

COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public/

Date of Meeting: 26TH MARCH 2009

Title: ADVICE AGENCIES SERVICE AGREEMENTS

Report of: DIRECTOR OF COMMUNITY SERVICES

Report reference: CS18/09

Summary:

To review the City Council's Agreement with the local Advice Agencies and to agree detail of Agreement for the year 2009/10.

Representatives from the Cumbria Council for Voluntary Service, Carlisle Citizen's Advice Bureau and the Community Law Centre will be present at the meeting to outline details of their service provision in relation to the funding from the City Council and to respond to questions from Members.

Questions for / input required from Scrutiny:

Members are required to discuss the issues raised by each Agency in relation to the relevance of the service to the Council's own objectives and particularly at this time of economic downturn, perhaps to discuss with the representatives present, what particular measures are in place to promote the availability of advice is to everyone who needs it.

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

Recommendations:

Members are recommended, following discussion of the issues raised by each of the Agency representatives, to confirm the targets set for the year 2009/10.

Contact Officer: Rob Burns

Ext: 7352

1.0 REPORT

- 1.1 The City Council provides funding on an annual basis to Cumbria Council for Voluntary Service, Carlisle Citizen's Advice Bureau and the Community Law Centre.
- 1.1 Each Agency offers a range of advice to residents of the City and the Council's funding is provided to help cover some of their core costs, on the back of which they are then able to attract significant amounts of funding from other sources to deliver a range of very specialist advice services to all residents of the City, in particular, those people who would find it difficult to obtain such advice and assistance elsewhere.
- 1.2 In return for this funding, the Council asks each Agency to deliver their services in a way that will help meet some of the Council's own key objectives relating especially to anti poverty, community cohesion, Learning City, healthy city, social and financial exclusion etc.
- 1.3 The detail of how each Agency should achieve this is laid out in a 'Service Agreement' and a copy of each Agency's Agreement for 2008/08 is appended, together with some additional background information.
- 1.4 Representatives from each of the Agencies will be present at the meeting to highlight key points arising from their own Agreements and to confirm some of the issues they feel will be prominent in 2009/10.
- 1.5 Members will have the opportunity to consider those issues and discuss any other measures they feel would be useful or appropriate to include.

- 1.6 The Agency representatives attending the meeting will be;

Andy Auld, Manager, Citizens Advice Bureau

Lynne Hutchinson, Carlisle Area Manager, Cumbria Council for Voluntary Service

Paul Im Thurn, Manager, Community Law Centre

2.0 FINANCIAL ISSUES

The amount identified in the 2009/10 budget for each Agency is as follows;

CAB	£53,200
CCVS (Carlisle Area)	£35,000
CLC	£87,600

3.0 RECOMMENDATION

- 3.1 Members are recommended, following discussion of the issues raised by each of the Agency representatives, to confirm the targets set for the year 2009/10.

4.0 REASONS FOR RECOMMENDATION

- 4.1 To enable the release of funding to each Agency for the forthcoming year

This Agreement dated

2008 is made between

COMMUNITY SERVICES CULTURE AND COMMUNITY	
REC'D	18 JUNE 2008
PASSED TO	
REFER TO	AS
MAIL LOG	

THE COUNCIL OF THE CITY OF CARLISLE, CIVIC CENTRE,

CARLISLE, CA3 8QG ("the Council")

AND

CARLISLE & DISTRICT CITIZENS ADVICE BUREAU, 5 & 6 OLD POST OFFICE

COURT, CARLISLE, CA3 8LE ("the CAB")

The agreement sets out the requirements of the Council and the CAB, for the provision of a high standard of welfare rights, benefits and generalist advice service for the benefit of the community in the City of Carlisle. Both parties recognise the importance of the guidelines laid down by the National Association of Citizens Advice Bureaux (NACAB).

1. Status of Agreement

1.1. This Agreement outlines details of the partnership arrangements in respect of the CAB and the Council. Its purpose is to record the current arrangements and give clear communication lines between the parties.

1.2. The CAB is an independent organisation and will not be influenced by the Council in respect of action taken on behalf of its individual clients or members in pursuit of its service aims.

2. Interpretation

2.1. In the Agreement unless the context requires otherwise:

"Bureau Manager"	Means the person employed by the Bureau to manage the service or such other person as may be notified in writing by the CAB to the Council
"Delegated Officer"	Means the officer nominated from time to time in writing by the Council
"Elected Member"	Means the Elected Member(s) of the Council nominated from time to time in writing by the Council
"Management Committee"	Means the Committee constituted to manage the affairs of the CAB including the Elected Members

2.2. references to the single include the plural and vice versa and references to one gender include all genders.

2.3. the headings and index to this Agreement shall be ignored for the purpose of interpreting this Agreement.

3. Duration of the Agreement

3.1. This agreement will commence on 1st April 2008 and will continue until 31st March 2009. The Agreement will be reviewed annually and renewed subject to the Bureau having satisfactorily met the conditions therein and the Council's continuing commitment to the provision of high quality advice services in the City.

4. Purpose of the Agreement

4.1. To maintain and develop a working relationship between the Council and the CAB in support of the mutual interests of both parties to provide information and advice to individuals and organisations within the of the City of Carlisle.

4.2. To assist the CAB with financial security for the period of the Agreement subject to the service arrangements and standards set out in this document being fulfilled.

4.3. To ensure the efficient and effective use of the Council's financial and other assistance given to the CAB.

5. Service Provision - Aims & Principles

5.1. The CAB should provide a range of advice services to the residents of the City of Carlisle, without prejudice.

5.2 The CAB will always be opposed to discrimination and aim to ensure its employment and service delivery of policies and practices are equal, fair and just and are complementary to the Council's own policies on Community Cohesion, Equality and Diversity etc.

6. Management Arrangements

6.1. As a registered charity, the CAB Management Committee will carry out its legal duties as described in "Responsibilities of Charity Trustees" (Charity Commission booklet CC3) and its Memorandum and Articles of Association. Carlisle City Council will be provided with a copy of the Annual Report and Annual Audited accounts."

7. Monitoring and Evaluation

7.1. Monitoring of the CAB service is essential to ensure that the Council's contribution from public monies is utilised in a proper manner.

7.2. The Council and the CAB will collaborate in reviewing this agreement annually and to evaluate the service provided. The CAB's annual reports will clearly identify the extent to which functions and objectives are being met within any performance levels agreed between the parties.

7.3 Any changes to the Agreement must be jointly agreed by both parties other than the funding provided by the City Council which shall be at it's sole discretion.

7.4 A summary of the measures which will be monitored during the term of this Agreement are outlined in **Appendix 1**.

8. Responsible Officers

Bureau Manager

8.1. The Council's Delegated Officer will liaise with the CAB's ~~Chief Officer~~ to ensure the Agreement is maintained by both parties, to conduct an annual review of the conditions of the Agreement and to identify any emerging issues in the relationship between the parties. Further, the Delegated Officer will be available to attend CAB Management Committee Meetings in a supporting and advisory capacity, either to the Committee itself or to the elected representative who will be nominated to sit on the Committee.

8.2 In accordance with Council policy, the CAB Management Committee must include 2 Elected Member representatives appointed by the Council, who will, in accordance with the Charity Commission requirements, agree to work within the Aims, Principles and Policies of the CAB. These representatives, in line with the CAB constitution, will have a shared legal and financial responsibility with other members of the Management Committee.

9. Funding

9.1. The Council recognises the fragility of external funding dependency and therefore the conditions of its own grant will be as follows;

9.2. **£46,100** will be unrestricted in nature other than it must be spent for CAB purposes and in accordance with this Agreement.

9.3. **£5,600** will be ring fenced towards energy and maintenance costs incurred by the CAB.

9.4. The Grant will be paid quarterly in advance in April, July, October & January.

9.5 The grant will remain at the same level until 31st March 2009, subject to satisfactory outcome of the Council review of the conditions of the agreement.

9.6 The Council however also recognises that the Bureau needs other funding to be able to effectively deliver a high quality service and it is a condition of this grant that, should the level of the Council's contribution to the overall costs of delivering the minimum standards set out in this Agreement, rise above 22% then this will be taken into account when monitoring the service (see Appendix 1).

10. Conditions

10.1. The CAB will:

10.1.1. Use the Grant in accordance with the aims, principles and policies of the CAB and none other with the exception of expenditure provided for in clause 9.3.

- 10.1.2. Provide the Elected Members and designated officers, with copies of its Annual Report and audited accounts within six months of the end of the financial year.
- 10.1.3. Through the Elected Members and designated officers, provide the Council with a copy of the agenda, reports and minutes of its Management Committee meetings.
- 10.1.4. Supply Elected Members and designated officers with a copy of its estimated income and expenditure in advance of each financial year, together with a current business plan.
- 10.1.5. Endeavour to identify other opportunities for financial support.
- 10.1.6. Ensure that if a development of the service is planned which may detrimentally affect the provision of service already set out in this agreement, prior consultation would occur with the City Council.
- 10.1.7. Continue to accept two Elected Members of the Council to serve on its Management Committee.
- 10.1.8. Keep relevant data on all enquiries, systems of information and relevant legislation. In agreement with the designated officer, provide non-confidential data, to the Council, which may be used to inform the needs mapping of the Council (see Appendix 1).
- 10.1.9. Participate in any other monitoring and review exercises approved by both parties and associated with this Agreement.
- 10.1.9.1. Observe as minimum, for staff and volunteers, NACAB/Community Legal Service Quality Standards.
- 10.1.10. The CAB should acknowledge the City Council's support in all stationery and promotional material, using the City Council's most up to date logo, in accordance with the Branding manual and accompanied by the words, 'supported by Carlisle City Council.'
- 10.1.11. Comply at all times with the requirements of the Health & Safety at Work Act 1974 and any statutory extension modification amendment or re-enactment of the same and any other requirements.
- 10.1.12. Demonstrate a clear commitment to meeting the needs of any individual or group who may consider themselves socially excluded or 'in need' as identified in the Council's own relevant 'social' policies.
- 10.1.13. As a partnership organisation, contribute in appropriate ways, to the delivery of the Carlisle Partnership and Carlisle City Council's Corporate Plan and other areas of community benefit.

- 10.1.14. Monitoring and reporting on service delivery will be the responsibility of the Delegated Officers and Bureau manager. Liaison meetings for the purpose to be conducted at **least 4 times per annum in the months of June, September, December and March**. The substance of the monitoring arrangements to be agreed by the manager and Delegated Officers but to include project and other funding arrangements, progress on the issues identified in Appendix 1, in order to assist the Council in strategic planning of advice and advocacy services across the City.
- 10.1.15. During the financial year to which this Agreement refers the CAB will liaise with the Council's Benefit Advice Service, Community Law Centre, Age Concern, and other **not for profit** partner organisations in the context of a local advice forum. This forum will be facilitated by the Council's Delegated Officer and will meet at agreed intervals, to be determined by the local providers.
- 10.1.16. The CAB will participate in the planning and execution, **resources allowing**, of appropriate local campaigns, training events etc, as identified by the local advice forum.
- 10.1.17. The CAB will maintain membership of the Community Legal Service and National Association of Citizens' Advice Bureaux, together with Quality Marks (minimum CLS General Help with Casework) at appropriate levels. Details of current contract arrangements, QMs etc to be made available to Delegated Officers as part of the monitoring and reporting process.
- 10.1.18. To observe the CLS referral protocol and/or such other mechanism as identified by the local advice forum.

11. Council Obligations

The Council will:

- 11.1. Offer support and advice, including social and statistical data that may be useful in relation to the development of new areas of work.
- 11.2. Ensure relevant Elected Members or officers attend management meetings and other relevant sub-committee meetings in an advisory capacity when required.
- 11.3. Ensure that the CAB staff and management are aware of policy developments within the Council which may affect the service of CAB.
- 11.4. Ensure that the CAB is invited to and/or participates in conferences / seminars hosted by the City Council on issues considered relevant by the City Council.

11.5. Support the promotion and development of public awareness of the services provided by the CAB, through it's involvement with the Carlisle Advice Forum.

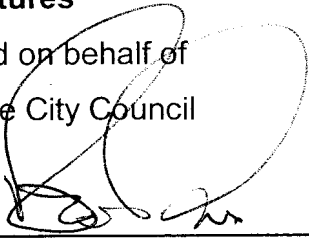
11.6. Work with the CAB and other relevant agencies to promote initiatives which will help maximise income and reduce vulnerability to debt, particularly in wards identified as deprived in local needs mapping and other statistical analysis.

12. Review

12.1. The parties will undertake an annual review at the time of renewal, of the Conditions of the Agreement.


13. Signatures

Signed on behalf of
Carlisle City Council



Date _____

Signed on behalf of
Carlisle Citizen's Advice Bureau



Date 27 August 2008

Appendix 1

Summary of measures for monitoring in 2008/9

- * Amount of benefit gained as a result of client support
- * No and variety of cases ie debt, housing, mental health etc etc
- * Provide copy of Business Plan
- * Provide copy of Annual Report and Audited Accounts
- * Level of service availability eg days, times etc;
outreach sessions;
drop in sessions;
advance appointments;
telephone helpline;

Carlisle & District Citizens Advice Bureau

the charity for
your community

citizens
advice
bureau

City Centre Office service

Address: 5/6 Old Post Office Court, CARLISLE, CA3 8LE

Website: www.carlislecab.co.uk

Telephone: 01228 633909 (admin line staffed between 10 am and 4 pm Monday to Friday)

Service Information for Generalist Advice

Service	Day	Times
<i>General Advice Sessions:</i>	Wednesday	10 am - 4 pm
	Thursday	10 am - 4 pm
	Saturday	10 am - 12 pm
<i>Dedicated telephone advice:</i> 01228 633900	Thursday	10 am – 4pm
<i>General Appointments:</i>	Friday	10 am – 4pm

Reception opens at 9am on Wednesdays and Thursdays and at 10am on Saturdays. Interview slots are allocated on a first-come first-served basis at that time. Clients attending by 9am on Wednesday or Thursday will be given an initial short assessment to identify priorities, etc. Clients may then be given a set appointment time with a generalist adviser, or may be given information or may be referred to a more suitable project or agency.

Friday appointments can be booked from 10am on the Monday of that week - priority will be given to people unable to attend drop-in hours (e.g. due to care or work commitments or mobility problems). Home visits can also be organised where appropriate.

Specialist interviews take place on Mondays and Tuesdays between 9am and 5pm.

Clients with specialist housing issues can book appointments with a Shelter caseworker on alternate Wednesdays.

Botcherby CAB Outreach Service

Address: Botcherby CAB Outreach – at the Healthy Living Centre, 15 Botcherby Avenue,
Telephone: 01228 597051
Appointments: Tuesday and Thursday 11am - 2pm
Contact: Botcherby Outreach Worker – Sheila Moffat

Supported by



Botcherby, Carlisle

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citizens
advice
bureau

CAB have an outreach service open to everyone who live or work in the Botcherby Ward which offers a generalist advice service and casework, along with information and advice on a wide range of issues including debt, benefits, consumer, housing, employment and signposting to other relevant services.

This outreach is usually open 2 days a week 11am to 2pm at the Healthy Living Centre, operating mainly by an appointment system. Appointments can be made by contacting the Healthy Living Centre during open sessions or contacting the main CAB office on **01228 633909**.

If you require any further information about this service you can contact the outreach worker for this project, Sheila Moffat, on **01228 597051** or **01228 633909**.

Macmillan/CAB Advice Service

Address: Macmillan/CAB Advice Service,
at The Cumberland Infirmary,
Newtown Road, Carlisle
Telephone: 01228 558769
Appointments: Monday, Wednesday and Friday
Contact: Macmillan/CAB Adviser – Jackie Rhind

**WE ARE
MACMILLAN.
CANCER SUPPORT**

the charity for
your community

citizens
advice
bureau

The Macmillan/Carlisle and District Citizens Advice Bureau Advice Service is available for people who have been affected by cancer (patients, their carers and family members). It provides advice and information on benefit, debt, housing and employment. It also provides information on other sources of financial help for people affected by cancer.

The service is based at the Cumberland Infirmary, Carlisle. It is located near radiotherapy and chemotherapy departments. It is currently accessed on a drop-in basis on Monday mornings and on an appointment basis on a Monday afternoon, Wednesday and Friday. Clients may have to wait to be seen due to demand. The Adviser can visit the client on the ward, at home or at the CAB interview room at the Cumberland Infirmary.

People affected by cancer or anyone working with people affected by cancer can make a referral to the service for assistance by phoning 01228 558769. Referrals forms are available on request. Please make referrals as early as possible – the sooner the clients are referred, the sooner they can benefit from the advice and information given.

Financial Inclusion Fund Services

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1. Mental Health Project Advice Service Information

Appointments: To be booked

Telephone: 01228 633909

Contact: Mental Health Project Money Advice Caseworker – Jane Simpson



Jane Simpson (FIF/CAB Money Advice Caseworker) provides independent, impartial, free and confidential debt advice to people affected by mental ill-health within the Carleton Clinic or in the community. Advice will be given on all aspects of debt, including mortgage arrears, credit card debts, bankruptcy and county court action.

The service will also include income maximisation assessment (to explore further benefit entitlement or alternative options to increase income). A referral will then be made if necessary to a relevant organisation to complete the relevant process, for example completing a Disability Living Allowance application form. Benefit issues will only be discussed as part of the debt process and so clients needing benefit advice only will need to be referred to a benefits worker or to a general advice session.

The service is accessible by appointment basis at the Main Citizens Advice Bureau, the Carleton Clinic Knowledge Exchange, private ward rooms, other voluntary organisation premises and, if appropriate, home visits can be given.

To make an appointment or to make a professional referral, please contact Jane Simpson and an appointment will be made.

2. Probation Service Project Advice Service Information

the charity for
your community



Appointments: To be booked

Address: Georgian House, Carlisle Probation Services, Lowther Street, Carlisle

Telephone: 01228 633909

Contact: Probation Service Project Money Advice Caseworker – Jane Simpson



Jane Simpson is based at Georgian House on Thursdays to give independent, impartial, free and confidential debt advice to offenders who are currently supervised by probation services.

Advice will be given on all aspects of debt problems such as bankruptcy, court fines, mortgage arrears and income maximisation assessments. The purpose of this service is to help users get out of their financial distress; to improve the client's overall financial situation; to enable them be more focused on re-building social links.

The service is on an appointment basis and can be accessed at Georgian House, Carlisle Probation Services or alternatively at the main bureau. The offender manager could either call Jane to make an appointment on behalf of their client or could do it via Jane's diary in the reception room of Georgian House. Alternatively, the offender could refer themselves to Jane by telephoning the main bureau on the above number.

Robert Parkinson (FIF/CAB Money Advice Caseworker) also provides give impartial, free, independent and confidential debt advice. Appointments are booked as per money advice services project below.

relevant process, for example completing a Disability Living Allowance application form. Benefit issues will only be discussed as part of the debt process and so clients needing benefit advice only will need to be referred to a benefits worker or to a general advice session.

The service is accessible by appointment basis at the Main Citizens Advice Bureau. Priority will be given to vulnerable clients.

To make an appointment or to make a professional referral, please contact Admin on the above number or by visiting the bureau and an appointment will be made.

SERVICE AGREEMENT**BETWEEN**

**CARLISLE CITY COUNCIL
CIVIC CENTRE, RICKERGATE, CARLISLE, CA3 8QG**

AND

**CUMBRIA COUNCIL FOR VOLUNTARY SERVICE
27 SPENCER STREET, CARLISLE, CUMBRIA**

This agreement sets out the requirements of Carlisle City Council and Cumbria Council for Voluntary Service, for the provision of a high standard of advice and support in respect of the promotion of charitable purposes for the benefit of the community in the City of Carlisle. Further, to act as an "umbrella" organisation for the voluntary and charitable sector. Both parties recognise the importance of the guidelines laid down by the National Association Voluntary Community Action.

1. Status of Agreement

This Agreement outlines details of the partnership arrangements in respect of the Cumbria C.V.S and the City Council. Its purpose is to record the current arrangements and give clear communication lines between the parties.

Cumbria C.V.S is an independent organisation and will not be influenced by the Council in respect of action taken on behalf of its individual clients or members in pursuit of its service aims.

2. Duration of the Agreement

This agreement will commence on 1st April 2006 and continue for three years expiring on 31st March 2009. The conditions of the Agreement will be renewed annually, and amended, if necessary, according to local conditions.

3. Purpose of the Agreement

- a) To maintain and develop a working partnership between the Carlisle City Council and Cumbria C.V.S in support of the mutual interests of both parties to provide leadership through support, information and advice to individuals and organisations within the voluntary and community sector of the City of Carlisle.
- b) To recognise the importance of the Volunteer Centre operated by Cumbria C.V.S
- c) To assist Cumbria C.V.S with financial security for the period of the Agreement subject to the service arrangements and standards set out in this document being fulfilled.

- d) To ensure the efficient and effective use of the Carlisle City Council's financial and other assistance given to the Cumbria C.V.S to benefit the voluntary and community sector of Carlisle District.

4. Service Provision

Aims & Principles

1. Cumbria C.V.S should provide help, advice, training and support to voluntary organisations in the City of Carlisle, without prejudice.
2. The Carlisle City Council recognises the other major funding party of the Cumbria C.V.S namely Cumbria County Council, and recognises that without their funding the Cumbria C.V.S would not be able to deliver its current level of service.
3. Cumbria C.V.S will always be opposed to discrimination and aim to ensure its employment and service delivery of policies and practices are equal, fair and just.
4. Cumbria C.V.S should provide leadership in the promotion, encouragement or undertaking of appropriate development projects within Carlisle's voluntary sector.

5. Management Arrangements

As a registered charity and a company ltd by guarantee, Cumbria C.V.S Board of Trustees will carry out its legal duties as described in "Responsibilities of Charity Trustees" (Charity Commission booklet CC3), company law and its constitution. Carlisle City Council will be provided with a copy of the Annual Report and Annual Audited accounts."

6. Monitoring and Evaluation

Monitoring of Cumbria C.V.S's service is essential to ensure that the Carlisle City Council's contribution from public monies is utilised in a proper manner.

Carlisle City Council and Cumbria C.V.S will collaborate in reviewing this agreement annually and to evaluate the service provided. The Cumbria C.V.S.'s annual reports will clearly identify the extent to which functions and objectives are being met within any performance levels agreed between the parties.

Any changes to the Agreement must be jointly agreed by both parties other than the funding provided by the Carlisle City Council which shall be at its sole discretion. However any planned changes to funding will include an adequate period of consultation.

7. Responsible Officers

The Carlisle City Council's Community Support will delegate an officer/s to liaise with Cumbria C.V.S. Locality Manager to ensure the Agreement is maintained by both parties, to conduct an annual review of the conditions of the Agreement and to identify any emerging issues in the relationship between the parties. Further, the delegated officer may attend Cumbria C.V.S. Local Forum Meetings in a supporting and advisory capacity.

In accordance with Carlisle City Council policy, the Local Advisory Forum should include up to two elected member representatives appointed by the Council.

8. Funding

2008/2009 City Council £34,000 per annum

Paid quarterly in advance.

April, July, October & January

The grant will remain at the same level until 31st March 2009, subject to satisfactory outcome of Carlisle City Council's review of the conditions of the agreement

9. Conditions

The Cumbria C.V.S. will:

- a) Provide the Carlisle City Council with at least two copies of its Annual Report and audited accounts within six months of the end of the financial year.
- b) Through the Carlisle City Council representative, provide the Carlisle City Council with a copy of the, reports and minutes of its Local Advisory Forum meetings appropriate to Carlisle SLA.
- c) Supply Carlisle City Council with a copy of its estimated income and expenditure in advance of each financial year.
- d) Supply all of the above to the designated officer from the Community Support.
- e) Endeavour to identify other opportunities for financial support.
- f) Ensure that if a development of the service is planned which may affect the provision of service already set out in this agreement, prior consultation would occur with the City Council.
- g) Continue to accept two elected members of the Council to serve on its Local Forum.

- h) Provide suitable training for its entire staff and volunteers, in order to maintain the standards of service of Cumbria C.V.S.
- i) Continue to provide training to community groups and other interested parties, with up to date information in areas such as Charity Law etc.
- j) Keep relevant data on all enquiries, systems of information and relevant legislation.
- k) Participate in any other monitoring and review exercises approved by both parties and associated with this Agreement.
- l) Participate in and initiate partnerships with Carlisle City Council in mutual areas of community benefit where appropriate e.g. shopmobility scheme.
- m) Ensure that volunteers and staff should, as far as possible, reflect the make up of the communities served.
- n) Where appropriate, inform Carlisle City Council and/or work in partnership to action or raise awareness on such issues as covered in the Cumbria C.V.S. constitution.
- o) Ensure that there is a complaints policy, and have clear information available to all users on how to complain.
- p) Display clear statements and have comprehensive policies on equal opportunity and anti-discriminatory practice, and actively pursue these policies.
- q) Ensure that the relevant principles set out in the "Code of Recommended Practice on Local Authority Publicity" are duly observed in any publicity issued by the Council for Voluntary Service.
- r) Comply at all times with the requirements of the Health & Safety at Work Act 1974 and any statutory extension modification amendment or re-enactment of the same and any other requirements.
- s) Demonstrate a clear commitment to meeting the needs of any individual or group who may consider themselves socially excluded.
- t) Have in place, policies on personnel matters for both staff and volunteers. These should include appropriate procedures for recruitment and selection and disciplinary and grievance.
- u) As a partnership organisation, contribute in appropriate ways, to the delivery of the Carlisle City Vision, Carlisle Partnership and Carlisle City Council's Corporate Plan of Cleaner, Greener, Safer and Carlisle the Learning City.
- v) Cumbria C.V.S. will use all reasonable effort to meet the Performance Indicators specified below.

10. The Council will:

- a) Offer support and advice in relation to the development of new areas of work (e.g. Healthy living, projects for unemployed people).
- b) Provide the Cumbria C.V.S. staff and volunteers, opportunities for support and training, subject to funds being available.
- c) Provide financial commitment towards the Cumbria C.V.S. as detailed in "Funding" within the agreement.
- d) Make available the Community Support's appropriate resources to Cumbria C.V.S. subject to funds being available.
- e) Ensure relevant officers attend the Local Forum's meeting and other relevant sub-committee meetings in an advisory capacity when required.
- f) Ensure that Cumbria C.V.S. staff and management are aware of policy developments within Carlisle City Council, which may affect the service of Cumbria C.V.S.
- g) Act as a disseminator of information within the remit of the Community Support.
- h) Ensure that the Cumbria C.V.S. is invited to and/or participates in conferences / seminars hosted by the City Council on issues considered relevant by the Carlisle City Council
- i) Support the promotion and development of public awareness of the services provided by the Cumbria C.V.S.

11. Review

The parties will undertake an annual review at the time of renewal, of the Conditions of the Agreement.

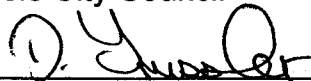
12. Performance Indicators

- 1. Cumbria C.V.S representation on City Vision and Carlisle Partnership
- 2. Number of partnerships Cumbria C.V.S engaged in (3) and method of reporting back to membership
- 3. Number of groups receiving information, advice and guidance and type of information given, e.g. funding, legal structures (35)
- 4. Total number of organisations accessing training opportunities (30)
- 5. Total number of delegates attending training courses (50)
- 6. Number of Cumbria C.V.S's member organisations involved in health partnerships (25)

9. Total number of volunteers involved in volunteering with member organisations in Carlisle & District (1000)
10. Production of Directory of Voluntary & Community Organisations, to be updated on a bi-annual basis.
11. Specific Carlisle projects may be identified as priorities and work focussed to address them with the agreement of Carlisle City Council.

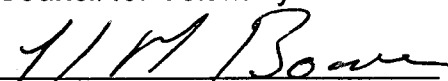
Signatures

Signed on behalf of
Carlisle City Council



Date 4-4-08

Signed on behalf of
Cumbria Council for Voluntary Service



Date 2/4/08

DT/VH

Updated 25th March 2008

**Carlisle City Council SLA
Monitoring information 2008-09**

Reporting on Performance Indicators

1. Cumbria C.V.S representation on City Vision and Carlisle Partnership

Carlisle Locality manager is on the Exec of Carlisle Partnership (LSP) and chairs the Convenors group (These meet alternate months). Convenors group tasked with reviewing membership on theme groups so can help to ensure meaningful participation of Third sector at all levels.

Cumbria CVS staff in Carlisle attend the Economic Development and Enterprise Priority Group that is responsible for the delivery of the "People" projects in the economic strategy. In addition the Community Engagement officer (Jozi) is now leading the HCOP priority groups project to develop a healthy community network in Carlisle.

2. Number of partnerships Cumbria C.V.S engaged in (3) and method of reporting back to membership

1) Community empowerment pilot projects in Harraby and Longtown are in response to White Paper. Cumbria CVS staff (Mark) are now part of the Project Steering Group for the Harraby pilot and are working to support local people to become more involved in planning of local services. Other partners include Cumbria County Council, Carlisle City Council, CHA, PCT, the Police and VAC

2) Work with Equality Partnership at local and County level. Work has been undertaken with Cumbria Equality Resource Centre (a partnership of AWAZ, Cumbria Disability Network and Outreach Cumbria) identifying equality priorities in the sector.

3) Cumbria CVS staff in Carlisle attended the Cumbria Sport Partnership Conference to represent Volunteer Centres in Cumbria and to look at how the many different organisations involved in the provision of sport and physical activity in Cumbria can work together and share good practice more effectively.

Reporting back is via our monthly newsletter "Your News"; e-bulletins and reports to colleagues and local networks. In Carlisle the "Local Forum" is a key method for reporting to Carlisle organisations. Carlisle Partnership update is a standing agenda item.

Last year forums held were:

- March 2008 (12 attended). Topics covered Third Sector Network, Carlisle Partnership and Cumbria CVS nomination process to Board.
- June 08 - as agreed the Cumbria CVS AGM would be one of the four meetings a year of the locality forums.
- October 2008 (45 people attended) held at the Hub Café in Denton Holme and included the launch of the Carlisle Healthy Network – a project administered by Cumbria CVS on behalf of Carlisle Partnership
- December 2008 (13 attended) .Topics included Volunteering and ICT support together with the usual updates from Carlisle Partnership and opportunities for involvement

3. Number of groups receiving information, advice and guidance and type of information given, e.g. funding, legal structures (35)

50 groups worked with in depth on the following topics: Start –up, Incorporation, Insurance issues , Funding advice, lease and partnership working and dissolution. General committee skills, Legal structures, Specific treasurer skills, running an AGM, Community Buildings and payroll giving and business planning . Groups assisted include recreation based societies, childcare settings, personal support groups, multi cultural groups

4. Total number of organisations accessing training opportunities (30)

Training for Volunteer Managers on “Coping with difficult volunteers and situations (34 attended in Carlisle)”; “Getting Volunteer Recruitment and Selection Right” and “Volunteers and the Law” (40 attended in Carlisle)

Training is often delivered tailored to and within an organisation as well as in a mixed group setting. E.g. worked with one organisation on their equality quality framework to ensure they comply with the equality duty element of their contract to deliver public services for Cumbria County Council. Equalities training sessions also held with DeafVision staff and volunteers (Oct 08).

Provided induction support and organisational guidance for Cumbria Community Foundation Community Grant Scheme (2 groups to date).

Worked with one group to develop specialist e-learning training resources for their workforce development.

Net:Gain programmes in 2008 have involved 17 Carlisle organisations.

ThankQ events booking analysis reports 128 organisations from Carlisle attended training events last year (Apr 08-Jan09)

5. Total number of delegates attending training courses (50)

Our short course programme was offered again during 08/09 (see programme). ThankQ events booking analysis reports 284 delegates from Carlisle attended training events.

Additionally training opportunities are offered at events via workshops, presentations and panel discussions.

Training for individuals has been offered via the volunteer centre in terms of introduction to volunteering courses (35 people attended Nov 08 – Feb 09)

6. Number of Cumbria C.V.S's member organisations involved in health partnerships (25)

The Action for Health mailing list has 36 Carlisle organisations on it.
45 people attended the launch of the Carlisle Healthy Network
22 applications to the Carlisle Healthy Network grant were received (Feb 09)

See also <http://carlislehealthnetworks.weebly.com/>

7. Number of organisations in Cumbria C.V.S's membership in Carlisle and area of work (100)

89 CVS members registered in Carlisle but in addition some members registered as county members but operate in Carlisle (eg DeafVision).

166 organisations registered as having volunteering opportunities in Carlisle District

See membership form (example enclosed) for organisation types.

8. Number of volunteering opportunities registered with Carlisle Volunteer Bureau (75)

Currently 287 volunteering opportunities registered

9. Total number of volunteers involved in volunteering with member organisations in Carlisle & District (1000)

Total number of volunteers registered with organisation in Carlisle will be more accurate following Cumbria CVS census(see example)

10. Production of Directory of Voluntary & Community Organisations, to be updated on a bi-annual basis.

Currently on line searchable directory being developed. Last hard copy directory produced 2007.

11. Specific Carlisle projects may be identified as priorities and work focussed to address them with the agreement of Carlisle City Council.

Additional volunteering work – see attached

The Goldstar E-mal bulletin aimed at Volunteer Managers to spread good practice when managing volunteers was developed so that local Volunteer Centres can duplicate this across the county. Distributed to 160 orgs each month. Also available on CD via webside.

CVS Case Studies 2005-2009

1) Supporting growth and development of BME groups - Facilitating a strong and diverse BME sector that is fit for purpose and able to respond to the changing needs of local community.

Background

In the late 1990's the main ethnic minority group of people in Carlisle District were Chinese. Carlisle CVS supported the development of the Chinese Association (Cumbria) which was registered as a charity in 2000. This group provided support, social activities and education, mandarin classes for young people etc for that community and also a level of cultural awareness for the wider community. They also organised annual events like the Chinese New Year and Moon celebrations. Cumbria CVS continues to support this group particularly around governance, accounts (Independent Examination) and annual reporting requirements, AGM etc.

Over the next few years local communities became more diverse, local needs began to change and other groups emerged.

Since 2005 Cumbria CVS staff has actively supported the development of new groups in this sector. This support includes advice and guidance around legal structures, constitutions, charity registration, committee skills, roles and responsibilities, funding, policy and volunteering.

The following groups were initiated and based in Carlisle but often provide support to the minority communities across Cumbria:

The Oriental Women's Group/ Carlisle Multi-cultural Group provides support for mainly Chinese people around legal issues, health and education (mandarin classes) but also cultural awareness events and activities for the wider community in their shop/ premises e.g. oriental cooking demonstrations.

Asian Women's group - a self-support group which also provides wider cultural awareness activities e.g. Activities in schools and the cultural bazaar.

Cumbria Multi-Cultural network - this is an umbrella organisation that provides very informal support to encourage small self-support groups. Currently groups developing are mainly for people from the Indian sub-continent or Nepalese people.

Cumbria Muslim Society – this self support group for Muslim families provides mainly religious support and has worked particularly with Carlisle City Bereavement services to ensure Muslim burial/ funeral requirements are available (e.g. religious need to be buried within 24 hours of death).

One Culture – this group arranges sporting activities aimed at bringing people from different cultural backgrounds together.

China Land – is a social enterprise set up to develop and sell educational cultural resources mainly to schools. Support work with them has included business planning and access to and monitoring of Community Regeneration Funding (Cumbria County Council)

Detailed support and development work with the countywide organisation AWAZ has included employment (job specs etc); insurance issues; implementing appropriate management systems; payroll; ICT.

All the above groups keep in contact and continue to seek support as they grow, develop and adapt to changing needs.

2) Support for groups with multiple issues over several years (2005 onwards)

The following three examples are all from long-standing organisations who have survived multiple challenges over the last few years and who have been supported by Cumbria CVS staff throughout and are now operating from a strong position again.

The common factor with them all is that they provide services and support to vulnerable people and are committed to involve service users at all levels of their organisation. These examples illustrate how this can sometimes lead to misunderstanding and conflicts of interest in governance and management issues.

Organisation (a)

This long standing local group operating for many years in Carlisle supporting vulnerable people worked with CVS staff on legal structures and then Incorporation and accessed CVS services over a number of years, particularly funding advice and training on a regular basis.

Tensions developed within the organisation due in part it seemed to governance arrangements and management procedures and support work around roles and responsibilities took place. Cumbria CVS staff then supported staff and Trustees through some fairly complex employment issues during which the management committee reduced to one. We were then asked to help with recruitment of new trustees and re-building of the committee (e.g. training around committee skills and roles and responsibilities). Senior staff left the organisation.

Following successful funding applications and appointment of new staff, support was again provided around use of ICT in strategic planning (resulting in part with new ICT equipment and systems and Sage training for staff).

The issue of Incorporation was re-visited and eventually the transfer to the previously set up new Incorporated Company and re-registration of the new company with the Charity Commission was also supported.

The organisation is now in a strong position again, looking to the future and the potential for more collaborative working, or merger, with other similar organisations in Cumbria.

Organisation (b)

This organisation has faced numerous challenges over recent years from funding and premises crisis to issues resulting from misunderstandings over staff and trustee roles and responsibilities.

Cumbria CVS staff worked with them on training, policy issues and funding. Day-long sessions were also set up to consider and review managements systems and processes and ultimately set up internal support systems for all levels of the organisation .

The organisation now has in place effective supervision procedures for staff and chair of trustees.

Organisation ©

Cumbria CVS supported the development of this group by consideration of legal structures- constitution and then Incorporation and Charity Registration. The group also accessed training, funding advice and ICT support on a regular basis. When a key senior member of staff left, it became apparent that no-one else in the organisation knew anything about the organisations funding, legal responsibilities or commitments to funders, employees etc.

Cumbria CVS staff was asked to review and determine the current status of funding for the organisation and then working through a number of governance and management issues with staff and trustees. During this phase trustee numbers dropped to three and support was again required to build the skills of the new committee members when recruited.

The organisation has now received very substantial funding over three years (£175,332), employed three new staff and is in a strong position to deliver its specialist support services.

3) Other noticeable trends over last three to four years

Social Enterprise awareness and development

Cumbria CVS staff did considerable work (2005/06) to raise awareness of the opportunities to develop social enterprise in Carlisle. In particular to raise awareness amongst organisations already raising income from delivering services and trading that they *already were* social enterprises.

We developed contacts with the Development Trusts Association (DTA) and developed and distributed an explanatory leaflet.

The government has since highlighted Social Enterprises as a priority and allocated funding to a number of organisations to deliver development support for them (e.g. University of Cumbria, Business Link, CREA).

Whilst Cumbria CVS is not funded to deliver this support specifically, the work is actually part of the regular support and service provision we provide.

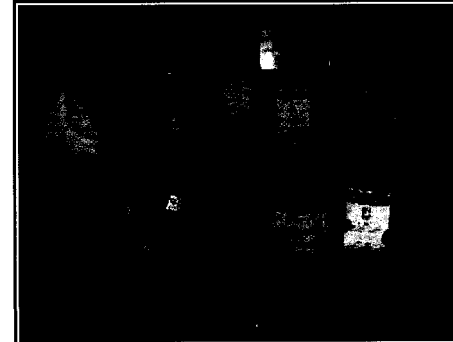
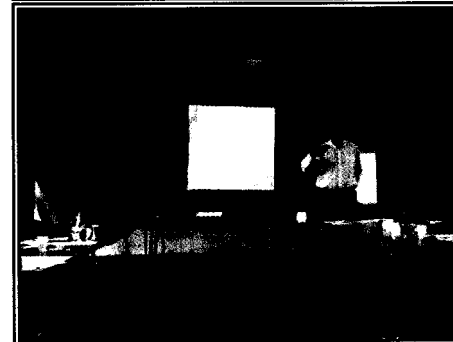
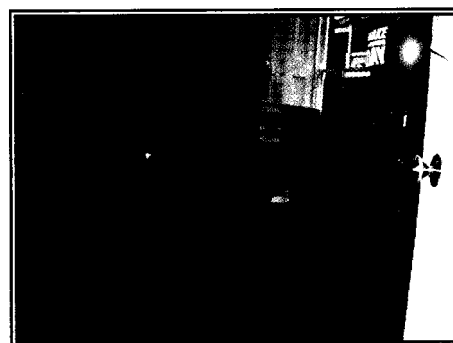
Increased demand for services

Following a reduction in staff within Carlisle City Council Community services team over recent years, Cumbria CVS has effectively responded to the increased demand for support from groups historically supported by their staff.

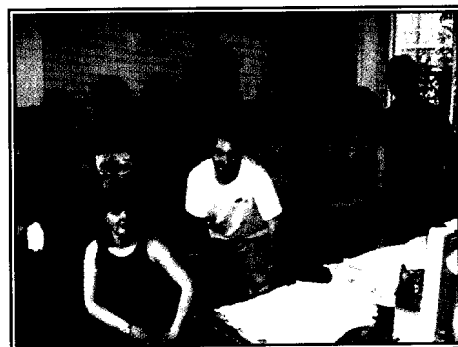


Cumbria CVS Volunteer Centre Carlisle Activity April 2007-March 2008

- There were 233 volunteering opportunities and 155 organisations registering volunteering opportunities.
- 7 volunteering talks were given to target new volunteers at Ability First Programmes, Cumbria County Council Social Work convention, SMART project, Carlisle Mind, Neighbourhood Forum, etc.
- 4 Volunteering Fairs were held together with a variety of local volunteering involving organisations, e.g. East Cumbria Family Support Association, Age Concern, Hear Centre, Cumbria Scouts, Cumbria Wildlife, Macmillan Cancer Information and Advice Services, Watchtree Nature Reserve, Glenmore Trust and Carlisle One World Centre. Border TV covered one of these events.
- Volunteers Week celebrations included a rural Volunteering Fair, town centre Volunteer Recruitment event in partnership with BBC Radio Cumbria and a Volunteers Celebration event with 70 volunteers from local organisations. The Mayor of Carlisle attended to present thank you certificates.
- NACRO delivered a days training course in September 2007 on Involving Ex-Offenders in volunteering to 18 delegates.
- 3 Carlisle Volunteer Co-ordinator Network meetings took place to 32 local organisations that are responsible for recruiting, supporting or retaining volunteers. The first County Volunteering Network meeting took place with 28 organisations. This was an opportunity to network, share information and discuss issues that relate to volunteering.



- 3 Community Projects were organised. 20 volunteers from The Church of Jesus Christ of Latter Day Saints helped Making Space with painting, decorating and gardening in June 2007 and in September helped The Therapy Centre with painting and decoration. In June 2007 8 employees from Cumberland Building Society helped with Making Space with painting, decorating and clearing up the day centre.
- 36 outreach sessions were held throughout Carlisle and District, and in was invited to attend a further 10 events including, Careers and Job Centre Fairs, Fair, Fresher Fairs, Annual Galas, NHS Mental Health event and Sure Start Events, etc.
- We organised 2 Volunteers' Evening's for all placed volunteers that have registered with the Volunteer Centre. This provides an opportunity for volunteers from many different organisations to come together and to spread good practice, e.g. Volunteers and the Law.
- A good practice guide for organisations involving volunteers was updated and distributed to local organisations on CD.



AGREEMENT
BETWEEN
CARLISLE CITY COUNCIL
CIVIC CENTRE, RICKERGATE, CARLISLE, CA3 8QG
AND
COMMUNITY LAW CENTRE
8 SPENCER STREET, CARLISLE CA1 1DX

This agreement sets out the requirements of Carlisle City Council and The Community Law Centre, for the provision of a high standard of legal advice for the benefit of the community in the City of Carlisle. Both parties recognise the importance of the Community Legal Service Quality Mark Standards.

1. Status of Agreement

This Agreement outlines details of the partnership arrangements in respect of the Community Law Centre and the City Council. Its purpose is to record the current arrangements and give clear communication lines between the parties.

The Community Law Centre is an independent organisation and will not be influenced by the Council in respect of action taken on behalf of its individual clients or members in pursuit of its service aims.

2. Duration of the Agreement

This agreement will commence on 1st April 2008 and will continue until 31st March 2009. The Agreement will be reviewed annually and renewed subject to the Law Centre having satisfactorily met the conditions therein and the Council's continuing commitment to the provision of high quality advice services in the City.

3. Purpose of the Agreement

- a) To maintain and develop a working relationship between the Council and the Community Law Centre in support of the mutual interests of both parties to provide information, advice and assistance to individuals and organisations within the City of Carlisle.
- b) To assist the Community Law Centre with financial security for the period of the Agreement subject to the service arrangements and standards set out in this document being fulfilled.
- c) To ensure the efficient and effective use of the Council's financial and other assistance given to the Community Law Centre.

4. Service Provision

Aims & Principles

1. The Community Law Centre should provide a range of advice services to the residents of the City of Carlisle, without prejudice.
2. The City Council recognises the other major funders of the Community Law Centre, and accepts that without this funding the Community Law Centre would not be able to deliver its current level of service.
3. The Community Law Centre will always be opposed to discrimination and aim to ensure its employment and service delivery of policies and practices are equal, fair and just and are complementary to the Council's own policies on Community Cohesion, Equality and Diversity etc

5. Management Arrangements

As a registered charity, the Community Law Centre Management Committee will carry out its legal duties as described in "Responsibilities of Charity Trustees" (Charity Commission booklet CC3) and its constitution. Carlisle City Council will be provided with a copy of the Annual Report and Annual Audited accounts."

6. Monitoring and Evaluation

Monitoring of the Community Law Centre service is essential to ensure that the Council's contribution from public monies is utilised in a proper manner.

The Council and the Community Law Centre will collaborate in reviewing this agreement annually and to evaluate the service provided. The Community Law Centre's annual reports will clearly identify the extent to which functions and objectives are being met within any performance levels agreed between the parties.

Any changes to the Agreement must be jointly agreed by both parties other than the funding provided by the City Council, which shall be at its sole discretion.

A summary of the measures which will be monitored during the term of this Agreement are outlined in Appendix 1

7. Responsible Officers

The Council will delegate an officer/s to liaise with the Community Law Centre's Chief Officer to ensure the Agreement is maintained by both parties, to conduct an annual review of the conditions of the Agreement and to identify any emerging issues in the relationship between the parties. Further, the delegated officer will be available to attend the Community Law Centre's Management Meetings in a supporting and advisory capacity, either to the Committee itself or to the elected representative who will be nominated to sit on the Committee.

In accordance with Council policy, the Community Law Centre's Management Committee must include 1 elected member representative appointed by the Council, who will, in accordance with the Charity Commission requirements, agree to work within the Aims, Principles and Policies of the Community Law Centre. This representative, in line with the Community Law Centre's constitution, will have a shared legal and financial responsibility with other members of the Management Committee.

8. Funding

The Council recognises the fragility of external funding dependency and therefore, the conditions of its grant to the Law Centre will be as follows;

£85,200, which will be unrestricted in use other, than that it must be spent on Law Centre purposes in accordance with this Agreement and be specifically used for the benefit of residents of the Carlisle City Council electoral area.

The grant will be paid quarterly in advance in April, July, October & January

The grant will remain at the same level until 31st March 2009, subject to satisfactory outcome of the Council review of the conditions of the agreement

The Council also recognises that the Law Centre needs other funding to be able to effectively deliver a high quality service and it is a condition of this grant that, should the level of the Council's contribution to the overall costs of delivering the minimum standards set out in this Agreement become more than 20% then an urgent and immediate review will be sought to consider the implications for both parties.

9. Conditions

The Community Law Centre will:

- a) Provide the elected member and delegated officer, with copies of its Annual Report and audited accounts within three months of the end of the financial year.
- b) Through the elected member and delegated officer, provide the Council with a copy of the agenda, reports and minutes of its Management Committee meetings.
- c) Supply the elected member and delegated officer with a copy of its estimated income and expenditure in advance of each financial year, together with a current business plan.
- d) Endeavour to identify other opportunities for financial support.
- e) Ensure that if a development of the service is planned which may detrimentally affect the provision of existing service, prior consultation would occur with the City Council.
- f) Continue to accept an elected member of the Council to serve on its Management Committee.

- g) Keep relevant data on all enquiries, systems of information and relevant legislation. In agreement with the delegated officer, provide non-confidential data, to the Council, which may be used to inform the needs mapping of the Council. **See appendix 1.**
- h) Participate in any other monitoring and review exercises approved by both parties and associated with this Agreement.
- i) Observe as minimum, for staff and volunteers, Community Legal Service Quality Standards
- j) The Law Centre should acknowledge the City Council's support in all stationery and promotional material, using the City Council's most up to date logo, in accordance with the Council's branding manual and accompanied by the words – 'supported by Carlisle City Council.'
- k) Comply at all times with the requirements of the Health & Safety at Work Act 1974 and any statutory extension, modification, amendment or re-enactment of the same and any other requirements.
- l) Demonstrate a clear commitment to meeting the needs of any individual or group who may consider themselves socially excluded or 'in need' as identified in the Council's own relevant social policies.
- m) As a partnership organisation, contribute in appropriate ways, to the delivery of the Carlisle Partnership and Carlisle City Council's Corporate Plan and other areas of community benefit.
- n) Liaison meetings will be the responsibility of the delegated officers and Community Law Centre manager. These meetings to be held at least 4 times a year in the months of June, September, December and March. The purpose of these meetings will be to establish effective communication between the organisations, share information and identify opportunities, with a view to assisting the Council and the Centre in the strategic planning of their advice and advocacy services.

10 The Law Centre will;

The Council will expect the Community Law Centre to meet the following targets during the financial year to which this Agreement refers;

- 1) The Community Law Centre will liase with the Council's Benefit Advice Service, Carlisle & District CAB, Age Concern, and other partner organisations, in the context of a local advice forum. This forum will be facilitated by the Council's delegated officer and will meet at agreed intervals, to be determined by the local providers.
- 2) The Community Law Centre will participate in the planning and execution of local campaigns, training events etc, as identified by the local advice group and which are appropriate to the ethos of the organisation. e.g Money Advice Roadshow.

- 3) The Service Provider will maintain membership of the Community Legal Service, together with Quality Marks at appropriate levels. Details of current contract arrangements, Quality Marks etc to be made available to delegated officers as part of the monitoring and reporting process.
- 4) Current opening and public access times for the service (caller and telephone), to be made available to the delegated officer and updated as appropriate. Should the Community Law Centre have difficulty in maintaining advertised levels of service, to inform the elected Member and delegated officer. Both parties to be mindful, at all times, of the need for equality of access for all members of the community.
- 5) To observe, as a minimum standard, the CLS specialist/general help quality mark standards, with regard to seamless service and referral.
- 6) To agree relevant 'benchmark' figures, with the delegated officer, to inform future performance monitoring, including breakdown of cases by postcode and type of enquiry.

11 The City Council will:

- a) Offer support and advice, including social and statistical data which may be useful in relation to the development of new areas of work
- b) Provide financial commitment towards the Community Law Centre as detailed in "Funding" within this Agreement.
- c) Ensure the relevant Elected Member or officers attend management meetings and other relevant sub-committee meetings in an advisory capacity when required.
- d) Ensure that Community Law Centre staff and management are aware of policy developments within the Council which may affect the service of the Community Law Centre.
- e) Ensure that the Community Law Centre is invited to and/or participates in conferences / seminars hosted by the City Council on issues considered relevant by the City Council
- f) Support the promotion and development of public awareness of the services provided by the Community Law Centre, particularly through it's involvement with the Advice Forum
- g) Work with the Community Law Centre and other relevant agencies to promote initiatives, which will help maximise income and reduce vulnerability to debt.

12. Review

The parties will undertake an annual review at the time of renewal, of the Conditions of the Agreement.



Community Law Centre Carlisle Service 2009 – 2012

two page summary for Community Overview & Scrutiny Committee
Carlisle City Council
26 March 2009

A Team of Specialist Trouble Shooters

We are Cumbria's only Law Centre, and boast a formidable legal team. We have four solicitors, three trainee solicitors, a legal executive and four specialist advisers. Please take a moment to look through the *enclosed Annual Report*.

As a charity, we are champions for the poor, the homeless, the oppressed. We combine passionate and energetic commitment to our clients with hardnosed professional skill. We take pride in hammering out solutions, and getting results for our clients.

Mission Statement

We aspire to be one of the leading law centres in Britain, enabling local people throughout Cumbria to protect and promote their interests, to understand their legal rights, and to enforce them.

Our purpose is to provide free, easily accessible legal service to local people. Our emphasis is on combating poverty, oppression and social exclusion.

We hope, through the use of legal means, to achieve social change for the better.

What is a Law Centre? - Values and Aspirations

These are summarised on our website. Please visit us at www.communitylaw.org.uk.

About Our Service

Our service is described in the *enclosed leaflet*, "Free Legal Advice in your neighbourhood".

Working with the Council towards its own objectives

Our work with local people throughout Carlisle and District has a direct impact on the Council's objectives – multi-agency working, promoting skills, cohesion, equality of opportunity, promoting prosperity through safer communities and quality housing. Our Student Law Clinic, in partnership with the University of Cumbria (see Annual



Report) is a concrete example of the Learning City bringing positive benefits to our city, here and now.

It is commonplace that legal rights are of no use to citizens, unless they know about them, and can apply them. The Law Centre's mission is to help local people throughout Carlisle to do just that.

Review of Performance against Service Level Agreement criteria

1. Our office is open every day as agreed
2. Business plan circulated. (Currently being reviewed)
3. Audited accounts provided. Annual report enclosed again herewith.
4. We have recently implemented a new system that achieves a postcode reporting facility, as requested. A print-out will be available for the meeting.
5. Financial gain is in region of £265,000. Other gains, such as empowerment and participation, maintaining or improving employment, prevention of homelessness, and peace of mind are difficult to report in quantitative terms.
6. Composition of caseload – see annual report attached
7. Level of service availability – see leaflet for summary of current service
8. Total number of Carlisle clients seen this year. See Annual Report for last year's figures. This year is still happening, so figures cannot be provided; but we expect that the total enquiries will have risen slightly, and the cases undertaken will have increased far more. We are now doing over 100 per month across Cumbria, a majority of which (approx 75%) are in Carlisle and District, so approximately 3400 enquiries and 900 cases this year.

Cumbria Advice Network

We are proud to be playing a central role in the new network, on which all seven CABx across Cumbria, Shelter and the Law Centre will be working over the next five years. Locally, the Carlisle Advice Forum, and cordial relations between managers and staff at the Law Centre and the CAB, suggest this project is destined to provide valuable improvements in both access to and quality of service.

Conclusion and Recommendation

The Law Centre not only provides value for money, but actively assists Carlisle in working towards its ambitious objectives. We thank the Council for your vital support to us, not only in our core funding, but also in attending our management committees, discussing and helping us develop our priorities, and taking an interest in our work for local people.

Paul im Thurn, solicitor/manager
Community Law Centre, Carlisle
16.3.2009