



Hampshire

Business Plan

2020-2023



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 needs 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 Citizens Advice

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

Lead projects delivered across Local Citizens Advice

Such as Macmillan, Healthwatch Hampshire and Home and Well.

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 the Chief Executive monitors other projects such as the Gamble Support Service and Home and Well. These roles are all supported by a team of skilled trustees and administrative support.



Our plan for 2020-21

Business Plan Priority

Securing 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 will invest in a one off project to employ a fund finder specialist.
- We see health and the challenges the community faces as being a vital part of our service development. We will invest in research to provide empirical data to support this development. Over the year we will gather evidence from our work on Home and Well in hospitals.

Business Plan Priority

Making connections

- Continue to develop our relationship with key businesses such as Scottish Southern Electric, Southern Water, Portsmouth Water, Southern Health and West Hampshire CCG.

- Identify further key stakeholders in the health sector as the NHS moves towards **Integrated Care Systems**. It will be essential to work with the Hampshire and IOW CCG partnership to achieve this. Our relationship with the NHS is even more vital given the COVID-19 virus and long term impact for everyone.
- The need to work together at a strategic cross county border level is even more important than ever. This will enable sharing and the scaling up of delivery opportunities.



We will offer support for Hampshire Local Citizens Advice by:

- Secure funding to support Local Citizens Advice.
- Provide and pay for a trainer for on-demand courses and bespoke training events to meet local needs including those of our trustees. More information can be found [here](#).
- Funded HR support for Local Citizens Advice in Hampshire
- Facilitate and pay for quarterly update meetings for Citizens Advice Hampshire strategic managers, service managers, employment leads and R&C leads.
- Providing a point of contact for not only Citizens Advice in Hampshire but the wider geographic area.
- Coordinating collective initiatives/offers/projects and providing evidence to support service development.
- Look at opportunities for collective workforce development; for both paid staff and volunteers. This would include sharing best practice, reducing costs and inefficiencies.



Business Plan Priority

Lead projects delivered across Local Citizens Advice

- Hampshire Macmillan Citizens Advice Service.
- Office of Police and Crime Commissioner including Hate Crime Independent Reporting Centres within offices
- Healthwatch Hampshire.
- “Home and Well” project working with NHS hospitals in helping patients with fuel poverty and other advice issues. Due to the COVID-19 situation delivery has been re-designed for remote access until it is safe to resume face to face contact.
- Gambling Support Service across the south east of England
- Support the delivery of two ‘proof of concept’ pilots working alongside community based mental health teams (HCC and Southern Health)
- Further develop our work with Hampshire County Council to better meet the needs of the community

We are also contributing to ‘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 provides a dedicated service for serving personnel and their families to help them deal with stressful situations in their lives.

Priorities for 2020-21

The following four areas of activity are key deliverables for the next year to help prove our value to partners

- Hampshire Macmillan Citizens Advice Service
- Placement of a Citizens advice caseworker within
 - the Hampshire County Council community mental health team in Fareham.
 - Southern Health community mental health team.
 - Hospitals within the “Home and Well” project
- Healthwatch Hampshire Advice and Signposting Service
- Gamble Support Service
- Research and Campaigns
- Develop a funding strategy for the year ahead using a paid specialist to help form a long term sustainable financial plan.

Financial forecast

Our income for the next financial year will exceed £600,000 that will include funding for Macmillan, Healthwatch, Gamble Support Service, “Home and Well” and from grants such as Hampshire County Council. Funding for all ongoing costs directly incurred for Citizens Advice Hampshire is secured. The majority of our income will go directly to our member local Citizens Advice. This will be reviewed throughout the year with any changes or additional sources of funding.

Looking forward: Our plan for 2021-23

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.

Working as a consortia offers opportunities to respond to regional services. We will work with Local Citizens Advice and Citizens Advice to identify and realise these opportunities.

We will build on the current projects we are engaged in 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.

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.

2020-2021 action plan

Secure funding			
Action	Detail	Timescale	Owner
Secure new funding in excess of £100,000	Identify where there is unmet demand and develop solutions	Ongoing	CEO supported by Funding Group
Deliver the “proof of concept” work with evaluation	Hampshire County Council Adult/Southern Health.	By March 2021	CEO

Make connections			
Action	Detail	Timescale	Owner
Identify key stakeholders in the health sector	The Health Service is set to change significantly and receive additional funding. We will look to identify our role in developing solutions to the rising challenges the NHS face. We will use the <i>Home and Well</i> project to develop new partnerships.	Quarterly update	CEO

Support Local Citizen Advice			
Action	Detail	Timescale	Owner
Training	Facilitate in house supported training for member offices using a newly developed bespoke model	Ongoing	CEO/Admin
Service development	Provide meetings/events to help develop our service provision. Including Strategic managers, service managers and Research & Campaigns Forums each quarter	As required	CEO/Admin
Single point of contact for strategic partners	Continue to provide a SPOC for not for profit, public and private sector organisations	Ongoing	CEO

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. We will also run a bespoke event with partners and the Board. Maintain HW training of Local Citizens Advice staff/volunteers	Quarterly update	CEO/Service Manager

Hampshire Macmillan Citizens Advice Service	Continue to provide information and advice for cancer clients. After 10 years we plan to run a celebration event to thank the team and raise awareness	Quarterly update	CEO/Service Manager
Home and Well	Continue to develop a health based project in partnership with Utility Companies and the NHS to help vulnerable clients during treatment and moving on.	Quarterly update	CEO
Gamble Support Service	To deliver the Gambling Support Service across the SouthEast region in partnership with Citizens Advice	Monthly reporting to Citizens Advice Quarterly update to Board	CEO/Project Officer
'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	CEO

Our team

Paul Bright

Chief Executive

07508 142601

ceo@citahants.org

Sue Alford

Service Manager

07875 536428

salford@citahants.org

Carole Beecraft

Administrative Assistant

07572 133177

admin1@citahants.org

Anna Adams

Project Officer, Gambling Support Service
(South East)

07542 228234

gss@citahants.org

Antoinette Ashworth

Finance

07868 841250

finance@citahants.org

