

## BOROUGH OF KETTERING

<b>Committee</b>	<b>MONITORING AND AUDIT</b>	Item A4	Page 1 of 4
<b>Report Originator</b>	Shirley Plenderleith Head of Public Services	Fwd Plan Ref No: N/A	
<b>Wards Affected</b>	All	22 <sup>nd</sup> May 2018	
<b>Title</b>	<b>MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2017/2018: FIRST YEAR END OF YEAR UPDATE</b>		

### **1. PURPOSE OF REPORT**

- 1.1 To inform Members of the performance of voluntary sector organisations in relation to their Service Level Agreements for 2017/18.
- 1.2 To inform Members of the arrangements planned to consider if the funding for Voluntary Sector Service Level Agreements should continue for the period 2019 -2021.

### **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 2017-2021 and their providers were agreed at the Executive Committee meeting on 16<sup>th</sup> November 2016.
- 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 2017/18**

- 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. Performance is monitored quarterly as well as a six monthly appraisal to assess how the grant is being used with regular reports to Monitoring and Audit committee. The timetable for performance information for 2017/18 can be found in the table overleaf.

## BOROUGH OF KETTERING

Committee	<b>MONITORING AND AUDIT COMMITTEE</b>	Item A4	Page 2 of 4
-----------	---------------------------------------	------------	----------------

Quarter	Date due at Kettering Borough Council
April - June 2017	10 July 2017
July - September 2017 (6 monthly Appraisal Form)	9 October 2017
October - December 2017	12 January 2018
January - March 2018 (6 monthly Appraisal Form)	10 April 2018

#### **4. PERFORMANCE UPDATES AND INFORMATION**

4.1 Performance information for each specification for 2017/18 is shown in **Appendix A** with some details provided below.

- 684 young people were able to access services through Youth Works and Groundwork
- £121,292 of debt was paid back to Kettering Borough Council following advice work undertaken by Citizens Advice Services in Kettering
- 200 Health walks were organised and led by Groundwork
- 1012 households have contacted the housing advisor at Citizens Advice Services in Kettering
- 33 different types of services are available through Age UK and Vine Community Trust in Kettering Borough
- 9507 households have been helped with affordable furniture and essential items through KCU
- The Voluntary Sector Forum has held four meetings throughout the year with voluntary organisations.

#### **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

## BOROUGH OF KETTERING

<b>Committee</b>	<b>MONITORING AND AUDIT COMMITTEE</b>	Item A4	Page 3 of 4
------------------	---------------------------------------	------------	----------------

monitoring meetings are held between the Service Provider and the Lead Officer to allow the opportunity to develop a relationship with the Provider, examine any emerging issues or 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 Service Level Agreement funding to the voluntary sector continues to contribute towards the Council's corporate objectives.

- 6.2 On 24<sup>th</sup> October 2016 the Executive Committee agreed the specifications and funding against the work streams for 2017 - 2021.

- 6.3 At its meeting on 16<sup>th</sup> November 2016 the Executive Committee agreed on which organisations should be awarded Service Level Agreements for the period 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2021.

- 6.5 The Service Level Agreements are as follows:

<b>Specification</b>	<b>Annual Grant (£)</b>	<b>Successful Organisations</b>
Activities for Young People	13,250	Groundwork Northamptonshire
Activities for Young People	13,250	Youth Works CIC
Community Watch	5,000	Neighbourhood Watch
Debt and Money Advice	80,000	Citizens Advice Bureau for Corby and Kettering
Discrimination Casework	5,000	Northamptonshire Rights and Equality Council
Healthy Living	10,000	Groundwork Northamptonshire
Housing Options	30,000	Citizens Advice Bureau for Corby and Kettering
Independent Living	20,000	Age UK
Independent Living	20,000	Vine Community Trust
Shopmobility	13,000	Hearing, Health & Mobility
Upcycling	20,000	KCU Ltd
Voluntary Sector Local Infrastructure	£9,000	Groundwork Northamptonshire

## BOROUGH OF KETTERING

Committee	<b>MONITORING AND AUDIT COMMITTEE</b>	Item A4	Page 4 of 4
-----------	---------------------------------------	------------	----------------

### 7. FINANCIAL/RESOURCE IMPLICATIONS

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

At the Executive Committee on 16<sup>th</sup> November 2016 it was confirmed that funding for Service Level Agreements will initially be for 2017/18 and 2018/19 only, with funding for 2019/20 and 2020/21 being assessed in the light of the Council's financial position at that time.

- 7.2 A report will be taken to November's Executive Committee to consider the next two year's funding in terms of the Service Level Agreements. This will then give organisations time to plan their finances for the next two years and within the three months' notice period recognised as good practice.

### 8. RECOMMENDATION

- 8.1 The Committee notes the 2017/18 performance of the voluntary sector organisations in achieving the outputs in their service specifications; and
- 8.2 The Committee notes the arrangements for deciding the funding for the remaining two years of the current Service Level Agreements.

Contact Officer: Shirley Plenderleith (ext 5696)  
Shannon Petrossian (ext 4266)

Date: 22<sup>nd</sup> May 2018