



**Notice of a public  
Decision Session - Executive Member for Adult Social Care and  
Health**

**To:** Councillor Runciman (Executive Member)

**Date:** Thursday, 15 March 2018

**Time:** 12.00 noon

**Venue:** The Auden Room - Ground Floor, West Offices (G047)

**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, 19 March 2018**.

\*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 Corporate and Scrutiny Management Policy and Scrutiny Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5pm on Tuesday, 13 March 2018**.

**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 meeting held on 16 November 2017.

- 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, 14 March 2018**. 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\\_film\\_and\\_recording\\_of\\_council\\_meetings\\_20160809](https://www.york.gov.uk/downloads/file/11406/protocol_for_webcasting_film_and_recording_of_council_meetings_20160809)

**4. Service Level Agreements with Citizens (Pages 5 - 26)  
Advice York and the Welfare Benefits Unit**

This report seeks approval for a one-year funding agreement, to March 2019, with Citizens Advice York (CAY, formerly CAB) and a four-year agreement, to March 2022, with the Welfare Benefits Unit (WBU).

**5. Urgent Business**

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

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 below.

**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)

 **(01904) 551550**

Democracy Officer:

Name: Fiona Young

Contact Details:

- Telephone – (01904) 552030
- E-mail – [fiona.young@york.gov.uk](mailto:fiona.young@york.gov.uk)

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City of York Council

Committee Minutes

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MEETING	DECISION SESSION - EXECUTIVE MEMBER FOR ADULT SOCIAL CARE AND HEALTH
DATE	16 NOVEMBER 2017
PRESENT	COUNCILLOR RUNCIMAN

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## 9. **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 respect of the business on the agenda.

## 10. **MINUTES**

Resolved: That the minutes of the Decision Session of the Executive Member for Adult Social Care and Health, in consultation with the Executive Leader (incorporating Finance and Performance), held on 14 September 2017 be approved and signed by the Executive Member.

## 11. **PUBLIC PARTICIPATION**

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

## 12. **NICOTINE REPLACEMENT THERAPY / VARENICLINE**

The Executive Member considered a report which set out options for the Council's Yorwellbeing Service to help people stop smoking, in the light of the contents of a report to the Health, Housing and Adult Social Care Overview & Scrutiny Committee on 20 June and National Institute for Health and Clinical Excellence (NICE) guidelines on best practice.

The following options were presented:

**Option 1** – continue with the current policy of funding Nicotine Replacement Therapy (NRT) for the whole 12 weeks of a quit attempt for pregnant women, with a hardship fund to cover the first 2 weeks for people on benefits. As noted in the report to Scrutiny, a lack of pharmacotherapy support under this policy had led to a decline in the number of people using the service.

**Option 2** – include Varenicline in the service offer, with financial support for pregnant women and those on benefits as in Option 1. This was the recommended option, as it would comply with NICE guidelines at a cost likely to be well within the £27k budget allocated to cover pharmacotherapies.

**Option 3** – continue to fund the whole cost of a quit attempt for pregnant women and fund the first 4 weeks of pharmacotherapies for all other clients. This would comply with guidance but take the cost over the allocated budget.

The Director of Public Health set the report in context, explaining that it had been written in response to a resolution of the Health, Housing and Adult Social Care Policy & Scrutiny Committee on 20 June 2017, asking the Executive Member to review her original decision to approve the current policy (*Minute 8 of that meeting refers*). This re-affirmed an earlier resolution made by the precursor of that committee on 29 March, when they considered a report arising from a motion to Council on 15 December 2016.

The Executive Member acknowledged the broader concerns that had been raised by Scrutiny, particularly with regard to the drop-off in referrals and access to the service, and indicated that these should be addressed in a further report.

Resolved: (i) That Option 2 be approved and Varenicline be included in the council's Yorwellbeing Service support to stop smoking offer, with a hardship fund provided to cover the first 2 weeks of Nicotine Replacement Therapy (NRT) or the first 4 weeks of Varenicline for those in financial hardship and the complete costs of 12 weeks' NRT continuing to be covered for pregnant women accessing the service.

Reason: To enable the service to support more people to stop smoking, thereby improving the health of York's resident population, within the existing financial envelope.

(ii) That an update report on the progress of the stop smoking support service, within the broader context of the work of Yorwellbeing overall and of national policies in relation to tobacco and health, be brought back to the Executive Member in six months' time.

Reason: In order to monitor the progress of the service and to address the issues raised in the motion on Access to NHS Services approved at Council on 15 December 2016 and at the subsequent meetings of the Health and Adult Social Care Policy & Scrutiny Committee and the Health, Housing and Adult Social Care Policy & Scrutiny Committee held on 29 March 2017 and 20 June 2017 respectively.

Cllr C Runciman, Executive Member  
[The meeting started at 3.35 pm and finished at 3.58 pm].

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

15 March 2018

Report of the Assistant Director (Customer & Digital Services)

**Service Level Agreements with Citizens Advice York and the  
Welfare Benefits Unit**

**Summary**

- 1) This report is brought to the Executive Member to seek approval for a one year funding agreement to March 2019 with Citizens Advice York (CAY, formerly CAB) and a four year agreement to March 2022 with the Welfare Benefits Unit (WBU).

**Background**

- 2) In accordance with the York Compact we have previously negotiated three year partnership funding agreements with CAY and WBU in York; those previous agreements are due to finish in March 2018. This report proposes renewed funding support on an individual basis with reasons for this given in the report detail below.

**Funding offer and agreement for CAY**

- 3) The service level agreement (SLA) proposed is contained at Annex A to this report. The funding element is for the council to pay £128,000 core funding for one year to March 2019 an increase of £5.5k from the current 2015-18 level (£122,500).
- 4) Whilst the revised funding level seeks to address increases in costs experienced over the last three years it will also allow CAY to offer within its 'core funding' three drop in sessions with a greater number of advisers available. These sessions are anticipated to be more cost effective and reach more service users than the current four drop in sessions (two days of which are core funded and two days funded from one off funding approved jointly by the Executive Member and Executive Leader on 14th September 2017). CAY will then seek to provide further welfare benefits support and advice for a day each week.

- 5) The one year agreement is in essence a 'holding agreement' whilst the CAY fundamentally review its funding arrangements going forward. The agreement has some variations to the last version but no radical departures either in services offered or funding proposed. During this holding year, CAY will undertake a comprehensive review leading to a new business plan and service level agreement. In this process CAY will work in partnership with key stakeholders and with service users on how CAY can better serve their needs within the available resourcing models available.
- 6) Outside of this agreement are 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. The council currently funds the following projects as part of the Financial Inclusion grant funding scheme '*Improving Finances, Improving Lives*':
  - a) a specialist two year Debt Support Service ( granted £49,875);
  - b) the following outreach based services for one year:
    - i) GP Surgeries Advice Service (granted £33,361)
    - ii) Information and budgeting cafes (granted £19,089).

### **Funding Offer and agreement for WBU**

- 7) The service level agreement proposed is contained at Annex B to this report. The funding element is for the council to pay £22,700 per annum for four years to March 2022. There is no proposed change to the amount of funding.
- 8) The agreement has contains some very minor amendments essentially around changes in staffing resources and operations. The main change is the period it covers, which has increased from 3 to 4 years. The reason for this relates to North Yorkshire County Council's decision in 2016/17 to renew its funding of the WBU for 5 years which assists in the sustainability of this vital key second tier advisory service to CYC benefits advisors and Advice York partners. WBU's support is critical in supporting the council's response to welfare benefits changes, and importantly Universal Credit and its associated complexities.
- 9) The council also has contributed £16,070 in 2017/18 to the Welfare Benefits Unit's '*Universal Credit Focus*' project as part of

the Financial Inclusion grant funding scheme *Improving Finances, Improving Lives*.

### **Options**

- 10) It is open to the Executive Member not to offer the proposed funding or increase or offer a different level of funding.
- 11) The Executive Member could reject or change the proposed length of agreement recommended for both SLAs in this report.

### **Analysis**

- 12) The funding levels and length of SLAs are recommended in order to secure the objectives set out in the respective agreements.

### **Council Plan**

- 13) 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**

- 14) **Financial** – The £5.5k increase for CAY for 18/19 will be managed within Customer & Corporate Services overall budget allocation for 2018/19. Budgets for 19/20 onwards will be considered as part of the budget strategy.
- 15) **Equalities** – this funding enables support to the most vulnerable sections of the community.
- 16) There are no Financial, Legal, Property, Human Resources, Crime and Disorder, or Information Technology implications arising from this report.

**Risk Management**

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

**Recommendations**

18) The Executive Member is asked to approve:

i) the two levels of funding set out in paragraph 3 and 7 and the associated service level agreements set out in the annexes;

ii) a one year holding agreement with CAY; and

iii) a four year agreement with WBU;

all subject to the reporting and performance conditions set down in the respective SLAs.

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

**Annexes**

A – Service Level Agreement: CAY

B – Service Level Agreement: WBU

**Contact Details**

<b>Authors:</b>	<b>Chief Officer Responsible for the report:</b>		
Pauline Stuchfield Assistant Director, Customer & Digital Services	Ian Floyd Director of Customer & Corporate Services		
	<b>Report Approved</b>	<input checked="" type="checkbox"/>	<b>Date</b>
<b>Specialist Implications Officer(s):</b> N/A			
<b>Wards Affected:</b>	<b>All</b>	<input checked="" type="checkbox"/>	
<b>For further information please contact the author of the report</b>			

**Background Papers:**

Report to Executive Member Decision Session for Adult Social Care & Health – 14th December 2017 ‘Options for the Additional Provision of Financial Advice/Support Following the Introduction of Universal Credit.’ which can be found at:

<http://modgov.york.gov.uk/documents/s116898/Universal%20Credit%20Support.pdf>

**Abbreviations:**

SLA Service Level Agreement

CYC City of York Council

CAY Citizens Advice York

WBU Welfare Benefits Unit

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## **SERVICE LEVEL AGREEMENT**

*Between*

<p>The City of York Council (CYC) West Offices York, YO1 6GA</p>	<p><b><i>And</i></b></p>	<p>York and District Citizens Advice York (CAY) West Offices York, YO1 6GA</p>
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For the period 1<sup>st</sup> April 2018 to 31st March 2019 a payment of £128,000 per annum.

The 1 year period of the SLA reflects that CAY will undertake a fundamental comprehensive Business Plan Review to inform SLA proposals for 2019-22.

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.

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.

### **3. MONITORING & REVIEW CONDITIONS AND ARRANGEMENTS:**

CAY will:

- Provide within 3 weeks of the quarter end (30<sup>th</sup> June, 30<sup>th</sup> Sept, 31<sup>st</sup> Dec and 31<sup>st</sup> March) key statistical information as outlined in appendix 2.
- 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
- Meet Citizens Advice national requirements for Quality of Advice Audit.

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.
- 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 and Cornlands Road (2 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 Tang Hall (every Wednesday); Sanderson Court (every Thursday) and St.Lukes. Clifton Information Cafe every Friday. Although information (including guiding residents on how to use the internet and access information for budgeting, benefits, energy etc) is provided by our Outreach Co-ordinator, we will place a paid Advisor at each Cafe from January 2018

- CAY Specialist Debt Service provides 3 days per week of paid advisor hours each week; HDP 2 ½ days per week paid advisor; Specialist Debt advice and casework appointments provided by a full-time paid advisor, funded by the Money Advice Service (MAS) via National Citizens Advice.
- Energy Best Deal advice at a number of pop-up locations.

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## 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 ie Turned away/could not wait

Enquiry by Channel; ie f2f, telephone, web-chat etc

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

Hits on CAY website and any relevant info eg enquiry areas looked at

Breakdown of problems by enquiry

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

Financial Outcomes

- Income gains
- New Debts now being managed
- Debts written off
- Repayments re-scheduled

Profile of Clients

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



## SERVICE LEVEL AGREEMENT

*Between*

<b>The City of York Council Communities and Equalities West Offices York, YO1 6GA</b>	<b><i>And</i></b>	<b>The Welfare Benefits Unit 17 Priory Street York YO1 1ET</b>
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**For the period 1st April 2018 to 31st March 2022, a grant of £22,700 per annum.**

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

### **1. SERVICE / ACTIVITY TO BE PROVIDED**

The Welfare Benefits Unit is an independent welfare rights organisation working across York and North Yorkshire which aims to enable those who are eligible for benefits to access their full entitlement. It does this by providing a 'second tier' service to advice workers and agencies based in both voluntary and public sector organisations. Its core services are:

- A daily advice line (weekdays)
- Training
- Consultancy
- Biannual forum meetings
- Publications - e.g. Advisers' Guide

## **Activities which are funded by the above grant**

The council's funding contributes towards the costs of the services described above.

## **Staffing profile**

Staff members consisting of (as at March 2018):

- Chief Executive / Adviser (0.8 FTE)
- Welfare Benefits Advisers (2.8 FTE)
- Admin staff (0.6 FTE)

## **Support for Citywide Priorities**

The work of the Welfare Benefits Unit supports citywide objectives to improve the economic well-being of residents through helping to maximise take up of benefits and tax credits. Work to reduce the impact and incidence of poverty is also recognised to have additional benefits in relation to promoting good health and social inclusion. These issues are included within the the council's Financial Inclusion Strategy. WBU also helps to build the capacity of the voluntary sector through its training of volunteers.

In relation to the council's corporate plan Welfare Benefits Unit supports the following council priorities:

- **a prosperous city for all** - where local businesses can thrive and 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.



## **2. SERVICE STANDARDS, STATUTORY AND POLICY CONDITIONS**

### **a) The organisation will comply with the following general and statutory requirements:**

- Charity Commission legislation
- Health and Safety legislation
- Equal Opportunities and Equalities legislation
- The organisation will maintain, update and implement as necessary its own procedures for Health & Safety and Equalities
- Maintenance of suitable public liability and employers insurance consistent with the range and manner of services provided
- Maintenance and implementation of a suitable complaints procedure.

### **b) The organisation will be guided in relation to this agreement by the principles and good practice set out in the York Compact.**

## **3. MONITORING CONDITIONS AND ARRANGEMENTS:**

- ### **a)**
- The council will monitor the performance of the organisation in carrying out the service or activity funded. This may include visits, review meetings, inspection of records and financial accounts relating to the funding with 14 days' notice. The organisation will submit monitoring reports to the council as set out below:
- ### **b)**
- The council will monitor the activity/service provided by the organisation using the following performance indicators:

Key Objectives 2018-22	Actions	Measured By
Provide guidance, specialist expertise and support to benefits and welfare staff & volunteers within the statutory and voluntary sectors in the City of York	Provide a telephone and email advice service, open Monday to Friday 10am to 1pm	Take-up / number of calls to advice line each month - broken down by issue, enquirer.  Satisfaction with service received - measured through WBU Service Review every 3 years.
Provide information around welfare benefits through the publication of three key booklets (produced in an easy to use format).	Produce: Advisers Guide to Benefits Benefits for older people – leaflet for public Benefits if you are Disabled – leaflet for public	No. of copies distributed.
Provide information (changes / updates) around welfare reform through an update bulletin	Produce a quarterly welfare benefits update bulletin in an accurate and timely manner.	Circulation to CYC
To provide an opportunity for networking and information exchange around welfare benefit issues, welfare reform.	Facilitate a Welfare Benefits Forum, to meet on a bi- annual basis.	Evidence of speakers, attendees, organisations represented at these events.

<p>To promote information and training around the latest welfare benefits developments to statutory and voluntary sectors staff members.</p>	<p>Offer ongoing welfare benefits and credits training courses –</p> <p>3 day Introduction to benefits (quarterly)</p> <p>Offer 8 other benefits and credit training courses - 2 per quarter.</p>	<p>No. of people / organisations attending each course.</p> <p>Ensure that 5 free training places identified for CYC staff on each course.</p>
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**c) Qualitative information**

The organisation will provide an accurate and detailed monitoring report to the council to demonstrate that the funding awarded has been used for service or activity specified above.

- d) The organisation will submit monitoring reports including the performance indicators to the council on an annual basis, by provision of two six monthly reviews. This will include a review of performance as set out in the agreement and the continuing need for the service or activity. The results of the second six monthly Review will be used to inform the council's decision on the continuation of the agreement into the next year of the agreement.
- e) Failure by the organisation to submit satisfactory monitoring review information as indicated and by the dates due may result in the council withholding funding or terminating the agreement.
- f) The organisation will:
- submit its annual report and accounts as soon as these are available.

- inform the council of any changes to its Constitution, Trustee Board or contact representative as soon as practicably possible.
- inform the Council of any changes to its charging policy, overall staffing arrangements or delivery of the service or activity as soon as practicably possible

#### **4. FUNDING**

- a) The council will make the annual payment in April each year (subject to receipt of the signed service level agreement).
- b) The agreement may be terminated immediately if there is a material failure by the organisation to fulfil the terms of this agreement.
- c) The council may require the organisation to repay all or part of the funding if:
  - the funding is not used for the service or activity specified and by the named organisation only
  - the organisation is not able to provide the service or activity specified to the agreed standard
  - the organisation 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 the organisation and the council.

**6. SIGNATURES:**

- a) This agreement is accepted on behalf of the organisation 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		

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