

**Presentation –
Citizens Advice Surrey Heath**

Portfolio	Community
Ward(s) Affected:	n/a

Purpose

To receive a presentation from Citizens Advice Surrey Heath.

Citizens Advice Surrey Heath

1. Citizens Advice Surrey Heath helps people from within the community to resolve their legal, money and other problems. It does this by providing free, confidential, impartial and independent advice to clients and by exercising a responsible influence on the development of social policies and services to ensure citizens do not suffer through lack of knowledge or an inability to express their needs effectively.
2. A new website was launched in January 2015 from which enquiries can be made, this combines with the established delivery of information and advice through face to face meetings at the Bureau premises behind Camberley Library, by phone or when necessary home visits. CASH is open from 10am-4pm, Monday –Thursday plus 2 x 3 hour weekly outreach sessions in Bagshot and Chobham.
3. In April 2015 the bureau piloted an advice service via webchat plus an email service, with funding from the Government Department for Business, Innovation and Skills which can be accessed Monday to Friday 9am-5pm, which has provided additional support with the client numbers seeing a considerable increase year on year.

Service Level Agreement

4. The Council has an annual service level agreement with CASH, which sets out the expectation of either party in return for an annual grant currently standing at £80,000 per annum. The Council also subsidises staff and volunteers car parking of about £2000 p.a. and the costs of the CASH offices by £18,500 p.a.
5. Last year CASH delivered all of their front line services as per their 2014-2016 business development plan. Within this year's agreement (2016/17) the grant will contribute towards meeting the organisations strategic priorities and delivering its Business Development Plan as follows:
 - To deliver the services as outlined within your Business Development Plan 2015-18 as attached in Annex A; which will be superseded in September 2016 to reflect the changing local trends and priorities.
 - Acknowledge the support of the Council in all its publicity;
 - Maintain independently examined accounts to be provided as requested by the Council.
 - To introduce a community fundraising strategy, that builds the organisational financial independence.

6. Ongoing monitoring of the service level agreement takes place throughout the year by Council Officers and Council Representatives. The Council Representative on CASH is Cllr Robin Perry.

Financial Sustainability

7. The Council values the work undertaken by our revenue grant funded voluntary organisations enormously. Despite the Council's ongoing commitment to these organisations, in the current economic climate no guarantees are available that the current funding levels will be able to be met in future years. The purpose of inviting our revenue grant funded organisations to the External Partnerships Select Committee is for Members to explore how the organisations are preparing themselves for future financial sustainability and what fund-raising strategies they are using to do this.
8. Costs are estimated at £176,323 in 2016/17. The reserves at 31 March 2015 were £134,109; this is an increase of £10,000 from 2014.

Recommendation

9. The Committee is asked to consider the presentation and consider any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers: Executive 12 January 2016: Grants to Voluntary Organisations Report & Application Form

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