



Hampshire

**Business Plan
2019-2022**



Executive summary

Citizens Advice Hampshire, established in 2008 is a consortium of the 15 Local Citizens Advice in Hampshire, Portsmouth, Southampton and the Isle of Wight. We enable collaboration between our Local Citizens Advice and other charities, provide a single point of contact for funders, partners and policy makers, and support our local offices by facilitating knowledge, skills sharing and training, and through campaigning for better services and policies.

Each Local Citizens Advice strives to improve the quality of the advice and information it provides and constantly looks for innovative ways to reach its clients. They are committed to serving the local community and standing up for the rights of individuals. Our purpose is to collectively deliver quality services, with shared goals and priorities to help meet client need by...

Securing funding

Obtaining funding that will benefit Hampshire/IOW residents, which local offices would not be able to access alone.

Making connections

Foster & Build relationships that complement the work of local Citizens Advice in Hampshire (e.g. Citizens Advice, Hampshire County Council, Office of Police and Crime Commissioner, Large charities)

Supporting Local Citizen Advice

To deliver services such as Adviceline, training, strategy days and consultation with Citizens Advice.

Coordinating services delivered across Local Citizens Advice

Such as Macmillan, Healthwatch Hampshire and Hate Crime reporting centres.

The challenges Local Citizens Advice face are ever increasing. Traditional funding streams are changing under the austerity agenda which, in turn, has impacted on where and how we deliver services. We rely heavily on volunteers to support our front-line delivery. Volunteering is changing; no longer can we solely rely on mature professionals. We must attract the younger generation with skills development and career opportunities. This will help us meet the needs of our clients and better reflect the demographics of the communities we serve.

The work of Citizens Advice Hampshire has also become more varied and important as new joined-up solutions to the challenges faced by our residents are needed. We talk to existing and potential funders, explore new areas of delivery and build on existing good practice whilst campaigning for the vulnerable in our communities.

Delivery of this plan will be the responsibility of the Chief Executive. Operationally, a Service Manager delivers the Macmillan and Healthwatch Hampshire Services whilst an Operations Manager maintains most other projects and processes. These roles are all supported by a team of skilled trustees and administrative support.



Our plan for 2019-20

Secure funding

We will work to identify new business opportunities countywide that will enable Local Citizens Advice to benefit from additional financial resources. To do this we have established a countywide funding group chaired by a Citizens Advice Hampshire trustee, plus Local Citizens Advice Chief Officers and trustees. Specifically we aim to:

- Secure new larger funding streams in excess of £100,000.
- Continue to seek larger charities pan-Hampshire and national charities to collaborate with.
- Continue to work with Citizens Advice to not only raise the profile of our consortium but seek new funding streams.
- We see health and the challenges the community face as being a vital part of our service development. We will invest in research to provide empirical data to support this development.

Make connections

- Develop our relationship with key businesses in the county to understand how we might benefit from their Corporate Social Responsibility.
- Identify key stakeholders in the health sector

Support Local Citizen Advice

We will offer support for Hampshire Local Citizens Advice by:

- Coordinating the setting up and delivery of Citizens Advice on-demand courses and delivering bespoke training events to meet local needs including those of our trustees.
- Facilitate quarterly update meetings for Citizens Advice Hampshire strategic managers, service managers, employment leads and R&C leads.
- Acting as point of contact for not only Citizens Advice in Hampshire but the wider advice and not-for-profit sector.

- Coordinating collective initiatives/offers/projects – including Research and Campaigns.

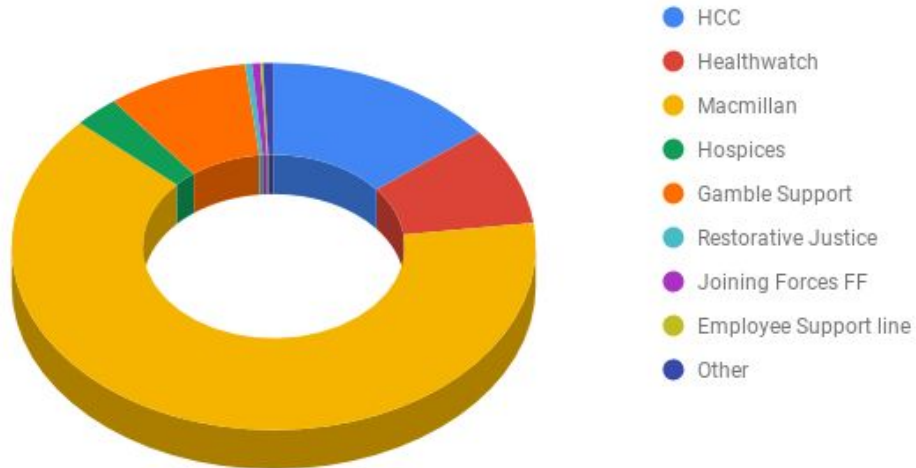
Coordinate services delivered across Local Citizens Advice

- Macmillan cancer advice service
- Healthwatch Hampshire Information and signposting service
- Adviceline
- Restorative Justice
- Gamble Support Service
- 'Joining Forces for Families' is a consortium of three local Citizens Advice services plus Citizens Advice Hampshire. Funded by the Armed Forces Covenant Families in Stress the project will provide a dedicated service for serving personnel and their families to help them deal with stressful situations in their lives.
- Making every contact count (MECC). We will work with Hampshire County Council public health and other health professionals to develop a MECC ethos within Citizens Advice

Financial forecast

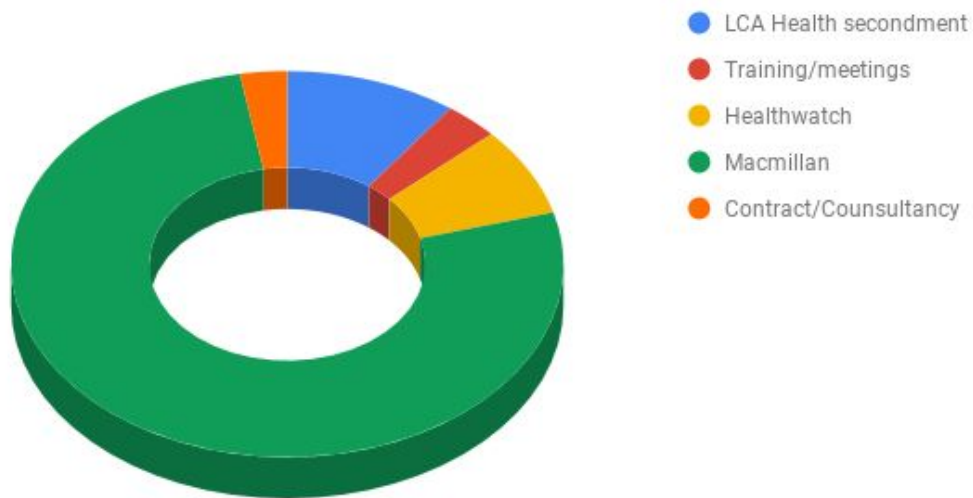
Our income for the next financial year is £488,131 and will be distributed across a number of activities as follows

Income 2019-20



Our expenditure includes £363,054 in payments to Local Citizens Advice on project and support activities.

Payments to Local Offices 2019-20



Looking forward: Our plan for 2020-22

Our direction of travel as a consortium is becoming clearer as the national debate on change within Citizens Advice gathers pace. Citizens Advice Hampshire is, in many ways, uniquely placed nationally to develop a dialogue with Citizens Advice about its role, shape and its potential capability to deliver key services in a collaborative way.

An example of this is the Hampshire Adviceline Group. The group has consistently outperformed other Citizens Advice-based virtual call centres across the country attracting neighbouring Local Citizens Advice to join us from surrounding counties.

We are part of the Citizens Advice family and to most partners there is no difference in what we do to that of a Local Citizens Advice office. But as a consortium, we do not deliver front-line advice.

We do manage contracts such as the Hampshire Macmillan Citizens Advice Service, but the core business of delivering advice remains the sole responsibility of individual Local Citizens Advice across Hampshire, Portsmouth, Southampton and the Isle of Wight. We do, however, reflect and represent the 'brand'; a brand trusted by many partners.

Citizens Advice continues to develop the service and this presents an opportunity for Citizens Advice Hampshire to become an integral part of the national structure and provide support to Local Citizens Advice. We rely on project funding to survive and while our wish is to maintain and improve the Macmillan and Healthwatch services, much will depend on our ability to attract suitable funding.

We will build on the research carried out on the impact of our advice on the health and wellbeing of our clients to offer extended services to help

with the growing needs of social care. Our relationship with Hampshire County Council is strong and continues to develop so we are able to advise and consult on behalf of the advice sector whilst helping to develop shared services. Hampshire County Council deals with a plethora of problems within the community, as we do, so we see this relationship as a strategic priority.

Citizens Advice Hampshire legal status

The charity was incorporated on 23 November 2008 as a company limited by guarantee and is a charity registered under the Charities Act 1993. The company's articles of association require that the charity be managed by a Board of Trustees who are directors of the company within the meaning of the Companies Act 2006. Citizens Advice Hampshire is a Registered Company limited by Guarantee No. 6435678 and Registered Charity No. 1122695.

2019-2020 action plan

Secure funding			
Action	Detail	Timescale	Owner
Secure new funding in excess of £100,000	Scan grants and funds for funding opportunities	By 31st March 2020	Funding Group Paul Bright
Connect with pan-Hampshire and national charities	E.g. British Heart foundation, Stroke association, British Red Cross	By 31st March 2020	Dan Stoneman Paul Bright
Work with Citizens Advice to raise our profile and seek new funding streams	Engage with Citizens Advice re development of the Single Financial Guidance Body (SFGB)	Quarterly meetings with Anna Hall and Jon Elwes	Alex Bouras Paul Bright
Research and develop our health offering	Hampshire County Council Adult/Health, Southern Health	Working with Graham Allen and Chris Balfe March 2020	Richard MacKay Paul Bright

Make connections			
Action	Detail	Timescale	Owner
Develop relationships with key businesses in the county to connect with Corporate Social Responsibility.	Develop a top 20 list of potential partners and establish contact to explore.	March 2020	Kevin Wright Paul Bright

Identify key stakeholders in the health sector	Working with Southern Health and Hampshire Public Health	Quarterly update	Paul Bright
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Support Local Citizen Advice

Action	Detail	Timescale	Owner
Training	Provide in house free training for member offices.	Quarterly update	Paul Bright
Service development	Provide meetings/events to help develop our service provision. Including Strategic managers, service managers and Research & Campaigns Forums each quarter	As required	Paul Bright
Single point of contact for strategic partners	Continue to provide a SPOC for not for profit, public and private sector organisations	Quarterly update	Paul Bright

Coordinate services delivered across Local Citizens Advice

Action	Detail	Timescale	Owner
Healthwatch Hampshire Information and signposting service	Continue to provide information and advice for Healthwatch	Quarterly update	Sue Alford Paul Bright

Macmillan cancer advice service	Continue to provide information and advice for Macmillan cancer clients	Quarterly update	Sue Alford Paul Bright
Adviceline	Work with the Hampshire and Berkshire Adviceline group to shape call answering in our area	Quarterly update	David Rees
Restorative Justice	Work with Restorative Solutions and the office of Police and Crime Commissioner to raise awareness of the service	Quarterly update	Paul Bright
Gamble Support Service	To deliver the Gamble Support Service across the South East region in partnership with Citizens Advice	Monthly reporting to CITIZENS ADVICE Quarterly update to Board	Paul Bright
'Joining Forces for Families'	To support Hart, Rushmoor and Portsmouth citizens advice deliver this service by working with Action Hampshire (research element) and the provision of secretariat support	Quarterly update	Paul Bright
Making every contact count (MECC).	We will work with Hampshire County Council public health and other health professionals to develop a MECC ethos within Citizens Advice	Quarterly update	Paul Bright

Our team

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