

**Manchester City Council
Report for Information**

Meeting: The Council – 18 May 2011

Subject: Petitions against the proposed closure of Manchester Advice including the Linkworker Advice Service

Report of: The City Solicitor

Purpose of the Report:

To advise the City Council of the details of a number of petitions regarding the proposed closure of Manchester Advice including the Linkworker Advice Service and to outline the procedure for the City Council to debate petitions under the Council's Petitions Scheme.

Recommendation:

For the City Council to debate the petitions regarding Manchester Advice including the Linkworker Advice Service and to decide how to respond.

Financial Consequences for Revenue Budget:

The proposed withdrawal of Manchester Advice would achieve savings to the value of £1,680,000.

Financial Consequences for the Capital Budget:

None.

Wards Affected:

All

Implications for:

Antipoverty	Equal Opportunities	Environment	Employment
Yes	Yes	No	Yes

Contact Officers:

Name: Liz Treacy
Position: Head of Legal Services
Telephone: 0161 234 3339
E-mail: liz.treacy@manchester.gov.uk

Name: Liz Bruce
Position: Strategic Director Adults
Telephone: 0161 234 3952
E-mail: liz.bruce@manchester.gov.uk

Name: Karen Chadwick
Position: Principal Solicitor, Democratic and Statutory Services
Telephone: 0161 234 3539
E-mail: karen.chadwick@manchester.gov.uk

Background Documents:

1. Report to City Council meeting on 9 March 2011 from the Chief Executive on the Response to Consultation on Budget Proposals; and
2. Reports to the meetings of the Executive on 16 February 2011; Health and Wellbeing Overview and Scrutiny Committee on 21 February 2011; and Resources and Governance Overview and Scrutiny Committee on 22 and 28 February 2011 from the Strategic Director, Adults on Budget Proposals for Adults Directorate.

1. Background

- 1.1 On 8 February the Council began a consultation on its budget proposals. Part of the Adult Services savings proposals involved a reduction of the budget for Manchester Advice including the Linkworker Advice Service. Council residents, staff and other stakeholders were encouraged to participate in the consultation. Responses to the consultation were reported to the Council's Resources and Governance Overview and Scrutiny Committee at their meeting on 28 February 2011 and to the City Council at its meeting on 9 March 2011. Some of the responses were petitions and these were listed in the report to the City Council on 9 March 2011. Any petitions received in response to the budget consultation were dealt with as part of the consultation by the City Council rather than under the Council's Petition Scheme so that they could be considered alongside all other responses as part of the budget deliberations.
- 1.2 Since the Council meeting on 9 March 2001, the Council has continued to receive petitions regarding the proposed future of Manchester Advice including the Linkworker Advice Service. It was reported to the City Solicitor that the petitioners exceeded 4,000 and it was decided that the petitions should be debated by the City Council under the Council's Petition Scheme (the **Scheme**). The arrangements for a City Council debate of a petition are set out in Part 8 of the Scheme published on the Council's website http://www.manchester.gov.uk/info/10095/petitions/4759/manchester_city_councils_petitions_scheme. The Scheme provides that petitions will not be considered at the Annual Meeting of the City Council, therefore an extraordinary meeting of the City Council has been convened for the purpose of considering the subject matter of the petitions.

2. Petitions Received regarding the Proposals for Manchester Advice including the Linkworker Advice Service

- 2.1 The petitions received by the Council following the close of the budget consultation which are the subject matter of the petitions debate are set out in Appendix 1 and are summarised below:
- (a) Protests against the proposed closure of Manchester Advice and the Linkworker Advice Service from residents of Cheetham and Crumpsall;
 - (b) Request to stop the cuts in advice and the proposed closure of Manchester Advice from Manchester residents;
 - (c) Request to save Manchester Advice including the Linkworker Advice Service received from Manchester residents;
 - (d) Request for the Manchester Advice Linkworker Service to continue received from Manchester Residents;
 - (e) Request to save Manchester Advice including the Linkworker Advice Service received from Manchester residents; and

- (f) Request to save Manchester Advice including the Linkworker Advice Service received from Manchester residents.

3. Council's Petition Scheme

- 3.1 The procedure to be followed during the petition debate is set out in the Council's Procedure Rules at Part 4 Section A of the Council's Constitution. Council Procedure rule 13.A provides:

13A.1 Where a Petition Requiring Debate has been properly submitted in accordance with the Council's Petition Scheme and is included on the Agenda for a Council meeting, the main petition contact (as defined in the Council's Petition Scheme) or a person nominated by the main petition contact to act on their behalf, will be allowed to speak for a maximum of 5 minutes in order to present their petition to Council.

13A.2 Petition Debate

A Petition Requiring Debate under the Council's Petition Scheme will be debated by Council Members. Any Council Member who speaks in a Petition Debate may speak only once and for a maximum of 5 minutes on the issue raised by the Petition Requiring Debate. When chairing a Petition Debate the Lord Mayor will normally seek to ensure that the Petition Debate lasts for a maximum of 25 minutes, although the Lord Mayor has discretion to extend the time for a Petition Debate where he/she considers this to be appropriate.

13A.3 Council Response to Petitions following a Petition Debate

At the end of the Petition Debate, the Lord Mayor will ask for motions on how the Council wishes to respond to the Petition Requiring Debate which may include:

- a) Taking the action requested in the Petition, with or without modifications,*
- b) Noting the Petition, but not taking the action requested in the Petition;*
- c) Commissioning further investigation into the matter;*
- d) Deciding whether to make recommendations to the Executive where the matter falls to the Executive to make the final decision.*

Members will vote on such motion(s) by voice or by show of hands, or by ballot, at the discretion of the Lord Mayor.

13.A4 Notification of the Council's Response following a Petition Debate.

The main petition contact will receive written confirmation from the Council of the decision taken by the Council following a Petition Debate and this will be published on the Council's Petition Website (unless under all the circumstances the Council believes that this would be inappropriate).

4. Report of the Strategic Director for Adults on the Subject of the Petition

- 4.1 The decision regarding Manchester Advice including the Linkworker Advice Service involves an Executive decision which it is currently intended will be taken by the Strategic Director for Adults under her delegated powers set out in the Council's Constitution.
- 4.2 In the report to the budget meeting of full Council on 9 March 2011, it was made clear that the decision in relation to Manchester Advice including the Linkworker Advice Service was to be made following consideration of an equality impact assessment and this is in the process of being completed.
- 4.3 The Strategic Director for Adults has produced a report on the issues being considered in respect of the proposals regarding Manchester Advice including the Linkworker Advice Service, this report is set out in Appendix 2.
- 4.4 This petition debate will inform the decision making process.

5. Recommendations

- 5.1 Members are asked to consider the issues raised by the petition debate together with the petitions received and the report of the Strategic Director for Adults and to decide how to respond. In relation to the petitions referred to at 2.1 above and set out in Appendix 1 responses may include commissioning further investigation into the matter such as referral to the Council's Citizenship and Inclusion Overview and Scrutiny Committee for further consideration, or deciding whether to make recommendations to the Strategic Director for Adults.

APPENDIX 1

SUMMARY OF PETITIONS RECEIVED

- a) Protests against the proposed closure of Manchester Advice and the Linkworker Advice Service from residents of Cheetham and Crumpsall, requesting as follows:

Dear Councillor,

I am writing to register my protest against the proposed closure of Manchester Advice and the Linkworker Advice Service.

I have had the need to use their service as I could not find an appropriate alternative, suited to my particular needs. Their service has enabled me to improve the quality of my life and empowered me, to gain access to my benefit entitlements, access to education for my children, access to health, access to good standard of housing, help to resolve my debt problems and to find meaningful work opportunities.

I live in one of the most deprived wards in Manchester and I expect my elected Councillor to fight against any injustice in the form of cut backs to vital services. Please vote against the closure of Manchester Advice.

- (b) Request to stop the cuts in advice and the proposed closure of Manchester Advice from Manchester residents requesting as follows;

Stop the Cuts in Advice

To my Councillors

Vote against closure of Manchester Advice

To my MP

Vote Against the Cuts in Legal Aid

- (c) Request to save Manchester Advice including the Linkworker Advice Service received from Manchester residents requesting as follows;

PETITION TO SAVE MANCHESTER ADVICE

*Did you know Manchester City council have announced that they plan to **completely** close down Manchester Advice, including all the link worker service in the whole of Manchester? We need to let our councillors know that we want them to vote against the closure, before the decision is made on 9th March. We need to get as many signatures as possible.*

For the attention of the leader of Manchester & elected members:

We the undersigned are calling on Manchester City Council to save Manchester Advice. We oppose Manchester City Council plans to abolish this service which we find essential. We demand that Manchester City Council allow Manchester Advice to continue providing its services, including advice on housing, debt, consumer issues, welfare rights, immigration & advice in other languages. We believe Manchester Advice is an integral service which helps to improve the health & wellbeing of Manchester residents.

- (d) Request for the Manchester Advice Linkworker Service to continue received from Manchester Residents requesting as follows;

Manchester Advice Linkworker Service

They have helped, supported and empowered BME communities to become part of an integrated society within Manchester since September 1992. A service that offers continuity of service deals with customers in their own community language and is accessible.

This is an essential Service for our communities and there is a strong need for this service to continue.

- (e) Request to save Manchester Advice including the Linkworker Advice Service received from Manchester residents requesting as follows;

PETITION TO SAVE MANCHESTER ADVICE

For the attention of the leader of Manchester & elected members:

We the undersigned are calling on Manchester City Council to save Manchester Advice. We oppose Manchester City Council plans to abolish this service which we find essential. We demand that Manchester City Council allow Manchester Advice to continue providing its services, including advice on housing, debt, consumer issues, welfare rights, immigration & advice in other languages.

We believe Manchester Advice is integral service which helps to improve the health & wellbeing of Manchester residents.

- (f) Request to save Manchester Advice including the Linkworker Advice Service received from Manchester residents requesting as follows:

Petition to Save Linkworker Advice Service

For the attention of the Leader of Manchester & elected members:

We the undersigned are calling on Manchester City Council to save Manchester Advice and Linkworker Advice Service. We oppose Manchester City Council plans to abolish this service which we find

essential. We demand that Manchester City Council allow Manchester Advice and Linkworker Advice Service to continue providing its services, including advice on housing, debt, consumer issues, welfare rights, immigration and advice in other languages.

We believe Manchester Advice is an integral service which helps to improve the health & wellbeing of Manchester residents.

APPENDIX 2

Manchester City Council

Briefing Report of: Strategic Director - Adults

Subject: Proposed closure of Manchester Advice

Summary

The purpose of this briefing is to outline the issues under consideration on the proposed closure of Manchester Advice, including the Linkworker Service, to enable members to debate the petitions before them on this issue.

Contact Officers

Name: Liz Bruce
Position: Strategic Director for Adults
Telephone: 0161 234 3952
E-Mail: liz.bruce@manchester.gov.uk

Name: Diane Eaton
Position: Assistant Director
Telephone: 0161 234 3909
E-Mail: d.eaton@manchester.gov.uk

1. The Council's Strategic Direction

1.1 The long term priorities for the city are set out in the spines of the Community Strategy:

- Performance of the economy of the region and sub region
- Reaching full potential in education and employment
- Individual and collective self esteem – mutual respect
- Neighbourhoods of choice

1.2 The Directorate for Adults covers a broad agenda that goes beyond traditional social care and which supports Manchester's Community Strategy and the Council's priorities of promoting economic growth and reducing dependency. By enabling health and wellbeing the Adults Directorate can reduce Worklessness and dependency. As well as improving lives this can also improve the productivity of the labour market and contribute to economic growth.

1.3 The Directorate's vision is ambitious and includes: Independent adults who are socially and economically included in the community; who are able to parent well and provide good role models to children in their early years; who choose a healthy lifestyle and where mental health is recognised as being as important as physical health.

- 1.4 This vision will shift the focus on deficit and dependency to independence and promote citizens as assets in the community. It also shifts the focus from health inequalities and socio economic deprivation to healthy prosperous communities which contribute to place shaping
- 1.5 The Council set out its strategic direction in the report to the Executive on the 16th February 2011 – Local Government settlement 2011 – 13; implications and Strategic response. The proposals detailed in this report on the future of Manchester Advice have been specifically guided by the principles detailed within this report.

A: Leadership for Reform

- Budget decisions should be taken from the perspective of our responsibility for the long term strategic leadership of the City and for leading the reform of public services.
- Our principal focus must be to create the conditions for economic growth - promoting private sector investment, creating jobs, reducing Worklessness and dependency.
- When we are forced to move away from direct universal provision we must prioritise supporting external leaders of universal services to raise standards for all, enabling all residents to reach their potential to access jobs and wealth.

B: Universal Services

- Our role in relation to Universal services will include some direct provision, but increasingly should relate to strategic commissioning, planning provision to meet need, and ensuring the delivery of the highest standards of services.
- Our responsibilities must also be to ensure that Universal services play their full part in reducing dependency and promoting growth.

C: Targeted Services

- We need to ensure sufficient resources to provide for effective safeguarding and to protect the most vulnerable residents.
- We should pioneer a radical new approach to integrated, targeted and specialist services to reduce dependency within families with the most complex needs with a single pot of funding which can include funding contributions from partners.
- The role of Regeneration must be developed as the key to integrated commissioning to tackle Worklessness at neighbourhood level and to coordinate investment priorities based upon place,

D: Neighbourhoods

- Budgets should be neighbourhood focused, wherever possible with integrated delivery teams providing all residents with better services at less cost.
- A new Community Services focus should be developed involving Culture, Libraries, Leisure and Youth which should also be subject to integrated commissioning.

E: Core

- Additional Centres of Excellence should be developed to drive the public sector reform agenda on Investment models etc and strategic development.
- The protection of front line services will drive reduction in the back office staff.
- The Council's leadership role in relationship to AGMA and, from 1 April 2011, the Combined Authority, should remain focused on supporting growth and job creation, with a more sharply focused strategic planning, housing and regeneration capacity.

1.6 Manchester Advice is not a statutory service and, therefore, does not need to be delivered by the Council. Such universal services should, in future, be commissioned for local communities in their neighbourhoods through the external market. The Directorate will work with partners and the voluntary and community sector to commission universal services. These new partnerships will have strong and accountable governance structures and processes which will ensure the delivery of services for those that need them most, reducing dependency and creating resilience within Manchester communities

1.8 The proposed withdrawal of Manchester Advice would achieve savings for the Directorate to the value of £1.68 million. This report sets out the issues being taken into account by the Strategic Director in considering the proposal in order that members may debate the petitions received about this matter.

2. Overview of Manchester Advice

2.1 Manchester Advice has a mainstream budget of £2.1 million and has a staff establishment of 116 staff. Its budget is further supplemented by external funding obtained through commissioned services totalling £1.3 million making a total budget of £3.4 million. The commissioned services are integrated fully with those services offered through mainstream funding. The externally funded provision, with a commissioned funding stream of £1,335,896, was not in scope for the savings proposal from the outset. This will continue to provide the infrastructure to provide comprehensive advice and information provision for vulnerable people within communities.

2.2 The service currently offers the following advice and information throughout the city:

- General advice teams for older and disabled people and those with HIV, Mental Health problems, people living with cancer, based within the Directorate's Locality and Sensory teams and Advice services based in designated GP surgeries and in one hospital. This service is offered face to face and via telephone face to face and email
- Specialist consumer advice including an appeals service, specialist advice in relation to Housing, Mortgage rescue and the prevention of homelessness, a specialist service in debt and management responsibility for the Migration Impact Fund

- The Linkworker Advice service supporting customers from the BME communities
- The Independent Domestic Violence Advisory Service
- A Training and information team providing accredited training across the city

3. Overview of Community Legal Advice Services provision

3.1 Comprehensive advice provision is available within the city. The Council and the Legal Services Commission have jointly commissioned six Community Legal Advice Services (CLAS) across the city, which will provide general advice in the following areas:

- Debt
- Housing
- Welfare Benefits
- Employment
- Community Care
- Family
- Immigration (Low Level)

3.2 Each Community Legal Advice Service (CLAS), provided by the Citizens Advice Bureau (CAB) will provide all Manchester residents with access to:

- Extended opening times (*evening and weekends*)
- A one stop service (which will prevent people being signposted to alternative services across the City)
- A telephone and email gateway
- Modernised and new premises
- Outreach services across the city

Legal Aid Services, funded through LSC, are provided to those with more complex cases in the advice areas outlined above. The six locations are identified in Appendix A.

3.3 The CLAS will deliver the Council's strategic objective to deliver advice services closer to home and will enable citizens to access advice services should the decision to close Manchester Advice be taken.

3.4 Adults Directorate have established communication channels with the CAB to agree and monitor capacity and demand over the short term and, in the longer term, on a monthly basis in order to review the role and capacity for delivering advice services across the city. This is discussed in more detail in section 7.

4. Considerations

4.1 Following consideration it is proposed that the Council should retain the court

service and continue to employ staff to represent residents to prevent repossession of properties. This prevention service further supports the strategic priority of “reducing dependence”.

- 4.2 There will also be a transitional service at the Customer Service Centre based at One First Street to enable customers to learn how to access online advice. This fits within the prevention of homelessness theme of Manchester's Homelessness Strategy. This service will be reviewed in the first year.
- 4.3 The Council will also continue to provide benefit and other advice within its locality offices as part of its social care offer targeted at those customers with Mental Health and HIV issues and using its finance teams. This would be subject to a review after 12 months.
- 4.4 The following considerations and plans are necessary should a decision be made to close Manchester Advice:
 - 4.4.1 A commitment would be given to see through all existing active cases
 - 4.4.2 Customers who contact the council would be signposted to the most appropriate local alternative provision throughout the city
 - 4.4.3 Adults Directorate has committed to purchase three self-help advice kiosks which will be placed in a local library, GP practice and One First Street during the year for trial. This will be reviewed after 12 months.
 - 4.4.4 All stakeholders, both internal and external to the Council, will receive appropriate signposting information to ensure new and alternative advice provision is highly visible and accessible
 - 4.4.5 Some customers will be assisted in the Customer Service Centre based at One First Street to access a number of self-help options available on the internet where appropriate
 - 4.4.6 A partner housing provider is planning, on behalf of Registered Providers (previously Registered Social Landlords), to capacity build their staff to provide appropriate welfare advice to their tenants. They will undertake this through accessing specialist welfare advice training; this will be available to the Voluntary & Community Sector as well as Registered Provider staff.
 - 4.4.7 The Directorate will offer targeted support to customers in all localities with Mental Health and HIV issues, followed by a review at the end of the year. This addresses the potential gap in advice support via GP practices. A review and monitoring via GP Leads will occur in the first year.
 - 4.4.8 The Council remains committed to services commissioned from external agencies and will review these after two years. These are:

- Macmillan - to target benefit and other legal advice services to support those customers living with cancer
- Willow Park Housing Association - a debt and benefit advice service to its tenants
- Christie's advice service

4.4.9 The Independent Domestic Violence Advisory (IDVA) service will be retained, though reduced in size and managed through the Directorate's Homelessness Service. The domestic violence telephone helpline is not part of Manchester Advice but is currently being reviewed from a commissioning and quality aspect with future recommendations forming part of the directorate's ongoing review and refinement of advice provision. The option of this helpline operating from the Corporate Contact Centre is being explored.

4.4.10 The Directorate has committed to reconsidering whether to retain a number of BME Linkworkers. Ongoing analysis is being carried out to consider the required capacity. Depending on the outcome of this analysis, there may be a reduction in the savings released as each post costs, on average, £29.5k. This analysis will inform the final decision.

4.4.11 It is known that there are likely to be further changes in welfare and legal aid reform and, therefore, commissioned advice services will continue to be quality assured and monitored on a monthly basis through a post within the Supplier Management Service as part of the existing Adults Directorate contract with the CLAS. This will ensure that any emerging trends or specific issues are identified early and can be incorporated into the review of the service and inform future commissioning intentions.

5. Actions taken to date

- 5.1 Manchester Advice staff, together with the relevant trade unions, have attended two separate face to face briefing sessions with the Strategic Director and supported by HR in relation to the proposed closure of the service and all queries raised at these sessions have been followed up and responded to. Communication sessions with staff and trade unions will continue via the Service Managers and Head of Customer Access.
- 5.2 As part of the Council's savings, a VER/VS scheme has been implemented since the Council budget was agreed.
- 5.3 Of the staff potentially affected by the proposed closure, 43 staff have applied for VS/VER, 40 staff have either left the organisation or have leaving dates planned. 3 Staff in the Independent Domestic Violence Team have longer leaving dates i.e. after 30th June 2011, to allow for service continuity. All services in the Council have had to flexibly respond to workforce reductions. Should the decision to close go ahead, staff will be directed into the m people pathway with a small number remaining in the advice infrastructure that complements the CLAS provision.

6. Equality Issues

- 6.1 As a public body the Council has a number of statutory duties under equalities legislation. These are often referred to as the Public Sector Equality Duties (PSED). The PSED require the Council, through its decision making process, to give due regard to the need
- to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act;
 - to advance equality of opportunity between people who share a protected characteristic and those who do not
- to foster good relations between people who share a protected characteristic and those who do not. This involves in particular having due regard, to the need to:
- (a) tackle prejudice; and
 - (b) promote understanding
- 6.2 The protected characteristics are age, disability, gender re assignment, pregnancy, maternity, race, religion or belief, sex and sexual orientation.
- 6.3 The Equality Act explains that having due regard for advancing equality involves:
- Removing or minimising disadvantages suffered by people due to their protected characteristics
 - Taking steps to meet the needs of people from protected groups where these are different from the needs of other people. Particular attention needs to be paid to the needs of disabled people in taking account of this requirement.
 - Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low
- Compliance with the duties may involve treating some persons more favourably than others; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under the Act.
- 6.5 In this case the decision maker is the Strategic Director, Adults. However, it is important that members are aware of the extent of the duties when debating the petitions and providing further views for the Strategic Director to consider in making the final decision.
- 6.6 The way that Councils carry out these duties has been considered in a number of Court cases and the Courts have given guidance on the principles that decision makers should take into account.
- 6.7 The Courts have stated that having due regard to the PSED means having that regard which is appropriate in all the circumstances in which the authority

is carrying out its function as a public authority. It is proper and reasonable for an authority to consider any countervailing factors such as economic and practical factors and it is up to the authority how much weight is given to each factor. The duty should be exercised with rigour and an open mind and at the time that the particular issue is being considered.

- 6.8 During the consideration of the proposals to date, three clear issues have been identified should the proposal go ahead and these are :

Linkworker provision	Posts have been identified to fulfil a new Community Engagement role. These posts will be specifically targeted to capacity build within BME and any emerging communities. This will be reviewed in the first twelve months. This approach reflects Council's m people approach where skills will be deployed flexibly to where the business needs require. As set out in 4.4.10 above more detailed work is also being carried out on this part of the proposal.
Benefit appeals	Registered providers have developed a "step up" scheme to identify ways of training and building capacity with Housing providers and the Voluntary and Community Sector to provide consistent welfare advice and assist customers at appeals.
Provision of advice training	Registered Social Landlords are building capacity through Step Up programme

- 6.9 In addition, as part of the tender specification, the Community Legal Advice Services will be carefully monitored by the Commissioning Service to monitor current and future capacity and demand. This already takes place on a monthly basis as part of the formal contract monitoring. In the light of the current proposals, data on demand trends will also be reported monthly to the Strategic Director to ensure that the impacts of any changes are mitigated.

7. Timeline of closure

- 7.1 The following key milestones have been agreed. Petitions to save Manchester Advice from the proposed closure containing over 4000 signatures have been submitted to the Council. They will be considered at the Full Council meeting on 18 May 2011. Subject to the outcome of the Council meeting it is currently intended that the decision will be made by the Strategic Director under her delegated powers after consideration of all issues including an Equality Impact Assessment. It will also be subject to the usual Scrutiny procedures..

8. Ongoing monitoring

- 8.1 As part of our ongoing commitment, it would be our intention, should the closure go ahead, to monitor the effect on Manchester residents. This would be done by:

- 8.1.1 Identifying the numbers of customers who approach us for advice and who we signpost to appropriate alternative advice in the city – we will develop a systematic process via our electronic social care record to collect this information
 - 8.1.2 Analysing any complaints regarding the provision of advice
 - 8.1.3 The ongoing monitoring of the emerging CLAS in terms of their contractual requirements. This will be jointly monitored and the role and capacity of the CLAS reviewed on a monthly basis by the Directorate with the Legal Services Commission (LSC).
 - 8.1.4 The requirement for the CLAS to provide information on needs and demands in order to inform an annual needs analysis to ensure advice services are provided that respond to different trends and emerging communities.
- 8.2 In addition, the statutory requirement to conduct a joint strategic needs assessment (JSNA) will identify any impact on health and wellbeing, the cumulative effect of welfare reforms and the need for advice provision in the city. This could be monitored by the new Strategic Health and Wellbeing Board when it is launched in June 2011. The overall analysis of equality impact assessments would further enhance this intelligence and monitoring.
- 8.3 We will continue to oversee and communicate with the Citizens Advice Bureau on current and future demand/capacity and evaluate the effectiveness and impact on residents' self-service usage on advice and information. This will provide an ongoing picture of the new community provision from both a provider and user perspective which will feed into the ongoing commissioning intentions.

Appendix A

Externally commissioned locality advice services

North: Main Locations		Opening Times:	
Ben Brierley CLAS 322 Moston Lane Moston. M40 9WB	Mon:	9:00 – 5:30	
	Tues:	9:00 – 8:00	
	Weds:	9:00 – 5:30	
	Thurs:	9:00 – 8:00	
	Fri:	9:00 – 5:30	
	Sat:	9:00 – 1:30	
Swan Street CLAS 20 Swan Street Manchester M4 5JW	Mon:	9:00 – 8:00	
	Tues:	9:00 – 5:30	
	Weds:	9:00 – 8:00	
	Thurs:	9:00 – 5:30	
	Fri:	9:00 – 5:30	
	Sat:	9:00 – 1:30	
North: Outreach Locations			
Miles Platting Sure Start Centre Holland Street M40 7DA	Mon:	9:30 - 1:30	
Miles Platting Library M40 8EE	Tues:	9:30 - 1:30	
Charlestown Surestart Centre 21 Colemore Drive M9 7GB	Weds:	9:30 - 1:30	
Newton Heath Youth and Community Centre Averill Street M40 1PF	Thurs:	9:30 - 1:30	
City College Moston Campus M9 4AF	Fri:	9:30 - 1:30	
Blackley Surestart Centre 160 Victoria Avenue M9 0RN	Fri:	9:30 - 12:30	
Central: Main Locations			
Moss Side CLAS 159 Princess Road Moss Side Manchester. M14 4RE	Mon:	9:00 – 5:30	
	Tues:	9:00 – 8:00	
	Weds:	9:00 – 5:30	
	Thurs:	9:00 – 8:00	
	Fri:	9:00 – 5:30	
	Sat:	9:00 – 1:30	
Longsight CLAS 384 Dickenson Rd & Glaisyers M13 0WQ 601 Stockport Road M13 0RX	Mon:	9:00 – 8:30	
	Tues:	9:00 – 5:30	
	Weds:	9:00 – 8:00	
	Thurs:	9:00 – 5:30	
	Fri:	9:00 – 5:30	
	Sat:	9:00 – 1:30	

Central: Outreach Locations	
Fallowfield/Rusholme Surestart Wilbraham Primary School Platt Lane M14 7FB	Mon: 9:30 – 1:30
Chorlton Surestart – Darley Ave M21 7JG	Tues: 9:30 -1:30
Chorlton Surestart – Burford Rd. Known as Whalley Range Surestart M16 8HE	Weds: 9:30 – 1:30
Gorton Community Centre Highmead Street, Manchester, Greater Manchester M18 8PE	Thurs: 1:30 – 4:30
Gorton Surestart Centre Sacred Heart site Glencastle Road Gorton M18 7NE	Fri: 9:30 – 1:30
South: Main Locations	
Withington CLAS Withington Methodist Church Wilmslow Rd. M20 4AN	Mon: 9:00 – 5:30
	Tues: 9:00 – 8:00
	Weds: 9:00 – 5:30
	Thurs: 9:00 – 8:00
	Fri: 9:00 – 5:30
	Sat: 9:00 – 1:30
Wythenshawe CLAS 16B Rowlandsway Wythenshawe. M22 5RQ	Mon: 9:00 – 8:00
	Tues: 9:00 – 5:30
	Weds: 9:00 – 8:00
	Thurs: 9:00 – 5:30
	Fri: 9:00 – 5:30
	Sat: 9:00 – 1:30
South: Outreach Locations	
Woodhouse Park Sure start Centre Dinmore Road M22 1NW	Mon: 9:30 - 1:30
Brooklands Sure start Centre Wendover Road M23 9JX	Tues: 9:30 - 1:30
Sale Road Sure start Centre , Sale Road M23 OJX	Weds: 1:00 - 4:30
Burnage Surestart Centre Broadhill Road M19 1AG	Thurs: 9:30 -1:30