

Public Document Pack



JOINT OVERVIEW AND SCRUTINY COMMITTEE	
DATE:	MONDAY, 22 NOVEMBER 2021 9.30 AM
VENUE:	KING EDMUND CHAMBER, ENDEAVOUR HOUSE, 8 RUSSELL ROAD, IPSWICH

For consideration at the meeting on Monday, 22 NOVEMBER 2021, the following additional or updated papers that were unavailable when the Agenda was printed.

TABLED PAPERS

		<u>Page(s)</u>
11	JOS/21/15 SCOPING OF CITIZENS ADVICE REVIEW	3 - 6
	To scope out what topics and areas that the Committee wishes to review and to agree a time when this will be brought back to the Committee.	

For more information about this meeting, including access arrangements and facilities for people with disabilities, please contact the Committee Officer, on: or Email: Committees@baberghmidsuffolk.gov.uk

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Agenda Item 11



Review Scoping Document Joint Overview and Scrutiny Committee

Review Topic (name of review)	Local Citizens Advice (LCA)
<p>Purpose of the review/objective</p> <p>(quantify the outcomes the review will seek to achieve)</p>	<ul style="list-style-type: none"> - Impact of Covid-19 from the start of the Pandemic on the way the LCA engaged with enquiries. - The transition in operations as the pandemic progressed. - The current way that clients can engage with LCA services - Trend changes from the beginning of the Pandemic in how people engage. - Changes in the issues that the LCAs are dealing with(maybe a then & now look at the types of enquiries and age demographics) - Staffing changes that have arisen, including position on volunteers ie: volunteers at the beginning & now - Financial implications for both L.C.A. - Any new proposed new posts within L.C.A - The working relationship with both Authorities from L.C.A point of view - Update on the funding position for both Authorities ie: three year funding rolling contracts/service level agreements e.t.c
<p>Rationale</p> <p>Key issues and reason for the review. Include how it relates to the Joint Strategic Plan.</p>	<p>The Joint Overview and Scrutiny Committee have previously decided to undertake an annual review of the LCA</p>

Success measures:	
What are the expected outcomes?	
What are the likely benefits to the Council and its community?	
What value is O&S adding to the process?	
Are there any barriers/dangers/ risks	
Background information	<p>The O&S Committee previously resolved to review the Local Citizens Advice on an annual basis.</p> <p>Full details of the previous committee can be found on the link below: https://babermidsuffolk.moderngov.co.uk/ieListDocuments.aspx?CId=542&MID=3117</p>
Methodology/ Approach (what types of enquiry will be used to gather evidence and why)	

Resource requirements		
Project parameters		
Specify Witnesses/ Experts/ Stakeholders	The Chief Officers of the Mid Suffolk and BDC Citizens advice will be requested to attend the meeting.	
Specify Evidence Sources for documents	LCA annual accounts	
Specify Site Visits (where and when)		
Risk and Implications (Legal/Finance/Audit)		
Lead Members	Cllr Welham and Cllr McLaren	
Officer Support	Nadeem Murtuja and Vicky Mosley	
Deadlines for Submission	Scrutiny Committee	Cabinet/other

Task and Finish Group	
State date	
Finish date	
Frequency of meetings	