

## Joint Proposal by The Helping Hands Community Trust and Citizens Advice LeicesterShire to Provide Advice Services within the Borough of Oadby & Wigston

The Helping Hands Community Trust and Citizens Advice LeicesterShire have agreed to work collaboratively to provide a joint, free advice and information service for use by residents within the Borough of Oadby & Wigston, utilising and recognising the expertise and experience of both organisations.

### *The proposal*

- We will develop a single, branded service entitled '*Oadby & Wigston Advice Service*'
- We will provide an accessible advice and information service 9.00am - 4.30pm, 5 days per week across the Borough with provision to include the following support channels:
  - Face to face
  - Telephone
  - Online
  - Outreach Service
- We will work towards the introduction of the following, which will be jointly managed by both organisations:
  - 0300 telephone number (at local call rate)
  - Email address
  - Website
  - Online appointment diary
- We estimate that the *Oadby & Wigston Advice Service* will support **2000** individual clients per year with **4000** issues including, but not limited to, welfare benefits, employment, debt, housing, legal advice and immigration. The service will also provide support for appeals, tribunals and advocacy as well as offering access to complimentary specialist services such as Money Advice, Macmillan and Pension Wise.
- Governance will be provided through:
  - 6 weekly operational managers meetings
  - 6 monthly senior management meetings
  - Reporting mechanisms will be developed to enable joint quarterly reports and statistical returns to be published
  - Additional meetings will take place as and where required
- We are seeking a 3 year contract from 1<sup>st</sup> June 2016 at £55,000 per annum, split equally between both organisations
  - with an option to extend the terms of the contract by 1 year from 1<sup>st</sup> June 2019; and by a further 1 year from 1<sup>st</sup> June 2020

16<sup>th</sup> March 2016