**LEISURE, WELLBEING & HEALTH COMMITTEE**

**30 NOVEMBER 2016**

**PART I – DELEGATED**

**7. CITIZENS’ ADVICE SERVICE PERFORMANCE REPORTING**

(CED)

**1.** **Summary**

* 1. The Committee is asked to agree new Strategic Plan and Operational Management performance indicators for the Citizens’ Advice Service in Three Rivers.

**2.** **Details**

2.1 Three Rivers District Council has a Service Level Agreement (SLA) in place with the Citizens’ Advice Service (CAS) in Three Rivers (CASTR).

2.2 Appendix A contains an extract from the CASTR SLA return for 2015/16. The data and information listed is a monitoring requirement of the SLA.

2.3 Officers do not consider there to be any performance issues.

2.4 The following Performance Indicator is currently reported within the Council’s Strategic Plan under the Economic Opportunities objective:

* Number of clients supported by the CASTR

2.5 Officers are aware that the following performance indicators are reported each quarter to other District/Borough Councils by some district-based Citizens’ Advice Services in Hertfordshire, as part of an SLA or equivalent with their respective District/Borough council:

* Number of clients that now receive the full benefits they are entitled to

*The CAS advises and supports clients to access the benefits they are entitled to.  This involves working with the client to enable them to get their finance and paperwork in order as well as liaising with organisations including the district council, county council and the Jobcentre Plus.*

* Total of income gain for clients, £

*This is generally made up from benefits being received by the client who were previously not aware of their entitlement. This can include Housing Benefit, Employment & Support Allowance and Personal Independent Payments.*

* Number of clients onto a Debt Relief Order

*The CAS advises and supports clients in debt to apply for this order which means they receive immediate protection against creditors and will be discharged from all debt liabilities after 12 months. Should the clients’ financial situation change within the 12 months the order is terminated and the CAS can advise on a potential debt management plan.*

* Total of client debts written off, £

*The CAS advises clients on all available options with regards to their debt including personal insolvencies and Debt Relief Orders.*

* Number of clients who are paying their debts off

The CAS *advises and supports clients with debt management plans and liaises with their creditors.  Repayment offers are made based on affordability and sustainability.*

* Number of clients no longer at threat of eviction (who were at threat of eviction previously)  
  &
* Number of clients still at threat of eviction

*The CAS support clients in social or private housing when a landlord threatens eviction.  They can also help homeowners who are facing possession or eviction proceedings.*

* Success rate (%) in representing clients at benefit appeals and repossession hearings in court

*The CAS work with clients and represents them in Tribunals and County Court where they have been turned down to receive benefits or threatened with repossession of their homes/goods.*

2.6 Officers propose supporting the CASTR to set up the following from 2017/18:

2.6.1 New Quarterly Strategic Plan Performance Indicators (to be reported within the regular Performance Reports to Members)

1. Number of clients that now receive full benefits they are entitled to
2. Number of clients onto a Debt Relief Order
3. Number/% of clients no longer at threat of eviction that were at threat of eviction
4. Number/% of clients still at threat of eviction

2.6.2 New Quarterly Operational Management Performance Indicators (to be reported in Members’ Information Bulletin)

1. Total of income gain for clients, £
2. Total of client debts written off, £
3. Number of clients who are paying their debts off
4. Success rate (%) in representing clients at benefit appeals
5. Success rate (%) in representing clients at repossession hearings

2.7 The CASTR already provides results for performance indicators 5, 6, 8 and 9 above as part of their annual SLA return, AGM report or yearly report to Committee.

2.8 In addition the CASTR will work towards providing an annual breakdown of their clients by ward.

2.9 Officers will ensure that the current annual CASTR SLA return and new quarterly Strategic Plan/Operational Management returns are consolidated as much as possible so as not to overburden the CASTR.

**3.** **Options / Reasons for Recommendation**

3.1 The CAS in Three Rivers makes a very important contribution to the welfare of the community across the whole District. This is achieved through its advice and guidance which enables residents to deal with problems relating to their personal finance, benefits, housing and general wellbeing.

3.2 At present there is at least a 4 month delay in annual performance reporting by the CASTR. This is even longer for the formal yearly report to Committee.

3.3 The capturing and reporting of the new quarterly Strategic Plan and Operational Management performance indicators would:

* further highlight the positive impact the CASTR has;
* enable the Council (and other partner organisations) to react promptly to any emerging issues facing Three Rivers’ residents/communities;
* inform Council policy development more effectively.

**4.** **Policy/Budget Reference and Implications**

* 1. The recommendations in this report are within the Council’s agreed policy and budgets. The relevant policies are entitled the Strategic Plan 2016-19.

1. **Financial Implications**
   1. The budgeted funding for this SLA for 2016/17 is £257,340. The Council also meets the lease costs of CAS offices in Rickmansworth and South Oxhey. There are no proposed changes to the budget.
2. **Risk Management and Health and Safety Implications**

6.1 The Council has agreed its risk management strategy which can be found on the website at http://www.threerivers.gov.uk. In addition, the risks of the proposals in the report have also been assessed against the Council’s duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations. The risk management implications of this report are detailed below.

6.2 The subject of this report is covered by the Community Partnerships service plan***.*** Any risks resulting from this report will be included in the risk register and, if necessary, managed within this plan***.***

6.3 The following table gives the risks if the recommendations are agreed, together with a scored assessment of their impact and likelihood:

|  |  |  |  |
| --- | --- | --- | --- |
| Description of Risk | | Impact | Likelihood |
| 1 | CASTR struggle to provide a quarterly return | II | F |

6.4 The following table gives the risks that would exist if the recommendations are rejected, together with a scored assessment of their impact and likelihood:

|  |  |  |  |
| --- | --- | --- | --- |
| Description of Risk | | Impact | Likelihood |
| 2 | TRDC and Local Strategic Partnership unable to respond to emerging issues or set required policy | III | E |

6.5 The above risks are plotted on the matrix below depending on the scored assessments of impact and likelihood, detailed definitions of which are included in the risk management strategy. The Council has determined its aversion to risk and is prepared to tolerate risks where the combination of impact and likelihood are plotted in the shaded area of the matrix. The remaining risks require a treatment plan.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Likelihood** | A |  |  |  |  |  | Impact | Likelihood |
| B |  |  |  |  |  | V = Catastrophic | A = >98% |
| C |  |  |  |  |  | IV = Critical | B = 75% - 97% |
| D |  |  |  |  |  | III = Significant | C = 50% - 74% |
| E |  |  | 2 |  |  | II = Marginal | D = 25% - 49% |
| F |  | 1 |  |  |  | I = Negligible | E = 3% - 24% |
|  | I | II | III | IV | V |  | F = <2% |
| **Impact** | | | | | |  |  |

6.6 In the officers’ opinion the risk above, were it to come about, would not seriously prejudice the achievement of the Strategic Plan and is therefore an operational risk. The effectiveness of treatment plans are reviewed by the Audit Committee annually.

**7. Legal, Equal Opportunities, Staffing, Environmental, Community Safety, Public Health, Customer Services Centre, Communications & Website Implications.**

7.1 None specific.

**8.** **Recommendations**

* 1. That the Committee agree the development of the new Strategic Plan and Operational Management performance indicators listed in 2.6 for the Citizens’ Advice Service in Three Rivers from 2017/18 onwards.

Report prepared by: Karl Stonebank, Partnerships Officer

**Data Quality**

Data sources:

* Other District-based Citizens’ Advice Service SLA Returns
* Citizens’ Advice Service in Three Rivers SLA Return 2015/16

Data checked by: Andy Stovold, Head of Community Partnerships

Data rating:

|  |  |  |
| --- | --- | --- |
| 1 | Poor |  |
| 2 | Sufficient | X |
| 3 | High |  |

**APPENDICES**

Appendix A – Citizens’ Advice Service in Three Rivers Service Level Agreement

Return 2015/16

Appendix A

**Citizens’ Advice Service in Three Rivers SLA Return – 2015/16**

|  |  |
| --- | --- |
| **Performance Measure** | **Result** |
| Total number of advice issues | 16,205 |
| Total number of new clients | 7,141 |
| *clients requiring brief intervention %* | *13* |
| *clients requiring full intervention %* | *73* |
| *clients requiring ongoing casework %* | *14* |
| Opening hours / week across all 3 sites | 77 |
| *opening hours / week paid for by TRDC SLA* | *67.5* |
| Total nos. of formal complaints received | 0 |
|  |  |
| **Staffing / Volunteer related** |  |
| Total nos. of volunteers | 98 |
| total hours donated by volunteers | 32,032 |
| total equivalent costs of volunteers, £ | £544,544 |
|  |  |
| Total paid staff hours / week across all 3 sites | 293 |
| *total paid hours / week paid by TRDC SLA* | *249* |
| *Full time equivalent staff paid by TRDC SLA* | *6.7* |
| *total paid hours / week paid by other funding* | *44* |
|  |  |
| Nos. of training sessions undertaken by staff | 9 |
| nos. of trainees who undertook basic training | 8 |

|  |  |
| --- | --- |
| **Client Intervention/Support Level** | **Number of Clients** |
| Information | 1,773 |
| Advice | 3,007 |
| Advice and limited action | 1,384 |
| Advice and referral | 180 |
| Generalist casework (appeals and tribunal representation) | 262 |
| Specialist casework (debt advice) | 535 |
| TOTAL | 7,141 |

**Equalities Data**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **AGE PROFILE** | **%** |  |  | **DISABILITY** | **%** | |
| 10 - 14 | - |  |  | Disabled | 33 | |
| 15 - 19 | 1 |  |  | Not Disabled | 67 | |
| 20 - 24 | 6 |  |  | **TOTAL** | **100** | |
| 25 - 29 | 8 |  |  |  |  | |
| 30 - 34 | 10 |  |  |  |  | |
| 35 - 49 | 11 |  |  | **GENDER** | **%** | |
| 40 - 44 | 10 |  |  | Female | 59 | |
| 45 - 49 | 11 |  |  | Male | 41 | |
| 50 - 54 | 11 |  |  | **TOTAL** | **10** |
| 55 - 59 | 9 |  |  |  |  |
| 60 - 64 | 7 |  |  |  |  |
| 70 - 74 | 5 |  |  | **ETHNIC ORIGIN** | **%** |
| 75 - 79 | 4 |  |  | White | 86 |
| 80 - 84 | 4 |  |  | Mixed Race | 1 |
| 85 - 89 | 2 |  |  | Asian/Asian British | 7 |
| 90 - 94 | 0.5 |  |  | Black/Black British | 4 |
| 95 - 99 | 0.5 |  |  | Chinese/Other | 2 |
| **TOTAL** | **100** |  |  | **TOTAL** | **100** |