



Notice of a public

Decision Session - Executive Member for Adult Social Care and Health

To: Councillor Runciman (Executive Member)

Date: Thursday, 14 February 2019

Time: 12.00 noon

Venue: The Craven Room - Ground Floor, West Offices (G048)

AGENDA

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00 pm on Monday, 18 February 2019.**

*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Customer & Corporate Services Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5pm on Tuesday, 12 February 2019.**

1. Declarations of Interest

At this point in the meeting, the Executive Member is asked to declare:

- any personal interests not included on the Register of Interests,
 - any prejudicial interests or
 - any disclosable pecuniary interests
- which they may have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 4)
To approve and sign the minutes of the Decision Session held on 15 November 2018.

- 3. Public Participation**
At this point in the meeting, members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Wednesday, 13 February 2019**. Members of the public can speak on agenda items or matters within the Executive Member's remit.

To register to speak please contact the Democracy Officer for the meeting, on the details at the foot of the agenda.

Filming, Recording or Webcasting Meetings

Please note that, subject to available resources, this meeting will be filmed and webcast ,or recorded, including any registered public speakers, who have given their permission. The broadcast can be viewed at <http://www.york.gov.uk/webcasts> or, if recorded, this will be uploaded onto the Council's website following the meeting.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer (contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at

https://www.york.gov.uk/downloads/file/11406/protocol_for_webcasting_filming_and_recording_of_council_meetings_20160809

- 4. Sexual Health Services** (Pages 5 - 12)
This report seeks authorisation to award a contract to York Hospitals NHS Foundation Trust for the provision of sexual health services to the population of City of York.

5. Citizens Advice York Service Level Agreement Renewal 2019/20 (Pages 13 - 24)

This report seeks approval for a further one-year funding agreement, to March 2019, with Citizens Advice York.

6. Urgent Business

Any other business which the Executive Member considers urgent under the Local Government Act 1972

Democracy Officer:

Fiona Young

Telephone No- 01904 552030

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For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

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City of York Council

Committee Minutes

Meeting	Decision Session - Executive Member for Adult Social Care and Health
Date	15 November 2018
Present	Councillor Runciman

5. Declarations of Interest

The Executive Member confirmed that she had no personal interests not included on the Register of Interests, nor any prejudicial or disclosable pecuniary interests, to declare in the business on the agenda.

6. Minutes

Resolved: That the minutes of the Decision Session held on 14 June 2018 be approved and signed by the Executive Member as a correct record.

7. Public Participation

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

8. Welfare Benefits and Financial Inclusion Update

The Executive Member considered a report which provided an update on the report to the last meeting regarding the roll-out of Universal Credit (UC) and its effect on York residents, the current position of the York Financial Assistance Scheme (YFAS), and the effectiveness of the Financial Inclusion projects in addressing financial inequality in the city. The report also drew attention to a motion on Food Poverty agreed by Council on 19 July 2018. Officers reported at the meeting that the Customer & Corporate Services Scrutiny Management Committee had recently agreed to consider this.

A total of 4,200 people were now receiving UC in York. Between May and August 714 new claims had been made, with only 74 claimants requesting assisted digital support and 18 personal budgeting support. The council had updated its publicity regarding this support and would continue to review its services to ensure they met customer needs, including working

to increase the take-up of Discretionary Council Tax Reduction (DCTR). The YFAS scheme was currently under review in the light of the UC rollout. Figures for the first 6 months of 2018/19 were provided in paragraph 25 of the report; 601 households had been helped by the scheme during this time. Projects funded by the Financial Inclusion Steering Group (FISG) in 2017/18 had supported over 800 residents, with £58k increased income recorded. The 2018/19 bidding round had generated the highest interest to date and 9 of the 15 bids had been successful, as detailed in paragraph 35.

The report highlighted the collaborative and partnership approach being taken to work in this area. The Chief Executive Officer of Citizens Advice York (CAY) was in attendance at the session, as well as council officers, and the following additional information was provided in response to the Executive Member's questions:

- The move to UC had not increased the total number of CAY clients but it was one of their main issues of concern.
- FISG funding had enabled CAY to look at new ways of supporting clients locally within their own communities, which improved clients' experience and reduced their travel costs.
- Over the next 3 years CAY would work more closely with wards and parishes, improving accessibility and devoting more resources to telephone advice lines and webchats.
- There was a system in place to deal with times of excess demand for CAY at West Offices, but the service was stretched as it relied mostly on volunteers; nevertheless, unmet demand had been halved to 11% in the past year.
- CAY enjoyed good relationships with City of York Council (CYC) and other organisations in the city and worked closely with CYC's customer services to ensure clients received the best advice.
- The new FISG grants awarded in 2018/19 covered various periods of time, funding some projects beyond April 2019.

Resolved: (i) That the impact of Universal Credit (UC) to date on York citizens, and the actions being taken by the council and its partners to mitigate any negative financial and social effects caused by its roll-out, be noted, and that further updates to be received in due course.

Reason To confirm that the Executive Member is aware of the impact of UC and the welfare support available to residents.

(ii) That the progress made by projects sponsored through the Financial Inclusion Steering Group funding to work proactively with third sector partners on a wide range of support, early intervention and advice projects be approved.

Reason: To ensure that residents and groups are aware of financial inclusion activity.

(iii) That the position of the York Financial Assistance Scheme (YFAS) at the end of September, including the duration of the project grants awarded, be noted.

Reason: To confirm that the Executive Member is aware of the YFAS support funded to date in 2018/19.

(iv) That it be noted with thanks that the Customer & Corporate Services Scrutiny Management Committee (CCSSMC) has agreed to consider the council motion on food poverty, as set out in paragraph 26 of the report, within their review of welfare benefit and financial inclusion.

Reason: In order to help mitigate food poverty in the city.

Cllr C Runciman, Chair

[The meeting started at 12.02 pm and finished at 12.28 pm].

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Executive Member for Adult Social Care and Health 14 February 2019.
Decision Session

Report of the Director of Public Health

Sexual Health Services

Summary

1. The purpose of this report is to seek authorisation to award a contract to York Hospitals NHS Foundation Trust for the provision of sexual health services to the population of City of York.
2. Local authorities have a statutory responsibility to commission specialist sexual health services for their population. On 12 July 2018 the Executive made a decision to:
 - a) Authorise officers within City of York Council to approach the market to inform the commissioning and procurement of a new sexual health service to start from 01 July 2019.
 - b) Authorise the Director of Public Health, in consultation with the Executive Member for Adult Social Care and Health, to accept the highest scoring tender in accordance with evaluation criteria and award a contract
 - c) Delegate authority to the Director of Public Health to manage this contract including any variations and planned extensions as per City of York Council policy and procedures.
3. The procurement process has been completed and York Hospitals NHS Foundation Trust has submitted a bid which has been successfully evaluated in accordance with the agreed criteria.

Recommendations

4. The Executive Member is asked to authorise the Director of Public Health to award a contract to York Hospitals NHS Foundation Trust to provide sexual health services for City of York residents

Reason: To meet the council's statutory responsibilities under the Health and Social Care Act 2012 and enable sexual health services to be available to York residents that are clinically safe, value for money and responsive to local need.

Background

5. City of York Council became responsible for commissioning sexual health services when responsibilities for public health functions were transferred to the Council in April 2013.
6. Sexual health services are funded by the local authority ring-fenced Public Health Grant Allocation. The Department of Health sets out a number of conditions for use of the public health grant. Local authorities are required to submit performance monitoring reports on sexual health outcomes as part of the Public Health Outcomes Framework.
7. Sexually transmitted infections (STI's) are a recognised issue for any city and York is no exception, all cities need to maintain services to protect the health of residents and prevent disease outbreaks.
8. Providing open access, all age services across the city reduces sexual health inequalities and risks to the population.
9. The impacts of poor sexual health are felt across the population and the evidence base shows that investment in sexual health services results in a strong and substantial return on investment.

Service detail

10. The service specification has been developed as a result of several influencing factors: National statutory obligations, clinical safety, best practice guidelines, local needs analysis, stakeholder and customer consultation as well as benchmarking against other models in similar local authorities.
11. The specification sets out City of York Councils ambition for the transformation of sexual health services in York and explains the detailed requirements the Council has to provide the specialist expertise that will be vital in leading and achieving the desired outcomes for its residents.

12. Any service specification for this type of service must follow a recognised clinically safe framework which is set out at national level.

Consultation

13. Work has been undertaken with a range of partners and clinical experts to inform the service delivery model and vision for the service:
 - a. A time limited sexual health commissioning steering group was established. This included key partners and provided a forum for ongoing discussion of priorities.
 - b. Clinical practitioners have been engaged through the Vale of York Clinical Commissioning Group and Public Health England.
 - c. Consultation with service recipients and professionals, including schools, through surveys, workshops and face to face meetings.
 - d. Key academic research and national best practice was searched and analysed to inform thinking.
14. Further consultation took place during the market place engagement and soft market testing event and processes.
15. Engagement with Vale of York Clinical Commissioning Group and primary care partners is ongoing through the development of a clinically safe service specification.

Options

16. There are two options for the Executive Member to consider:
Option 1: Do not approve the award of a contract
Option 2: Authorise the Director of Public Health to award a contract to York Hospitals NHS Foundation Trust for the provision of sexual health services following a successful tender process carried out in line with City of York Council own Contract Procedure Rules and EU procurement legislation.

Analysis

17. **Option 1:** Do not approve the re-procurement

This option would mean that City of York Council will not fulfil its statutory duty as set out in the Health and Social Care Act (2012)

Failure to ensure that the City has safe and effective sexual health services would have negative consequences for the health of residents. Some of the consequences include increasing levels of sexually transmitted infections, increasing numbers of unplanned pregnancies including teenage pregnancies, increase in long-term preventable health conditions and preventable deaths.

Therefore this option is not recommended.

Option 2: Authorise the Director of Public Health to award a contract to York Hospitals NHS Foundation Trust for the provision of sexual health services following a successful tender process carried out in line with City of York Council own Contract Procedure Rules and EU procurement legislation.

This is the recommended option.

Reason: To meet the council's statutory responsibilities under the Health and Social Care Act 2012 and enable sexual health services to be available to York residents that are clinically safe, value for money and responsive to local need.

Council Plan

18. The proposal directly relates to the Council Plan 2015-19 priorities:
- **'A focus on frontline services'** - to ensure all residents, particularly the least advantaged, can access reliable services and community facilities.

Specialist Implications

Financial

19. The budget for the Sexual Health Services contract totals £1.4m per annum funded from the local authority public health grant allocation.
20. The proposal is to award a contract for an initial three year period with an option to extend by two years plus consideration of a further two years, subject to performance, up to a maximum of seven years. Extensions will be based on performance related quality measures and delivery of key health outcomes. This is considered to be the option which will lead to the Council obtaining

best value for money whilst meeting its statutory obligations and provide a clinically safe and effective service for its citizens.

Human Resources (HR)

21. There are no Human Resources implications from this report.

Equalities

22. The Council must, in the exercise of its functions have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it. The Council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons disabilities, and encourage people to participate in public life. The Council must have due regard to the need to tackle prejudice and promote understanding.
23. It is crucial that the differing needs of men and women and of different groups in society are considered when planning services and interventions. Nationally females are statistically more likely to access specialist sexual health services and the provision of sexual health services has a positive affect on the general and sexual health and wellbeing of women.
24. Locally MSM (men who have sex with men) populations are statistically more likely to be diagnosed with Syphilis infection which is rising. MSM communities are also more likely to have higher instances of HIV. Providing services for this customer group enables individuals to live healthy lifestyles and avoid early mortality.
25. Although it is difficult to estimate the numbers of residents affected in York, sexualised recreational drug use or chemsex is associated with an increase in sexual risk-taking behaviours in men who have sex with men (MSM). Chemsex is associated with group sex and multiple sexual partners, serodiscordant condomless sex and STI transmission. Chemsex is, therefore, an important public health issue among MSM.

26. In York, like any city in the UK, we have both licensed sexual establishments and informal sex worker (SWs). SW's are assumed to be at increased risk of sexually transmitted infections (STIs), there are limited comparative data studies with other population groups available and there is very little data available about York specifically. This is recognised as a vulnerable population and statistically is likely to include a higher than average representation of women, MSM and transgender residents.
27. The Community Impact Assessment shows that there is a potential negative impact of the reduction in the budget available for sexual health services related to particular vulnerable groups.

Legal

28. Section 12 of the Health and Social Care Act 2012 imposes a statutory duty on local authorities to take such steps as it considers appropriate for improving the health of the people in its area and addressing behaviour that is detrimental to health. This section provides that local authorities may provide services or facilities that meet criteria under section 12 (3). The provision of the services discussed within this report should fall within steps allowed under section 12.
29. The procurement of these services has been undertaken in accordance with the Public Contracts Regulations 2015 and any other related EU and UK law. Compliance with the Contract Procedure Rules of the Council has been maintained.

Crime and Disorder

30. There are some shared links to crime and disorder, the service offer will include occasional contact with victims of sex crime, domestic violence as well as illegal sex working, modern slavery and child sexual exploitation cases.

Information Technology (IT)

31. There are no IT implications.

Property

32. There are no property implications.

Risk Management

33. There are risks associated with securing a safe and effective service within the budget allocated, particularly as the population of York is predicted to expand in the key 15-25 age group inevitably leading to increased demand for services. These key risks and mitigations are set out below:
- Inability to provide mandated sexual health service
 - Poor sexual health outcomes for the population of York including -
 - Reduced clinical safety leading to an increased risk of uncontrolled sexually transmitted infection outbreaks including a rise in HIV and late diagnosis of HIV
 - Increased risk of drug resistant gonorrhoea
 - Future negative financial impact on CYC through increase demand on social care
 - Negative social impact on the population of York e.g. a rise in under 18 conception rates leading to an increased demand on children's services
 - Increase in morbidity and premature mortality rates
 - Reputational damage to the Council for not meeting its statutory duty to ensure free and open access to sexual health services for its residents
34. These risks are being mitigated through partnership working and system wide public health leadership through the newly established York Sexual Health Expert Partnership, and ongoing clinical engagement with the Vale of York Clinical Commissioning Group and Primary Care. Identifying areas of joint working and seeking to establish shared care pathways.

Contact Details

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Report
Approved



Date 04/02/19

Specialist Implications Officer(s)

Finance – Patrick Looker, Finance Manager

Legal – Ryan Bell

Equalities – Will Boardman, Head of Policy and City Partnerships

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the authors of the report

Glossary of Terms

CYC – City of York Council

CCG – Clinical Commissioning Group

EU – European Union

HIV – Human Immunodeficiency Virus

MSM – Men who have sex with Men

NYCC – North Yorkshire County Council

STI – Sexually transmitted infection

SW – Sex worker

TUPE – Transfer of Undertakings (Protection of Employment)

Background Papers

Executive Report 12 July 2018 Re-procurement of Sexual Health Services



**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:		
Pauline Stuchfield Assistant Director, Customer & Digital Services	Ian Floyd Director of Customer & Corporate Services		
	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



SERVICE LEVEL AGREEMENT

Between

The City of York Council (CYC) West Offices York, YO1 6GA	<i>And</i>	York and District Citizens Advice York (CAY) West Offices York, YO1 6GA
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For the period 1st April 2019 to 31st March 2020 a payment of £131,200 per annum.

The payment is subject to the organisation continuing to provide the activities summarised below.

1. SERVICE / ACTIVITY TO BE PROVIDED

- A comprehensive General Advice Service providing information, advice and guidance from its principle office in West Offices.
- Specialist casework interviews covering welfare benefits, immigration and family law.

The areas of advice and information will include: welfare benefits, debt, housing, employment, immigration/nationality, relationships, consumer, taxes, health, community care and any other area of civil law.

The office is open to the public Monday to Friday 9am – 5pm excluding Public Holidays. A drop-in generalist advice service is available three days a week where no appointment is necessary. CAY will be closed on Bank Holidays and over the working days in between Christmas and

New Year bank holidays. CAY does however arrange an emergency team of staff and volunteers ready to respond to a crisis. The contact telephone and email details of the emergency team are to be shared with CYC officials.

Alternatively, contact can be made via telephone to the 'Adviceline' (operated in conjunction with 3 other local Citizens Advice offices across North Yorkshire).

Clients accessing advice by either route will be given a brief initial check to establish their needs and the best way they can be dealt with. Where it is established that a client needs specialist support (i.e. casework) then a referral can be made to an appropriate provider either within (by appointment) or outside of CAY.

Outside of the 'drop-in' hours, advisors see clients by appointment and undertake casework as necessary. All advice is written up in case notes by volunteers and staff.

This SLA does not cover General Advice provided at a number of outreach locations around the City or specialist advice on a number of topics, particularly debt, all of which are funded separately by a number of different organisations including City of York Council for some projects (Listed in Appendix 1). Statistics provided for the purposes of monitoring this SLA will not include services provided at outreach locations.

Support for citywide and council priorities: The work of CAY is especially relevant to the on-going work of the council's Financial Inclusion Strategy.

2. SERVICE STANDARDS, STATUTORY AND POLICY CONDITIONS

a. CAY will comply with the following statutory requirements and provide evidence as and when required by CYC:

- Charity Commission
- Companies House
- Financial Conduct Authority
- Health and Safety Legislation
- Equalities Legislation
- All necessary insurances including PI, PL and EL

- Formal and publicised Complaints procedure.
- b. CAY will be guided in relation to this agreement by the principles and good practice set out in the York Compact.
- c. CAY continues to be a member of Citizens Advice (the national organisation) and hold the AQS quality mark or any other relevant qualifying standard/criteria.
- d. CAY complies with GDPR/DPA requirements. All staff and volunteers receive GDPR Training; policies are annually reviewed by Trustees

3. MONITORING & REVIEW CONDITIONS AND ARRANGEMENTS:

CAY will provide:

- Key statistical information as outlined in appendix 2 within 3 weeks of the quarter end (30th June, 30th Sept, 31st Dec and 31st March)
- Details of any changes in paid personnel especially where this may have impacted on service delivery.
- Details of any new funding received or funding applied for
- Any service developments started or planned including new partnerships and efficiencies.
- Number of volunteers and estimated nominal value

City of York Council will:

- a) Provide 2 x 6 monthly payments in advance for each financial year of the agreement. The first payment will be made on receipt of the signed service agreement. The second will be made in October of the relevant financial year following a satisfactory 2nd Quarter monitoring report.
- b) Provide a reasonable level of information, advice and support to the organisation in connection with this agreement. This will also include:
 - engaging with other partners in assisting CAY in creating capacity to achieve mutual objectives

- advice and support in developing future CAY business plans.
- c) Through the authorised signatory, will meet with representatives of the organisation each quarter to monitor and discuss the agreement. Further meetings may be arranged on request; this may include visits, review meetings, inspection of records and financial accounts relating to the funding with 14 days notice.
- d) Provide CAY with a record of the quarterly meeting within 14 days.
- e) Be guided in relation to this agreement by the principles and good practice set out in the York Compact.

5. FUNDING CONDITIONS: leave in from previous agreement

- a) CAY will:
- submit its annual report and accounts as soon as these are available;
 - inform the council of any changes to its Constitution, Management Board or contact representative as soon as practicably possible;
 - inform the council of any changes to its charging policy, staffing arrangements or delivery of the service or activity as soon as practicably possible;
 - notify the council in advance of any draft reports, marketing or media releases that mention the council or its services;
 - meet Citizens Advice national requirements for Quality of Advice Audit.
- b) The agreement may be terminated immediately if there is a material failure by CAY to fulfill the terms of this agreement.
- c) The council may require CAY to repay all or part of the funding if:
- the funding is not used for the service or activity specified and by CAY only;
 - CAY is not able to provide the service or activity specified to the agreed standard;
 - CAY is wound up or otherwise ceases to exist.

d) The terms of the agreement may be varied or the agreement terminated by mutual consent of CAY and the council but with 3 months notice as per the York Compact.

6. SIGNATURES:

a) This agreement is accepted on behalf of CAY by the authorised officers:

Position	Signature	Print name
Date		

b) This agreement is accepted on behalf of the council by the authorised officer:

Position	Signature	Print name
Date		

Appendix 1:

CAY Outreach General Advice and other outreach not covered by this SLA

Some of these services are currently funded or part funded by City of York Council, but are subject to separate monitoring arrangements.

CAY offers a variety of other services including specialist advice appointments and drop-ins in a variety of locations throughout the City – often in areas of deprivation. These services draw and rely on the centralised skills and personnel offered by CAY including: central training, volunteer management and Service Delivery Manager/Advice Session Supervisor and Quality Assurance (QA) process. The projects include charges for some general management and office costs. These following projects therefore draw on CAY resources and skills:

- Outreach advisor appointments (provided by a paid advisor in GP surgeries). These are held in Priory Medical and York Medical Group surgeries at Rawcliffe, Heworth, Cornlands Road, Acomb, Tower Court surgeries (3 days per week).
- Advice appointments (provided by a paid advisor) in Haxby Oaken Grove (1 day per month), Wigginton (2-days per month); Huntington Community Centre (2 days per month) and a drop-in service with a paid advisor Tang Hall Community Centre (one day weekly) funded by Tang Hall Big Local. Local Wards/Parish Councils fund the appointment sessions.
- Head Injury/Stroke Advisor service, York Hospital (2-days per week). Paid for by donation from SJP Law.
- Information Cafes held at Travellers Trust (every Monday), Bell Farm (every Wednesday); Sanderson Court (every Thursday) and St.Lukes. Clifton Information Cafe (every Friday). Information (including guiding residents on how to use the internet and access information for budgeting, benefits, energy etc) is provided by paid advisors and Information Assistants.

- CAY Specialist Debt Service provides 3 days per week of paid advisor hours each week; Specialist Debt advice and casework appointments provided by a full-time paid advisor, funded by the Money Advice Service (MAS) via National Citizens Advice.
- Advice appointments and drop-in provided at Lidgett Grove, Acomb/Hull Road and Clements Hall paid for by local Wards (3 days per week).
- Energy Best Deal advice at a number of pop-up locations.
- Services funded by the Department of Work & Pensions to deliver Universal Credit support.

Appendix 2

Statistical information to be provided to City of York Council by CAY on a quarterly basis:

Total Drop-in hours

New Clients seen and number of issues

Clients not seen at Drop-in i.e. Turned away/could not wait

Enquiry by Channel; i.e. f2f, telephone, web-chat etc

Adviceline stats: Total calls answered per qter/Total calls originating from York

Breakdown of problems by enquiry

Breakdown of top 3 issues (top 10 types of issue)

Financial Outcomes

- Income gains
- Debts managed or written off

Profile of Clients

- Gender
- Age
- Disability
- Ethnic Origin
- Breakdown of Clients by Ward