

Service Level Agreement

Between South Hams District Council & South Hams Citizens Advice Bureau

Outreach and Home Visitor Project

South Hams District Council agrees £10,000 funding for the delivery of the Outreach and Home Visitor Project from 4 April 2011 to 3 April 2012, as set out in this agreement.

The project will offer gateway interviews and limited generalist advice within the existing outreach venues, currently operating in:

- Dartmouth at the Clinic, Mayors Avenue, Wednesdays, 14:00-16:00
- Ivybridge at the Watermark Centre, Mondays, 10:00-12:00
- Kingsbridge at Quay House, Wednesdays, 10:00-12:00

The Outreach Worker will work on the Outreach and Home Visitor Project for 12 hours per week and will be responsible for ensuring presence in the outreaches each week. This will be achieved by the end of May 2011. The greater the number of volunteers available, the more time the Outreach Worker will have to operate home visits and participate in South Hams Connect activity.

First Quarter Tasks (April 2011 – June 2011):

- Extend the outreach hours to 3 hours per session. (This may not be possible as 2 hours assessing/advising generally creates one hour of follow up and casework, so may be dependent on the number of volunteers available).
- Change the access for clients to face to face drop in sessions via 10 minute diagnostic interviews.
- Ensure systems for making appointments for clients are in place, including call back appointments from the main bureau where appropriate.
- Set up the facility for home visits for clients not eligible under the Fuel Poverty Project*
- Develop the volunteer team to work in the outreaches, ensuring quality is maintained across the service.
- Develop outcome reporting systems so that quarterly reports can be completed.
- Liaise with South Hams Connect to ensure presence at the Saturday information sessions to promote awareness of the outreach services.
- Develop publicity materials and ensure relevant organisations are aware of the services provided.

*Clients with low incomes requiring advice on income maximisation and money management will be referred to the Fuel Poverty Project, which will commence in June 2011. Clients on higher incomes who are housebound will receive a home visit through the Outreach and Home Visitor Project.

Reporting

The project will report quarterly (by 8 July 2011, 7 October 2011, 6 January 2012 and 6 April 2012) to South Hams District Council on the following:

- Number of clients
- Number and type of enquiries
- Gains for clients (e.g. amount claimed in benefit)
- Amount of debt clients have
- Profile information (e.g. income, age, sex, household type, occupation)
- Where clients live

The above information is to be broken down by:

- Outreach location
- Home visits carried out under the Outreach and Home Visitor Project
- Home visits carried out under the Fuel Poverty Project

In addition, the following will be provided:

- Breakdown of Outreach Workers hours by task

The project will be reviewed quarterly by South Hams District Council and South Hams Citizens Advice Bureau and may be revised as necessary.

Signed
On behalf of South Hams District Council

Date

Signed
On behalf of South Hams Citizens Advice Bureau

Date

(Signed by Amanda Harvey and Emma Handley 19 April 2011)