

POLICY AND RESOURCES SCRUTINY COMMITTEE – 20TH APRIL 2010

**SUBJECT: CAERPHILLY COUNTY CITIZEN ADVICE BUREAU NEW SERVICE
LEVEL AGREEMENT 1ST APRIL 2010 TO 31ST MARCH 2013**

REPORT BY: CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 Following Cabinet's approval (30.10.07) to new long term funding arrangements and property improvements (Bargoed headquarters) of the Caerphilly County Citizen Advice Bureau, this report informs Members of an update on funding arrangements with a new three year Service Level Agreement with the Bureau for the period 1 April 2010 to 31 March 2013.

2. SUMMARY

- 2.1 Appendix A contains a new 3-year Service Level Agreement between the Council's Policy Unit and the Caerphilly County Citizen Advice Bureau (CCCAB). The document has been collaboratively written with both the CCCAB and Policy Unit happy with the agreement, which has also been checked by the Legal department, although the SLA has no legal status.

3. LINKS TO STRATEGY

- 3.1 The CCCAB supports each of the four themes of the Community Strategy and in particular addresses tackling poverty and social exclusion facing local people - a situation compounded through high levels of poor health, disability and low levels of literacy and qualifications in the borough.

4. THE REPORT

- 4.1 The Service Level Agreement (SLA) has been updated. It highlights the importance of the CCCAB's work around social inclusion in these times of recession. This work will contribute to a holistic and coordinated joint agency report to financial and social inclusion such as through the use of the CCCAB's client-based evidence feeding through to policy, and the use of the CCCAB management information system. The latter will be used to generate regular reports on the work of the CCCAB and on profiling poverty and debt management in the borough, which will be used to highlight causes and barriers and so help form appropriate responses.
- 4.2 The CCCAB will also be required to meet a set of performance targets based on improving client outcomes, which will be used to encourage improvements in CCCAB performance.
- 4.3 The work of the CCCAB has been commendable. Over the last eight years the CAB has grown every year. It is now the largest Citizens Advice Bureau in Wales and, one of the largest in the UK.
- 4.4 The SLA will be monitored and managed on a regular basis by the Policy Unit.

5. FINANCIAL IMPLICATIONS

5.1 Caerphilly CAB receives £191,244 a year from the Council.

6. PERSONNEL IMPLICATIONS

6.1 None.

7. CONSULTATIONS

7.1 The SLA has the agreement of the CCCAB and Policy Unit. There has been no outside consultation on the SLA.

8. RECOMMENDATIONS

8.1 To note the content of the report.

9. REASONS FOR THE RECOMMENDATIONS

9.1 The report is for information only.

10. STATUTORY POWER

10.1 Local Government Act 2000.

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Appendices:
Appendix A Service Level Agreement between Caerphilly County Citizens Advice Bureau and Caerphilly County Borough Council 1st April 2010 to 31st March 2013