

S12. CITIZENS ADVICE BUREAUX: SCRUTINY PANEL FOLLOW-UP

The Committee had considered a report at its meeting on 10 October 2013 which provided information on process, evidence and recommendations arising from the Scrutiny Panel on Falkirk Citizens Advice Bureaux (CABx). The recommendations from the Scrutiny Panel were then referred to the Executive in November 2013, where it was agreed that the recommendations be developed into actions. This report provided an update on the progress made against those recommendations.

Lesley MacArthur provided a detailed overview of the report.

Information was provided on the proposal that Falkirk CAB source new premises. Lesley advised that a property had been identified which was in Council ownership, however there were significant renovation costs associated with the property and officers were continuing to work with the CAB with regard to this project.

Discussion took place on how other service providers are or can be encouraged to work with the Citizens Advice Bureaux. Lesley MacArthur outlined the work that has been undertaken by the CABx which included roadshows in the One Stop Shops. Lesley Scott also provided information on the work of Falkirk Area Welfare Benefits Advice Support Unit (FAWBASU).

Decision

The committee:-

- (1) acknowledged the good progress made by the Citizens Advice Bureaux in working towards the recommendations arising from the scrutiny process, and**
- (2) agreed that subsequent progress reports be brought in line with the annual reporting schedule relating to Following the Public Pound.**

Councillor Black re-entered the meeting at conclusion of the previous item of business.

In accordance with his declaration of interest, Provost Reid left the meeting at this point. Baillie Paterson took the Chair for the remainder of the meeting.