

## SCRUTINY ITEM

REPORT OF	MEETING	DATE	ITEM NO
HEAD OF CORPORATE SERVICES	COMMUNITY FOCUS SCRUTINY COMMITTEE	16 MAY 2024	5
<b>CITIZENS ADVICE FYLDE - ANNUAL REPORT 2023/24</b>			

### PUBLIC ITEM

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

#### SUMMARY OF INFORMATION

The purpose of this report is to provide an annual summary to the Committee on the work of the Citizens Advice Fylde in 2023/24. Members are reminded that Fylde Council is the funding body for the Fylde Citizens Advice service through the provision of an annual grant.

#### SOURCE OF REFERRAL

The Citizens Advice Fylde Annual Report, attached, has been prepared by Natalie Traynor, the Fylde Citizens Advice Chief Officer.

#### FURTHER INFORMATION

Contact: Edyta Paxton, Health and Wellbeing Officer: e-mail: [edyta.paxton@fylde.gov.uk](mailto:edyta.paxton@fylde.gov.uk)

#### RECOMMENDATION

To receive the report and to pass any observations on the performance of Fylde CAB in 2023/24 to the Lead Member for Customer and Operational Services to consider in the context of forthcoming SLA monitoring meetings, and to make any comments direct to Fylde CAB on its delivery of services to Fylde residents.

### REPORT

1. The Executive Committee at its meeting on 30<sup>th</sup> January 2024, granted a new three-year Service Level Agreement to Citizens Advice Fylde from 1 April 2024, in the sum of £102,082 per annum in 2024/25 and 2025/26, with operating deficits being met from accrued un-ringfenced reserves with this being kept under regular review at performance monitoring meetings. Grant provision for 2026/27 will be brought forward as a part of the budget setting process for this financial year.
2. Performance monitoring meetings take place on a six-monthly basis between Fylde CAB, the lead member for Customer and Operational Services and relevant officers. Accordingly, a review meeting took place in early April 2024 between Fylde CAB's Chief Officer and Chairman together with Councillor Michelle Morris as lead member and relevant officers to sign the three-year agreement, and outline that a further review of the performance measures set within the SLA would be subject of further in-year review during the year. The

performance measures agreed for 2024/25 onwards are set out below. It should be noted that the report before members relates to the preceding year prior to these measures being established.

**Performance Metrics 2024/25\***

<b>Performance Area</b>	<b>Performance metric</b>	<b>Frequency</b>
Access and Inclusivity	Client numbers and the number of issues raised by enquiry area Breakdown of method of contact either through telephone, face-to-face or e-mail Percentage of clients responded to within 3 working days from point of contact	Six monthly monitoring meeting
Client profile	Profile of CAB customers (gender, age, ethnicity, long-term health issues and where clients reside within the Borough)	Six monthly monitoring meeting
Activity	Overall staff hours Overall volunteer hours	Six monthly monitoring meeting
Value Added	Known savings and financial gain outcomes achieved for clients	Six monthly monitoring meeting
	Customer satisfaction  Number of successful collaborations with other organisations and agencies  Number of outreach sessions conducted	Six monthly monitoring meeting
Un-met demand	Rate of answered calls. Adviser waiting list for face-to-face appointments (by support area)	Six monthly monitoring meeting
Financial	Use / proposed use of core funding reserves (with the council's core grant and associated spend against it to be identifiable separately within CAB accounts) Proposals for any increases in the staffing which would have an impact on the core grant sought in the future to be subject of dialogue prior to implementation at monitoring meetings.	Six monthly monitoring meeting

- Revised performance metrics for 2025/26 onwards to be agreed.

3. In accordance with usual custom and practice, Fylde CAB are also invited to attend this scrutiny committee to report on its performance in the previous financial year. Natalie Traynor, the Fylde Citizens Advice Chief Officer, will be invited to present the report at the meeting.

IMPLICATIONS	
Finance	None arising from this report
Legal	None arising from this report
Community Safety	None arising from this report
Human Rights and Equalities	None arising from this report
Sustainability and Environmental Impact	None arising from this report
Health & Safety and Risk Management	None arising from this report

BACKGROUND PAPERS RELEVANT TO THIS ITEM		
Name of document	Date	Where available for inspection
Report to CFSC	22 June 2023	<a href="#">CMIS &gt; Committees</a>

LEAD AUTHOR	CONTACT DETAILS	DATE
Edyta Paxton	<a href="mailto:Edyta.paxton@fylde.gov.uk">Edyta.paxton@fylde.gov.uk</a> Tel 01253 658447	22/04/24

Attached documents: Citizens Advice Fylde Annual Report