

BOROUGH OF KETTERING

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Report Originator	Shirley Plenderleith Head of Community Services	Fwd Plan Ref No: N/A	
Wards Affected	All	22 nd September 2016	
Title	MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2016/2017, Q1 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 2016/17, Quarter 1

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 2013 - 2017 and their providers were agreed at the Executive Committee meeting on 11th December 2012.
- 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 2016/17

- 3.1 Monitoring against performance is based on annual targets which are collated on a quarterly basis.

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.

Information on performance for this year's first quarter (April – June) has been received, with the second quarter (July – September) due in October.

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4. PERFORMANCE UPDATES AND INFORMATION

4.1 Performance for each specification for 2016/17 is shown in **Appendix A**. Some examples of activities and interventions are highlighted below:

- 60 health walks organised and led
- Kettering CAB advised 49 clients with multi-debts
- 14 potentially homeless households prevented from becoming homeless
- 60 hours provided for detached/outreach services to young people with 111 young people benefitting from the services provided
- 994 households helped with affordable furniture and essential household items
- 52 volunteers applying for positions

4.2 The current SLAs 2013 – 2017 are due to finish in April 2017 and the tender process for the next SLA's 2017 – 2021 are underway.

Applications have now been received and are due to be assessed, firstly at the Officers' Panel at the end of September, followed by the Members' Panel in October. All current SLA holders have reapplied together with some new applicants.

Final decisions will be made by Executive by the end of the calendar year and the successful applicants notified in accordance with the planned timeline.

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, 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 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
	£28,000	Age UK
Community Watch	£5,000	Neighbourhood Watch
Support for victims and witnesses of crime & ASB	£8,500	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

6.5 All of the SLAs cover a four year period

7. FINANCIAL/RESOURCE IMPLICATIONS

7.1 The service providers receive their grant payment with 60% April and 40% November of each financial year subject to performance.

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8. RECOMMENDATION

- 8.1 The Committee notes the Q1 performance of the voluntary sector organisations in achieving the outputs in their service specifications for 2016/17

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Date: 22.09.16