

**Citizens Advice Lancashire West Task Group - Scoping Document**

<b>Review Topic</b>	Citizens Advice Lancashire West (formerly Citizens Advice Bureau)
<b>Chair</b>	TBC
<b>Group Membership</b>	<b>TBC</b>
<b>Officer Support</b>	Daphne Courtenage, Democratic Services Officer
<b>Purpose of the Review</b>	To assess and review the working partnership and Service Level Agreement between Wyre Council and the Citizens Advice Lancashire West service and make recommendations to Cabinet regarding the service level agreement and future service provision.
<b>Essential Criteria (at least one must be marked)</b>	<input checked="" type="checkbox"/> A council priority (as set out in the Business Plan) <input type="checkbox"/> A matter of significant, demonstrable public concern, as raised through ward councillors, local media etc.
<b>Role of Overview and Scrutiny in this Review (mark all that apply)</b>	<input checked="" type="checkbox"/> Holding Executive to account – Key Decision <input type="checkbox"/> Holding Executive to account – performance based <input checked="" type="checkbox"/> Community champion <input checked="" type="checkbox"/> External partnership <input type="checkbox"/> Contribution to policy development <input checked="" type="checkbox"/> Policy review <input type="checkbox"/> Statutory duties / compliance with codes of practice
<b>Aims of Review / Terms of Reference</b>	In reviewing the current arrangements of the working partnership between Wyre Council and the Citizens Advice Lancashire West service, to assess the effectiveness of the current arrangements, value for money of the service and make recommendations to Cabinet in regards to the service level agreement.

<b>What specific value can Scrutiny add to this work area?</b>	Ensure value for money for residents and influence executive decisions.
<b>Methodology</b>	<ul style="list-style-type: none"> <li>• Review previous Cabinet decisions and task groups reports</li> <li>• Review performance and usage data</li> <li>• Compare arrangements with other Local Authorities in the area</li> <li>• Interview key witnesses</li> </ul>
<b>Limits of Review</b>	The review will focus on the details of the service level agreement and not on wider issues surrounding debt, cost of living etc.
<b>Potential Expert Witnesses</b>	<ul style="list-style-type: none"> <li>- Councillor Paul Ellison (in his role as the council's nominated outside body representative)</li> <li>- Diane Gradwell, Citizens Advice Lancashire West Chief Executive</li> <li>- Marianne Hesketh, Corporate Director Communities</li> <li>- Mark Broadhurst, Head of Housing and Community Services</li> <li>- Service users</li> </ul>
<b>Documents to be considered</b>	<ul style="list-style-type: none"> <li>- Service Level Agreement</li> <li>- Scrutiny review report to Cabinet on 18 January 2017 and 2 June 2021</li> <li>- Citizens Advice performance reports</li> <li>- Comparison between the arrangements with different local councils</li> <li>- Internal reports</li> </ul>
<b>Risks</b>	The review is intended to be a very short assessment of the working relationship and also could start to focus on questions outside of the review topic.
<b>Level of Publicity</b>	TBC

<b>Indicators of a Successful Review</b>	Clear recommendations to Cabinet on whether or not to support the agreement and future service provision beyond May 2024.
<b>Approximate Timeframe</b>	2 months
<b>Projected Start Date</b>	November 2023

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