

BOROUGH OF KETTERING

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Report Originator	Valerie Hitchman Head of Community Services	Fwd Plan Ref No: N/A	
Wards Affected	All	28 th January 2014	
Title	MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2013/2014 – Q3 UPDATE		

1. PURPOSE OF REPORT

- 1.1 To inform members of the performance of voluntary sector organisations in relation to their Service Level Agreements for 2013/14

2. INFORMATION

- 2.1 The Council has four year Service Level Agreements (SLAs) with voluntary organisations for the provision of a range of services linked to corporate objectives.
- 2.2 New specifications for 2013-2017 and their providers were agreed at the Executive Committee meeting on 3 December 2008.
- 2.3 Service Providers sign Service Level Agreements with Kettering Borough Council which details obligations for both parties. Kettering Borough Council have the option of deferring or reviewing all or part of payment of the agreed grant where requirements in the agreement/service specification have not been met, subject to:
- a report to the Monitoring & Audit Committee and to the Executive Committee
 - consultation with the organisation and other funders
 - the opportunity for the organisation to make a representation to the Executive Committee

3. PERFORMANCE INDICATORS AND GRANT FOR 2012/13

- 3.1 Where performance is not on target, Lead Officers from across the Council meet with the Service Providers to look at developing an Action Plan to address this.

4. PERFORMANCE UPDATES AND INFORMATION

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4.1 Performance for each specification for 2013/14 is shown in appendix A with some information extracted below. Appendix B shows some fuller qualitative data which members may find interesting.

- 42,114 attendances at Age UK and Marlow House day centres (*target 40,000*)
- Kettering CAB advised 239 clients with multi-debts (350)
- 57 potentially homeless households prevented from becoming homeless (70)
- 659 young people benefitting from the services provided (600)
- 5021 households helped with affordable furniture and essential household items (5000)

5. CONSULTATION AND CUSTOMER IMPACT

5.1 The Service Provider is required to provide detailed information on the performance of the specification against the relevant indicators. Quarterly Monitoring meetings are held between the service provider and the lead officer to allow the opportunity to not only develop a relationship with the provider but also to look at emerging issues/priorities and manage and address any performance issues.

5.2 The service providers are required to undertake annual service user satisfaction surveys which are returned with the monitoring information.

6. POLICY IMPLICATIONS

6.1 SLA funding to the voluntary sector continues to contribute towards the Council's corporate objectives.

6.2 On 12 September 2012, the Executive Committee agreed the specifications and funding against the work streams for 2013 – 2017.

6.3 At its meeting on 12 December 2012 the Executive Committee agreed on which organisations should be awarded Service Level Agreements for the period 1st April 2013 to 31st March 2017.

6.4 The SLAs have now begun and new specifications have started to be delivered

6.5 The current SLAs are as follows:

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Specification	Annual grant	Successful Organisations
Business Support	£30,000	University of Northampton
Debt & Money Advice	£70,000	Citizens Advice Bureau
Housing Options	£30,000	Accommodation Concern
Furniture Recycling	£20,000	KCU Ltd
Independent living (2 years only)	£12,000	Vine Community Trust
	£28,000	Age UK
Community Watch	£5,000	Neighbourhood Watch
Support for victims and witnesses of crime & ASB	£8,500	Victim Support
Activities for Young People	£26,500	Youthworks CIC
Volunteering Coordination	£11,000	Groundwork Northamptonshire
Green Services	£5,000	Groundwork Northamptonshire
Community Cohesion and Equalities	£11,000	Northamptonshire Rights & Equality Council
Shopmobility	£11,500	Hearing Health & Mobility

6.6 All of the SLAs cover a four year period apart from the Independent Living specification which will run for two years, with a review being held after that time.

7. FINANCIAL/RESOURCE IMPLICATIONS

The service providers receive their grant payment with two thirds in April and one third in November of each financial year subject to performance.

At the Executive Committee on 12th December 2012 it was confirmed that funding for Service Level Agreements will initially be for 2013/14 and 2014/15 only, with funding for 2015/16 and 2016/17 being assessed in the light of the Council's financial position at that time.

8. RECOMMENDATION

8.1 The Committee notes the Q3 performance of the voluntary sector organisations in achieving the outputs in their service specifications for 2013/14 and

8.2 The Committee notes the arrangements for SLAs for 2013-2017

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Date: 13.01.14