

## REVIEW OF SERVICE LEVEL AGREEMENTS- CUMBRIA LAW CENTRE AND COPELAND CITIZENS ADVICE BUREAU

**EXECUTIVE MEMBER:** Councillor Norman Williams  
**LEAD OFFICER:** Martin Jepson  
**REPORT AUTHOR:** Martin Jepson

### WHAT BENEFITS WILL THESE PROPOSALS BRING TO COPELAND RESIDENTS?

If approved the extension of the Service Level Agreements through the year 2011/12 will allow the two organisations to continue to provide their advice and assistance services to Copeland residents.

### WHY HAS THIS REPORT COME TO THE EXECUTIVE? (eg Key Decision, Policy recommendation for Full Council, at request of Council,etc.)

The report asks the Executive to decide if it wishes to extend the current Service Level Agreements with the two organisations for the year 2011/12.

<p><b>RECOMMENDATIONS:</b> That the Service Level Agreements for the Cumbria Law Centre and Copeland Citizens Advice Bureau be extended for the year 2011/12</p>
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## 1. INTRODUCTION

1.1 In 2009 the Executive agreed the principle of three year Service Level Agreements with both Cumbria Law Centre and Copeland Citizens Advice Bureau. The organisations were to be paid £15,000 and £32,000 respectively per year. The grants and extensions of the Service Level Agreements for the second and third years were conditional upon:- a. Budgetary funding being available for them ; and b. Compliance with the terms and conditions of the Service Level Agreement during the previous 12 months. The Agreements were extended for a further one year for 2010/11.

1.2 There is £47,000 available within the 2011/12 budget to pay the grants.

1.3 The organisations have again complied with the terms and conditions of the Service Level Agreements. The conditions included the provision of certain statistical information about their services. For Members' benefit their detailed reports have been sent out to Members under separate cover.

1.4 For both the Cumbria Law Centre and Copeland CAB the conditions of grant were:-

- a. Provide an Annual report giving
  - 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
  - Details of how the organisation has continued to look for efficiency savings and improved service and an indication of unit cost
  - Assurance that an AGM and regular Management Committee meetings are held
- b. Keep proper performance monitoring records
- c. Maintain properly audited accounts
- d. To work with Copeland CAB/ CLC to maximise income from grants, donations and other sources
- e. Develop and maintain a medium term Business Plan.

1.5 For the CLC the details are:-

a. Advice sessions- 99 from January 2009-December 2010 (Effectively every Thursday in Whitehaven)

Clients- 232 over the same period involving 232 cases of which 97 were new. Breakdown included in their report

Efficiency savings- Arrangements for discounted use of CCAB premises

Additional funding obtained through Legal Aid and the Equality and Human

Rights Commission. A "triage case-worker" used as first point of contact

AGM and regular Management Committee meetings held- confirmed

b. Proper performance monitoring records held- confirmed

c. Properly audited accounts maintained- sent with additional papers

d. Working with CCAB- See comments at 1.6 below.

e. Medium term Business Plan- Plan currently in existence. Further plan to be discussed by Management Committee on 26 March.

1.6 For the Copeland CAB the details are:-

a. Advice sessions-

Clients- 3,900 on an estimated 13,500 issues. Details broken down in accompanying report

Efficiency savings- Participants and co-founders of the Cumbria Advice Network- see section within detailed report

AGM and regular Management Committee meetings held- confirmed and AGM held 24 November 2010

b. Proper performance monitoring records held- confirmed- see detailed report

c. Properly audited accounts maintained- confirmed

d. Working with CLC- CLC use the CCAB offices in Whitehaven for casework

e. Medium term Business Plan- confirmed- within report.

## **2. CONCLUSIONS**

2.1 Based on the criteria contained in the SLAs it is recommended that the SLAs are extended for a further year ( 2011/12).

## **3. STATUTORY OFFICER COMMENTS**

3.1 The Monitoring Officer's comments are: Is the report author.

3.2 The Section 151 Officer's comments are:

The grants for these organisations are contained in the 2011/12 budget.

3.3 Other consultee comments, if any: None.

## **4. HOW WILL THE PROPOSALS BE PROJECT MANAGED AND HOW ARE THE RISKS GOING TO BE MANAGED?**

4.1 The Head of Legal and Democratic Services has been the contact point for the organisations.

4.2 Core funding for the organisations is provided by organisations such as the Council. The major risks to the organisations other than the withdrawal of core funding are around the withdrawal of project based funding from organisations such as the Community Legal Service. Risks are currently managed by providing for a review of the SLAs each year.

## **5. WHAT MEASURABLE OUTCOMES OR OUTPUTS WILL ARISE FROM THIS REPORT?**

5.1 Further details of the work carried out are in the reports.

### **List of Appendices**

None

### **List of Background Documents:**

SLAs with the two organisations.