

## 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	25th July 2019	
<b>Title</b>	<b>MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2018/2019: SECOND YEAR END UPDATE</b>		

### 1. PURPOSE OF REPORT

- 1.1 To update Members on the performance of voluntary sector organisations in relation to their Service Level Agreements (SLA's) for 2018/19.
- 1.2 To set out the reporting timetable for the 2019/20 SLA's.

### 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. This approach provides certainty to the organisations which has been very much welcomed by the sector.
- 2.2 The SLA grants were awarded to voluntary organisations to meet a number of key outcomes highlighted by the Council, which were aligned to the Council's corporate objectives, recognising that the voluntary sector was best placed to achieve the objectives and outcomes identified.
- 2.3 As part of the review prior to the funding bid process in 2016, the core service objectives and key outcomes were incorporated into the service specifications for each SLA. **Appendix A.**
- 2.4 These outcomes include but are not limited to:
  - Increasing healthy living
  - Reducing crime, discrimination and anti-social behaviour
  - Increasing financial awareness and money management
  - Reducing homelessness
  - Reducing poverty
  - Increasing access to town centre
- 2.5 Achieving these key outcomes provides better solutions for the families and individuals, enhancing the quality of life for local residents.
- 2.6 Included in the review was the recognition that the work undertaken by the voluntary organisations needed to have an increased focus on taking person-centred approach rather than an intervention on just one aspect of someone's life

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experience. So for example, someone with poor mental health may be struggling to manage their finances; poor housing conditions might be contributing to poor mental health and someone with a poor credit history is likely to struggle to find or maintain a tenancy.

- 2.7 At the time of the review, there was also the recognition of reductions in Northamptonshire County Council and other government funding for voluntary sector organisations is not only impacting on the sector but on the client base they serve. This could then potentially increase the risk that more people who went unsupported or fall into a cycle of need, would, ironically, put more pressure on statutory services dealing with more people in crisis.
- 2.8 When the Executive agreed the four-year SLAs at the meeting on 16<sup>th</sup> November 2016 it did so with the caveat that it would review the funding in light of its budget position for years three and four.
- 2.9 The Executive at the meeting on 14<sup>th</sup> November 2018 agreed that the Council was in a financial position whereby it could continue to fund the Service Providers, at their current levels for the next two years (2019/20 and 2020/21). **Table 1** provides a summary of the Council's SLAs with the voluntary sector.

<b>Table 1 – SLA's 2017/18 – 2020/21</b>		
<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 CIO
Community Watch	5,000	Neighbourhood Watch
Debt and Money Advice	80,000	Citizens Advice Services Corby and Kettering
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	Evans Hearing & Healthcare
Upcycling	20,000	KCU Ltd
Voluntary Sector Local Infrastructure	19,000	Groundwork Northamptonshire
<b>Total</b>	<b>248,500</b>	

- 2.10 All of the voluntary organisations have a signed SLA with the Council which sets out the obligations for both parties. The Council has the option of deferring or

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reviewing all or part of agreed grant payments where 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

During 2018/19 all organisations were performing satisfactorily, and grant payments were made in full.

### **3. PERFORMANCE INDICATORS**

- 3.1. Performance is monitored quarterly and a six-monthly appraisal is undertaken to review how the grant is being used. The timetable for 2019/20 is set out in **Table 2**.

<b>Table 2 – SLA Monitoring Timetable</b>		
<b>Quarter</b>	<b>Date due at Kettering Borough Council</b>	<b>Performance Information to M &amp; A</b>
April - June 2019	12 July 2019	29 October 2019
July - September 2019 (6 monthly Appraisal Form)	4 October 2019	4 February 2020
October - December 2019	10 January 2020	31 March 2020
January - March 2020 (6 monthly Appraisal Form)	10 April 2020	Date yet to be confirmed

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

- 4.1. Performance information for each specification for all Quarters to year-end 2018/19 is shown in **Appendix B**. Each specification has a number of key performance indicators that a voluntary organisation reports against, the table in **Appendix B** sets out the detail against two or three key indicators.
- 4.2. All SLA providers have performed well this year (2018/19). All quarterly meetings are documented to allow for follow up on any issues that may arise.

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- 4.3. In addition to the performance information, **Appendix C, Table 3** provides further detail and examples of the activities the voluntary organisations have undertaken over the year for 18/19. This provides the opportunity for the Committee to recognise the work the voluntary organisation supports the local community through the funding provided by the Council.
- 4.4. During 2018/19 there was one amendment to the SLA providing support to households requiring advice and support regarding homelessness and one SLA that had to be monitored more closely due to the provider experiencing financial difficulties. Details on both of these can be found in sections 4.5 – 4.11.
- 4.5. It was reported to the Committee on 6<sup>th</sup> November 2018 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 Corby and Kettering (CASCK) directly from the Housing Options Team. This required an amendment to the Key Outcomes and Performance Indicators for the Housing Options Service Specification. The full changes can be seen in **Appendix D**.
- 4.6. 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.
- 4.7. 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.
- 4.8. In terms of the SLA, the Council could previously direct non-priority cases to CASCK 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.
- 4.9. The updated SLA ensures that CASCK 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. Such interventions, where successful, can be counted in the Council's returns to central government and after verification, in CASCK PI returns.
- 4.10. Northamptonshire Rights and Equality (NREC) had informed the Council in quarter three 18/19 that they were experiencing financial difficulties and were likely to have to make significant savings. At this point, the decision was made to hold regular meetings, outside of the normal reporting process, so that the Council could be kept informed on their position and to have contingency plans in place, should they have been unable to deliver on the SLA.

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4.11. NREC were closely monitored through the last two quarters of year-end 2018/19 having regular meetings with the Lead Officer and the Community Services Manager to ensure services continued to be delivered as required by the SLA. Through the changes NREC made and the reassurances given by their Board Directors, the decision was made to return to the standard quarterly meetings going forward.

### **5. CONSULTATION AND CUSTOMER IMPACT**

- 5.1. The Service Providers are required to provide detailed information on the performance against their specification on the relevant indicators. Quarterly monitoring meetings are held between the Service Provider and the Council 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 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. Funding was confirmed for year 3 (2019/20) and year 4 (2020/21) at the Executive meeting on 14<sup>th</sup> November 2018.

### **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. Future service delivery and funding commitments are likely to be a decision for the North Northamptonshire Unitary Council.

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**8. RECOMMENDATION**

The Committee notes;

8.1. The performance of the voluntary sector organisations for 2018/19.

8.2. The reporting timetable for 2019/20 as set out in Table 2.

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