

# DECISION ITEM



| REPORT OF   | MEETING                                      | DATE            | ITEM NO |
|---|--|-----------------|---------|
| RESOURCES<br>DIRECTORATE  | ENVIRONMENT, HEALTH AND HOUSING<br>COMMITTEE | 10 JANUARY 2017 | 7       |
| <b>KIRKHAM PUBLIC OFFICES BUILDING/RENEWAL OF SERVICE LEVEL<br/>AGREEMENT WITH CITIZEN'S ADVICE FYLDE</b> |  |                 |         |

## PUBLIC ITEM

This item is for consideration in the public part of the meeting.

### SUMMARY

In March 2015 the Cabinet granted a new Service Level Agreement (SLA) with Fylde's Citizen's Advice Fylde to use the whole of the Kirkham Public Offices building, whilst paying a market rent under a corresponding lease, and take responsibility for the majority of the overheads. The new Service Level Agreement was for a period of two years and was granted on the basis that the Fylde CAB would expand the wider use of the building. This agreement will run its course on 31 March 2017 and the Fylde CAB are now seeking its continuation.

The March 2015 agreement has allowed the Fylde Foodbank to expand and create a permanent base on the ground floor of the building, whilst allowing the Citizen's Advice Fylde to extend the services they provide by providing a dedicated facility for phone enquiries by virtue of a mini call-centre arrangement.

The Fylde CAB is also striving to expand its services further, and to this end has requested some use of a private room facility in the newly refurbished Fylde Council Town Hall reception area for two days a week. Whilst officers are supportive of this request, this would have to be weighed against our own operational requirements once the transition to the new accommodation has settled.

### RECOMMENDATIONS

- To renew the existing Service Level Agreement for a period of three years with a grant to reflect inflationary staffing costs, to be contained within existing budgets, as follows in the years as outlined;
  - 2017/18 - £88,084
  - 2018/19 - £89,405
  - 2019/20 - £90,746
- To approve in principle the use of accommodation in the refurbished reception area subject to the Council's own operational needs being established post move.

### SUMMARY OF PREVIOUS DECISIONS

25 March 2015 – Cabinet decision

- To approve the grant to Fylde Citizen's Advice Fylde of a 2 year lease of 3-5 Moor Street, Kirkham for 2015/16 and 2016/17, on the terms set out in the Heads of Terms, included in the report, under which it would pay a market rent and take on additional responsibilities.

2. To approve the surrender by Fylde Citizens Advice Fylde of its existing Service Level Agreement and the grant of a new 2 year Service Level Agreement on similar terms to the existing agreement except that the grant will be increased from £72,882 to £82,681 for 2015/16 and increased again to £86,782 for 2016/17. The cost would be met from savings in the cost of running the premises under the proposed new arrangements with CAB whereby responsibility for the payments for certain services transfer from Fylde Council to the CAB.
3. To note that the new arrangements will generate budget reductions for Fylde Council of £11,612 for 2015/16 and £7,519 for 2016/17.

| CORPORATE PRIORITIES  |   |
|---|---|
| Spending your money in the most efficient way to achieve excellent services<br>( <b>Value for Money</b> )       | √ |
| Delivering the services that customers expect of an excellent council ( <b>Clean and Green</b> )                |   |
| Working with all partners ( <b>Vibrant Economy</b> )  | √ |
| To make sure Fylde continues to be one of the most desirable places to live<br>( <b>A Great Place to Live</b> ) |   |
| Promoting Fylde as a great destination to visit ( <b>A Great Place to Visit</b> )                               |   |

## REPORT

1. In 2015 Fylde Citizen's Advice Fylde (CAB) approached the Council with a proposal to utilise the whole of the former Kirkham Public Offices building. The proposal included the CAB paying a market rent and taking responsibility for some of the overheads. The proposal allowed the CAB to improve the provision of its services and reduce the Council's costs.
2. In addition the proposal allowed the Fylde Food Bank to expand to use the whole of the ground floor of the building and to make long term plans. Kirkham Town Council were also able to have continued use of the meeting room for their Council meetings.
3. Councillors will be aware that the CAB are keen to expand their services to Lytham St Annes, as they currently provide a drop-in service two mornings a week from Age Concern in St Annes.
4. The CAB are seeking to renew the Service Level Agreement for a period of three years with an inflationary increase to cover its staffing costs as has been custom and practice for a number of years. These costs have previously been contained within the base budget. These costs are projected in the table below:

| <u>Citizens Advice SLA</u> | <u>2017/18</u> | <u>2018/19</u> | <u>2019/20</u> |
|----------------------------|----------------|----------------|----------------|
| Latest Budget              | 86,782         | 86,782         | 86,782         |
| Grant Requested            | 88,084         | 89,405         | 90,746         |
| Budget Adjustment Required | 1,302          | 2,623          | 3,964          |

5. In addition the CAB are requesting some use of one of the three small meeting/interview rooms in the refurbished Customer Services/Reception area of the Town Hall. This request is being viewed favourably subject to the Council's own operational needs being met post move. This request will therefore be subject of further review after a period of three months operation in

the new accommodation. Should this request not be possible to accommodate, CAB have pledged to find alternative means of expanding its Lytham St Annes satellite service.

| IMPLICATIONS                            |   |
|---|---|
| Finance                                 | This report requests approval to the renewal of the Service Level Agreement between the Council and the Fylde Citizen's Advice Bureau (CAB) relating to the use of the Kirkham Public Offices building, and the associated grant from the Council to the CAB, for a period of three further years on similar terms to the existing agreement, other than for an increase in the level of the grant to reflect inflationary staffing costs, this additional expenditure be contained within existing approved budgets. |
| Legal                                   | Covered in the report.  |
| Community Safety                        |   |
| Human Rights and Equalities             |   |
| Sustainability and Environmental Impact |   |
| Health & Safety and Risk Management     |   |

| LEAD AUTHOR    | TEL          | DATE             | DOC ID |
|----------------|--------------|------------------|--------|
| Tracy Morrison | 01253 658521 | 16 November 2016 |        |

| LIST OF BACKGROUND PAPERS |      |                                |
|---------------------------|------|--------------------------------|
| Name of document          | Date | Where available for inspection |
|                           |      |                                |

#### Attached documents

1. Citizens Advice Fylde – Update Report