

# Unrestricted Document Pack

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HEAD OF PAID SERVICE'S OFFICE  
HEAD OF PAID SERVICE  
Richard Holmes

17 August 2018

Dear Councillor

You are summoned to attend the meeting of the;

## **COMMUNITY SERVICES COMMITTEE**

on **TUESDAY 28 AUGUST 2018 at 7.30 pm.**

in the Council Chamber. Maldon District Council Offices, Princes Road, Maldon.

A copy of the agenda is attached.

Yours faithfully



Head of Paid Service

### COMMITTEE MEMBERSHIP

### CHAIRMAN

Councillor R G Boyce MBE

### VICE-CHAIRMAN

Councillor Mrs B D Harker

### COUNCILLORS

E L Bamford

H M Bass

Miss A M Beale

A T Cain

Mrs H E Elliott

J V Keyes

Miss M R Lewis

Mrs N G F Shaughnessy

### *Ex-officio non-voting Members:*

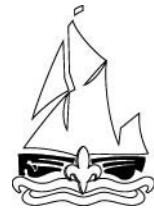
Councillor M F L Durham, CC

A S Fluker

B S Beale MBE

Please note: Limited hard copies of this agenda and its related papers will be available at the meeting.  
Electronic copies are available via the Council's website.

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**AGENDA**  
**COMMUNITY SERVICES COMMITTEE**

**TUESDAY 28 AUGUST 2018**

**1. Chairman's notices**

**2. Apologies for Absence**

**3. Minutes of the last meeting (Pages 5 - 10)**

To confirm the Minutes of the meeting of the Committee held on 10 July 2018, (copy enclosed).

**4. Disclosure of Interest**

To disclose the existence and nature of any Disclosable Pecuniary Interests, other Pecuniary Interests or Non-Pecuniary Interests relating to items of business on the agenda having regard to paragraphs 6-8 inclusive of the Code of Conduct for Members.

(Members are reminded that they are also required to disclose any such interests as soon as they become aware should the need arise throughout the meeting).

**5. Public Participation**

To receive the views of members of the public on items of business to be considered by the Committee (please see below):

1. A period of ten minutes will be set aside.
2. An individual may speak for no more than two minutes and will not be allowed to distribute or display papers, plans, photographs or other materials.
3. Anyone wishing to speak must notify the Committee Clerk between 7.00pm and 7.20pm prior to the start of the meeting.

**6. Chairman's Good News Announcements**

**7. Membership of Places for People Liaison Committee**

To agree a replacement for Councillor R Pratt on the Places for People Liaison Committee

**8. Update on Disabled Facilities Grant - 2017/18 (Pages 11 - 16)**

To consider the report of the Director of Service Delivery, (copy enclosed).

9. **Advice Services Contract Update** (Pages 17 - 20)

To consider the report of the Director of Service Delivery, (copy enclosed)

10. **Any other items of business that the Chairman of the Committee decides are urgent**

11. **Exclusion of the Public and Press**

To resolve that under Section 100A (4) of the Local Government Act 1972 the public be excluded from the meeting for the following item(s) of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act, and that this satisfies the public interest test.

12. **Roundabout Sponsorship Scheme** (Pages 21 - 26)

To consider the report of the Director of Service Delivery, (copy enclosed).

### **NOTICES**

#### **Sound Recording of Meeting**

Please note that the Council will be recording any part of this meeting held in open session for subsequent publication on the Council's website. At the start of the meeting an announcement will be made about the sound recording. Members of the public attending the meeting with a view to speaking are deemed to be giving permission to be included in the recording.

#### **Fire**

In event of a fire, a siren will sound. Please use the fire exits marked with the green running man. The fire assembly point is outside the main entrance to the Council Offices. Please gather there and await further instruction.

#### **Health and Safety**

Please be advised of the different levels of flooring within the Council Chamber. There are steps behind the main horseshoe as well as to the side of the room.

#### **Closed-Circuit Television (CCTV)**

This meeting is being monitored by CCTV.



**MINUTES of  
COMMUNITY SERVICES COMMITTEE  
10 JULY 2018**

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**PRESENT**

Chairman	Councillor R G Boyce MBE
Vice-Chairman	Councillor Mrs B D Harker
Councillors	H M Bass, A T Cain, Mrs H E Elliott, J V Keyes, Miss M R Lewis and Mrs N G F Shaughnessy.
Ex-Officio Non-Voting Member	Councillor A S Fluker

**246. CHAIRMAN'S NOTICES**

The Chairman drew attention to the list of notices published on the back of the agenda.

**247. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors A M Beale and M F L Durham.

**248. MINUTES OF THE LAST MEETING**

**RESOLVED** that the Minutes of the meeting of the Committee held on 22 May 2018 be approved and confirmed.

**249. DISCLOSURE OF INTEREST**

There were none.

**250. PUBLIC PARTICIPATION**

No requests had been received.

**251. CHAIRMAN'S GOOD NEWS ANNOUNCEMENTS**

The Chairman took the Committee through a presentation and referred in more detail to the following items:

- That a student from St Francis' School had reached the final of the National Express's nationwide art competition (East of England category);
- That the Armed Forces Day celebrations, supported by Stow Maries and Colchester Garrison, had been a remarkable event with six Chelsea pensioners in attendance, received by the Council Chairman, Councillor Bass;
- That Maldon Car Show had been a successful, busy and positive day for Maldon and the district as a whole with 1,700 classic cars on display, and,
- Cabbies Day, a wonderful annual event working alongside motivated partners in the district.

## 252. **SOUTH ESSEX PARKING PARTNERSHIP ANNUAL REPORT**

The Committee received a presentation from Nick Binder, South Essex Parking Partnership Manager on the partnership's annual report.

This comprised an overview of how the parking partnership had progressed, further details on the annual report can be found at: <https://www.parkingpartnership.org/south/>. The presentation covered key performance factors from the financial year including a substantial surplus, initiatives around signs and lines, new traffic regulation orders and an update on the 3PR School Parking Initiative. Further details on this are available at: [www.schoolparking@chelmsford.gov.uk](mailto:www.schoolparking@chelmsford.gov.uk).

In response to a number of questions the following information was provided:

- That South Essex Parking Partnership was working with Councillor Kevin Bentley, Essex County Council Cabinet Member for Infrastructure (which includes Highways) and the British Parking Association to increase the powers of enforcement officers around obstruction regulations.
- That whilst there was considerable income from issuing PCNs this was re-invested in local initiatives.
- That 'School Keep Clear' markings were in place, however, they were advisory only therefore officers cannot legally issue PCNs.
- That Nick Binder will circulate to the Committee the list of Schools signed-up to the School Parking Initiative.

Members commended the work of the partnership, the success in positively engaging with pupils through the 3PR initiative and in particular the surplus that had been achieved. A discussion ensued around potential uses for the surplus. Mr Binder reminded the Committee that the Joint Committee determines how the surplus was reinvested and that the money was ring-fenced to fund parking and transport initiatives only.

Councillor A S Fluker proposed that the South Essex Parking Partnership, supported by two members from the Community Services Committee, consider using some of the surplus to explore the possibility of either using byelaws or other traffic regulations to enforce against people who park illegally. He further suggested that this work include investigating the parking ambiguities outside Schools in the district. This was unanimously agreed by the Committee.

The Chairman thanked Mr Binder for his presentation.

**RESOLVED** that the Council representative on the South Essex Parking Partnership formally ask the partnership to consider using part of the operating surplus to fund the possibility of either using byelaws or other traffic regulations to enforce against people who park illegally, and investigate parking ambiguities outside Schools.

### **253. PRIVATE SECTOR HOUSING LEGISLATIVE CHANGES**

The Committee considered the report of the Director of Customers and Community providing Members with an update on recent legislative changes regarding Private Sector Housing Enforcement.

Councillor Bass, referring to paragraph 3.15 - Banning Orders - queried if it could be extended to include rogue landlords who allowed people to live in abandoned sheds and outbuildings. He advised the Committee that this was becoming an issue nationwide. The Director of Customers and Community said he would get a formal response and report back to the Committee.

The Director of Customers and Community, in response to a question on civil penalties (paragraph 3.10 of the report), said he would check with colleagues and seek clarification for the Committee on what basis the Council will apply penalties.

**RESOLVED** that the update on recent legislative changes be noted.

### **254. AIR QUALITY UPDATE AND PROPOSED DECLARATION OF AN AIR QUALITY MANAGEMENT AREA ON MARKET HILL, MALDON**

The committee considered the report of the Director of Customers and Community providing Members with an update of the latest results of the Air Quality monitoring in the district, advising on the necessity to declare an Air Quality Management Area along Market Hill, Maldon, and requesting funding is made available for the subsequent specialist work required.

Members were advised that the Maldon District Council 2018 Air Quality Management Area Preliminary Report was attached at Appendix 1 to the report and a Proposal to Produce an Air Quality Action Plan for Maldon District Council was attached at Appendix 2 to the report.

A discussion ensued and the following concerns were raised:

- that given the fact we already have diffusion monitoring stations collecting data why was the AQAP so expensive;
- that a full breakdown of the costs involved in producing the AQAP be provided as this was taxpayer's money and a huge expense;
- that if we cannot mitigate the problem we may be unable to deliver the LDP;
- that the Policy Manager's views be sought as this could impact on Planning Policy;
- that this report should be confidential given the potential negative impact on the market value of properties in the area;
- that this was potentially a public health issue and we have a duty of care to alert residents to the dangers;

- that the crux of the matter relates to unloading and loading on the High Street, causing the build-up of traffic on Market Hill;
- that potentially the issues are across a wider area e.g. the Causeway;
- that despite being proactive and raising this issue previously with the Highways Panel, to stop parking during the day on the High Street, this authority now has to bear the cost. There should be some recompense by Essex County Council (ECC) toward the cost of the Air Quality Action Plan;

The Director of Customers and Community, in response, advised the Committee that it was a legislative requirement to undertake this specialist work. He said that the Council needed to undertake the research in order to evidence the issues and get relevant partners i.e. Essex County Council engaged as appropriate. Any mitigation may impact upon a number of authorities, quotes have been sought and officers will be working to keeping costs down in connection to the study.

Councillor Miss M R Lewis proposed that a third recommendation be included to afford the Council the opportunity to seek recompense from Essex County Council, if appropriate. This was unanimously agreed.

Councillor A S Fluker proposed a fourth recommendation be included to submit a summary of the Committee's concern on this issue to the Finance & Corporate Services Committee. This was agreed unanimously.

## **RESOLVED**

- (i) that Members approve the production of an Air Quality Action Plan for the Market Hill Area as detailed within this report subject to approval of a supplementary estimate of £20k;
- (ii) that subject to (i) above, the Finance and Corporate Services Committee be recommended to approve a Supplementary Estimate of £20k to enable the production of an Air Quality Action Plan to comply with legislation;
- (iii) that depending on the outcome of the Air Quality Action Plan the Community Services Committee approach Essex County Council for recompense, and,
- (iv) that a summary of the concerns of this Committee be submitted to the Finance & Corporate Services Committee

## **255. STRAY DOGS POLICY**

The Committee considered the report of the Director of Customers and Community seeking Members' approval of the contents of the report and approval of the Stray Dogs Policy as outlined in Appendix 1.

In response to a question the Director of Customers and Community said he would liaise with Environmental Officers and provide a formal response to the Committee.

**RESOLVED** that the contents of the report be noted and the Stray Dogs Policy approved.

## **256. MARKET TASK AND FINISH WORKING GROUP UPDATE**

The Committee considered the report of the Director of Customers and Community updating Members on the work of the Market Task & Finish Working Group in relation to the Maldon town market (Thursday and Saturday). It was noted that Appendix 1 detailed the potential loss of car parking income, Appendix 2 outlined potential market sites and Appendix 3 highlighted key locations across the Town Centre

Members discussed a range of issues relating to the report from locations to frequency and length of contract periods. It was noted that the aforementioned issues would be resolved through the consultation exercise.

### **RESOLVED**

- (i) that the findings of the Markets Task and Finish Working Group be noted;
- (ii) that the officers be authorised to apply for planning permission to make the current market site in Butt Lane Car Park permanent;
- (iii) that officers be authorised to seek tenders for the operation of a market on Thursdays and Saturdays at the Butt Lane car park with the aim of letting a new, five year contract, that will commence in June 2019;
- (iv) that, subject to consultation, an option to include market space at the lower end of the High Street is included as a future tender option;
- (v) that a further report be prepared detailing the outcomes of the market tender.

There being no further items of business the Chairman closed the meeting at 9.03 pm.

R G BOYCE MBE  
CHAIRMAN

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## **REPORT of DIRECTOR OF SERVICE DELIVERY**

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**to  
COMMUNTIY SERVICES COMMITTEE  
28 AUGUST 2018**

### **UPDATE ON DISABLED FACILITIES GRANT 2017/18**

#### **1. PURPOSE OF THE REPORT**

- 1.1 To provide a summary of the allocation and outcomes of the Council's Disabled Facilities Grant programme (DFG) for the previous year and an indication of key activities planned for the current financial year.

#### **2. RECOMMENDATIONS**

- (i) Members are asked to note the key achievements from the previous year and approve proposals, as detailed in section 3.4, for further expansion of the scope and intended outcomes for the DFG programme in this current financial year.

#### **3. SUMMARY OF KEY ISSUES**

- 3.1 The Council is required under the Housing Grants, Construction and Regeneration Act 1996 to provide financial assistance to those who need adaptations made to their home, as recommended by an Occupational Therapist. In 2016 the government ceased awarding funding directly to the Council and funding to meet these costs is now paid via Essex County Council under the Better Care Fund. The intention of this change is to help build closer links between those agencies who should be working in collaboration under the Care Act, i.e. health, housing and social care.
- 3.2 Since this change, almost all local housing authorities in Essex have received an increase in annual funding from government via Essex County Council in recognition of increasing demand. Some of the additional funding is also intended to encourage innovation and more flexibility in some ways of working, providing the primary duty of ensuring there is adequate funds to meet the mandatory grant requirements.
- 3.3 In 2017/18 the allocation for funding was £460.152, this has been increased to £499,961 for the current financial year. For some time now the Council has helped meet the operating costs by charging a fee for administration, this has now become widely adopted throughout Essex and most local authorities are now basing the level of fee income at 15% in line with Maldon District Council. This helps ensure the service is adequately resourced and has helped overcome the problems some Members may recall from some years ago when the Council had significant backlogs of cases and an underspend from one year to the next against the allocation of funding and the profile of spend against identified need. This is no longer the case and since last year, officers have worked to reach an agreement with each other and Essex

County Council that any underspend in one district, identified within the current financial year, could be used in part or full to meet the needs in other districts where demand may be much higher. To date the Council has not needed to offer any transfer of funds to other areas and is managing to meet demand within each year's allocated budget.

3.4 Income from fees for the previous year was £40,600 and contributions from housing associations amounted to more than £17,000, creating a supplementary receipt of nearly £60,000 making the service almost financially self-supporting.

3.5 Through agreement with Essex County Council as the administering authority, the Maldon District Council has gained approval to top-slice some of the additional funding to further improve capacity and resilience as well as meet some wider strategic aims. This meets the government's aim of encouraging local authorities to take a greater role in responding to the growing impact of an ageing population and working more effectively across agencies. For the current year this includes proposals and actions for the following:

- i. Approval to fund an apprentice surveyor – helping manage succession planning, improving capacity and resilience to meet longer term demands on the service;
- ii. Agreement to use some additional funding to contribute towards the cost of a 'home from hospital' scheme, linked with Community Led Housing, helping local housing associations provide dedicated facilities to help local people leave hospital sooner, move closer to family and undertake a programme of reablement;
- iii. Explore the potential to create a local home improvement agency type service, providing practical help, support and advice to older people and those with disabilities so that they can continue to live independently in their own homes, and,
- iv. Begin discussions with mid Essex Occupational Therapist Services (OTs) to consider the possibility of dedicated OTs to improve service and opportunities for those who may need adaptations.

3.6 Officers have also continued to work closely with local housing associations, seeking contributions towards the cost of adaptations (helping to extend the number of cases that can be funded each year) and making best use of property and resources. The benefits of closer working with housing providers and Occupational Therapists is illustrated by one of the Home Improvements Team's success stories from last year, a local family required extensive works to their home which would have exceeded the limit for grant funding. The Home Improvements Team, working with others in the Council's Housing Service, noticed that another property, which had previously been adapted had become vacant and was about to be re-let. Although some minor adaptations were still required, the alternate property would provide more space and a better living environment for the family. By using the flexibility of the Better Care Fund, the team was able to use funding to meet the costs of moving and adjusting the adaptations in the other property, which came to a total of £6,800 meaning a saving to the Council of approx. £23,000.

3.7 Last year there were over 100 referrals, this is higher than in previous years, but the team is also seeing a growing number of applicants withdrawing due to unwillingness

to disclose financial details. Of those cases that have progressed, there has been an increase in the complexity of cases and consequently the time and financial cost involved.

#### **4. CONCLUSION**

- 4.1 The Council's Home Improvement Team continues to keep pace with the growing demands placed upon the service. The number of applications continues to rise, although some do not progress, this still places some additional demand on the team. There has been a continued increase in the complexity of cases requiring additional skill and expertise, but this will be helped by the proposed appointment of an apprentice surveyor.
- 4.2 The Service has continued to be successful in recovering funds to help stretch the team's operational budget and also using the additional funding to begin expanding the scope of the service into complementary and strategic services that help meet existing gaps in local services and support government proposals for developing locally based services.
- 4.3 For some time now the Home Improvements Team has been monitoring customer satisfaction. A record of this for the last financial year is provided in **APPENDIX 1** and shows that for all aspects monitored, scores were above 90%. The Home Improvements Team is therefore providing a highly valued and cost-effective service. This is a good basis upon which to begin building more strategic links across key agencies, especially health and social care, supporting local organisations in the process to meet the needs of older and disabled people in the local area.

#### **5. IMPACT ON CORPORATE GOALS**

- 5.1 This initiative supports the corporate goal of strengthening communities to be safe, active and healthy.
- 5.2 The provision of this service meets the corporate goal of delivering good quality, cost effective and valued services.

#### **6. IMPLICATIONS**

- (ii) **Impact on Customers** – the provision of a Disabled Facility Grant service benefits those less able within the community.
- (iii) **Impact on Equalities** – None identified.
- (iv) **Impact on Risk** – None identified
- (v) **Impact on Resources (financial)** – Met from the existing budget allocation.
- (vi) **Impact on Resources (human)** – None identified.
- (vii) **Impact on the Environment** – None Identified

Background Papers: None

Enquiries to: Chris Dispirito, Home Improvements Team Leader, Tel: 01621 875881

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## Customer Satisfaction

## Maldon District Council

Have you found the staff helpful?	Did staff keep to appointment times?	Were you called back within the times given times?	Did you receive sufficient information about the process and timescales involved?	Did you feel your views were listened to/taken into account by the officers when planning the works?	Were you able to understand the information sent to you throughout the process?	Do you feel that any queries raised during the grant/loan process were explained in an easy to understand and professional manner	Were you satisfied with the overall service received from the Private Sector Housing Team
Satisfaction score 100.00%	Satisfaction score 99.32%	Satisfaction score 96.45%	Satisfaction score 98.61%	Satisfaction score 99.31%	Satisfaction score 97.93%	Satisfaction score 98.60%	Satisfaction score 100.00%

## Contractor

## APPENDIX 1

Score 100.00%	Score 98.54%	Score 96.88%	Score 97.78%	Score 98.57%	Score 99.27%	Score 99.29%	Score 98.59%
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**Do you feel the service provided met any of the following needs?**

Improved your general health and wellbeing	Reduce risks of fall or injury	Increased your independence	Became less dependent on others/services/carers	Increased your confidence	Increased your security	Enabled you to remain in your home	Provided more information about other services	Helped keep your home in good repair (only application to loans)
Satisfaction Score 96.61%	Satisfaction Score 99.22%	Satisfaction Score 96.90%	Satisfaction Score 91.67%	Satisfaction Score 99.15%	Satisfaction Score 94.50%	Satisfaction Score 98.29%	Satisfaction Score 87.91%	Satisfaction Score 94.59%



## **REPORT of DIRECTOR OF SERVICE DELIVERY**

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**to  
COMMUNITY SERVICES COMMITTEE  
28 AUGUST 2018**

### **ADVICE SERVICES CONTRACT UPDATE**

#### **1. PURPOSE OF THE REPORT**

1.1 To provide an update on the Advice Services Contract after Year Two of the Three Year contract. This report does not discuss the future commissioning of an Advice service which will be subject to consideration by Members as part of the 2019-20 Strategic Financial Planning process, with a report coming back to the Community Services Committee to determine the details of a future procurement process, including the contract specification, timetable, and period of contract.

#### **2. RECOMMENDATIONS**

(i) that the report is noted, and Members comments invited.

#### **3. SUMMARY OF KEY ISSUES**

3.1 On 1 April 2016 Maldon Citizens Advice (MCA) commenced a new contractual arrangement with the Council to deliver an Advice Service. Prior to this advice services had been delivered through a Service Level Agreement, and funded through an annual grant.

3.2 Essex County Council also aligned its funding for Advice Services to this new commissioned service, resulting in a total contract award of £81,300 (this was in line with previous levels of grant) of which £73,500 was paid by MDC

The main features of the contract specification were:

**i. A new focus on key priorities, including a stronger focus on securing external funding:**

- Planning for future known changes
- Promoting, encouraging and enabling Digital Inclusion
- Encouraging Self Help
- Delivering High Quality Services that achieve the best value for money
- Maximising the opportunities for securing external funding,
- Maximising opportunities for working with partners-
- Adding value and enhancing the services delivered by the Council,

- Focused on outcomes

ii. **A greater focus on outcomes for customers**

iii. **Increased frequency of Monitoring**

iv. **Increased Opening Hours**

v. **Delivery of an Outreach Service at Burnham** (although not funded under this contract)

vi. **Provision of Accommodation for a peppercorn rent.**

3.3 The first two years of the contract has been extremely successful, with the MCA delivering all of the agreed outcomes.

3.3

3.4 Some of the MCA key successes (**comparing data to 2015/16 data**) have been:

Activity	2017/18
Increased opening hours	 Up 65% from 18 hours to 30 hours which has been sustained since start of the contract
Extended telephone access	 Up 65% from 18 hours to 30 hours with access outside of these times to the national advice line of which MCA is now a member which has been sustained since start of contract
Increased numbers of residents assisted by telephone	 Up by 24% to 2932 clients
Increased unique Clients	 Up by 24 % to 3076 clients
Increase in use of website	 Up by 15% to 42.6K hits
Increase in clients accessing debt advice	 Up by 22% to 514 clients
Increase in additional benefits secured for clients	 Up by 48% to £1.6M
Increase in additional funding secured	 £83.7K which includes £60K over 5 year period from 2017
Decrease in MDC funding as a percentage of overall costs	 Down from 77% in 2015 <b>to 44.5%</b>

3.5 This extended and enhanced service has continued to be delivered at no additional cost to either the District Council, or ECC, at a time when residents have been facing a number of challenges, including significant welfare reform changes, increases in the threat of homelessness and increasing levels of personal debt.

3.6 As the contract was for a set value and made no provision for an annual inflation increase (which the service level agreement previously did) in real terms the Council has achieved a saving of £3956 over the life of the contract

3.7 The co-location of the MCA to the Council Offices in December continues to provide a much improved level of service to residents, both in terms of interview facilities, and closer partnership working between the Council and MCA.

3.8 MCA are working with the Housing team to support residents as part of the Councils new Homelessness Duties that came into force in April 2018.

## 4. CONCLUSION

4.1 The first and second year of the new Advice Services contract have been extremely successful.  
An extended and enhanced service has been delivered at no additional cost to either the District Council, or ECC, at a time when residents have been facing a number of challenges, including significant welfare reform changes, and increasing levels of personal debt.

4.2 The MCA have continued to deliver a high quality service, with recognition through its annual external audit of the high levels of service and quality of advice.

4.3 MCA have been able to sustain this enhanced service through the first two years of the contract, and into the third year.

4.4 The co-location of the MCA in the Council Offices continues to be extremely successful, offering both MCA staff, and residents a significantly enhanced environment to deliver what is a vital service to some of our most vulnerable residents. It has also led to greater partnership, both working with clients, and on events and activities.

4.5 Members have approved the extension of the current contract with MCA for 12 months until 31 March 2020. A decision about future commissioning of the Advice Services Contract beyond March 2020 will be subject to consideration by Members as part of the 2019-20 Strategic Financial Planning process, with a report coming back to the Community Services Committee to determine the details of a future procurement process, including the contract specification, timetable, and period of contract and is therefore not discussed in this report.

## 5. IMPACT ON CORPORATE GOALS

5.1 The effective procurement of an Advice Service reflects the corporate goal of delivering good quality, cost effective and valued services.

5.2 The delivery of the Advice Service through the use of volunteers helps to support the corporate goal of strengthening communities to be safe active and healthy.

## 6. IMPLICATIONS

- (i) **Impact on Customers** – The effective delivery of an Advice Service reflects the corporate goal of delivering good quality, cost effective and valued services. The current contract with MCA also supports volunteering within the community.
- (ii) **Impact on Equalities** – A service which is easily accessible to residents, through website, telephone, face to face, outreach and which can undertake visits for the most vulnerable residents is essential to ensure equality of access
- (iii) **Impact on Risk** – An effective advice service is essential to deliver a range of services which are not delivered by the Council. A lack of an effective advice service would impact adversely on the wellbeing of residents and would significantly increase the workload of the Council's own staff.

- (iv) **Impact on Resources (financial)** – The Council has made provision within its Medium Term Financial Strategy to fund an advice service. The current contract is line with that budget
- (v) **Impact on Resources (human)** – Failure to deliver an effective advice service would have a significant impact upon the Council as it currently does not have the capacity or skills to deliver this service.
- (vi) **Impact on the Environment** – None identified.

Background Papers: Maldon Citizens Advice Annual Accounts to 31 March 2018

Enquiries to: Sue Green, Group Manager :Customers (Tel: 01621 875892).

# Agenda Item 12

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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