

# Public Document Pack



## **EAST AREA COMMITTEE CHAIR COUNCILLOR KEVIN BLENCOWE**



### **AGENDA**

**To: City Councillors:** Blencowe (Chair), Wright (Vice-Chair), Benstead, Brown, Hart, Herbert, Marchant-Daisley, Moghadas, Owers, Pogonowski, Saunders and Smart

**County Councillors:** Bourke, Harrison, Sadiq and Sedgwick-Jell

*Dispatched: Wednesday, 19 October 2011*

**Date:** Thursday, 27 October 2011

**Time:** 7.00 pm

**Venue:** Meeting Room - Cherry Trees Day Centre

**Contact:** James Goddard **Direct Dial:** 01223 457015

**7 CITIZENS ADVICE BUREAU KIOSK LOCATION** *(Pages 1 - 2)*

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## INFORMATION FOR THE PUBLIC

The East Area Committee agenda is usually in the following order:

- Open Forum for public contributions
- Delegated decisions and issues that are of public concern, including further public contributions
- Planning Applications

This means that planning items will not normally be considered until at least 8.30pm- see also estimated times on the agenda.

**The Open Forum section of the Agenda:** Members of the public are invited to ask any question, or make a statement on any matter related to their local area covered by the City Council Wards for this Area Committee. The Forum will last up to 30 minutes, but may be extended at the Chair's discretion. The Chair may also time limit speakers to ensure as many are accommodated as practicable.

***To ensure that your views are heard, please note that there are Question Slips for Members of the Public to complete.***

### **Public speaking rules relating to planning applications:**

Anyone wishing to speak about one of these applications may do so provided that they have made a representation in writing within the consultation period and have notified the Area Committee Manager shown at the top of the agenda **by 12 Noon on the day before the meeting** of the Area Committee.

**Filming, recording and photography** at council meetings is allowed subject to certain restrictions and prior agreement from the chair of the meeting.

Requests to film, record or photograph, whether from a media organisation or a member of the public, must be made to the democratic services manager at least three working days before the meeting.

## REPRESENTATIONS ON PLANNING APPLICATIONS

**Public representations** on a planning application should be made in writing (by e-mail or letter, in both cases stating your full postal address), within the deadline set for comments on that application. You are therefore strongly urged to submit your representations within this deadline.

**Submission of late information** after the officer's report has been published is to be avoided. A written representation submitted to the Environment Department by a

member of the public after publication of the officer's report will only be considered if it is from someone who has already made written representations in time for inclusion within the officer's report.

Any public representation received by the Department after 12 noon two business days before the relevant Committee meeting (e.g. by 12.00 noon on Monday before a Wednesday meeting; by 12.00 noon on Tuesday before a Thursday meeting) will not be considered.

The same deadline will also apply to the receipt by the Department of additional information submitted by an applicant or an agent in connection with the relevant item on the Committee agenda (including letters, e-mails, reports, drawings and all other visual material), unless specifically requested by planning officers to help decision-making.

At the meeting public speakers at Committee will not be allowed to circulate any additional written information to their speaking notes or any other drawings or other visual material in support of their case that has not been verified by officers and that is not already on public file.

### **To all members of the Public**

Any comments that you want to make about the way the Council is running Area Committees are very welcome. Please contact the Committee Manager listed at the top of this agenda or complete the forms supplied at the meeting.

If you would like to receive this agenda by e-mail, please contact the Committee Manager.

Additional information for public: City Council officers can also be emailed [firstname.lastname@cambridge.gov.uk](mailto:firstname.lastname@cambridge.gov.uk)

**Information (including contact details) of the Members of the City Council can be found from this page:**

<http://www.cambridge.gov.uk/democracy>

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## ADVICEHUB TOUCH SCREEN KIOSK

Produced 3<sup>rd</sup> October 2011

### Introduction:

Advicehub will continue to develop and strengthen a partnership of advice and support services across the county by creating an infrastructure to coordinate activities, share resources and monitor quality of service.

One of the main objectives of Advicehub is to make advice available to everyone in Cambridgeshire who needs it. Advicehub has designed locally focused self-help websites, which has details and frequently asked questions so that clients can access advice and information quickly. Advicehub will continue to engage local advice organisations, commercial organisations, voluntary organisations and statutory bodies and include their details on the kiosk site. The kiosk will:

- 1) **Be an easily accessible information and advice point**
- 2) **Reduce travelling costs – not all clients will have to travel to city/town centres to see an adviser**
- 3) **Provide information on local organisations and advice specialists. Right door first time.**
- 4) **Provide printing facilities to print information requested (where available/requested)**
- 5) **Provide Advice in different languages – to provide help and support to migrant population**
- 6) **Provide statistics with regards to which issues the clients are requesting help on (e.g. housing, debt, employment, benefits etc.)**
- 7) **Develop partnership working between all Advice and support organisations in the County.**

These kiosks are just one strand of the Advicehub initiative and we are currently testing advice delivery using especially designed desk-top kiosks which allows advice services to be delivered remotely. This technology will use skype/video conferencing, IP Phones, document scanners and webcams. This will benefit advice delivery organisations as well as the client and will enable advice to be delivered quickly.

### Monitoring Kiosk usage across Cambridgeshire:

Of the 16 kiosks we have currently installed and in use (including 2 desk-tops), 9 of these have been earmarked for Cambridge City, generously funded by Cambridge City Council. We will continue to liaise with Cambridge City Area Committees to identify suitable locations.

Advicehub uses Siteremote software to collect statistics on the usage of each kiosk. Below is a summary of the usage from all kiosks in Cambridge City (a further 4 waiting to be installed). The kiosk at Mandela House went live on Friday 23<sup>rd</sup> September. For further information please contact Kulbir Singh (Advicehub Partnership Development Manager) on kulbir@advicehub.org or Tel: 01223 222765.

*The table below provides number of visitors along with the number of pages visited for each month at each kiosk.*

Currently Active Kiosks	Mar 2011	Apr 2011	May 2011	Jun 2011	July 2011	Aug 2011	Sept 2011	Totals to date	Total Pages	Total Users
Addenbrooke H- No. Pages	1065	1428	1714	1656	1488	2448	2163	11962	<b>64,002</b>	<b>5784</b>
Addenbrooke H –No. Users	180	133	140	164	191	216	215	1239		
Arbury – No. Pages visited	N/A	N/A	5781	7616	6664	5339	7516	32916		
Arbury – No. of Users	N/A	N/A	527	407	470	517	596	2517		
Cambridge CAB –No. Pages	1254	787	643	948	853	1002	780	6267		
Cambridge Cab – Users	151	112	101	135	111	137	111	858		
East Barnwell – No. Pages	2173	1519	1504	1586	3224	1191	1922	11689		
East Barnwell – No. Users	170	160	124	116	125	98	121	914		
Mandela House – No. Pages							1168	1168		
Mandela House – No. Users							256	256		



Advicehub is a partnership initiative by the four Cambridgeshire CABs - Cambridge, Ely, Fenland and Huntingdonshire based at Cambridge & District CAB, Devonshire Road, Cambridge, CB2 2BL (a registered charity no. 1056102)

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