

Appendix B

SERVICE LEVEL AGREEMENT BETWEEN COPELAND BOROUGH COUNCIL AND THE COMMUNITY LAW CENTRE 2005/06 – 2007/08

1. INTRODUCTION

- 1.1 This Agreement between Copeland Borough Council (hereinafter called “the Council”) and the Community Law Centre (“the Law Centre”) sets out the undertakings made and the level of services provided to the community by the Law Centre in return for the financial support provided by the Council.
- 1.2 The Agreement is made by the Council in accordance with its powers under section 142 (2A) of the Local Government Act 1972.

2. LENGTH OF THE AGREEMENT

- 2.1 This Agreement covers the three year period from 1 April 2005 to 31 March 2008. It may be reviewed at any time at the request of either party but can be varied only by the agreement of both parties.

3. GRANT FROM COPELAND BOROUGH COUNCIL

- 3.1 The Council will pay the Law Centre £16,000 as a grant for the financial year 2005/06, and £15,000 per year for each of the years 2006/07 and 2007/08. The grant for the first year has already been paid to the Law Centre as an interim measure. The grant for 2006/07 shall be paid on the signing of this Agreement. The grant for 2007/08 shall be paid on 1st April 2007, or within seven days of that date.
- 3.2 The grant will be used solely to defray expenditure necessarily incurred by the Law Centre in providing the services detailed in this Agreement.

4. CORE SERVICES TO BE PROVIDED BY THE LAW CENTRE

- 4.1 The Law Centre will provide free, confidential and impartial advice to everybody on request regardless of race, gender, sexuality or disability. The following services will be provided:

Telephone advice: a lawyer will provide telephone advice Monday to Thursday each week between 10.00am and 1.00pm, and from 11.00am to 1.00pm every Friday, for fifty weeks of the year (Bank Holidays excepted).

Appointments for interview or home visit can be made by telephone between those hours.

An answerphone records messages before 10.00am, from Monday to Thursday and before 11.00am on Fridays, and after 4.00pm every day.

One to one advice will take place every Tuesday morning by appointment and triage in Whitehaven. (The service is currently held at the Senhouse Centre but may change).

5. ADDITIONAL SERVICES FUNDED BY OTHER ORGANISATIONS BUT WHICH ARE DEPENDANT ON CORE FUNDING:

- 5.1 Mobile advice sessions in Cleator Moor fortnightly every Wednesday morning.

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- 5.2 Mobile advice sessions in Millom fortnightly every Thursday afternoon.
- 5.3 Participation in County Court duty Scheme in possession cases in conjunction with Whitehaven CAB.
- 5.4 Specialist advice and representation in Housing. Quality marked by the Legal Services Commission.
- 5.5 Specialist advice and representation in Employment. Quality marked by the Legal Services Commission.
- 5.6 Specialist advice and representation in Mental Health. Quality marked by the Legal Services Commission.
- 5.7 Specialist advice and representation in Community Care. Quality marked by the Legal Services Commission.
- 5.8 Specialist advice and representation in Education. Quality marked by the Legal Services Commission.
- 5.9 Specialist advice and representation in Public Law. Quality marked by the Legal Services Commission.
- 6.** The Law Centre shall, at its absolute discretion, undertake service whereby people seeking advice and help are represented before tribunals, subject to obtaining sufficient levels of funding and other resources.
 - 6.1 The advice referred to in 5.1, 5.2 and 5.3 will be undertaken in a professional, timely and proper manner.
 - 6.2 The Law Centre agrees to remain a partner within the Cumbria Community Legal Services Partnership (CLSP) during 2005/06, 2006/07 and 2007/08 and to work with the CLSP and the Council to review the basis of future Service Level Agreements in accordance with the principle of commissioning services to meet identified need.
 - 6.3 As part of the commitment to the CLSP the Law Centre will actively seek to develop partnership-working arrangements with other service providers to prevent duplication and improve targeting services to need.
- 7. SERVICES TO BE PROVIDED JOINTLY**
 - 7.1 The Law Centre agrees that it will, in conjunction with Copeland Citizens Advice Bureau, consider the feasibility of providing a single telephone number for their services with clearly advertised times of availability and standards of response subject to a solution satisfactory to all parties to this SLA being agreed and will also consider other options as to whether joint working might see efficiency savings by way of improved service delivery.
- 8. CONDITIONS OF GRANT**
 - 8.1 The Law Centre shall make any relevant management information available to the Council to enable the Council to satisfy itself that the Law Centre's performance of the described services are to a satisfactory standard, such standard being decided conclusively by the Council.

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8.2 In particular the Law Centre will:

Provide an Annual report in January of each year to the Council including:

- The number of advice sessions held.
- The number of clients who are resident or work in the Council's area.
- The number of new cases (including one-off advice) taken on for the Council's residents and workers during the statistical period, broken down by type (for example, landlord and tenant, welfare benefits).
- How the Law Centre has continued to look for efficiency savings and improved service and an indication of unit cost.
- Hold an annual general meeting and regular Meetings of its Management Committee.
- The Law Centre undertakes to inform the Council of these meetings, to provide the Council with agenda and minutes and allow the Council to be represented if the Council asks.

Publish an Annual report within nine months of the end of the financial year, and to copy that report to the Council as soon as it is published.

Keep proper performance monitoring records (volume of cases), quarterly, which are common to Copeland CAB.

To maintain proper audited accounts and to ensure that funds are used only for the purposes for which they are given. The Law Centre shall make any additional financial records available to the Council to enable the Council to audit this requirement.

The Law Centre will work together with Copeland Citizens Advice Bureau and to maximize their income from grants, donations and other sources.

Ensure that a service of 26% of caseload be maintained for Copeland.

9. DEFAULT

9.1 In the event of the Law Centre defaulting on the terms of this Agreement the Council reserves the right to reduce or withdraw grant aid without further notice.

SIGNED.....DATE.....

On behalf of Community Law Centre

SIGNED.....DATE.....

On behalf of Copeland Borough Council