

ITEM 7a

MINUTE EXTRACT

Time began	6.00pm
Time ended	7.55pm

COUNCIL CABINET 27 OCTOBER 2009

Present: Councillor Jones (Chair)
Councillors Allen, Care, Carr, Skelton, Naitta and Troup

In attendance Councillors Jennings, Williamson and Holmes

This record of decisions was published on 29 October 2009. The key decisions set out in this record will come into force and may be implemented on the expiry of five clear days unless a key decision is called in.

Matters Referred

95/09 Community Legal Advice Centre

The Council Cabinet considered a report on Community Legal Advice Centre. At its meeting on 16 September 2009 the Community Commission considered an update report on the progress of the Community Legal Advice Centre (CLAC) and the relationship of Derby Advice with the CLAC partners. Members also received a presentation from Access2Law. Commission members were told that a customer satisfaction survey of 540 clients had been carried out by CLAC during 2008/09 and that the results had been very good with 96% of those surveyed saying that they would recommend CLAC to someone else. It was also reported that in the survey customers said that CLAC scored highly in terms of:

- Accessibility
- The level of Service
- The information provided
- The advice given
- The way in which they listened
- Being kept informed of progress
- Outcomes
- Fairness of treatment

The Commission were informed that Access2Law had also exceeded its targets and had dealt with 635 welfare rights cases when their target was 600. Access2Law had also exceeded its debt advice target and had provided advice to 180 clients compared with the target figure of 120. In response to a question from the Chair about possible further service improvements, the Commission were told that these could be achieved by increasing the triage staff employed by Access2Law from the existing two in the morning and one

in the afternoon to three in the morning and two in the afternoon. Members were told that each triage staff member was paid about £18,000 per annum so the increase in funding required would be around £40,000 per year. The Commission agreed to recommend that Council Cabinet give consideration to increasing the Council's support for Access2Law in the 2010/11 budget round.

Decision

To ask for a report on the demand for advice services in the city and to then consider as part of the budget process.

- EXTRACT ENDS -