are being pursued by the office:

- R & R Taxis
- NHS High Weald Lewes & Havens
- Ceroc Zeal

3.0 Recommendation

3.1 Members are asked to note the report.

Contact Officer: Christine Wheatley

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Meeting of the General Purposes Committee

Monday 20th August 2018

Agenda Item 6.1

TO NOTE THE CURRENT POSITION WITH THE COUNCIL'S BUILDINGS

1.0 Summary

1.1 This report sets out the current position with the Council's buildings.

2.0 The Buildings

2.1 The Civic Centre, Victoria Pavilion, The Cemetery Chapels, The Signal Box, West Park and Foresters Hall, Osborn Hall.

The Civic Centre

Works are now complete in the first floor of the Civic Centre to decorate the corridors, albeit a couple of smaller meeting rooms. Work has commenced in the ground floor corridor and will continue over the summer months.

Quotes are being obtained to decorate the foyer area (including high level areas) in line with the colour scheme to be used in the restaurant.

A contractor has now been arranged for fitting a new carpet to the two main staircases in the Civic Centre and ground floor and first floor corridors. We plan to commence this work shortly.

Fresh white lines have been painted to the edge of the steps leading to the Civic Centre to help guide people walking up or down.

A full steam clean has been undertaken of the kitchen equipment for Luxfords Restaurant.

A minor repair has been undertaken to the water heater in the upstairs kitchen.

Victoria Pavilion

New patio doors have been fitted to the first floor of the Pavilion but contractors have been asked to return to review a couple of snagging issues.

The Signal Box

A planning application and associated drawings for the replacement of the staircase is currently with the local planning authority for consideration. The ground floor storage area has been painted out with fire retardant paint as part of the year three maintenance programme.

Foresters Hall

Decoration has now been carried out to the main hall. Works will now need to continue to the entrance area and rear area of the hall, subject to available funding. Quotes are being obtained for this.

Osborn Hall/Hempstead Lane car park

Quotations have been received to complete repairs and lay new tarmac in the car park. Additional drainage has been included within the proposed schedule of works to help prevent water ingress to the lower areas

around Osbourne Hall. Quotes will be reviewed before instructing works to commence.

2.2 2A Vernon Road,
No works are outstanding.

3.0 Annual maintenance programme

3.1 As per the project update provided in agenda item 4.3, works are continuing to deliver the year 3 maintenance programme.

3.2 A meeting has taken place with the Town Council's surveyors to review the maintenance programme for year 4 (2018/19 – this financial year) and agree the programme of works in line with the budget made available.

4.0 Recommendations

4.1 Members are asked to note the report.

Background Papers: None

Contact Officers: Holly Goring

Meeting of the General Purposes Committee

Monday 20th August 2018

Agenda Item 6.2

TO REVIEW REQUEST FROM RIDGEWOOD VILLAGE HALL COMMITTEE TO PLACE A NOTICEBOARD AT THE FRONT ENTRANCE OF RIDGEWOOD VILLAGE HALL

1.0 Summary

1.1 A request has been received from the Chair of Ridgewood Village Hall Committee. They would like to erect a notice board to the exterior of the building, in the vicinity of the entrance to the Village Hall, to advertise their events and committee information.

1.2 The only display board that they have at present, is within the building itself and can only be seen by those using the hall. In light of the plans to extend the Village Hall and improve the existing facilities, the Village Hall Committee will be carrying out a number of fundraising events. A noticeboard to the front area of the building would support them with the communication of these events.

2.0 Noticeboard options

2.1 There are three options that the Village Hall Committee could consider:

(a) A display board attached the front wall of the Village Hall which could be placed adjacent to the Town Council noticeboard. A noticeboard of this type could cost in the region of £100.

Display Boards Direct

External Outdoor Magnetic Whiteboard Lockable

Noticeboard 514mm x 689mm 4 x A4 SCO4XA4



- (b) Or a freestanding noticeboard:

These can range in style from a 'posterboard' model which can cost in the region of £300-400:



- (c) Or a more substantial noticeboard similar to those used by Parish and Town Councils. These can start in price at £800.



3.0 Funding the provision of a noticeboard

3.1 At present, the Village Hall Committee do not have funds set aside for the provision of a noticeboard.

3.2 The Town Clerk has advised that local community groups such as the Uckfield & District Lions Club or Rotary Club of Uckfield may be able to assist.

3.3 The Clerk has also advised that the request could be taken to Committee whilst seeking the permission of the Town Council to place a noticeboard in the area to the front of the Town Hall.

3.4 May members be reminded that Uckfield Town Council own the Village Hall, the car park and adjacent Ridgewood Recreation Ground, but the Village Hall is leased to the Village Hall Committee on a full repairing lease, and they plan to make substantial improvements to the building to improve the facilities available.

4.0 Recommendations

4.1 Members are asked to consider:

(i) whether they wish to give permission for a noticeboard to be placed on the front of the hall or a standing notice board in the land adjacent to the front of the village hall;

(ii) whether the Town Council wishes to contribute towards the purchase of a new noticeboard or recommend potential funding sources.

Contact Officer: Holly Goring

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Meeting of the General Purposes Committee

Monday 20th August 2018

Agenda Item 8.1

TO RECEIVE A REPORT ON THE ADMINISTRATION OF THE COUNCIL

1.0 Summary

- 1.1 This report details activities and statistics in relation to staffing and other matters.
- 1.2 Previously, information on the Town Council and Civic Centre social media accounts were published within this report. Information relating to these accounts will now features in a new 'marketing and events' report which will be presented to the Environment and Leisure Committee from September 2018.

2.0 Sickness:

2.1

	As at 10.08.18 (27 staff)	As at 22.08.17 (27 staff)
Actual days taken as short-term Doctors' certificate	72 days	47 days
Actual days taken as self-certificated sick leave	17 days	14 days
Average number of days self-certificated sick leave per person	0.63 days	0.52 days
Actual days taken as long term sick leave	0 days	97 days
Average number of days sickness per person	3.30 days	5.85 days
National average of sick days taken in the public sector per person (<i>*sickness absence in the labour market – ONS 2016</i>)	4.30 days	4.30 days

N.B The most recent figures are for the current period. We have had two members of staff on long term sick leave, who are now on phased returns to work.

3.0 Risk Assessments and Training

- 3.1 The Head Groundsman attended refresher training on memorial safety and a member of the Grounds team attended training on playground safety inspections/checks. No further training has been carried out at present.
- 3.2 The new Facilities Manager is due to start on Monday 13th August 2018 and may have some learning and development requirements once in post.

Contact Officer:

Holly Goring/Christine Wheatle

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Appendix A

UCKFIELD TOWN COUNCIL



MEMBERS AUDIT FORM

MONTH

Checklist:

Documents will be chosen at random by Members carrying out the Audit.

SAGE AUDIT TRAIL (DETAILED)

Check source documents including nominal code and authorisation.

Supplier Invoices	<input checked="" type="checkbox"/>
Customer Invoices	<input checked="" type="checkbox"/>
Timesheets	<input checked="" type="checkbox"/>

BANK RECONCILIATION AND VERIFICATION TO NOMINAL CODE:

Check bank reconciliation to SAGE print outs, bank statement and nominal codes.

Clerks Account	<input type="checkbox"/>
General Account	<input checked="" type="checkbox"/>
Special Interest Bearing	<input type="checkbox"/>
Lloyds Bank Account	<input type="checkbox"/>

PETTY CASH

Check cash balance and vouchers

Town Council Petty Cash	<input type="checkbox"/>
Luxfords Petty Cash	<input checked="" type="checkbox"/>

Signed 

Print Name Barry Mayhew

Dated 10/08/18

Supplier Invoice Checked

Supplier Name	Invoice No. and Date	P. Order No	Confirmed Stamped, signed, correct nominal code	Confirmed Cheque No. entered and signed by two Cllrs.
ALBION BAKERY	18781 27/5/18	11369	YES	114285 YES
BULLGAT STAGE	20180020 25/5/18	11376	YES	114270 YES

Customer Invoices Checked

Customer Name	Invoice No.	Charges correct	Payment date on invoice	Bank Paying in receipt No.
WDC	235210	YES	7.6.18	BACS
E. MILES	435336	YES	18.6.18	105952

Timesheets checked

Staff Name	Week/month Checked	Hours correct	Payment correct	Payslip date	BACS Form
L RIDLEY	JUNE 18	YES	YES	27/6/18	478054928
L CAYBY	JUNE 18	YES	YES	27/6/18	478054928

Bank Reconciliation Checked

Bank Account	Statement No.	Signed	Reconciled	Nominal Code
GONBRAL A/C	744	YBS	YES WITH 6p BANK BALANCE	1200.

Petty Cash Checked

Account Name	Reconciliation Correct, Month	Voucher Name	Correct float to SAGE balance
Town Council			
Luxfords	JUNE 2018	10500 2/6/18 £5.00	YES

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Meeting of the General Purposes Committee

Monday 20th August 2018

Agenda Item 9.1 (i)

REPRESENTATIVES ON OUTSIDE BODIES: REPORT OF THE CITIZEN'S ADVICE BUREAU

Quarterly Performance Report to Uckfield Town Council - 2018/19 Quarter 1

Aim of the service

To provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. WCA will provide a free, confidential, independent and impartial service, valuing diversity, promoting equality and challenging discrimination. The service is open to all, informing people of their rights and responsibilities.

Key Performance Indicators

1. Opening Hours

The Uckfield office has provided advice: face to face, over the phone and by email during the following opening times – skype has not been used. The bureau has only been closed for staff meetings and training.

Day	Face to face	Telephone	Email
Monday	9.30 to 3	9.30 to 3	9.30 to 3
Tuesday	Specialist appts only	Available via other bureaux	
Wednesday	9.30 to 3	9.30 to 3	9.30 to 3
Thursday	9.30 to 3	9.30 to 3	9.30 to 3
Friday	9.30 to 3	9.30 to 3	9.30 to 3

In addition, we offer specialist money advice appointments at the bureau between 9am and 5pm. The financial support of High Weald Lewes Havens Clinical Commissioning Group (HWLH CCG) has now ended and money advice is now funded from within our core service – this has required us to make savings elsewhere.

Our ADVICELINE is currently operated in partnership with other East Sussex bureaux. This means that telephone advice is now available 5 days a week until 4pm every day within the county. Callers ringing outside these times have access to a central Citizens Advice team until 5pm and also to recorded information. Improving the percentage of calls answered first time is a priority for us.

2. Premises

Our Uckfield office was closed for 1 week to allow for tests to be done on some unusual dust found across the building, but especially in our central admin. and money advice offices. Tests undertaken on the air quality of the building have confirmed there is no risk to health. We are grateful to Town Clerk Holly Goring for her prompt action and support throughout this process. This problem, together with essential repairs planned for the roof and the rental cost of the building is leading us to look at whether now is the time to relocate to reduce costs.

3. Reporting

The Uckfield office helped **449 clients** in the first quarter of 18/19, around 6% more than the number of people helped in the same period in 2017/18.

2 in 5 of our clients had a disability/long term health condition and **1 in 4** were 60 or over.

Clients raised **1,389 issues** - giving a ratio of around **3 issues per client**. A full summary of the issues handled is attached at annex A.

Of the issues raised the main five areas of advice were as follows: welfare benefits 32%; debt 17%; employment 11%, relationships & family 8%, housing 7%.

The Uckfield team secured **£196,797 in improved financial outcomes** in this quarter - this could be anything from an increase in benefits, compensation, a refund, debt write-off, successful appeal or challenge. The team gained **£116,170 in additional income** (e.g. benefits/tax credits) for clients over this period and, with the support of our specialist money adviser, helped clients write off nearly £80k in debts. The team also helped 12 people who were homeless or threatened with homelessness.

Our annual customer satisfaction survey (Jan-March 18) showed **99%** of clients as being happy or very happy with the service they received. There have been no complaints about the service this quarter.

The team has continued to be proactive in research & campaigning, submitting 16 evidence forms to national Citizens Advice.

Current areas being targeted for action concern:

- The operation of the welfare benefits system, particularly for those making claims for benefits aimed at supporting those with long term health conditions. We are currently working on a report which exposes the additional difficulties experienced by clients living in rural communities e.g. getting to assessment and appeal venues. The report will be published in the Autumn.
- The implementation of Universal Credit, particularly having outreach in place in all the town hubs of the District. We are intending to offer a DWP outreach service from the bureau when Universal Credit goes live at the Lewes Job Centre in September.
- Clarion Housing - with clients facing difficulties contacting the organisation and making payments, leading to them facing threats of possession and eviction.
- Scams - we are working with a range of partners across the county as part of Trading Standards *Friends against Scams* initiative.

We are fortunate to have around 30 volunteers at Uckfield.

These volunteers have been supported by:

- full time equivalent advice session supervision
- a day a week admin support
- a share of full time equivalent trainer

The hours available for training and cover supervision will reduce from 1 August and access to the help of specialist benefits staff at Hastings Advice & Representation Centre has now ended following the termination of CCG funding.

Wealden Citizens Advice is also supported by 9 volunteer trustees.

4. Other service developments

We are in the process of revising our service offer to reflect our reduced income levels this year. This is in the region of £100k per year on top of the support generously provided by Wealden District Council and the town councils of the District. This year the CAB are unlikely to hit that target e.g. they have lost over £40k in health and energy sector funding.

As a result the CAB has made three redundancies and will be decreasing the hours of four members of staff to reduce costs, to enable them to operate at an acceptable level of risk.

To enable managers to ensure an offer of safe and high quality services is provided, we will need to create the capacity for them to absorb the functions previously covered by others: this will require us to organise how we offer our service differently.

Our objectives, in proposing the following approach, are to:

- maximise the accessibility of our service to Wealden residents given reduced resources
- maintain our capacity to offer in-depth face to face advice to the most vulnerable residents in the District
- create more flexibility, so we can better organise our work to fit the skills & availability of our people
- create the equivalent of a day per week manager capacity when they are not trying to manage all advice channels simultaneously (Managers have to fit in appraisals, case checking and management tasks in around supervising advice sessions.)

5. What won't change

We will:

- remain open to all
- have a service available to clients in Wealden five days a week
- maintain the number of full advice appointments we offer now
- continue to operate outreach services in Heathfield, Polegate and Willingdon
- remain committed to the target of helping at least 4,000 people a year as set out in our service level agreement with Wealden District Council.

Consultation is underway on our proposals, including with local councils. Our aim in making the changes is to maximise access to help for clients as much as we can. The changes will include the implementation of a text and ring back service following a successful bid to the Sussex Community Foundation.

Annex A

Part 1	Number of Advice Events	% Issues	Unique Client Count
Benefits & tax credits	442	32	158
Universal credit	35	2.5	20
Consumer goods & services	24	2	16
Debt	235	17	79
Discrimination	26	2	12
Education	0	0	0
Employment	155	11	56
Financial services & capability	64	4.5	30
Health & community care	22	1.5	15
Housing	94	7	48
Immigration & asylum	4	0	2
Legal	68	5	39
Other	43	3	29
Relationships & family	106	8	54
Tax	19	1	14
Travel & transport	18	1	13
Utilities & communications	34	2.5	10

Councillor P. Sparks

Meeting of the General Purposes Committee

Monday 20th August 2018

Agenda Item 9.1(iv)

REPORTS FROM COUNCIL REPRESENTATIVES ON OUTSIDE ORGANISATIONS REPORT OF THE VOLUNTEER CENTRE

The Centre continues to be busy, especially the iPad training, with continued interest from new volunteers and partner groups. The demand for the support of hearing aids remains strong even though there are now alternative sources of batteries in the Town.

The Centre has been successful, this year, in obtaining one-off grant funding for specific activity to develop and deliver this year's key objective. This is to **"Promote helping others/volunteering amongst the youth in our community."**

- A grant from the **Awards for All (Big Lottery Fund)** of £10K to fund a sessional worker to promote the ideas of helping and supporting others in the PRIMARY schools. Holly Cross C of E School has already agreed to take part.
- A grant from the **Henry Smith Foundation** of £7.5K to fund a sessional worker to promote the principles and activities of helping/volunteering in the SECONDARY schools, UCTC and the Beacon School in Crowborough. The Training on the iPad is being given by a senior pupil from UCTC.
- Additionally, a grant from the **Sussex County Foundation** of £4.5K has been obtained to fund a sessional worker to promote the outreach of the Volunteer Centre to the wider community. This will be done by supporting and developing the marketing activity of the centre, building on the success of last year's **'Celebrate'** initiatives and event.

The plan is to hold another major event, **'Celebrating Youth'** building on all the proposed work and success it achieves. Part of the project work is to create resources, including a DVD, which can be re-used to continue this work into the future.

Councillor P. Meakin

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