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|--------------------------|------------------------------|
| <b>Report of:</b>        | <b>Head of Commissioning</b> |
| <b>Contact Officer:</b>  | <b>Mike Edmonds</b>          |
| <b>Telephone No:</b>     | <b>01543 464416</b>          |
| <b>Portfolio Leader:</b> | <b>Leader of the Council</b> |
| <b>Key Decision:</b>     | <b>No</b>                    |
| <b>Report Track:</b>     | <b>Cabinet: 20/11/14</b>     |

**CABINET**  
**20 NOVEMBER, 2014**  
**REVIEW OF SERVICE LEVEL AGREEMENT (SLA) WITH STAFFORDSHIRE**  
**SOUTH WEST CITIZENS' ADVICE BUREAU (SSWCAB)**

**1 Purpose of Report**

- 1.1 To consider the revised Service Level Agreement (SLA) and funding arrangements for the Staffordshire South West Citizens Advice Bureau (hereinafter referred to as CAB).

**2 Recommendations**

- 2.1 That Cabinet confirm their agreement to enter into a new revised SLA and funding arrangement with Staffordshire South West Citizens Advice Bureau for:
- (a) 1 year 2015-16, or
  - (b) 3 years 2015-16 to 2017-18

**3 Key Issues and Reasons for Recommendation**

- 3.1 The CAB in Cannock Chase play an important role in providing free, impartial advice on various issues including benefits, money (debt and other financial matters), employment, housing, relationship and legal problems and a high proportion of CAB users are from those considered to be most vulnerable or at risk of social exclusion.
- 3.2 The Council has provided substantial financial support to the Bureau for many years and with the continued pressures on public finances, it is essential that the Council ensures that it is achieving value for money from its grant arrangements.

- 3.3 Cabinet at its meeting on 20<sup>th</sup> March 2014 received a summary of the CAB's performance for the period 1<sup>st</sup> April 2013 – 31<sup>st</sup> December 2013 and expressed some concerns over the level of service provision. As such Members requested a review of the SLA for 2014-15
- 3.4 The review of the SLA for 2014-15 has secured a 32.5% increase in the opening hours available to residents living within Cannock Chase with a further increase secured for 2015-16. It is also generally accepted that the CAB has performed well in its provision of advice and support to those in most need.
- 3.5 The District Council is a key stakeholder in CAB services and its viability depends on this core funding. To cease funding would cause serious operational difficulties and possibly even closure.
- 3.6 The proposal and options for consideration by Member set out in this report (Paragraph 5.18) provides some certainty of commitment to the CAB in order to enable the bureau to have a sustainable financial base to plan for their services, as well as recognising the significant contribution the Council makes towards the delivery of these important services.

#### **4 Relationship to Corporate Priorities**

- 4.1 The services provided by the CAB contribute to the Council's priorities in a number of ways including economic prosperity and health and wellbeing by providing information and assistance to the public on various issues such as benefits, money, employment, housing, relationship and legal problems. A high proportion of CAB users are from those considered to be most vulnerable or at risk of social exclusion.

#### **5 Report Detail**

##### **Background**

- 5.1 A Citizens Advice service has been provided in Cannock Chase for many years offering free, impartial advice on various issues including benefits, money, employment, housing, relationship and legal problems.
- 5.2 The Council, in recognition and support, has provided significant financial assistance through grant funding to the CAB for many years and since 2012 has had a formal Service Level Agreement (SLA) in place in order to monitor performance and ensure it receives value for money from its investment.<sup>1</sup>

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<sup>1</sup> It should be noted that the Council's Housing Department has a separately funded SLA with the CAB for the provision of money and debt advice (£35,000 per annum) and assistance is also received through lower than market rent payable for the offices in Cannock. A review of the rent for Rugeley is currently under negotiation.

- 5.3 The SLA outlines the type of advice services to be provided, opening times, performance indicators, monitoring arrangements and the level of funding.
- 5.4 Cabinet at its meeting on 20<sup>th</sup> March 2014 received a summary of the CAB's performance for the period 1<sup>st</sup> April 2013 – 31<sup>st</sup> December 2013 and expressed some concerns over the level of service provision. In particular, the level of opening hours and the accuracy and consistency of some data and information provided. As such Members asked for a review of the SLA for 2014-15.

### **Review**

- 5.5 As part of this review the following key enhancements and changes have been agreed for inclusion in the revised SLA for 2014-15, a copy of which is attached as Appendix 1:-

#### **2014-15**

- **Opening Hours (Face to Face Interviews)<sup>2</sup>** – From 1<sup>st</sup> November 2014 the total opening hours are to increase from 20 hours per week to 26.5 hours per week, representing an increase of 32.5%. Cannock's opening hours will increase from 11 to 14.5 and Rugeley's hours will increase from 9 to 12.

#### **2015-16**

- From 1<sup>st</sup> April 2015 the total opening hours will further increase from 26.5 hours per week to 30 hours per week, representing an increase of 13%. Cannock's opening hours will increase from 14.5 to 17 and Rugeley's hours will increase from 12 to 13.
  - **Performance Data** - Provision of more robust and consistent performance data.
- 5.6 In addition to the agreed service enhancements some clarity has been reached as to exactly what the Council's funding is used for. Officers from the CAB have confirmed that the funding has traditionally been used to contribute to the provision of the following front-line face to face services at Cannock and Rugeley:-
- (i) Open Door – Gateway Assessment Service
  - (ii) General Appointments Service

- 5.7 **Gateway Assessment**– This open door “call-in” service provides a gateway assessment of need for every client and enables a more appropriate pathway for the client's needs to be diagnosed. This assessment offers a range options for clients including diagnosing the client's problems, giving information, basic assistance and explaining options, signposting, referral and an appointment service for follow on or a more in-depth specialised advice service where necessary.

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<sup>2</sup> During the review the CAB confirmed that the previous opening times reported to Members in March 2014 was incorrect.

- 5.8 This initial assessment ensures that demand is managed better and all clients are seen swiftly with the guarantee of a further convenient general appointment or specialist appointment<sup>3</sup> where necessary.
- 5.9 **General Appointment Service** – This service runs concurrently with the open door service at both offices.
- 5.10 In addition, the effective use of the Council's core funding has enabled the bureau to secure other grant funding to compliment the services already provided, for example a specialist legal services contract, a face to face money advice contract and County Council contracts for the provision a single access telephone advice service and outreach services in GP surgeries.
- 5.11 During last year (2013-14) the CAB:
- Addressed 6,707 enquiries from residents living in Cannock Chase, generated by 4,424 clients (individuals) and
  - Provided advice on 15,326 issues achieving income benefits to clients of around £1,362,163
- 5.12 The bureau used 45 volunteers donating approximately 10,512 hours, representing a cash value of circa £160,518 (if they had been paid).
- 5.13 In summary the full service available to residents of the district will include:-
- An open door service (including general appointments) of 26 hours per week (rising to 30 hours per week from 2015-16) across the district, available Monday to Friday 48 weeks per year;
  - Access to advice at any of the 4 SSWCAB offices (Cannock, Rugeley, Stafford and Stone);
  - Access to the specialist advice and appointment service (available 74 hours per week) and funded through an alternative contract;
  - Access to 42.5 hours of telephone advice per week (funded through Staffordshire County Council Contract);
  - Access to outreach service at GP surgeries and in Hednesford<sup>4</sup>, again funded by other contracts; and
  - Volunteering and training opportunities.
- 5.14 During the review the CAB also requested that the Council give consideration to providing some certainty over the level of funding to be provided over the next 3 year period.

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<sup>3</sup> It should be noted that specialist appointments are not funded by the Council

<sup>4</sup> Funded by Hednesford Town Council

## **Summary and Conclusion**

- 5.15 The CAB in Cannock Chase play an important role in providing free, impartial advice on various issues including benefits, money (debt and other financial matters), employment, housing, relationship and legal problems.
- 5.16 A high proportion of CAB users are from those considered to be most vulnerable or at risk of social exclusion. The District Council is a key stakeholder in CAB services and its viability depends on this core funding<sup>5</sup>. To cease funding would cause serious operational difficulties and possibly even closure.
- 5.17 The review of the SLA for 2014-15 has secured an increase in the opening hours available to residents living within Cannock Chase with a further increase secured for 2015-16. It is also generally accepted that the CAB has performed well in its provision of advice and support to those in most need within the district.
- 5.18 In view of the important role the CAB play in Cannock Chase it is proposed to continue to fund the CAB in 2015-16 at the same level as this year, 2014-15 (without any inflation cover). However, in view of the CAB's request for more certainty around funding (paragraph 5.14 refers), Members may wish to consider extending this funding arrangements in line with the Council's 3 year budget setting process, subject to satisfactory performance in line with the revised SLA.
- 5.19 The outcome of the review for the CAB is that the Council is able to protect the current level of funding for 2015-16 despite the Council's own financial challenges.

## **6 Implications**

### **6.1 Financial**

As part of the SLA the Council is providing grant funding up to £136,890 for the period 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015.

Under this agreement payment is made in two instalments. The first payment was made during October 2014 for the service provided to date. The second payment is to be made in January 2015 subject to satisfactory performance for the period 1<sup>st</sup> April 2014 to 31<sup>st</sup> December 2014.

After reviewing the SLA for 2014-15, an increase in the opening hours available to residents living in the District has been secured, both for 2014-15 and a further planned increase in 2015-16. The Council is therefore increasing the level of service it affording the residents of the District whilst maintaining its current level of financial contribution.

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<sup>5</sup> It should be noted that that Cannock Chase Council's contribution to the funding of CAB services accounts for approximately 18% of the total spend by the bureau.

Para 5.17 of the report also concludes that the CAB has performed well in its provision of advice and support for residents of the District

Para 5.18 proposes that the Council continues to offer the same level of financial support in 2015-16, excluding any inflationary increase. Furthermore, it suggests that Members also consider extending the existing levels of funding into 2016-17 and 2017-18, in line with the Councils three year budget.

Currently £136,890 is included in the base budget for 2015-16 which formed part of 2014-15 budget approved by Members in Feb 2015. Should Members approve the extension of the budget until 2017-18 then this will need to be considered as part of the current budget process currently being undertaken.

Additionally, the Council's Housing service has a separate Service Level Agreement with the Bureau. For 2014-15 the approved budgets are £25,000 for money advice in relation to homelessness and £10,000 for debt advice in relation to rent arrears in respect of the Council's tenants.

**6.2 Legal**

None

**6.3 Human Resources**

None

**6.4 Section 17 (Crime Prevention)**

None

**6.5 Human Rights Act**

None

**6.6 Data Protection**

None

**6.7 Risk Management**

There are some risks associated with this grant funding and in order to minimise these risks, the SLA establishes a payment mechanism in 2 stages each year, 50% upon signing of the SLA and the remaining 50% following a review of the full 6 months performance in October each year.

The SLA requires a performance report to be submitted to the Council and non compliance would lead to the agreement being reviewed and a fundamental breach would lead to the Council seeking suitable alternative arrangements.

**6.8 Equality & Diversity**

None

**6.9 Best Value**

The revised SLA includes an improvement and extension to the face to face service for the same level of funding as the current year.

**7 Appendices to the Report**

Appendix 1                      Service Level Agreement 2014-15

**Previous Consideration**

Performance Review of  
Staffordshire South West  
Citizens' Advice Bureau – 1 April,  
2013 to 31 December, 2013

Cabinet

20 March, 2013

**Background Papers**

**SERVICE LEVEL AGREEMENT  
BETWEEN  
CANNOCK CHASE DISTRICT COUNCIL,  
STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU**

**Part A - Conditions**

**1. Term**

- 1.1 The term of this agreement shall be for 1 year from 1 April 2014 to 31 March 2015.

**2. Parties**

- 2.1 This agreement is between:-

- Cannock Chase District Council ("the Council") PO Box 28, Civic Centre, Beecroft Road, Cannock, Staffordshire, WS11 1BG.
- Staffordshire South West Citizens Advice Bureau ("the Bureau") (Registered Charity No 1150796, Registered Company No 6261002) 131-141 North Walls, Stafford, ST16 3AD.

**3. Purpose of Agreement**

- 3.1 To develop and maintain a full and effective funding and working partnership between the Council and the Bureau.
- 3.2 To ensure the efficient and effective use of funding provided by the Council to the Bureau, linking funding to satisfactory performance and expected outcomes.
- 3.3 To formally recognise the financial support to be given by the Council and the service to be provided by the Bureau.
- 3.4 To establish the level and quality of the service provision, performance measures and outcomes and the monitoring and reporting arrangements expected of the Bureau.

**4. Information**

- 4.1 The Bureau shall maintain proper records of the items specified in Parts B and C of this Agreement. The Bureau shall provide such other information at such intervals as the Council shall reasonably require, subject to those requirements not being in breach of client's confidentiality or Data Protection Act 1998.

## **5. Insurance**

5.1 The Bureau shall maintain adequate insurances to cover such liabilities as may arise in the performance of this agreement and shall provide evidence of cover as required by the Council:-

- (i) Public and Employers Liability
- (ii) Professional Indemnity

5.2 The Bureau may also wish to indemnify itself against other identified risks.

## **6. Confidentiality**

6.1 The Council acknowledges the right of the Bureau to maintain confidentiality at all times in respect of client information.

## **7 Arbitration**

7.1 Any dispute, difference or question between the parties to this agreement with respect to any matter arising out of it or in relation to it, which cannot be resolved within 28 days shall be referred at the request of both parties to Arbitration under the provisions of the Arbitration Act 1996. The Arbitrator shall be appointed by agreement between both parties. Any award or decision of such arbitrator shall be final and binding on the parties.

## **Part B – Service Provision**

### **8. Bureau's Obligations**

8.1 The Bureau agrees to provide the services specified in this agreement, which are subject to annual review.

8.2 The Bureau are responsible for the overall policies, objectives, resources and staff management, working practices, quality of service as recognised by the National Association of Citizens Advice Bureaux and the future development of the bureaux.

8.3 The Bureau shall conform to the Council's Safeguarding Policy attached as Appendix 1.

8.4 The Bureau will formally recognise the Council's support in their annual report and any other appropriate public document including the use of the Council's logo on key publicity documents.

## **9. Bureau's Objectives and aims**

9.1 The objectives of the Bureaus service are to:

- (i) Ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the services available or through an inability to express their needs effectively;
- (ii) Exercise its role of providing a responsible influence on the development of social policies and services both locally and nationally

9.2 The Bureau aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives.

## **10. Council Obligations**

10.1 The Council will promote the work of the Bureau wherever appropriate through relevant Council documents to staff, the public and other agencies.

## **11. Service Provision**

11.1 In line with the objectives of the National Association of Citizens Advice Bureau service, the Bureau will provide free, confidential, impartial and independent advice to meet the needs of its clients and ensure that it is accessible to the community.

### **11.2 Service Summary**

- A general advice service across the district, delivered through the offices in Cannock and Rugeley (Core Funding, CCDC) (See 11.5 & 11.8)
- The service will be available to all clients of the district who need assistance
- Access to service provision at any of the 4 offices of Staffordshire South West
- Access through the bureau to specialist advice services funded through alternative contracts (See 11.15)
- Access to 42.5 hours of telephone advice funded through Staffs County Council

- The service provision will offer the full range of advice services delivered by the bureau at each of its locations
  - (i) Gateway assessment(Core Funding, CCDC)
  - (ii) Signposting and referral services(Core Funding, CCDC)
  - (iii) Generalist appointments (core funding CCDC)
  - (iv) Specialist casework (funded through alternative contracts) and including, Debt, Welfare Benefits, Housing
  - (v) Debt Relief Orders (Core Funding, CCDC)
  - (vi) Telephone advice (gateway and appointments through callback)
  - (vii) Legal advice (external independent solicitors)
  - (viii) Independent Financial advice (external independent advisers)
  - (ix) Access to food banks(Core Funding, CCDC)
  - (x) Charitable applications (Core Funding, CCDC)
  - (xi) Volunteering and training opportunities (Core Funding, CCDC)
  - (xii) Social Policy
  - (xiii) Comprehensive accountability through an agreed performance and monitoring schedule
  - (xiv) Appropriate financial accountability and reporting

### 11.3 **Accessibility**

- 11.4 The Bureau will operate advice services within Cannock Chase for the benefit of residents of the district through the two main offices in Cannock and Rugeley.
- 11.5 The offices will provide an open door general advice service offering both gateway assessments and general appointments at its Cannock and Rugeley offices for a total of 20 hours per week 48 weeks per year to residents of Cannock Chase District throughout the term of the agreement as follows:
- 11.6 The open-door service in all the offices provides a gateway assessment of need for every client and this enables a more appropriate pathway for service need to be diagnosed. This assessment offers a range of options for clients including, assisted information, signposting, referral and an appointment service for follow on and more in depth specialist advice where necessary.
- 11.7 This gateway assessment service means that all clients attending the open door service are seen quickly, with a substantial reduction in waiting

time for clients and a guarantee of timed appointments for follow- on advice for those who need it. The Bureau guarantee that:

- 100% of clients who attend the offices during open times and wish to be seen that day will have an assessment of need the same day (some clients choose to return at a later time/date/location).
- 100% of clients who need a general appointment will be offered one within the next 5-7 working days
- A specialist appointment (alternative contract funding) will be offered within 7 – 10 working days
- All clients (100%) with an identified crisis who access the offices within the open door hours will be seen the same day
- All clients (100%) will have access to the office provision at any of the offices within the two districts (i.e. Cannock, Rugeley, Stafford or Stone)

11.8 The gateway service helps the bureau to better manage service provision and enables preparation for ongoing advice for both the client and the adviser.

11.9 The open door service will also deliver a general appointment service to provide more in depth advice and support for clients who need it. This service will operate alongside the open door service thus increasing the capacity and range of service availability.

11.10 From 1<sup>st</sup> November 2014 the bureau will increase the service delivery of the open door service from 20 hours (currently) to 26.30 hours. This service will include gateway assessments and a general appointments service across the district. (Appendix 2)

**11.11 It is further intended (subject to an active recruitment process and the appointment of suitable volunteers) to increase capacity for general services to 30 hours per week from April 2015**

11.12 The general open door service is supplemented with provision at both sites of additional contracted services delivered through other funding streams.

11.13 Any changes to the Bureau's opening times are to be confirmed in writing with the Council.

11.14 Clients will be able to access one of the bureau's offices within the district every day of the week (Mon-Fri), 48 weeks of the year. Current Opening Hours and locations from where the service is provided are set out below:

| <b>Office &amp; Service</b> | <b>Monday</b> | <b>Tuesday</b> | <b>Wednesday</b> | <b>Thursday</b> | <b>Friday</b> | <b>Total</b> |
|-----------------------------|---------------|----------------|------------------|-----------------|---------------|--------------|
| Cannock                     |               |                |                  |                 |               |              |

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| <b>ITEM NO. 15.13</b> |
|-----------------------|

|   |                  |                  |                  |   |                  |           |
|---|------------------|------------------|------------------|---|------------------|-----------|
| Gateway Assessment and General Appointments       | 10.00am - 1.00pm | 10.00am - 3.00pm |                  |   | 10.00am - 1.00pm |           |
|   | 3                | 5                |                  |   | 3                | 11        |
| <b>Rugeley</b><br>Gateway and General Appointment | 10.00am - 1.00pm |                  | 10.00am - 1.00pm | - | 10.00am - 1.00pm |           |
|   | 3                |                  | 3                |   | 3                | 9         |
| <b>Total</b>                                      | <b>6</b>         | <b>5</b>         | <b>3</b>         |   | <b>3</b>         | <b>20</b> |

11.15 The Bureau will provide a general on site face to face advice service, and access to all available specialist services including money advice and advocacy services.

11.16 Additional service provision will be delivered through alternative funding streams where possible. Currently the bureau delivers specialist services through 6 additional contracts (Not subject to this SLA) which for information are set out below:

- 60 hours of specialist appointments per week
- 42.5 hours of telephone advice per week
- A GP service at 6 health settings across Cannock and Rugeley (17 hours per week)
- A specialist service for clients with severe mental health issues upon referral from an identified practitioner (site based services 2 days per week plus community support services as necessary)
- An outreach service providing general advice services within the district of Hednesford (5 hours per week)

11.17 Emphasis will be placed on the quality of service and interviews will be conducted by appropriately trained volunteer and paid staff.

11.18 The service will be available to all residents of the district who need assistance, irrespective of disability, age, race, gender, sexual orientation, religion or belief, gender reassignment, marriage and civil partnership, pregnancy and partnership.

11.19 Home visits and outreach services. The Bureau will, wherever possible, make home visits to clients who are either unable to either visit the Bureau in person or receive a service by telephone which fully meets their requirements.

## **11.20 Advice Provision**

11.21 The total advice and information service will include:-

- (i) Assessing clients' problems; (Gateway Assessment)
- (ii) Analysis of a person's ability and capacity to ensure appropriate advice pathway(Gateway Assessment)
- (iii) Researching information on behalf of clients; (Gateway Assessment General appointment and specialist)
- (iv) Discussing with and advising clients on options open to them; (Gateway Assessment, General Appointment and Specialist service)
- (v) Discussing the possible consequences of these options; (Gateway Assessment, General Appointment and Specialist service)
- (vi) Assisting with the understanding and completion of forms and other documents; (Gateway Assessment and Specialist service)
- (vii) Negotiating with third parties; (General Appointment and specialist service)
- (viii) Providing access where possible to specialist services for clients with more complex needs, eg. multiple debt problems; (Specialist service)
- (ix) Assistance where possible with the preparation of appeals for clients going to County Court or at Employment Tribunals etc (Specialist)

11.22 The Bureau will use the Citizens Advice national case management system to collect and communicate key data on client enquiries and profiles to identify trends and strategically important issues; information provided to the Council will be in line with Data Protection requirements and ensure client confidentiality.

## **11.23 Other service provision**

11.24 The Bureau will also continue to develop the services provided so as to deliver the best possible service to the residents of Cannock Chase in the light of improved working practices, opportunities provided by new technology, new sources of funding etc.

11.25 The Bureau will develop and train volunteers, campaign on social issues, tackle issues of discrimination and provide key representation in local arena as well as continuing to identify and, where possible, access additional sources of funding.

## **11.26 Quality Assurance**

- 11.27 The Bureau' executive functions will be carried out by the Trustee Board who are elected publicly according to the bureau's Articles of Association. In line with best practice the Board will be responsible for:
- (i) ensuring that suitable supervision and training is provided for all its staff, volunteer advisers and Trustees within resource availability.
  - (ii) that a local service is provided at least to an equivalent standard as that set by the National Association of Citizens Advice Bureau.
  - (iii) that proper records are maintained of all clients and enquiries in accordance Citizens Advice membership requirements and a comprehensive system of information and relevant legislation is available to support the service provided.
- 11.28 The bureau is subject to an audit by the National Association every three years. The details of this audit will be made available to the Council upon request.
- 11.29 The Bureau will carry out a client satisfaction survey, during the period of this agreement, the results of which will be reported to the Council as soon as they are available.
- 11.30 Copies of leaflets, posters about the complaints procedure will be on display and accessible to all users of the Bureau.

### **Part C – Monitoring, Performance Measures, Outcomes and Reporting Arrangements**

12. Monitoring of the Bureau is essential to ensure that the Council's contribution from public monies is utilised in a proper and economical manner. The Bureau will provide monitoring statistics to the Council on a quarterly and annual basis as required. (See Appendix 3)
- 12.1 The Bureau will provide the Council with a copy of the provisional Annual report, and financial statement within 3 months after year end and a fully audited report before the end of the financial year.
- 12.2 The information referred to in 12 will provide data that identifies the range of residents that utilize the service, the issues presented and the outcomes achieved on the residents behalf, including local ward data.
- 12.3 Awareness of trends and influences that impact on local residents will also be shared with the funders to support the council in their policy recommendations

## **Part D – Financial Arrangements**

### **13. Funding**

- 13.1 For the year 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015, the Council will provide funding of £136,890 to the Bureau.
- 13.2 The existence of this Service Level Agreement will not preclude the Bureau from applying for further funding in respect of specific projects.
- 13.3 The funding provided by the Council should only be used for the provision of the services set out in this agreement.
- 13.4 The Council reserves the right to withdraw/withhold the funding provided in total or in part if the service provisions specified in this agreement are not delivered in whole or in part or to satisfactory levels of performance.

### **13.5 Payment**

- 13.6 For this agreement payment will be made in two 6 monthly installments, in advance. The first payment will be due on signing of this agreement and the second payment will be made in October on receipt of relevant information required to monitor the performance and effectiveness of this Service Level Agreement and subject to satisfactory performance.

### **13.7 Termination**

- 13.8 Either party to this agreement may terminate it upon giving not less than 6 months notice in writing to the other party.
- 13.9 On early termination of this agreement whether by agreement or otherwise then the total funding payable to the Bureau from the start of this agreement shall be calculated at a daily rate (such daily rate to be equal to the total grant funding payable under this agreement) divided by the number of days in the Term of this agreement and;
- (a) if the amount so calculated as payable to the Bureau is less than the amount actually paid by the Council up to and including the date of termination, then the Bureau shall repay the difference within 28 days of the termination; or
- (b) if the amount so calculated as payable to the Bureau is more than the amount actually paid by the Council, then the Council shall pay the balance within 28 days of the termination.

13.10 Should either Bureau office close (Cannock or Rugeley); a proportionate amount of the grant paid would be clawed back by the Council.

**14. Signatures**

14.1 The terms of this Service Level Agreement are accepted by both the Staffordshire South West Citizens Advice Bureau (the Bureau) and Cannock Chase District Council (the Council), who will use their best endeavors to ensure that the terms of this agreement are adhered to.

Name and signature .....

Job Title .....

Date .....

For Cannock Chase District Council

Name and signature .....

Job Title .....

Date .....

For The Staffordshire South West Citizens Advice Bureau

## Appendix 2

- **Service Provision (Cannock & Rugeley) From 1<sup>st</sup> November 2014**

| <b>Office &amp; service</b>                            | <b>Monday</b>                          | <b>Tuesday</b>                | <b>Wedn'day</b>  | <b>Thursday</b>  | <b>Friday</b>                     | <b>Total</b> |
|--|--|-------------------------------|------------------|------------------|-----------------------------------|--------------|
| Cannock<br>Gateway assessment and General appointments | 10.00am – 12.30 & 1.00pm – 3.00pm<br>- | 10.00am-12.30 & 1.00pm-4.00pm |                  |                  | 10.00am – 12.30 & 1.00pm – 3.00pm |              |
|  | 4.5                                    | 5.5                           |                  |                  | 4.5                               | 14.5         |
| Rugeley<br>Open door General appointments              | 10.00am – 2.00pm                       |                               | 10.00am – 2.00pm | 10.00am – 2.00pm |                                   |              |
|  | 4                                      |                               | 4                | 4                |                                   | 12           |
| <b>Total Hours</b>                                     | <b>8.5</b>                             | <b>5.5</b>                    | <b>4</b>         | <b>4</b>         | <b>4.5</b>                        | <b>26.5</b>  |

The offices will be open to the public for 26.5 hours per week for 48 weeks of the year. The service will include gateway assessments and general appointments.

There will also be 60 hours of additional appointment capacity and 42.5 hours of telephone advice (gateway and full advice) available through the county advice contract.

(Both the additional appointment service and the telephone service will be dependent on continuing funding from alternative sources).

The district council funding will provide for a 26.5 hours general advice service across the district per week (48 weeks)

In addition to the above office based service provision there will be outreach and specialist services delivered at different venues across the district funded through alternative sources.

## Appendix 3

## Quarterly/Annual performance monitoring

| Measure  | Cannock | Rugeley | Stafford & Stone<br>(Information only-not subject to the SLA) | Total |
|--|---------|---------|---|-------|
| Opening Times (exception reporting)  |         |         |   |       |
| Client Contacts  |         |         |   |       |
| Client Issues  |         |         |   |       |
| Breakdown of clients by ward   |         |         |   |       |
| Access to service  |         |         |   |       |
| Top 4 problem issue categories   |         |         |   |       |
| Top 6 issues in problem categories   |         |         |   |       |
| Debt dealt with  |         |         |   |       |
| Benefit/Financial gains  |         |         |   |       |
| Issues Analysis (Full category breakdown)  |         |         |   |       |
| Paid staff (across service)  |         |         |   |       |
| Volunteer review (Annual)<br>No of Volunteers recruited:<br>No of Volunteers left service:<br>Reasons for leaving:<br>Volunteer opportunities: |         |         |   |       |
| Training: (Annual)<br>Training plan implemented  |         |         |   |       |

**ITEM NO. 15.20**

|                                   |  |  |  |  |
|-----------------------------------|--|--|--|--|
| Average cost per client (contact) |  |  |  |  |
|-----------------------------------|--|--|--|--|

**For Information**

Average Cost Per Client (£)

Average Cost Per client issue (£)