

TITLE: CITIZENS ADVICE WEST SUFFOLK SLA PERFORMANCE MONITORING UPDATE

Committee: Operational Services

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1.0 Issue

- 1.1 To note the Citizens Advice West Suffolk (CAWS) performance update for the period between 1 April and 30 September 2025.

2.0 Recommendations

- 2.1. Members are requested to note this report.

3.0 Background/Options

- 3.1. On 31 January 2024, Operational Services Committee agreed to award a grant of £69,498.08 to CAWS for a Service Level Agreement from 1 April 2024 until 31 March 2027, which is to be paid over the course of the SLA term.
- 3.2. The SLA requires that CAWS provides free, confidential, impartial, and independent advice to enable local residents to deal with a wide range of issues, including benefits, housing, money advice, employment, consumer, relationships, taxation and more.
- 3.3 The targets within the SLA were based on CAWS' past performance. Prior to the commencement of the current SLA, CAWS were asked to confirm their ability to meet those targets within the budget specified, and they confirmed that they could achieve the targets.

4.0 Arguments/Conclusions

- 4.1. Details of performance between 1 April-30 September 2025 can be found at Appendix 1. The document contains a table which includes expected and actual performance to date, CAWS's reasons for any negative variance and what is being done by CAWS in response to any variation.

5.0 Additional Implications Assessment

5.1

Financial Implications	Legal Implications	Human Resources (HR) Implications
No	No	No

Equality Impact Assessment (EIA)	Carbon Impact Assessment (CIA)	Data Protection Impact Assessment (DPIA)
No	No	No

- 5.2. This report does not have any new or additional implications relating to the listed areas.
- 5.3. Financial implications, CIA and EIA were included in 31 January 2024's committee report.

6.0 Appendices

Appendix 1 – CAWS Performance Update

7.0 Background documents

- 8.0 Service Level Agreement between ECDC and CAWS 2024-27