

Item 10 - Sevenoaks District Citizens' Advice Service Level Agreement

The attached report was considered by the People & Places Advisory Committee on 2 March 2021. The relevant Minute extract is below.

People & Places Advisory Committee (2 March 2021, Minute 87)

The Community and Projects Funding Officer presented the report which set out details of the proposed Service Level Agreement (SLA) for Citizen's Advice in the District for the period 2021 to 2024 following expiry of the current SLA which ends on 31 March 2021. Quarterly monitoring meetings were held between officers and Citizen's Advice Officers and an annual review meeting. Suggested changes had been included in the draft SLA as set out in Appendix A, and related to the changed way of working for the Citizens' Advice including flexible meetings via telephone, email and virtual meetings with the aim to start face to face meetings as soon as possible, the split of payments and updates to the Housing Advice Service.

In response to a question Members were advised that details would be circulated regarding the payment splits for the different areas in the district.

Action 2: For Community and Projects Funding Officer to circulate details to the Committee regarding payment split.

Public Sector Equality Duty

Members noted that consideration had been given to impacts under the Public Sector Equality Duty.

Resolved: That the report be noted.