



**Review Scoping Document**  
**Joint Overview and Scrutiny Committee**

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

<b>Success measures:</b>	
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	
<b>Background information</b>	<p>The O&amp;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:  <a href="https://babergmidsuffolk.moderngov.co.uk/ieListDocuments.aspx?CId=542&amp;MID=3117">https://babergmidsuffolk.moderngov.co.uk/ieListDocuments.aspx?CId=542&amp;MID=3117</a></p>
<b>Methodology/ Approach</b> (what types of enquiry will be used to gather evidence and why)	

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

<b>Task and Finish Group</b>	
<b>State date</b>	
<b>Finish date</b>	
<b>Frequency of meetings</b>	