



**Service Delivery
Committee**

**Tuesday, 21 March
2017**

Matter for Information

Title: **Oadby and Wigston Advisory Services**

Author: **Stephen Glazebrook (Interim Community Services Manager)**

1. Introduction

- 1.2. In June 2016, the Council entered in to a 3 year partnership arrangement with Helping Hands and Citizens Advice Leicestershire for the provision of advisory services throughout the Borough of Oadby and Wigston.
- 2.2. This report is to give Members an overview of how the contract is performing.

2. Recommendations

Members are asked to note the contents of the report

3. Information

- 3.1. Helping Hands and Citizens Advice formed a joint venture to deliver housing advice services at a number of locations throughout Oadby and Wigston.
- 3.2. The advice covers a wide range of issues including housing, debt and money management, discrimination, financial services etc.
- 3.3. **Appendix A** attached is a joint report from Helping Hands and Citizens Advice giving a comprehensive breakdown of the issues dealt with together with the number of clients seen.
- 3.4. Members will recall that there were separate temporary arrangements in place with both organisations prior to the commencement of the current contract from June 2016 and the figures provided in their joint monitoring report also include the months of April and May 2016.
- 3.5. In the period April - December 2016 almost 2,400 residents received advice and assistance from the service.
- 3.6. The service provided is independent and free of charge for customers at accessible locations in Oadby, Wigston Magna and South Wigston.
- 3.7. A close working relationship has been established with OWBC Customer Services and client satisfaction with the service has been evaluated at 95%.
- 3.8. The contract is performing well and is adjudged to be providing excellent value for money for the Council and the residents of Oadby and Wigston.

Background Documents:-

Appendix A - Joint Report of Helping Hands and Citizens Advice

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Implications	
Financial (CR)	CR1 Decreasing Financial Resources - This is a 3 year fixed price contract so provides certainty until June 2019.
Legal (AC)	The joint venture provides an independent service so there are no significant legal risks for the Council.
Risk (SG)	An independent and unbiased service provides a valuable check and balance on the Council and other service providers
Equalities (SG)	There are no significant equality issues as the service is available for all residents.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable