

Citizens Advice Surrey Heath

Purpose

To receive a presentation from Kate Sawdy, Chief Executive Officer at Citizens Advice Surrey Heath.

Background

1. Prior to the Covid pandemic, Citizens Advice Surrey Heath (CASH) were open for face to face appointments system from 10am-4pm, Monday –Thursday plus a weekly outreach service on a Wednesday at the Windle Valley Centre in Bagshot, and a monthly outreach session at Chobham Village Hall and via a existing partnership arrangement with Citizens Advice Woking diverts all phone calls from the bureaux on a Friday from 9-5.
2. With Government guidance and restrictions in relation to social distancing to minimise the spread of Covid, the organisation has changed its operation to a telephone, on-line and virtual meeting service. Please see latest monitoring data attached in annex 1.
3. The message to the Surrey Heath community remains that CASH are open for business and the organisation is keen to help people to resolve their legal, money and other problems.
4. CASH is one of the three ring fenced organisations that receives ongoing funding from the Council with an annual grant of £80,000 is provided subject to a service level agreement. Please see attached agreement for the year ending 31st March 2021, as a background paper.

Recommendation

5. The Committee is asked to consider the presentation in relation to Surrey Heath any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers:

Monitoring Report Q2 20/21
Service Level Agreement 2021

Author:

Jayne Boitoult 01276 707464
e-mail: jayne.boitoult@surreyheath.gov.uk

Service Head:

Louise Livingston Executive Head of Transformation