

Item 14 – Citizens' Advice Service Level Agreement 2024 - 2027

The attached report was considered by the People & Places Advisory Committee on 30 November 2023. The relevant Minute extract is below.

People & Places Advisory Committee (30 November 2023, Minute 30)

The Health & Communities Manager presented the report, which set out the proposed Service Level Agreement for Citizen's Advice in the district, as the current agreement would end on 31 March 2024. This had been agreed by the Edenbridge & Westerham and Sevenoaks & Swanley Citizen's Advice groups. The agreement was largely identical to the current SLA, with the exception that should the funding for the agreement be affected, Citizen's Advice would be notified.

The officer outlined the work that Citizen's Advice undertook in the district, addressing complex cases in a wide range of areas. Officers were updated on their cases in monthly meetings, and an annual meeting was held between Citizen's Advice, officers, and the Portfolio Holder.

Members discussed the report.

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.