

**Decision Session – Executive Member for
Adult Social Care & Health**

14 February 2019

Report of the Assistant Director (Customer & Digital Services)

Citizens Advice York Service Level Agreement Renewal 2019/20

Summary

- 1) This report is brought to the Executive Member to seek approval for a further one year funding agreement to March 2019 with Citizens Advice York (CAY, formerly CAB). The agreement is an updated version of the current 2018/19 agreement approved by the Executive Member on 15 March 2018.

Background

- 2) In accordance with the York Compact CYC has in the past negotiated three year partnership funding agreements with CAY; those previous agreements finished in March 2018. Last year's decision renewed funding support on a one year basis with £128,000 core funding for one year to March 2019. The one year agreement was in essence a 'holding agreement' whilst the CAY fundamentally reviewed its funding arrangements going forward. During this holding year, CAY undertook a comprehensive review leading to a new business plan.
- 3) The proposal in this report rolls forward the existing agreement for one further year with 2.5% inflation added increasing the core funding for CAY services to £131,200. The reason for this is that there is a full council election in May 2019 and it will be for the new administration to consider any longer term funding agreement.
- 4) Outside of this agreement are several one off project based funding streams which provide support and advice to residents, some of which are funded by the council and are summarised in Appendix 1 to the SLA.

- 5) The council also funds the following CAY projects as part of the Financial Inclusion grant funding scheme '*Improving Finances, Improving Lives*':

CAY Project	Grant	Start	End	Duration	Extention to 30/9/19
Advice York	£10,390	01/06/2018	31/05/2019	1 yr	£3,463.33
Debt Support	£49,875	01/07/2017	30/06/2019	2 yrs	£6,234.38
GP Outreach	£24,054	01/07/2018	30/06/2019	1 yr	£6,013.50
Community hubs (cafes)	£38,452	01/07/2018	30/06/2019	1 yr	£9,613.00
Totals	£122,771				£25,324.21

- 6) A recent officer decision made in consultation with joint portfolio holders has extended the funding of these schemes as shown in the table above until the end of September 2019, given that a new scheme could not be launched during the Purdah period ahead of the May 2019 elections.

This decision and reasons can be found at

<http://modgov.york.gov.uk/ieDecisionDetails.aspx?ID=5434>

- 7) In addition the CAY receives accommodation and related service charges at less than the council's commercial charge in recognition of the budget available at the time of the move into West Offices and the mutual benefit to both organisations of working in co-location at West Offices. This is a financial benefit to CAY, at today's prices of around £60k.
- 8) To secure the continuity and resilience of the service, and employment security for the non-volunteer workforce, the next agreement with CAY should be a three year agreement negotiated to support the new business plan, although this will need to be within CYC agreed budget provision.

Analysis

- 9) The funding levels and length of SLAs are recommended in order to secure the objectives set out in the agreement at Annex A.

Council Plan

- 10) The actions set out in the report contribute to all three key corporate priorities set out in the Council Plan 2015-19 which drive the council's Financial Inclusion Strategy by helping to ensure that:
- **a prosperous city for all** - residents have good quality jobs, housing and opportunities
 - **a focus on frontline services** - to ensure all residents, particularly the least advantaged, can access reliable services and community facilities
 - **a council that listens to residents** - to ensure it delivers the services they want and works in partnership with local communities.

Implications

- 11) **Financial** – The 2.5% increase for CAY for 2019/20 will be managed within Customer & Corporate Services overall budget allocation for 2019/20.
- 12) **Equalities** – this funding enables support to the most vulnerable sections of the community.
- 13) There are no Financial, Legal, Property, Human Resources, Crime and Disorder, or Information Technology implications arising from this report.

Risk Management

- 14) The level of risk associated with this proposal is “Acceptable”.

Recommendations

- 15) The Executive Member is asked to approve the one year funding level and SLA subject to the reporting and performance conditions set down in the agreement.

Reason: To demonstrate the delivery of expected outputs and accountability for public expenditure.

Annex

A – Service Level Agreement: CAY

Contact Details

Authors:	Chief Officer Responsible for the report:		
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	Report Approved	✓	Date 4/2/19
Specialist Implications Officer(s): N/A			
Wards Affected:		All	✓
For further information please contact the author of the report			

Background Papers:

Report to Executive Member Decision Session for Adult Social Care & Health 15th March 2018 which can be found at:

<http://modgov.york.gov.uk/ieListDocuments.aspx?CId=740&MId=9927&Ver=4>

Abbreviations:

SLA Service Level Agreement

CYC City of York Council

CAY Citizens Advice York