

## BOROUGH OF KETTERING

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<b>Report Originator</b>	Shirley Plenderleith Head of Public Services	Fwd Plan Ref No: N/A	
<b>Wards Affected</b>	All	6 <sup>th</sup> November 2018	
<b>Title</b>	<b>MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2018/2019: Q2 UPDATE AND REVIEW OF FUNDING FOR 2019-2021</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 Quarters One and Two 2018/19.
- 1.2 To note the arrangements for deciding the funding for the remaining two years of the current Service Level Agreements.
- 1.3 To note the amendments to the Housing Options SLA's Key Outcomes and Performance Indicators held by Citizens Advice.
- 1.4 To note the transfer of the Shopmobility SLA formally held by Hearing, Health and Mobility to Evans Hearing and Healthcare Ltd as from 1<sup>st</sup> November 2018.

### 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. When the Council agreed to the four year SLAs at its Executive Committee on the 16<sup>th</sup> November 2016 it did so with the caveat that it would review the funding for years three and four. It is now in the position to make the decision as to whether or not the funding is maintained from 1<sup>st</sup> April 2019, in the context of the Council's overall budget position.
- 2.3. The SLAs commenced on 1<sup>st</sup> April 2017 with a value totaling £248,500, hence they are now approximately half way through their second year. For information, funding for the current SLAs are as follows:

<b>Specification</b>	<b>Annual Grant (£)</b>	<b>Organisation</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 Corby and Kettering

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Discrimination Casework	5,000	Northamptonshire Rights and Equality Council
Healthy Living	10,000	Groundwork Northamptonshire
Housing Options	30,000	Citizens Advice Corby and Kettering
Independent Living	20,000	Age UK Northamptonshire
Independent Living	20,000	Vine Community Trust
Shopmobility	13,000	Hearing, Health & Mobility
Upcycling	20,000	KCU Ltd
Voluntary Sector Local Infrastructure	19,000	Groundwork Northamptonshire

2.4. 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

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 2018/19 performance information can be found below.

Quarter	Date due at Kettering Borough Council
April - June 2018	10 <sup>th</sup> July 2018
July - September 2018 (6 monthly Appraisal Form)	9 <sup>th</sup> October 2018
October - December 2018	11 <sup>th</sup> January 2019
January - March 2019 (6 monthly Appraisal Form)	12 <sup>th</sup> April 2019

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### 4. PERFORMANCE UPDATES AND INFORMATION

- 4.1. Performance information for each specification for Quarters one and two 2018/19 is shown in **Appendix A** with some details provided below.
- 311 young people have accessed services through Youth Works and Groundwork
  - £35,902 of debt was paid back to Kettering Borough Council following advice work undertaken by Citizens Advice Services in Kettering
  - 144 Health walks were organised and led by Groundwork, which has already exceeded their target for 2018/19
  - 421 households received housing advice at Citizens Advice Services in Kettering
  - 8,015 contacts with people have been made through 26 different types of services available through Age UK Northamptonshire and Vine Community Trust in Kettering Borough
  - 3,358 households have been helped with affordable furniture and essential items through KCU
  - The Voluntary Sector Forum has held two meetings in Quarters One and Two with voluntary organisations
- 4.2. The Committee is to note that following changes to housing legislation: householders requiring advice and support regarding homelessness can no longer approach Citizens Advice directly. Householders are now being referred to Citizens Advice Services (CAS) directly from the Housing Options Team. This has required an amendment to the Key Outcomes and Performance Indicators for the Housing Options Service Specification. The full proposed changes can be seen in **Appendix B**.
- 4.3. On 3<sup>rd</sup> April 2018 the Homelessness Reduction Act 2017 came into force. The new legislation is the biggest change in the approach to homelessness for 40 years. One of the key changes is that the Council now has a duty to take a homeless application from all eligible households that are homeless and threatened with homelessness.
- 4.4. Previously the duties to non-priority households were limited. Now they are entitled to the same assistance under the prevention and relief stages as priority need households such as those with dependent children.
- 4.5. In terms of the SLA, the Council could previously direct non-priority cases to CAS for them to provide advice and attempt to prevent homelessness. The Council now has to open a homeless application for these households meaning they cannot approach CAS directly to receive support without the Council having seen them first.
- 4.6. The varied SLA ensures that CAS will work alongside our Housing Options team to implement the Personal Housing Plans (PHP's) of all homeless households. In doing so they will be working to prevent or relieve a household's homelessness.

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Such interventions, where successful, can be counted in the council's returns to central government and after verification, in CAS PI returns.

- 4.7. The Committee is to note the business sale of Hearing, Health and Mobility to Evans Hearing and Healthcare Ltd, included in this transfer is the Shopmobility SLA, with a Deed of Novation in place from 1<sup>st</sup> November 2018. This service provision remains the same.

### **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 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 half yearly appraisal, where this monitoring and evaluation is intended to provide sufficient information about how the grant award has to been used in order for the Council to assess an organisation's performance.
- 5.3. The Service Providers are also expected to undertake an annual service user satisfaction survey which is returned alongside 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 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. 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.
- 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 and the Council's

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current financial position. 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, should changes be made.

### **8. RECOMMENDATION**

- 8.1. The Committee notes Quarters One and Two 18/19 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.
- 8.3. The Committee notes the changes in housing legislation and the amendments to the Housing Options SLA Key Outcomes and Performance Indicators.
- 8.4. The Committee notes the business transfer from Hearing, Health and Mobility to Evans Hearing and Healthcare Ltd.

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Date: 6<sup>th</sup> November 2018