

# **SERVICE LEVEL AGREEMENT**

**between**

**Three Rivers District Council**

**and**

**Citizens Advice Service in Three Rivers**

To commence on 1 April 2019 for a period of three years to be reviewed annually in accordance with the terms of this Service Level Agreement.

## **PART I - CONDITIONS**

### **1.1 DATE OF AGREEMENT**

This agreement is dated 1 April 2019

### **1.2 PARTIES**

This is an Agreement between Three Rivers District Council (hereinafter called "the Council") and the Management Committee of the Citizens Advice Service in Three Rivers located in Abbots Langley, South Oxhey and Rickmansworth (hereinafter called "CASTR")

### **1.3 OBJECT OF AGREEMENT**

The Council wishes to obtain the services of CASTR for the purpose of providing an advice service to Three Rivers residents operated within the aims, principles and policies of the Citizens Advice (hereinafter known as CitA) at an agreed level of funding and to a defined level of service. The advice service is selected according to the policies and requirements laid down in the Three Rivers Community Strategy and the TRDC Strategic Plan.

### **1.4 MANAGEMENT**

Responsibility for the management of the CASTR will be vested in a voluntary Management Committee, the membership and operation of which is laid down by a Memorandum of Understanding approved by CitA and the Charity Commissioners.

### **1.5 AUTHORISED REPRESENTATIVES AND CONTACTS**

The parties' authorised representatives for the purposes of this Agreement shall be the Head of Community Partnerships or such other person that is appointed to represent the Council and the Chair of the Management Committee of CASTR or such other member of the Management Committee, as decided by CASTR. CASTR contact for day to day purposes shall be the Manager of CASTR. The Council's contact for day to day purposes shall be the Strategic Policy and Partnerships Manager.

### **1.6 THE PERIOD OF THE AGREEMENT**

The Agreement will commence on 1 April 2019 for a period of three years and will continue on an annual basis thereafter unless terminated by either party giving the other party six months' notice in writing where the other party is unable to carry out the terms of this Service Level Agreement. [see also 1.7 below "Review"]. In the event of the Council withdrawing funding this withdrawal will be in accordance with the minute PR2/98 of the Policy and Resources Committee (June 1998) which states "That the Citizens Advice Bureau be assured that in the event of withdrawal of funding, sufficient grant would be made to allow a phased closure"

### **1.7 REVIEW**

1.7.1 The Parties to this Agreement agree that the practical implementation and application of this Agreement may require amendment/adjustment in the light of experience, save that this part of the Agreement shall not apply to the mechanism used for determining the "core" funding of the Bureau as defined in sections 3.1 and 3.2.

1.7.2 Without prejudice to 1.7.1 above, this Agreement shall be subject to an annual formal review.

## **1.8 STATUS OF SERVICE PROVIDER**

In carrying out this Agreement, CASTR is acting in its own right as an independent organisation, and not as an Agent of the Council.

## **1.9 STATUS OF AGREEMENT**

It is not the intention of either party that this agreement shall be legally binding. Neither party shall have any liability to the other for any failure to observe the terms of this Agreement except for clauses 1.18 in relation to Safeguarding, 1.20 in relation to Data Processing and 1.21 in relation to Freedom of Information.

## **1.10 SERVICE PROVIDER'S OBLIGATIONS**

CASTR agrees to provide the services specified in Part 2 of this Agreement (Service Objectives and Specifications). These services may be subject to annual review to allow CASTR to respond to changing needs in the community.

## **1.11 INFORMATION**

CASTR will report appropriate information as set out in 4.3 on a quarterly basis and at the end of each financial year, subject to those requirements not being in breach of clients' confidentiality. CASTR will also provide the information as set out in 4.4 for priority client referral service for the Council's customers approaching Housing Services for assistance.

## **1.12 CONFIDENTIALITY**

The Council accepts that CASTR offers a confidential service and that all matters raised by individual clients are kept confidential other than when clients consent to information sharing.

## **1.13 STAFFING**

Paid and volunteer staff will be recruited and selected by CASTR with full regard to the selection criteria, Equal Opportunities policies and Recruitment & Selection procedures of CitA. Paid staff are accountable to The Bureau Management Committee.

## **1.14 QUALITY ASSURANCE**

The Executive Committee of CASTR undertakes to operate a quality assurance system, which is consistent with parts 2, 4 and 5 of this agreement.

## **1.15 REPRESENTATIONS AND COMPLAINTS**

CASTR shall operate a procedure for dealing with representations and complaints about the service as set out in the CltA Guidelines and shall take all reasonable steps to bring this to the attention of the users of CASTR.

## **1.16 HEALTH AND SAFETY AND INSURANCE**

CASTR shall have regard to the requirements of the Health and Safety at Work Act, 1974 and any other Acts, Regulations, Directives or Orders etc. about health and safety.

CASTR will arrange adequate insurances to cover such liabilities as may arise in the course of CASTR's work.

## **1.17 DISCLOSURE AND BARRING CHECKS**

CASTR shall ensure it has a robust safeguarding policy in line with the requirements of Hertfordshire Safeguarding Children Partnership and Hertfordshire Safeguarding Adults Board and that, where appropriate, applies for Disclosure and Barring checks.

## **1.18      SAFEGUARDING REQUIREMENTS**

1.18.1 CASTR shall at all times comply with the requirements of Section 11 of the Children Act 2004 and Hertfordshire Child Protection Procedures and procedures for protecting adults at risk as laid down by Hertfordshire Safeguarding Adults Board. CASTR will at all times have arrangements in force for safeguarding and promoting the welfare of children and adults at risk which are compliant with the Hertfordshire Safeguarding Children's Partnership Procedures and Hertfordshire Safeguarding Adults Board procedures, and will ensure that any additional internal procedures or inter-agency protocols are consistent with these procedures.

1.18.2 CASTR shall ensure that:

- a) All staff and volunteers (including temporary staff) are made aware of CASTR's arrangements.
- b) It publishes written policies that explicitly state clear priorities for safeguarding and promoting the welfare of children and adults at risk in strategic policy documents and that they ensure the effective dissemination, and implementation, of these policies to staff and volunteers;
- c) It provides a clear line of accountability within the organisation for work on safeguarding and promoting welfare and demonstrates a clear commitment by CASTR to the importance of safeguarding and promoting welfare.
- d) Its staff and volunteers are subject to Safer Workforce processes and checks, including recruitment and human resources management procedures that take account of the need to safeguard and promote welfare, and arrangements for appropriate checks on new staff and volunteers; this includes conducting appropriate Disclosure and Barring Service checks.
- e) It adheres to local HSCP Procedures for dealing with allegations of abuse against members of staff and volunteers, including arrangements for notifying the Local Authority Designated Officer (LADO).
- f) All staff and volunteers undertake appropriate training and to ensure that this is kept up-to-date by refresher training at regular intervals.
- g) It disseminates and implements appropriate whistle-blowing procedures and a culture that enables issues about safeguarding and promoting the welfare of children and adults at risk to be addressed.
- h) It maintains accurate and up-to-date records of decision making and actions taken.
- i) It has an Equal Opportunities Policy and all its personnel understand the implications of the policy in contributing to improved outcomes for all children and young people when working with diversity.
- j) It furnishes the Council, on their reasonable request, with copies of its records relating to any of the above.
- k) It participates in case reviews when requested to do so by the Hertfordshire Safeguarding Children Partnership or Hertfordshire Safeguarding Adults Board.
- l) It will keep confidential any information on a child or young person and his or her family that is of a personal and sensitive nature. However, where there is concern about a child's safety and welfare there will be a clear understanding of what information can be shared within the relevant legal frameworks and information-sharing protocols.

- 1.18.3 Please refer to the Hertfordshire Safeguarding Children's Partnership website for safeguarding resources and to assist your organisation in fulfilling these responsibilities <https://www.hertfordshire.gov.uk/services/childrens-social-care/child-protection/hertfordshire-safeguarding-children-partnership/hscp.aspx>  
Please refer to the Hertfordshire Safeguard Adults Board website for safeguarding resources to assist your organisation in fulfilling these responsibilities <http://m.hertfordshire.gov.uk/your-council/hcc/healthcomservices/acspolicies/safeadults/>
- 1.18.4 Compliance with these minimum standards will primarily be monitored in review meetings of CASTR and Three Rivers SLA.
- 1.18.5 CASTR acknowledges that the Council has legal responsibilities under the Care Act 2014 (as amended from time to time) and in providing the Services under this agreement warrants that it will comply with all requirements under the Act and all other relevant legislation in relation to safeguarding vulnerable groups.
- 1.18.6 CASTR shall give reasonable assistance to the Council to comply with the Care Act and shall not do any act either knowingly or recklessly that would cause the Council to be in breach of the Care Act.
- 1.18.7 Pursuant to Clause 1.18.5 CASTR shall nominate and name a designated senior officer or manager and make arrangements during the provision of the Services under this agreement to ensure that it complies with the provisions of the Care Act.
- 1.18.8 The designated senior officer or manager shall comply with the provisions of "[Working together to safeguard children](#)", and the requirements of Hertfordshire Safeguarding Children's Partnership and Hertfordshire Safeguarding Adults Board when dealing with allegations of abuse made against CASTR employees or volunteers.
- 1.18.9 The Council reserves the right to visit CASTR to audit, inspect and monitor with this Clause 1.18.5.

## **1.19 PUBLICITY OF FUNDING**

CASTR shall comply with the requirements of Section 37 of the Local Government Act 1989, and record that this funding will be recorded in all financial reports under the heading "Three Rivers District Council".

## **1.20 DATA PROCESSING**

- 1.20.1 Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 1.20 is in addition to, and does not relieve, remove or replace, a party's obligations or rights under the Data Protection Legislation. In this clause 1.20, **Applicable Laws** means (for so long as and to the extent that they apply to CASTR) the law of the European Union, the law of any member state of the European Union and/or Domestic UK law; and **Domestic UK Law** means the UK Data Protection Legislation and any other law that applies in the UK.
- 1.20.2 **Data Protection Legislation means:** the UK Data Protection Legislation and any other European Union legislation relating to personal data and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of Personal Data (including, without limitation, the privacy of electronic communications) and the guidance and codes of practice issued by the relevant data protection or supervisory Council and applicable to a party.

- 1.20.3 The parties acknowledge that for the purposes of the Data Protection Legislation, CASTR is the Controller and Processor. Part 2 sets out the scope, nature and purpose of controlling and processing by CASTR, the duration of the processing and the types of Personal Data and categories of Data Subject. The parties also acknowledge that for the purposes of the priority client referral service for Housing Services that CASTR and the Council are both data disclosers and receivers and are joint data controllers and processors for that specific service. The priority client referral service for Housing Services will be subject to a separate data sharing agreement.
- 1.20.4 Without prejudice to the generality of clause 1.20.1, CASTR shall, in relation to any Personal Data processed in connection with the performance by CASTR of its obligations under this agreement:
- a) process that Personal Data only on the documented written instructions of the Council which are set out in Part 2 and Part 4, unless CASTR is required by Applicable Laws to otherwise process that Personal Data. Where CASTR is relying on laws of a member of the European Union or European Union law as the basis for processing Personal Data, CASTR shall promptly notify the Council of this before performing the processing required by the Applicable Laws unless those Applicable Laws prohibit CASTR from so notifying the Council;
  - b) ensure that it has in place appropriate technical and organisational measures (as defined in the Data Protection Legislation), reviewed and approved by the Council, to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);
  - c) not transfer any Personal Data outside of the European Economic Area unless the prior written consent of the Council has been obtained and the following conditions are fulfilled:
    - i the Council or CASTR has provided appropriate safeguards in relation to the transfer;
    - ii the Data Subject has enforceable rights and effective remedies;
    - iii CASTR complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and
    - iv CASTR complies with the reasonable instructions notified to it in advance by the Council with respect to the processing of the Personal Data;
  - d) notify the Council immediately if it receives any complaint or communication relating to either Party's obligations under the Data Protection Legislation (including any communication from the Information Commissioner);
  - e) assist the Council in responding to any request from a Data Subject and in ensuring compliance with the Council's obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
  - f) notify the Council without undue delay on becoming aware of a Personal Data breach including without limitation any event that results, or may result, in unauthorised access, loss, destruction, or alteration of Personal Data in breach of this agreement;
  - g) maintain complete and accurate records and information to demonstrate its compliance with this clause 1.20 and allow for audits by the Council or the Council's designated auditor and immediately inform the Council if, in the opinion of the CASTR, an instruction infringes the Data Protection Legislation.

- 1.20.5 CASTR shall indemnify the Council against any losses, damages, cost or expenses incurred by the Council arising from, or in connection with, any breach of CASTR's obligations under this clause 1.20.
- 1.20.6 Either party may, at any time on not less than 30 Working Days' written notice to the other party, revise this clause 1.20 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when replaced by attachment to this agreement).
- 1.20.7 The provisions of this clause shall apply during the continuance of the agreement and indefinitely after its expiry or termination.

## **1.21 FREEDOM OF INFORMATION**

- 1.21.1 CASTR acknowledges that the Council is subject to the requirements of the Freedom Of Information Act (FOIA) and the Environmental Information Regulations (EIRs). CASTR shall:
- a) provide all necessary assistance and cooperation as reasonably requested by the Council to enable the Council to comply with its obligations under the FOIA and EIRs;
  - b) transfer to the Council all Requests for Information relating to this agreement that it receives as soon as practicable and in any event within 2 Working Days of receipt;
  - c) provide the Council with a copy of all Information belonging to the Council requested in the Request For Information which is in its possession or control in the form that the Council requires within 5 Working Days (or such other period as the Council may reasonably specify) of the Council's request for such Information; and
  - d) not respond directly to a Request For Information unless authorised in writing to do so by the Council.
- 1.21.2 CASTR acknowledges that the Council may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from CASTR. The Council shall take reasonable steps to notify CASTR of a Request For Information (in accordance with the Secretary of State's section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this agreement) the Council shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the FOIA and/or the EIRs.
- 1.21.3 Notwithstanding any other term of this agreement, CASTR consents to the publication of this agreement in its entirety (including variations), subject only to the redaction of information that is exempt from disclosure in accordance with the provisions of the FOIA and EIRs.
- 1.21.4 The Council shall, prior to publication, consult with CASTR on the manner and format of publication and to inform its decision regarding any redactions but shall have the final decisions in its absolute discretion. CASTR shall assist and co-operate with the Council to enable the Council to publish this agreement.

## **PART 2 - SERVICE OBJECTIVES AND SPECIFICATIONS**

### **2. AIMS OF THE SERVICE**

2.1.1 The priorities of CASTR are:

- a) To improve access to their advice service
- b) To increase their influence with policy makers both locally and nationally
- c) To strengthen their equalities provision.

2.1.2 The Aim of Three Rivers District Council (with respect to this Service Level Agreement) is to deliver services which, in its judgement, accord to the policies and requirements laid down in the Three Rivers Community Strategy and the Three Rivers District Council Strategic Plan.

2.1.3 CASTR is a member of the national organisation Citizens Advice, and the twin aims of the service are:

- a) To provide the advice people need for the problems they face, and
- b) To improve the policies and practices that affect people's lives.

2.1.4 The service will adhere to the national citizen advice vision for 2022:

#### **You won't ever struggle to get help from us**

Our services will be available when you need them in a way that works for you

#### **Our service will be joined up**

You'll be able to access advice quickly and easily through our different services and channels, without having to repeat yourself

#### **We'll help you find a way forward, whatever your problem**

We have the resources, tools and expertise to solve your problem. If we can't help directly, we'll signpost you or make a smooth referral to a trusted partner

#### **You'll get the level of support you need**

Whatever your situation, we'll take extra steps to make sure you have the best support for your needs

#### **You know that we'll speak up for you**

We'll advocate for change in government policy and industry practices where they make life harder for you

### **2.2 SERVICES WHICH WILL BE PROVIDED**

CASTR will provide the service with the above aims, which shall be clearly advertised, to local residents.

### **2.3 LOCATION OF SERVICE**

The Service shall be available to both personal and telephone callers at:

- The Old Stables, St Lawrence's Vicarage, High Street, Abbots Langley, Hertfordshire, WD5 0AS
- Three Rivers House, Northway, Rickmansworth, Hertfordshire, WD3 1RL
- Oxhey Drive (the old Police Station) South Oxhey, Herts, WD19 7SD

In addition CASTR offers a home visiting service where appropriate, when sufficient funding is available.

Services may also be provided at other venues within the area covered by CASTR as outreach.

## **2.4 CORE SERVICE PROVISION: 2019-2022**

- 2.4.1 The Service (to which the funding arrangements in Part 3 relate to be offered shall be advice in accordance with CitA Guidelines and may include among other things:
- Provision of free independent, confidential and impartial advice to everyone on their rights and responsibilities;
  - A contribution towards debt and budgeting advice, including liaison with individuals, groups and other organisations;
  - Court desk representation at possession hearings;
  - Advice for victims of domestic abuse;
  - Energy savings talks and advice;
  - Financial literacy talks and advice;
  - Advice may also be in relation to consumer rights, education, health services, employment, immigration, tax, travel and utilities.
  - A priority client referral service for all customers who approach the Council's Housing Services for assistance.
- 2.4.2 The 3 Citizen Advice offices in Abbots Langley, Rickmansworth and South Oxhey are open a total of 67.5 hours a week for drop in advice and a further 9 hours per week for appointments in South Oxhey. In addition outreach sessions are provided on a weekly basis at Mill End Foodbank, fortnightly at South Oxhey foodbank and once a month at Chorleywood Library subject to additional funding.
- 2.4.3 Each office reserves the right to vary number of hours it is open, with the approval of its Management Committee, if circumstances make this necessary (for example sickness, staff resignations, shortage of volunteers etc) and provided that the District Council have been informed prior to the reduction in hours being introduced.
- 2.4.4 CASTR will work to secure additional funding for projects and specialist advice from other stakeholders, to complement and augment the general core advice provision funded by the Council.
- 2.4.5 CASTR will make use of clients' experiences to inform and influence the policy and delivery of national and local services and will inform the Council of relevant issues.
- 2.4.6 Senior representatives from the Council and CASTR will hold quarterly service development/monitoring meetings.

## **2.5 AVAILABILITY OF SERVICE**

CASTR will provide a service which is confidential and impartial and open to all regardless of ability to pay, race, sex, sexual orientation, disability, age, gender reassignment, maternity/pregnancy, religion, marriage/civil partnership and in accordance with CitA equal opportunities policies.

## **2.6 DATA COLLECTION AND PROCESSING**

During the term of the service level agreement CASTR shall collect and process personal data including name, address, phone number, email, sex, age, financial and legal details, referral source, onward referral and Sensitive Personal Data including, ethnicity, religion, physical or mental health condition, and sexual orientation when supporting clients accessing the service in order to assess need and identify appropriate services, appropriate onwards support, and for the purposes of monitoring the delivery of this service level agreement.

## **2.7 QUALITY ASSURANCE & ACCOUNTABILITY**

- 2.7.1 The Management Committee is to be constituted in such a way as to encourage representation from as wide a range of local organisations as possible.

- 2.7.2 The Manager reports to the Management Committee at regular meetings which are held not less than three times per year.
- 2.7.3 All staff, both paid and voluntary, is required to attend a basic training course and be proficient to a standard acceptable to the Management Committee, and compatible with the aims, principles and policies of CitA. Experienced advisers and staff are required to attend further training as set out in CitA membership scheme.
- 2.7.4 The Manager holds responsibility for assessing the performance of all staff both paid and voluntary, and for checking all case records for accuracy. The Management Committee holds responsibility for assessing the performance of the Manager.
- 2.7.5 CASTR has a duty to work in partnership with the Council to maintain and enhance the well-being of Three Rivers District.

## **2.8 MARKETING AND PROMOTIONS**

CASTR will acknowledge the support of the Council, including the use of its logo in all its key marketing and promotional literature

## **3. PART 3 - FINANCIAL AND RESOURCING ARRANGEMENTS**

- 3.1 The Council has agreed that the Grant to be paid to CASTR for the next year will be as follows: -

For the year beginning 1<sup>st</sup> April 2019 £259,290.

In addition to the above the Council has agreed to meet the lease costs and service charge costs for CASTR at Three Rivers House up to a maximum of £46,000 per annum.

The annual sum is to be paid in two parts to CASTR at the start of the financial year and after 6 months subject to quarterly monitoring information being submitted.

This grant shall be a contribution to fund those services referred to in Part 5 which are currently being provided.

- 3.2 The above amounts are the fixed sums for the service and they are not subject to any increase or further additions.
- 3.3 Service developments and additions over and above those supported by the Core Funding prescribed in this Agreement might be considered for additional funding by the Council on the understanding that the Council can offer no commitment to fund and that if the Council does fund these developments or additions in any one year, such funding will not affect the Core Funding arrangements and shall be seen as a one year, one off grant.
- 3.4 All payments to be made under this agreement are exclusive of VAT.
- 3.5 CASTR agrees to submit to the Council in each year of this Agreement a copy of its approved accounts within the meaning of the Charities Act 2011.
- 3.6 CASTR agrees to submit a valid business plan at the start of the Service Level Agreement and to submit further examples where this plan is modified or revised.

## **4. PART 4 - MONITORING ARRANGEMENTS**

- 4.1 CASTR monitors and evaluates its service in accordance with the procedures and directions set out in CitA Quality Assurance Framework with the National Membership Agreement and the Advice Quality Standard requirements, of which scheme CASTR must remain a member.

4.2 CASTR is subject to an annual review by the staff of CitA which includes a community and client profile and a quarterly quality assessment to ensure the standard of its service. Continued membership of CitA is dependent on a satisfactory performance in these reviews.

4.3 In order to facilitate regular monitoring of this Agreement CASTR will make available to the Council information quarterly as follows:

- Number of people using the service and how whether in person, by telephone or by email/webchat.
- The number of clients receiving full benefits they are entitled to following intervention
- The number of clients onto a Debt Relief Order
- The number of clients no longer at threat of eviction that were at threat of eviction
- The number of clients still at threat of eviction that were at threat of eviction.
- Number of enquiries by issue brought to each office.
- Number of enquiries categorised by their complexity, using CitA's work type scheme.
- Age, gender, ethnicity, and disability of clients.
- Summary of financial outcomes for clients. (Income gained, debts written off, repayments rescheduled and re-imburements)
- Case studies

Information to be supplied on an annual basis:

- Number of paid staff. Hours worked. Type of paid staff.
- Number of volunteers. Hours worked. Type of volunteer staff
- Number of formal complaints about CASTR.
- Training sessions undertaken by all staff. Number of trainees going through basic training.

4.4 For clients of the priority referral service from Housing Services CASTR will provide the following information:

- Feedback to the Council where a referred client has not engaged with CASTR, subject to the client consenting to this on the original referral form;
- An end of year report, noting the number of clients referred, with case studies illustrating the outcomes that CASTR has achieved for clients referred under the project.

4.5 The monitoring and performance indicators can be amended by agreement between the Council and CASTR to reflect changes in service provision.

4.6 In accordance with its constitution, CASTR shall produce an Annual Report for presentation at the Annual General Meeting.

## **PART 5**

### **CORE SERVICES**

<b>Services/activities/functions</b>	<b>Specific differences/outcomes i.e. resulting quality of life benefits to users</b>
Advice Service to Three Rivers residents	Respond to enquiries made by residents either in person, by telephone or email/webchat. Available at all 3 sites.
Debt and budgeting advice	Available at all 3 sites and online and by phone
Court desk representation at possession hearings	To residents across the District
Provide Premises for other organisations	Rooms are currently used by a local pro bono solicitor, foodbank and hearing assistance charity.
Outreach and phone and online services	To provide an online, and telephone support service Mon-Fri. To provide outreach sessions to isolated areas of the district and in venues where there are a concentration of vulnerable adults.
Advice for victims of Domestic Abuse	Available at all 3 sites, online, by phone and at local refuge
Talks and advice sessions	On financial literacy and energy saving – at relevant venues within the District
Priority Referral Service for Housing Services customers	Available at all 3 sites and online and by phone. These referrals form part of the customer's personalised housing plan. Upon receipt of a referral, CASTR will contact the client at least 3 times and book an appointment for them to come in to address the issues leading to their threat of homelessness, namely: -income maximisation e.g. benefit checks, backdated amounts due -going through all debt options e.g. priority payments, DROs, IVAs, negotiating with creditors to arrange a debt repayment plan, debt write offs as appropriate, gaining charitable grants to cover rent arrears, representing at Watford County Court at repossession hearings -following up with preventative budgeting advice in one to one face to face sessions. - resolving wider issues indirectly contributing to the clients' threat of homelessness e.g. relationship breakdown, thus improving levels of stress and mental health conditions for clients. Taking a holistic view to address their issues such as debt, housing, health and relationship breakdown-all usually interrelated.

**Signed for and on behalf of Citizens Advice Service in Three Rivers**

Signature (1):.....  
Name:.....  
Designation:.....

Witnessed by: -

Signature: .....  
Name:.....  
Designation:.....

Signature (2):.....  
Name:.....

Witnessed by :-

Signature: .....  
Name:.....  
Designation:.....

**Signed for and on behalf of Three Rivers District Council:-**

Signature:.....  
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