

BOROUGH OF KETTERING

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Report Originator	Guy Holloway Interim Head of Community Services	Fwd Plan Ref No: N/A	
Wards Affected	All	15 th September 2015	
Title	MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2015/2016, Q1 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 2015/16
- 1.2 To ask members to make a decision to suspend funding to VOICE (Victim Support) initially for 2015/16 whilst a period of service turbulence subsides

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 Specifications for 2013 - 2017 and their providers were agreed at the Executive Committee meeting on 11th December 2012.
- 2.3 Service Providers sign Service Level Agreements with Kettering Borough Council which detail obligations for both parties. Kettering Borough Council has 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 2015/16

- 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.

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4. PERFORMANCE UPDATES AND INFORMATION

4.1 Performance for each specification for 2015/16 is shown in **Appendix A** with some information extracted below.

- 60 health walks organised and led
- Kettering CAB advised 76 clients with multi-debts
- 16 potentially homeless households prevented from becoming homeless
- 117 hours provided for detached/outreach services to young people with 165 young people benefitting from the services provided
- 1,734 households helped with affordable furniture and essential household items
- 27 businesses micro and small business supported that succeed and grow

4.2 Support to victims and witnesses of crime and ASB

4.2.1 In the original application for this SLA, the applicant (Victim Support) stated that it would provide a free and confidential service to victims and witnesses of crime and criminal anti-social behaviour so that they could access confidential help in Kettering. This SLA has worked well up to recent times.

4.2.2 In October 2014 the Police and Crime Commissioner launched VOICE, a new integrated service which looked at the needs of victims as well as giving due regard to the care of witnesses. This took the place of Victim Support in Northamptonshire.

4.2.3 However, it would seem that in the changeover from the old to the new arrangements, there have been some difficulties. During 2014/15 the returns became quite sporadic with the service going through a period of turbulence.

4.2.4 Since the beginning of the 2015/16 financial year, no returns have been received at all, which has led officers to question performance against the relevant indicator.

4.2.5 As a result, the Community Partnerships Manager has met with the Victim Support Services Director to discuss the way forward and after a full discussion, it was agreed to recommend to members that the SLA funds for this financial year be returned to Kettering Borough Council. This would initially be for a period of 12 months, whilst the services director, who has only been in post a matter of months, looks at the service.

4.2.6 If the decision is taken to suspend the funds for the current year, the Community Partnerships manager will keep in contact with VOICE to follow

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progress throughout the year. This will be in order to ascertain if funds should be reinstated at any point and to ensure that Kettering Borough Council gets value for money.

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, 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 current SLAs are as follows:

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	£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

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Green Services	£5,000	Groundwork Northamptonshire
Community Cohesion and Equalities	£11,000	Northamptonshire Rights & Equality Council
Shopmobility	£11,500	Hearing Health & Mobility

6.5 All of the SLAs cover a four year period.

7. FINANCIAL/RESOURCE IMPLICATIONS

7.1 The service providers receive their grant payment with 60% in April and 40% in November of each financial year, subject to performance.

8. RECOMMENDATION

8.1 The Committee notes the Q1 performance of the voluntary sector organisations in achieving the outputs in their service specifications for 2015/16 and

8.2 That members withdraw the funding to VOICE for the 2015/16 financial year whilst the period of turbulence is resolved and services are reviewed.

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