

## MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2018/2019: SECOND YEAR END UPDATE

### A4 - Appendix A – Core Service Objectives and Key Outcomes for the current SLA Service Specifications

Key Outcomes	Core Service Objectives	Service Specification	Voluntary Organisation(s)
<ul style="list-style-type: none"> <li>Young people are positively engaged in activities and there is a decrease in the incidences of self-harm, cyber bullying and online sexual exploitation.</li> <li>Young people take part in activities which promote and encourage active and healthy lifestyles.</li> <li>Young people and adults interact positively in communities.</li> </ul>	<ul style="list-style-type: none"> <li>Provide activities for young people prioritising people who are not in employment education or training, which keep them engaged in positive activities.</li> <li>Provide an in-centre targeted service aimed at young people whose circumstances and background mean that they are of greater risk to themselves and the community because of shortcomings in their education or socialisation.</li> </ul>	Activities for Young People	<ul style="list-style-type: none"> <li>Groundwork Northamptonshire</li> <li>Youth Works</li> </ul>
<ul style="list-style-type: none"> <li>More people feeling more confident that they are part of the solution for reducing incidents of burglary, vehicle crime and violent crime and anti-social behaviour in their local area.</li> </ul>	<ul style="list-style-type: none"> <li>To support the development of community led crime reduction schemes such as Neighbourhood Watch; Dog Watch; Allotment Watch; Park Watch.</li> </ul>	Community Watch	Neighbourhood Watch
<ul style="list-style-type: none"> <li>Kettering residents are more aware of available benefits.</li> <li>Kettering residents in debt are able to manage their money more effectively.</li> <li>Young people in Kettering have a better awareness of financial management and the effects of debt and welfare reform.</li> </ul>	<ul style="list-style-type: none"> <li>To provide a free, independent, confidential and impartial debt advice service that delivers a fair outcome for both debtors and creditors.</li> <li>To assist people in budgeting and managing their money more effectively, particularly those who are most affected by changes in the benefit regimes.</li> <li>To work with young people to help them understand about debt, money management and the impact of welfare reform.</li> </ul>	Debt and Money Advice	Citizen Advice Services Kettering & Corby

## MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2018/2019: SECOND YEAR END UPDATE

Key Outcomes	Core Service Objectives	Service Specification	Voluntary Organisation(s)
	<ul style="list-style-type: none"> <li>• To promote and assist people in accessing the use of affordable and responsible credit.</li> <li>• To provide advice to maximise household, family and individual income and reduce arrears.</li> <li>• Help improve understanding of benefit systems, in order to assist people to claim more effectively.</li> </ul>		
<ul style="list-style-type: none"> <li>• Residents of Kettering Borough are who may be suffering discrimination are supported.</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge organisations and support people who are suffering discrimination under the nine protected characteristics.</li> </ul>	Discrimination Casework	Northamptonshire Rights & Equality
<ul style="list-style-type: none"> <li>• More people benefit from environmental outdoor projects to improve mental health, self-esteem, health and wellbeing, leading to a better quality of life.</li> </ul>	<ul style="list-style-type: none"> <li>• To deliver projects which improve poor physical and mental health and increase self-esteem through environmental and outdoor socially based activities.</li> </ul>	Healthy Living	Groundwork Northamptonshire
<ul style="list-style-type: none"> <li>• Work in partnership with the Housing Options team to implement the personal housing plans of homeless households.</li> <li>• Work to relieve and prevent homelessness by helping households maintain and secure decent and safe accommodation.</li> <li>• Make appropriate referrals to partner agencies to ensure households are</li> </ul>	<ul style="list-style-type: none"> <li>• To work in partnership with the Council's Housing Options team to provide advice and assistance on housing related matters to homeless households owed a prevention or relief duty.</li> <li>• To work with homeless households owed a prevention or relief duty who have been referred by the Council's Housing Options team to assist them to implement their personal housing plans.</li> </ul>	Housing Options	Citizen Advice Services Kettering & Corby

## MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2018/2019: SECOND YEAR END UPDATE

Key Outcomes	Core Service Objectives	Service Specification	Voluntary Organisation(s)
<p>supported to maintain successful tenancies and reduce the likelihood of repeat homelessness.</p>	<ul style="list-style-type: none"> <li>To provide support to homeless households to either prevent them from becoming homeless, or relieve their homelessness by accessing suitable alternative accommodation.</li> <li>To liaise with the Council's Private Sector Housing team to ensure households are placed in decent and safe private rented accommodation.</li> </ul>		
<ul style="list-style-type: none"> <li>Older people are fully informed about their eligibility for resources and services.</li> <li>Older people are able to remain in their own homes for longer.</li> <li>Older people have healthy lifestyles (including diet, less alcohol, stop smoking, physical activity and mental stimulation).</li> <li>Older people are less socially isolated.</li> <li>Fewer older people are in fuel poverty.</li> </ul>	<ul style="list-style-type: none"> <li>Through the provision of outreach services, to help older people from Kettering Borough (aged 65+) to live independently and give them choice and control over their daily lives.</li> <li>To provide advice and information to older people in their own homes which will ensure they are able to access services and funding for which they are eligible.</li> <li>To work in partnership with other agencies in delivering services to older people.</li> <li>To increase participation of older people in leisure (physical activity) and cultural activities.</li> <li>To reduce social/geographic isolation.</li> </ul>	Independent Living	<ul style="list-style-type: none"> <li>Age UK Northamptonshire</li> <li>Vine Community Trust</li> </ul>
<ul style="list-style-type: none"> <li>More people with limited mobility / disabilities come in to Kettering town centre and stay longer.</li> </ul>	<ul style="list-style-type: none"> <li>To increase the access of people with permanent and temporary disabilities in Kettering Town centre, through the loan of scooters and wheelchairs to residents of</li> </ul>	Shopmobility	Evans Hearing & Healthcare

## MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2018/2019: SECOND YEAR END UPDATE

Key Outcomes	Core Service Objectives	Service Specification	Voluntary Organisation(s)
<ul style="list-style-type: none"> <li>Affordable furniture and essential household items are easily available to residents of Kettering Borough and those wanting to donate good quality items are able to do so.</li> <li>The teaching of basic skills through the upcycling of old furniture leads to better employment prospects and well-being.</li> </ul>	<p>Kettering Borough and people visiting the Borough.</p> <ul style="list-style-type: none"> <li>The provision of upcycling services for furniture and essential household items other than domestic waste within the Borough of Kettering to achieve the following outcomes:-</li> <li>Provide access to affordable, good quality furniture and essential household items for families and individuals in need.</li> <li>Accept and collect donations of furniture and essential household items ready for upcycling where possible.</li> <li>Reduce the amount of waste that is landfilled rather than re-used, upcycled or composted.</li> <li>Provide opportunities for the teaching of skills through the upcycling of old furniture which will assist people to gain confidence in their abilities linking through to better mental health, wellbeing and employment prospects.</li> </ul>	Upcycling	KCU Ltd
<ul style="list-style-type: none"> <li>A strong and vibrant voluntary sector exists and is supported in Kettering</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate leadership of the Voluntary Sector in Kettering Borough</li> <li>To coordinate volunteering opportunities within Kettering Borough for those organisations / groups and businesses with volunteering opportunities and those looking to volunteer.</li> </ul>	Voluntary Sector Local Infrastructure	Groundwork Northamptonshire