

DECISION RECORD ¹

Officer Key Decisions are subject to the Council's Call-In Procedure (Annex 9 of the Council's Constitution <https://www.hertfordshire.gov.uk/about-the-council/freedom-of-information-and-council-data/open-data-statistics-about-hertfordshire/who-we-are-and-what-we-do/who-we-are-and-what-we-do.aspx>)

Subject: The extension and expansion of the Citizens Advice Bureau contract to support individuals and organisations in preparing for Universal Credit roll out

Staff Contact: Ted Maddex

Executive Member: Colette Wyatt-Lowe

Tel: 53574

Portfolio: Adult Care & Health

1. **Decision**

The extension and expansion of the existing crisis intervention service contract with Citizens Advice Bureau to manage the roll out of universal credit. The contract has a value of £350,000 per annum and will be expanded by £45,000 per annum up to April 2019

2. **Reasons for the decision**

Citizens Advice Service currently holds the contract for crisis intervention advice to people in severe financial difficulties. The introduction of universal credit has significantly increased the number of people requiring this type of support in the districts where it has been introduced, and the remainder of Hertfordshire will be affected in the next 18 months.

3. **Alternative options considered and rejected ²**

The process of designing and tendering for a new contract would take several months. This would not allow a new service to mobilise before the roll out of universal credit has occurred.

4. **Consultation**

(a) **Comments of Executive Member ^{3 4}**

Discussed at executive member briefing 22.2.18

(b) **Comments of other consultees ⁵**

5. **Following consultation with, and the concurrence of the Executive Member, I am proceeding with the proposed decision.**

Signed:

Title: Director of Adult Care Services

Date: 22/2/18

6. **Copies of agreed document to:**

- All consultees
- Chairman, and Vice-Chairmen of the Overview and Scrutiny Committee

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- **hard & electronic copy (for public inspection both at County Hall and on Hertsdirect) Democratic Services Manager - Room 213 County Hall.**

¹ for guidance see Chief Legal Officer's note "Taking Decisions"

² details of any alternative options considered and rejected by the officer at the time the decision was made

³ record any conflict of interest declared by any Executive Member consulted. If an Executive Member declares a conflict of interest **DO NOT PROCEED** without seeking advice from the Chief Legal Officer

⁴ If the matter has general significance for the Council and/or is, or is likely to be, controversial, then the officer shall consult the appropriate Executive Member before proceeding. In some cases it will be necessary to consult more than one Executive Member, and in some cases the Leader of the Council will need to be consulted

⁵ If the matter has local significance, but no general significance for the Council and no controversial aspects, the officer shall consult or inform the local member in writing (or by e mail) and proceed. It is essential that all officers responsible for delivering services ensure that local members are kept well briefed on issues affecting their areas.