



# NEWHAVEN TOWN COUNCIL

Ken Dry  
Town Clerk

TOWN COUNCIL OFFICES  
18 FORT ROAD  
**NEWHAVEN**  
EAST SUSSEX  
**BN9 9QE**

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To: Full Council **Agenda Item 5.**

Date: 21<sup>st</sup> April 2026

Report Contact: Town Clerk – Ken Dry

Subject: **3-year Service Level Agreement between Lewes District Citizens Advice and Newhaven Town Council.**

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1. The purpose of this report is to seek a Full Council authorisation (as per current Financial Regulations) for the expenditure required as part of a 3-year Service Level Agreement with Lewes District Citizens Advice.
2. At its meeting on February 24<sup>th</sup> 2026, the Promotion, Partnership & Finance Committee resolved that  
  
*'the committee recommend to Full Council that they authorise LDCA's request for the full amount of £10,000 annual SLA for three years (first year from General Reserves and the following two years from an EMR)'.*
3. The previous report of the Executive officer including supporting information from LDCA can be seen at Appendix A.
4. A copy of the Service Level Agreement to be executed can be seen at Appendix B.
5. **Recommendation:**  
That the Council notes the previous committee resolution authorises the annual (£10K) and total expenditure (£30K) as indicated and executes the agreement accordingly.



## NEWHAVEN TOWN COUNCIL

Stephen Honey  
Executive Officer

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To: Promotion, Partnership & Finance Committee  
Date: 24<sup>th</sup> February 2026  
Report Contact: Executive Officer  
Subject: **Lewes District Citizen's advice request for an SLA**

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1. The purpose of this report is to seek the council's approval to implement a Service Level Agreement between Newhaven Town Council and Lewes District Citizen's Advice.

### **Background.**

2. Lewes District Citizen's Advice have previously received funding from Newhaven Town Council from at least 2008 up until 2023 through various Community Partnership grants.
3. Cllr Jan Woodling (external representative) reported to the Council on 13<sup>th</sup> January 2026 that the local branch of Citizens Advice is situated in Newhaven but survives mainly from Lewes District Council grants and funding from surrounding Town Councils, but not Newhaven.
4. Sarah Archer (Lewes District Citizen's Advice CEO) met with Officers to ascertain whether funding could be re-started and suggested an SLA (which is how they receive funding from Peacehaven and Seaford town councils). The have supplied a "case for support" document (see Appendix A)

### **Finance**

5. Should members decide to agree to the implementation of an SLA (see draft in Appendix B), the amount due (£10,000 per annum requested for three years (2026-2028)) would need to be paid from the General Reserves and an EMR would need to be established for the final two years.

### **Recommendation**

6. That the Committee informs the Executive Officer as to whether they wish to accede to the request of Lewes District Citizen's Advice. If the amount that the committee agrees is above the £7,500 threshold that they can authorise, this will be brought before the next Full Council meeting for authorisation.



**Lewes  
District**

# LDCA request for SLA Case for support to NTC

January 2026

# Our work in Newhaven in 2025

**402 Newhaven residents supported**

**With 1122 different issues**

**Over £118,000 was secured for people in income gains and debts written off.** In addition to bringing people out of hardships and poverty, this is also money circulating in the local economy.

**64% of the people we supported were disabled or had long term health conditions,** illustrating that we support some of the most vulnerable people in our community.

Benefits, charitable support and housing were the three most common areas where people required support.

1/5<sup>th</sup> of the total number of people we supported across all of Lewes District in 2025 were Newhaven residents.

# Our work in Newhaven in 2025

## Key Statistics

Lewes District (member)

02/01/2025 23/12/2025

### Summary

Clients	402
Quick client contacts	
Issues	1,122
Activities	1,163
Cases	561

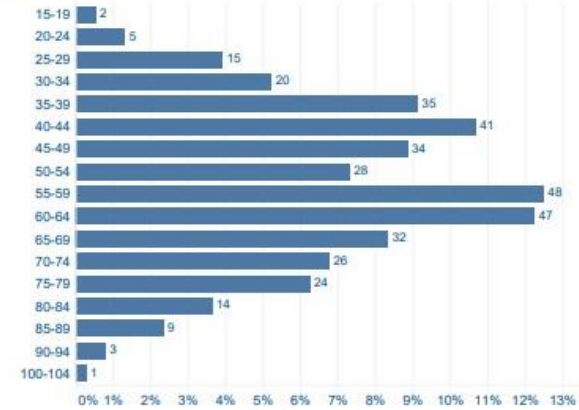
### Outcomes

Income gain	£110,432
Re-imburements, services, loans	£0
Other	£8,340

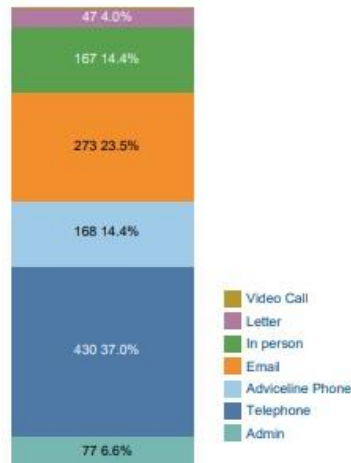
### Issues

Issues	Clients
Benefits & tax credits	335
Benefits Universal Credit	125
Charitable Support & Food Ban..	187
Consumer goods & services	23
Debt	50
Employment	50
Financial services & capability	12
GVA & Hate Crime	5
Health & community care	28
Housing	154
Immigration & asylum	3
Legal	39
Relationships & family	53
Tax	7
Travel & transport	12
Utilities & communications	39
<b>Grand Total</b>	<b>1,122</b>

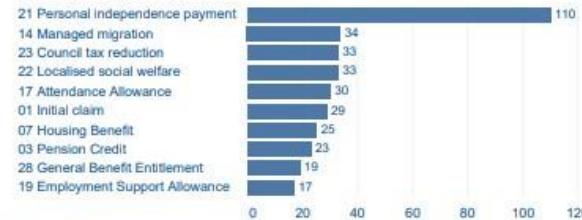
### Age



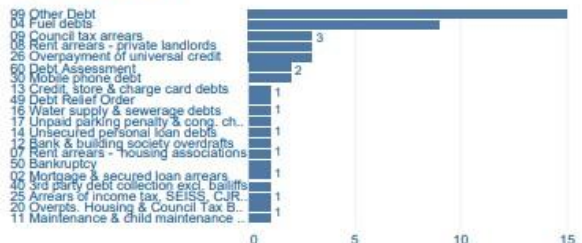
### Channel



### Top benefit issues



### Top debt issues



### Gender



### Disability / Long-term health



### Ethnicity



# Our work in Newhaven in 2025



- Our main hub office is in Newhaven, operating three days a week (Tuesday-Thursday).
- Our advice line is run from Newhaven by our trained team of volunteer advisors. Operational days often bring 20-25 staff and volunteers into the town, supporting increased footfall and spending.
- We are running a weekly drop in ‘digital inclusion advice session’ from our Newhaven office every Friday from January-March 2026. We will be supplying some eligible Newhaven residents with free Chromebooks, mobiles and annual data allowance (enabled from a recent successful funding bid from the Cabinet Office).
- In addition to our advice volunteers, we also have a wider team of experts that support people in need. This includes; 3 welfare benefit caseworkers, a specialist housing advisor, 2 autism advisors, outreach advisors- all supported by our supervisors and Advice Services Manager.
- We run periodic autism advice service drop ins from our Newhaven office.
- Much of our welfare benefit application support is delivered from our Newhaven office.
- We have strong links with local Newhaven organisations such as the Baptist Church foodbank, and we hold regular meetings in the Hillcrest.



# Our experience, accreditation and governance

- We are currently a team of 42 volunteers, 7 trustees & 16 part-time staff enabling us to deliver 58 adviser days per week.
- We have 275 years of Citizens Advice experience between us. 10 of our team have been with us for 10 years or more.
- We are AQS accredited in three categories; general advice, welfare benefits and disability. We are the only local organisation with this level of accreditation and expertise.
- We undergo a three-year audit by National Citizens Advice. Assessment areas include; governance, operations, people management, finance, strategy and planning, risk management and compliance, research and campaigns, EDI and of course, our advice and case work accreditation. In 2025 we passed all 54 individual scoring areas within the evidence portfolio, and our work was described as 'gold standard'.
- We are registered with the FCA and Fundraising Regulator and have been awarded as a social impact supplier on the NHS procurement hub.
- 2025 marked long service awards for 4 volunteers (3 of whom have given over 10 years and one over 5 years).
- Our Autism Advice Service received a national award in November 2025 for its work in championing equality, diversity and inclusion.

# Value of our volunteers and running local awareness campaigns

Our remarkable volunteer advisers and trustees donated over 12,000 hours in 2025. This is added value on top of the costs of running the organisation.

Value of activities and improved outcomes		
Value of time donated	Value (£)	Stakeholder
Volunteering time	261,999	Local Citizens Advice office
Skill development and employability		
Gaining employment more quickly	12,772	Economy
Receiving a higher wage due to being more skilled	954	Economy
Health and wellbeing		
Increased life satisfaction	49,655	Volunteers
Improved mental health	18,808	NHS
<b>TOTAL</b>	<b>344,188</b>	

“ I honestly do not know if and definitely how we would have survived without you ”

## Could you pay less for Utilities?

1.6 million households miss out on water discounts and up to 8.4 million miss cheaper broadband deals - £2.7 billion of help left unclaimed every year!

### What is a social tariff?

A special lower rate for water, broadband or mobile. If you receive a benefit that depends on your income (means tested) for example, Universal Credit, Pension Credit or ESA, you could qualify.

### Broadband & Mobile

- Check Ofcom's list at <https://www.ofcom.org.uk/>
- Or call Ofcom: 0300 123 3000 / 020 7981 3000
- Already with a provider? Ask them about their social tariff and how to switch.

### WATER

- Every company in England & Wales offers a social tariff.
- Southern Water: 0800 027 0363
- South East Water: 0800 952 4000
- Or visit the Consumer Council for Water website <https://www.ccw.org.uk/>

### ENERGY

There's no national tariff yet, but suppliers run their own help schemes.

- Example: EDF support line 03330 069 950. Call yours and ask what's available.

### Need a hand?

Contact Lewes District Citizens Advice on freephone 0808 278 2892 (Option 4)

or Via the website <https://www.lewesdistrictca.org.uk>

We may be able to help with applications and energy bills if you are struggling.

# Our funders



- Lewes District Council- £190,000 per year
- Peacehaven TC- £15,000 per year 26/27 (was £13,000)
- Lewes TC- £8,000 per year (+ additional £2000)
- Seaford TC- £6,500 per year
- Telscombe TC-£4,240 per year

Other current or recent funders include;

- Big Lottery
- Chalk Cliff Trust
- Assert
- ESCC
- Awards for All
- Sussex Community Foundation
- The Lawson Trust
- The Next Foundation
- The local Rotary clubs
- Local events and fundraising activities

# Reducing costs

In order to mitigate continuing funding shortfalls, in 2025 we committed to a staff restructure, where we were able to avoid redundancies but only due to two teams of staff agreeing to reduce their hours. This secured vital cost savings but has impacted on our capacity through reduced staffing hours.

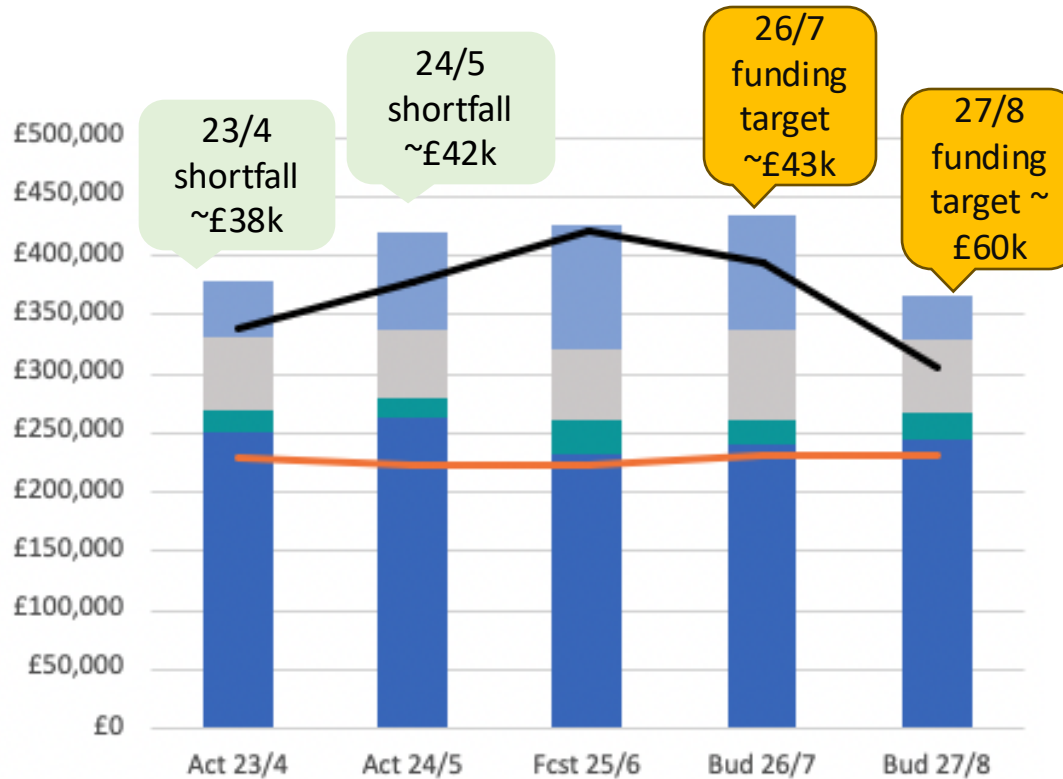
We also requested and received additional support from LDC in waiving our rent for 12 months. This was an essential aspect in helping to manage our deficit.

We continue to monitor all our wider costs, services and contracts and without making further reductions in our primary purpose i.e. service delivery, we can make no further cost savings.



# Finances

- salary & related (project)
- office & premises
- staff/volunteer costs & governance
- salary & related
- core council grants
- total adjusted income (\*)



Restructured in 25/6 to align costs with income

Local council grants have remained almost static since 2021. Project funding is a variable depending on the duration and value of each project as can be seen in the pale blue bar here. Government schemes also fluctuate e.g. Household Support Fund will end in Mar 26 and how its replacement will be managed is yet to be decided.

Costs increased substantially in 23/4 due to inflation & increased staffing costs (inc NI increases), resulting in shortfalls of ~£40k in both 23/4 & 24/5. It was decided to cut staff costs and fix salary increases to 2% in 25/6 to align costs with income.

However, continuing inflation, one-off costs to prepare for cyber essentials and the unknowns regarding future project funding are pushing our fundraising targets back up to £43k for 26/7 and £60k for 27/8. This is to retain the status quo whilst our ambition would be to increase services to more closely meet the need. We must secure additional income to safeguard service delivery.

(\*) adjusted to show income in the year it is designated for (i.e. matched to cost)



# Our request to Newhaven Town Council

A three-year SLA to support our work with Newhaven residents

- We are requesting that NTC consider funding of £30,000 over a three-year SLA at £10,000 per year.

Each year:

- £10,000 could help fund a welfare benefits caseworker
- £10,000 could pay towards hours for our Specialist Housing Advisor (currently only has funding in place until Dec 26 and this role will be lost entirely without additional funding)
- £10,000 could help us with the unavoidable increased costs we face due to our urgent need to obtain Cyber Essentials and Cyber Essentials Plus. The total cost of us attaining this certification has been costed at over £20,000. Part of these costs is our need to buy a further 20 refurbished laptops at £500 per device (as our devices are not fit for purpose and need replacing). Having cyber essentials is becoming a standard requirement for many funders, government contracts and will soon be part of the requirement for our membership to the national Citizens Advice network.
- £10,000 would help us reduce our gap between income and expenditure and help us to avoid reducing our capacity to deliver services and support. We are already a lean organisation that relies heavily on volunteers to help deliver services. Our biggest cost is staff - without securing more funding we will need to restructure further, which will reduce our capacity in supporting people who need us.



**Lewes  
District**

# Reporting and evidence

## Each year we will

- Support a minimum of 400 Newhaven residents
- With at least 1,000 differing issues
- For a £10,000 grant, this equates to a cost of £25 for each resident supported or £10 for each individual issue advised on
- At least 50% of the people that we will support will have long term health conditions or disabilities

## Evidencing and reporting

- We will report quarterly to the Town Council.
- We will provide key stats for our work in Newhaven and a case study from a local resident.
- We will provide annual statistics on our work, to give a broad overview of our work and our impact and the value we bring from the grant.
- We will report on the income generation we gain and debts written off to residents
- We will ensure that we advertise the support of Newhaven Town Council across our platforms and in our annual report.

# Our values

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To be a local charity that promotes a fairer Lewes District, where its people have access to free, impartial and accredited advice and support to enable our community to thrive and flourish

GRANT FUNDING AGREEMENT  
BETWEEN  
Newhaven TOWN COUNCIL  
AND  
LEWES DISTRICT CITIZEN'S ADVICE

**You should read these Terms and Conditions carefully. Failure to comply with these Terms and Conditions could put the Grant Funding and any future grant or other funding at risk and may result in action being taken to recover any monies already given.**

**Interpretation:**

- |                                      |   |
|--------------------------------------|---|
| <b>“the Agreement”</b>               | includes and incorporates these Terms and Conditions;   |
| <b>“Data Protection Legislation”</b> | means <ul style="list-style-type: none"><li>(i) the UK General Data Protection Regulations (UK GDPR) and any applicable national implementing laws as amended from time to time;</li><li>(ii) the Data Protection Act 2018 (DPA 2018) to the extent that it relates to processing of personal data and privacy;</li><li>(iii) all applicable laws about the processing of personal data and privacy</li></ul> |
| <b>“Grant Funding”</b>               | mean those grant funds which shall become payable by Newhaven Town Council to the Provider for the provision of the Services in accordance with the Agreement;  |

<b>“Grant Funding Term”</b>	subject to earlier termination, the term during which Agreement will remain in force;
<b>“Services”</b>	means the purposes for which the Grant Funding is being awarded;
<b>“The Town Council”</b>	means Newhaven Town Council of 18 Fort Road Newhaven East Sussex BN9 9QE
<b>“The Provider”</b>	means Lewes District Citizens Advice, 15-19 Chapel Street, Newhaven, BN9 9PN;

## **1 General**

- 1.1 The Grant Funding shall be used solely towards financing the Services in accordance with the Agreement.
- 1.2 Any amendment or modification of this Agreement or additional obligation assumed by either Party in connection with this Agreement will only be binding if evidenced in writing signed by each Party or an authorised representative of each Party.
- 1.3 The Grant Funding Payment made under this Agreement shall void the Provider from being able to apply under the Town Council's Discretionary Grants Scheme for additional funding over and above that within this Agreement.

## **2 Obligations of The Provider**

- 2.1 The Provider shall secure the delivery of the Services and ensure that at all times the Services are delivered in accordance with these Terms and Conditions.
- 2.2 The **Services** to be delivered which define the purpose of the Grant Funding are:
  - 2.2.1 Delivering a hybrid model of support services using a combination of pre-booked in-person appointments (at Newhaven sites), remote telephone and email support to the residents of Newhaven.

This includes specialist benefits and debt guidance and access to any other projects targeted at specific groups..

- 2.3 The Provider agrees with the following **reporting arrangements** to ensure eligibility for the following year's grant funding:
  - 2.3.1 Half yearly performance figures to the Town Council reflecting both district wide activity and also a dashboard specific to Newhaven.
  - 2.3.2 The Town Council's Outside Body Representative for the Provider will be invited to two Provider Board meetings as an observer (no voting rights).
  - 2.3.3 Presentation for the Town Council's Annual Town Meeting (the Newhaven Town Forum)
  - 2.3.4 Annually, the accounts of the Provider, are submitted to the Town Council to indicate expenditure, income, assets and liabilities, together with funding obtained from other partner bodies if appropriate.
- 2.4 The Provider will notify the Town Council, in writing within 10 working days if there is a material change to any of the following of its documents:
  - 2.4.1 Its written set of rules, constitution, or other governing document;
  - 2.4.2 Its Equality and/or Equal Opportunities policy(this policy may be contained within their constitution or other governing document);
  - 2.4.3 A copy of the organisation's Public Liability Insurance to the value of at least £10 million.
  - 2.4.4 A policy to ensure the safeguarding of children or vulnerable adults (where appropriate).
- 2.5 The Provider must notify the Town Council, in writing within 10 working days if there is any material change affecting finances, activities, how the Provider will assess the effectiveness of the Services provided or other factors stated in the Agreement.

- 2.5 The Provider shall comply with all statutory requirements and other laws and regulations relating to the Services and its development and operation including without limitation all relevant health, safety and employment laws and regulations.
- 2.6 The Provider shall ensure that it has all necessary consents, (this includes any approval consent, profile check, exemption, licence or permission from any governmental or other authority or any person required by law), or otherwise for the Provider to provide the Services.
- 2.7 The Provider shall ensure that any publicity relating to the Services will be accurate in its content and will recognise the financial support of the Town Council through the relevant use of the Town Council logo, as provided.

### **3 Obligation of Newhaven Town Council** ———

- 3.1 In consideration of the Provider providing the Services under the Agreement, Newhaven Town Council shall pay to the Provider the Grant Funding in accordance with the terms of the Agreement.

### **4 Grant Funding Term**

- 4.1 The term of this Agreement (the “Grant Funding Term”) will begin on the date of this Agreement and will remain in force for a period of three years, ending on  
subject to earlier termination as provided in this Agreement.
- 4.2 The Term may be extended with the written consent of the Parties.

### **5 Grant Funding Payment**

- 5.1 The Grant Funding is an annual amount of £ 10,000 (Ten Thousand)
- 5.2 Wherever possible, payment will be made by bank transfer from the Town Council to the Provider by April 15th of each year of the Grant Funding Term within this Agreement.
- 5.3 If payment is to be delayed or an alternative means of payment is required, the Town Council will notify the Provider of the expected delay length and reasons in writing, as soon as practicably possible.
- 5.4 The Provider will be responsible for all income tax liabilities and National Insurance or similar contributions relating to the Payment and the Provider will

indemnify the Town Council in respect of any such payments required to be made by the Town Council.

- 5.5. The Provider will not be reimbursed for any expenses incurred in connection with providing the Services of this Agreement.

## **6 Withholding or Repayment of Grant Funding**

- 6.1 Where there is a breach of these Terms and Conditions by the Provider, including the Services not having been provided in accordance with these Terms and Conditions with the Town Council's prior agreement, and without prejudice to Newhaven Town Council's other rights and remedies, Newhaven Town Council may at its discretion reduce, suspend and or withhold the payment of the Grant Funding or require repayment of the Grant Funding in full (or in Newhaven Town Council's absolute discretion in part), on demand.
- 6.2 The Provider shall promptly repay to Newhaven Town Council any money incorrectly paid to it either as a result of an administrative error or otherwise. This includes (without limitation) situations where either an incorrect sum of money has been paid or where the Grant Funding has been paid in error before all conditions attaching to the Agreement have been complied with by the Provider.
- 6.3 The Provider must repay any unspent element of this Funding if it is not used for the purpose for which it was intended upon receiving notice from Newhaven Town Council.

## **7 Termination**

- 7.1 Newhaven Town Council may terminate the Agreement and any Grant Funding payments immediately on giving the Provider three months' written notice should it be required to do so by financial restraints or for any other reason.
- 7.2 Upon termination of this Agreement by the Town Council, any Grant Funding payment made for that year shall not be repayable by the Provider, save for where the Terms and Conditions of this Agreement have been breached by the Provider.

## **8 Records and Compliance**

- 8.1 The Provider shall ensure that they maintain full and proper insurance policies relevant to the Provider's activities and shall when requested by Newhaven Town Council provide full evidence of such insurance on demand.

## **9 Indemnity**

- 9.1 The Provider acknowledges that Newhaven Town Council's extent of involvement in the Services is restricted to providing grant funds to assist the Provider to put the Services into practice. The Provider shall be solely liable for its personnel, the lawful performance of the Services and (without limitation) all claims, demands, damage and proceedings which may arise.
- 9.2 The Provider shall indemnify and hold Newhaven Town Council, its employees, agents, officers or sub-contractors harmless with respect to all losses and all other liabilities such as but not limited to liabilities or losses arising from or incurred by reason of the actions and/or omissions of the Provider in relation to the project, the non-fulfilment of obligations of the Provider under this Agreement or its obligations to third parties.
- 9.3 Newhaven Town Council accepts no liability for any consequences, whether direct or indirect, that may come about from the Provider running their business, the use of the Grant Funding or from withdrawal of the Grant Funding.

## **10 Assignment**

- 10.1 The rights and obligations under the Agreement are personal to the Provider and are not assignable.

## **11 Contract (Rights of Third Parties) Act 1999**

- 11.1 None of the provisions of the Agreement are intended to or will operate to confer any benefit pursuant to the Contract (Rights of Third Parties) Act 1999 on a person who is not named as a party to the Agreement.

## **12 Force Majeure**

12.1 Newhaven Town Council reserves the right to defer the date for performance of, or payment of, the Grant Funding, or terminate any agreement with the Provider, if Newhaven Town Council, or the Provider is prevented from, or delayed in, carrying on its business by acts, events, omissions or accidents beyond its reasonable control, including strikes, lockouts or other industrial disputes (whether involving the workforce of Newhaven Town Council or any other party), failure of a utility service or transport network, act of God, plague or epidemic, war, riot, civil commotion, terrorist activities, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.

## **13 Waiver**

13.1 Failure to exercise, or any delay in exercising, any right or remedy provided under this Agreement or by law shall not constitute a waiver of that (or any other) right or remedy, nor shall it preclude or restrict any further exercise of that (or any other) right or remedy.

## **14 Governing Law**

14.1 The Agreement shall be governed by and construed in accordance with English Law.

14.2 This grant document and any dispute or claim in connection with it or its subject matter shall be governed by and construed in accordance with the law of England and Wales (including non-contractual disputes or claims)

## **15 Variation**

15.1 Newhaven Town Council may (acting reasonably) amend the Agreement at any time, as long as Newhaven Town Council informs the Provider within a reasonable period thereafter of the variation. No variation of the Agreement or of any of the documents referred to in it shall be varied by the Provider unless Newhaven Town Council agrees it in writing.

## **16 No Partnership or Agency**

16.1 Nothing in the Agreement shall be deemed to create a partnership or agency relationship between the Provider and Newhaven Town Council or be deemed to authorise either party to incur liabilities or obligations on behalf of or in the

name of the other and for the avoidance of doubt Newhaven Town Council shall

not be liable to pay wages, redundancy payments, salary, sickness pay or holiday allowances in respect of the Provider.

- 16.2 The Parties acknowledge that this Agreement is non-exclusive and that the Provider will be free, during and after the Term, to other grant funding or other funding from third parties for the provision of services similar to the Services.

## **17 Confidentiality**

- 17.1 Both parties will keep undisclosed, secret and confidential all intellectual property rights, know-how, other business, technical or commercial information disclosed to it by the other party as a result of this Agreement and shall not disclose the same to any person save to the extent necessary to perform its obligations in accordance with the terms of this Agreement or save as expressly authorise in writing or save to the extent that the disclosure of the same is required by law.
- 17.2 The Provider acknowledges that the Town Council is subject to the Freedom of Information Act 2000 (FOIA) and Environmental Information Regulations 2004 (EIR) and the Provider notes and acknowledges the FOIA, the EIR and the Local Government Transparency Code under section 45 and 46 of the FOIA.
- 17.3 This Clause shall remain in full force and effect notwithstanding any termination of the Agreement.

## **18 Data Protection**

- 18.1 The Provider shall (and shall procure that they) comply with any notification requirements under Data Protection Legislation, and both Parties will duly observe and comply with all their obligations under the requirements of Data Protection Legislation, which arise in connection with the Agreement.
- 18.2 The Provider shall not provide the Town Council, including its Outside Body Representative, with any personal or confidential data relating to or coming from the Services provided.

## **19 Entire Agreement**

- 19.1 It is agreed that there is no representation, warranty, collateral agreement or condition affecting this Agreement except as expressly provided in this Agreement.

By signing and submitting the Agreement both Parties are agreeing to the Terms and Conditions of the Agreement.

**SIGNED ON BEHALF OF Newhaven Town Council:**

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[Chair of the Town Council]

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Councillor

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Witnessed - Town Clerk

**SIGNED ON BEHALF OF LEWES DISTRICT CITIZEN'S ADVICE:**

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[SARAH ARCHER, CHIEF EXECUTIVE OFFICER]