

**Scrutiny of Public Body (Citizens Advice Bureau) in regard to outcomes being delivered for the people of the District through WLDC's contribution to the service.**

Questions to be put to Speaker representing the Citizens Advice Bureau at the Challenge and Improvement Committee, Tuesday 10 October 2017

1. What are the main issues raised through the CAB for the people of West Lindsey?
2. How does the CAB respond to problems with homelessness and what information is provided to those facing these problems?
3. How does the CAB assist people with monetary issues and where are people directed to apply for financial assistance?
4. How has the outreach grant awarded to the CAB helped to deliver services and assistance to those in rural areas?
5. What outcomes are delivered by the CAB and are there any case studies to demonstrate these outcomes?
6. Does the CAB have any measures for capturing customer satisfaction rates and are there any benchmarks for comparisons across neighbouring areas?
7. How have changes to the way in which Legal Aid is funded impacted on the work of the CAB and the matters they deal with on behalf of their customers?
8. In what way could West Lindsey District Council provide additional support to the work of the CAB and those they work with?