

BOROUGH OF KETTERING

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Report Originator	Guy Holloway Head of Corporate and Cultural	Fwd Plan Ref No: N/A	
Wards Affected	All	26 th January 2016	
Title	MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2015/16 – 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 2015/16

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 3rd 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 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.

- 180 health walks organised (48)
- Kettering CAB advised 196 clients with multi-debts (350)
- 41 potentially homeless households prevented from becoming homeless (70)
- 1465 trips made through Shopmobility (2000)
- 4808 households helped with affordable furniture and essential household items (5000)

4.2 In September 2015 the SLA awarded in respect of support for victims and witnesses of crime was reviewed due to changes within the new organisation set up to provide the service. The organisation, VOICE, had requested that they be given some opportunity to review their work in Kettering, and this resulted in the paying back of the SLA for 2015/16.

4.3 After recommendation from the M&A committee to the Executive Committee it was agreed to withdraw the SLA for this specification for the 2015/16 year and after some discussion by officers with VOICE management, it has been agreed that the SLA for 2016/17 will also not be paid. Kettering Borough Council is instead supporting the organisation to carry out their work in Kettering through the use of an office in the Customer Contact Centre.

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.

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

6.3 At its meeting on 12th 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:

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
Independent living	£28,000	Age UK
Community Watch	£5,000	Neighbourhood Watch
Support for victims and witnesses of crime & ASB	Withdrawn (refer to para 4.3)	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.

7. FINANCIAL/RESOURCE IMPLICATIONS

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

7.2 At the Executive Committee on 12th December 2012 it was confirmed that funding for Service Level Agreements would 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.

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7.3 At the Executive Committee of 12th November 2014, the decision was made to continue the funding for all of the SLAs for the remainder of the period ending in March 2017.

8. RECOMMENDATION

8.1 The Committee notes the Q3 performance of the voluntary sector organisations in achieving the outputs in their service specifications for 2015/16.

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