

Annex 1



Citizens Advice East Devon
Service Level Agreement for the Homes for
Ukrainians' Project.

Sheran Taylor

East Devon Citizens Advice – 01395 265070

April 2022

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Section 1 – CONTACT DETAILS.

Our organisation is **Citizens Advice East Devon**. The project will be based at our main office in **67 Exeter Road, Exmouth, EX8 1QD**.

We will also aim to provide support to families in the Exmouth office, as well as our face-to-face outreaches to be confirmed. We also have an outreach in Axminster Pippins Community Centre, Lyme Road, Axminster, EX13 4AZ alongside the Axminster Job Club.

Your main contact for this six month project will be the Operations Manager. **Mrs Sheran Taylor** telephone 01395 265070 or 07745744868 email OperationsManager@citizensadviceeastdevon.org correspondence address as above.

Mrs Edwina Bradshaw is an alternative contact at the same address.

Section 2 – OUR ORGANISATION.

We are a local branch of a national organisation that is a charitable company limited by guarantee. Our Charity Registration number is 1115963 and our company number is 5820956. We are a member of a network, accredited both by the national organisation and the Advice Quality Service.

We will aim to offer support and advice to the families that are entering East Devon through the Homes for Ukrainians and their hosts, via a dedicated paid workers supplemented, if necessary, with trained Citizens Advice volunteer advisers who will be able to provide this support. Although we have core hours, it is expected that this worker will be flexible and able to offer help and support outside of these if necessary. Face to face support can be provided to supplement the home visiting. Host/sponsor households will also be supported through this project.

Sessions will be offered initially at home, via our dedicated local number 01395265070 where we will call the families back, face-to-face at convenient locations or via email – enquiries@citizensadviceeastdevon.org.

We cover a wide spectrum of advice needs, people come to us for help with benefits, income maximisation, debt, housing, employment, education, immigration, health, emotional issues, access to living essentials, energy and family issues. We continue to develop links with organisations and support groups and aim to help households integrate into the community and enjoy a good quality of life.

Section 3 – SERVICE PROVISION.

This project will run for six months initially and will help both Ukrainian guests arriving from the Government's Homes for Ukraine scheme and their hosts / sponsors.

Contact details of the Ukrainian guests arriving into East Devon under the Government's Homes for Ukraine scheme and their host families will be sent to Citizen's Advice East Devon for the purposes of providing this support. Permission will be asked for by East Devon District Council for sharing these contact details:

Citizen's Advice East Devon will then pick up the referral and make initial contact within one working day to make an appointment for a welcome visit for the hosts and the Ukrainian guests at the home where they are staying. In that initial contact the preferred language of the Ukrainian guest must be asked for and then used through any further work. We will check at the time that the refugee family has access to the internet. This welcome visit must take place within two working days following this initial contact, unless it is inconvenient to the Ukrainian guests / host families in which case it should be done as soon as it can be arranged. This initial visit may take longer at the start of the agreement, but Citizens Advice will aim to get the guests phoned within the first 24 hours by using our paid staff and our volunteer administration staff overseen by the project co-ordinator.

Following this initial welcome visit, welfare visits will be made once a month to the hosts and Ukrainian guests at the home where the Ukrainian guests are staying.

Each party will be given the opportunity to speak to us confidentially as part of the welcome visit and following welfare visits so they can raise any issues that they cannot raise or are uncomfortable raising in front of the other party. As the Ukrainian guests are unlikely to be able to speak English well or be confident in it, a Ukrainian or Russian interpreter (or telephone access to the preferred one) will be at these visits and will abide by all the data protection, safeguarding etc duty placed on us as an organisation.

Welcome visits and the following welfare visits will be recorded, consistent and reported back to East Devon District Council.

As well as these welcome visits and welfare visits East Devon Citizen's Advice will work with both the Ukrainian guests and the host family to support them throughout by phone, video conferencing and face to face at other locations – although they will for confidentiality purposes be offered separate appointments and treated as separate clients. Should the families wish to bring or provide someone for support and / or interpretation, this will be accommodated.

Over the next few weeks Devon County Council will be developing the framework further for welcome / welfare visits, including a form that would need to be filled in at the visits. We will input data from the framework form into a database that is already being set up by DCC. As more information on this becomes available East Devon District Council will share this with us, and we agree to take on carrying out this work under the terms of this Service Level Agreement as long as it is reasonable. If more funding is required due to the requirements in this common framework, we will discuss with East Devon District Council at our earliest opportunity.

We will network with Devon for Ukraine once a fortnight to see if any issues are coming up. Once Devon for Ukraine are set up properly and safely in terms of their

data protection, safeguarding policies etc we will signpost people to Devon for Ukraine for the more holistic / cultural side of support.

GDPR (General Data Protection Regulation) and other policies.

We will continue to follow all Citizens Advice data and safeguarding policies as attached to the end of this document.

We also follow our own corporate health and safety risk assessments. This policy is linked at the end of this document.

Risks associated with this project include.

<i>Risk</i>	<i>Likelihood</i>	<i>Impact</i>	<i>Significance</i>	<i>Risk resolution and strategy</i>
<i>Funding application rejected</i>	<i>1</i>	<i>10</i>	<i>Project could not go ahead as planned.</i>	<i>Ensure that SLA is sufficient and suitable to attract full funding.</i>
<i>Families not wishing to engage</i>	<i>1</i>	<i>10</i>	<i>Families would miss out financially and culturally.</i>	<i>Ensure that the project meets the needs of families referred by regular review.</i>
<i>Project workers off sick/holiday</i>	<i>5</i>	<i>10</i>	<i>Families would have to wait to be seen.</i>	<i>Ensure that families are given priority via our internal allocations system for volunteer advisers and kept informed of the situation at all times.</i>
<i>Poor advice.</i>	<i>1</i>	<i>1</i>	<i>Families could miss out on financial and cultural support.</i>	<i>All project workers to be trained to Citizens Advice adviser level, All casenotes to be checked as per local Quality audit standards. Citizens Advice are insured against any</i>

				<i>claims made for poor advice., Citizens Advice East Devon is accredited to advice service standards.</i>
<i>Frustrated families during the home visit</i>	<i>3</i>	<i>8</i>	<i>Families would miss out on financial and cultural support.</i>	<i>All project workers are trained to Citizens Advice standards. All project workers are used to dealing with frustrated people and would try patience and different ways of getting the information across including email after the session. If the session could not be continued due to aggressive behaviour – this would be reported to East Devon District Council as we have a duty of care to our staff.</i>
<i>Home visiting – risk of violence and things going wrong.</i>	<i>1</i>	<i>10</i>	<i>Staff being threatened and or physically hurt/abducted.</i>	<i>The staff members will text at the beginning of each appointment and will receive a text every 30 minutes during the appointment. If they do not return this call, we will call them and if they give us a code word, send the police. We know where staff are at all times. They will follow</i>

				<i>the home visiting policies. They will be expected to text at the end of the visit.</i>
<i>Fraud</i>	<i>1</i>	<i>6</i>	<i>Families claiming benefits that they might not be entitled to because of savings for example.</i>	<i>Advisers are trained to ask the right questions and do a rigorous assessment of all documents where provided. Where grants are given, will check that these are being used for the correct purpose.</i>
<i>Too many families to deal with in timescales of Service Level Agreement</i>	<i>3</i>	<i>6</i>	<i>Families may have to wait to be seen. Service Level Agreement defaults.</i>	<i>If it looks like this is going to happen, Citizens Advice East Devon and East Devon District council will look at ways of employing another worker. In the meantime, volunteer advisers will be used to keep waiting times to a minimum.</i>
<i>Breakdown of relationship between adviser and families.</i>	<i>3</i>	<i>6</i>	<i>Families may not be happy with the advice given eg unrealistic expectations</i>	<i>Families to be offered an alternative adviser, Depending on why the relationship has broken down – to be supported by someone at managerial level.</i>

All people working on this project will be required to have undergone DBS (Disclosure and Barring Service) checks, have read and acknowledged safeguarding

policies and be fully trained advisers (or working towards this with close supervision from a trained adviser) as per Citizens Advice procedures.

Host / Sponsor Families.

Host / sponsor families will be offered benefits checks and income maximisation as standard, however we will also be able to help support them with grant applications to support their needs and that of their refugees' families. In addition, we will be able to help with looking for furniture, with any debts and food etc if required or requested.

We will make it known that if things go wrong they are able to speak to us, particularly if they have any safeguarding or property owner related concerns. In the event of these being disclosed or the relationship breaking down – we will continue to work with the Ukrainian family but arrange if required for host families to receive the help and support they need with another local Citizens Advice as per our conflict of interest policy.

We will make sure that any support and signposting given has been effective and they have received the help they require, like a case worker would. If they have not received the help they require we will do what we can to make sure they do. We will record all interventions as outcomes and report these monthly and at the end of the project in a final report. Individual case notes will be maintained on all sponsor/host and refugees contacts. These reports will be sent to the Community Engagement and Funding Officer at East Devon District Council. Case notes will be held on our secure system – 'Casebook' and will be kept for at least six years.

Refugee Families.

Will be helped to set up email addresses and check that they have adequate access to the internet. If they do not we will consider looking for grants to purchase them a telephone with this capability or a sim card from Vodafone or other companies offering this service.

We will also help them with registering for a national insurance number if this has not been done.

We will provide support in how to open a bank account in the UK.

We will help them access all the benefits to which they are entitled and explain how these will work when they find employment.

We will explain about the costs of taking work, such as childcare costs and how to look for childcare.

We will help them look for and apply for schools for their children.

We will assist access to interpreter and translation services.

We will help them look for and register with a GP, access dental help (recognising that there are no dental services currently taking on NHS patients), opticians, maternity support if necessary and how to get vaccinations for Covid 19 etc should they wish.

We will offer food bank, baby bank etc as required.

We will show these families the websites where they can look for jobs and provide information into the basic rights of workers in the UK such as holiday, paid breaks etc.

We will show them where they can get training to learn English.

Anyone with a disability will be supported to help claim for disability benefits.

Anyone of pension age, will be offered help to see if they are entitled to pension credit.

Anyone arriving with professional qualifications will be given help to have these recognised in the UK.

We will explain their rights to drive if they have a driving licence including insurance.

We will help the families find homes at the end of the six months, should they need to move out, including looking for furniture.

We will provide support to help families find things to do in their local community and signpost to other sources of help such as local cafes, churches, carers' groups, GP services, crisis teams for mental health, other agencies offering help and support. We will keep and maintain on our website a list of agencies that will be updated weekly and or in real time. We will signpost them to quality mental health support services as appropriate.

Pay salary for two project workers and two interpreters, plus a full-time project worker to arrange appointments, update the website, research what is out there for these families in the community.

Pay associated costs with employing the worker (national insurance, tax, pension etc).

Pay the overtime expected of a Team Leader to be on call in the event of anything unusual occurring that would need additional advice out of hours.

Equip the worker with everything they will need including a new laptop, mobile telephone, dongle for home visits.

Pay towards the supervision, management and training of the workers.

Pay travelling expenses and out of pocket expenses for the workers when required.

We have sourced an interpreter to work with us on this project which is included in the costs. However, it maybe that on occasion we have to use the Language Line translation service if the interpreter is unavailable or cannot help for any other

reason. As part of this SLA the council will reimburse us for any costs of Language Line we incur as part of us carrying out this service within 30 days of invoice from us.

We will also keep a close eye on the travel funds for our guests and ask for these to be topped up if necessary. Appreciating that these are tax payers' funds, we will keep receipts of any issued.

If the total costs of the service are greater than the amount requested from Citizens Advice East Devon then we will continue to meet the needs of these clients where we can from our core funds, whilst we renegotiate the terms of this Service Level Agreement should we feel that we will need additional paid staff to meet your needs. There is some capacity built in with the workers that we intend to employ for a few more families to come – but should this be exceeded we will need to offer overtime, or employ other workers.,

We will renegotiate these terms in six months' time should the project be needed to continue.

Section 9 – OUR FINANCIAL DETAILS.

Our account details.

Name of Bank or Building Society: CAF Bank	
Account/s Name/s: East Devon Citizens Advice Bureau	
Account/s Number/s: 00014800	
Sort Code/s:40-52-40	
Address/s:CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Maling, Kent	
Post Code:ME19 4JQ	Telephone: 03000123456

Details of our signatories to this account.

Signatory one (print):Edwina Bradshaw
Role in Organisation Chair
Signatory two (print):Phil Gaffney
Role in Organisation: Accounts Manager

We hold reserves for liquidation purposes to cover 3 months salaries. Our latest accounts can be found on the charity commission website.

Section 10 - AGREEMENT AND UNDERTAKING

- By signing this agreement, you undertake:

Citizens Advice East Devon – Service Level Agreement – April 2022 – Homes for Ukrainians.

Data Protection Act – East Devon District Council will use the information provided on the application form and supporting documents during assessment and for the life of any grant awarded. In addition, the information and supporting documentation will be used in the analysis of the Council’s grant process and for our own research. The Council may give copies of this information to individuals and organisations you consult when assessing applications, when monitoring grants and evaluating the way the Council’s funding programme works and the effect they have. The Council recognises the need to maintain the confidentiality of applicants and their details will not be made public in any way, except as required by law.

Freedom of Information Act - The Freedom of Information Act 2000 gives members of the public the right to request any information that we hold. This includes information received from third parties, such as, although not limited to, grant applicants, grant holders, contractors and people making a complaint. If information is requested under the Freedom of Information Act the Council will release it, subject to exemptions; although the Council may consult with you first. If you think that information you are providing may be exempt from release if requested, you should let us know when you apply.

Declaration:

We the undersigned agree:

- i. to utilise any funding from East Devon District Council solely in connection with the activity described in this application form. If for any reason the funding is unused it will be repaid at the end of the three-year grant period
- ii. to keep the appropriate officer of the Council informed of any proposed changes to the activity, the organisation’s manager or changes in contact details
- iii. to recognise East Devon District Council in any and all literature related to the activity.
- iv. to provide the Council with information which will enable the Council to monitor achievement of the stated outcomes. We will provide an end of grant report.

Anyone involved in this project in work that relates to involves children, young people or vulnerable adults will have a full DBS check

Title: Mrs	First name(s): Edwina	Surname: Bradshaw
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Position within the organisation:	Chair
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Home/business address:

67 Exeter Road	
Exmouth	
	Postcode EX8 1QD
Phone 01395265070	Email EBradshaw@citizensadviceeastdevon.org