

BOROUGH OF KETTERING

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Report Originator	Shirley Plenderleith Head of Public Services	Fwd Plan Ref No: N/A	
Wards Affected	ALL	20 th June 2017	
Title	MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2016/17 END OF YEAR 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
- 1.2 To outline the new Service Level Agreements for 2017-2021 including reporting dates.

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. The SLAs for 2009 – 2013 have now ended and final figures have been received.
- 2.2 New specifications for 2017-2021 and their providers were agreed at the Executive Committee meeting on 16th 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 6 monthly appraisal to assess how the grant is been used with regular reports to monitoring and audit committee. Please see details below for 2017/18:

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

4. PERFORMANCE UPDATES AND INFORMATION

4.1 Performance for each specification for 2016/17 is shown in **Appendix A** with some information extracted below.

- Youth Works worked with 739 young people who were able to access their services
- 23,104 attendance at Age UK day centres and 22,056 at Vine Community Trust
- 240 Health walks were organised and led by Groundwork
- £117,858 of debt was paid back to Kettering Borough Council following advice work undertaken by Kettering Citizens Advice Bureau
- 201 volunteers applying for positions through Kettering Voluntary Network
- 71 potentially homeless households were prevented from becoming homeless either by enabling them to remain in existing homes, or by them being found alternative accommodation.

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.

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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.

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

6.3 At its meeting on 16th November 2016 the Executive Committee agreed on which organisations should be awarded Service Level Agreements 2017 – 2021.

6.4 The SLAs have now begun and new specifications will be delivered from 1 April 2017.

6.5 The new SLAs are as follows:

Specification	Annual grant	Successful Organisations
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	£19,000	Groundwork Northamptonshire

7. FINANCIAL/RESOURCE IMPLICATIONS

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

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At the Executive Committee on 16th 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.

8. RECOMMENDATION

- 8.1 The Committee notes the Q4 performance of the voluntary sector organisations in achieving the outputs in their service specifications for 2016/17; and
- 8.2 The Committee notes the arrangements for SLA funding for 2017 – 2021.

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