

WESTMINSTER CITY COUNCIL

STATEMENT OF DECISION

SUBJECT: EXTENSION OF THE WESTMINSTER ADVICE CONTRACT

Notice is hereby given that the Cabinet Member for Environment, Sports and Community has made the following executive decision on the above mentioned subject for the reasons set out below.

Summary of Decision

1. That the report be exempt from disclosure by virtue of the Local Government Act 1972 Schedule 12A, Part 1, paragraph 3 (as amended), in that it contains information relating to the financial or business affairs of any particular person (including the authority holding that information).
2. That a 350-days extension of the contract for Advice Services to the 15th September 2018 as outlined in the report be agreed.
3. That inclusion of the delivery of Advice Plus sessions into this contract for the period up to 15th September 2018 as outlined in the report be agreed.

Reasons for Decision

Through the commissioning of advice services the Council aims to provide preventative advice that helps residents to maximise Westminster residents' economic potential and improve the health and wellbeing of residents

The supplier has been very successful and delivers the contract KPIs and outcomes. During the last full contract year, the contract provided advice to over 12,480 people, with over 17,000 issues. The recent satisfaction survey report confirms that 90% found the service meets their needs and 74% of users feel more equipped to make better life choices.

The contractor has also been proactive in making savings within the contract. During the last year, the provider has joined with five other Citizen Advice Bureaux to share telephone resourcing which has allowed the increase of operational hours, now 10am-4pm every week day, and a new local rate number. This innovation led by Citizens Advice has allowed the bureau to respond to an additional 50% of enquiries.

**Charlie Parker, Chief Executive,
Westminster City Hall,
64 Victoria Street
LONDON SW1E 6QP**

Publication Date: 11 October 2017

Implementation Date: 18 October 2017 at 5pm

Reference: CMfES&C/10/2017

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