

<b>NAME OF COMMITTEE</b>	<b>Overview &amp; Scrutiny Committee</b>
<b>DATE</b>	<b>24 June 2014</b>
<b>REPORT TITLE</b>	<b>Monitoring of West Devon Community and Voluntary Services, Citizens Advice Bureau &amp; Young Devon Service Level Agreements for 2013/14</b>
<b>Report of</b>	<b>Community Projects &amp; Policy Officer Planning, Economy &amp; Community</b>
<b>WARDS AFFECTED</b>	<b>All</b>

**Summary of report:**

To review the operation in 2013/14 of the Service Level Agreements (SLAs) with West Devon Community and Voluntary Services (WDCVS), including West Devon Volunteer Centre (WDVC), West Devon Citizens Advice Bureau (WDCAB) and Young Devon – Tavistock Youth Enquiry Service – (YD).

**Financial implications:**

The existing SLA annual financial support of:

- £8,500 to WDCVS;
- £32,900 to WDCAB.
- £7,500 to YD

**RECOMMENDATIONS:**

It is recommended that Members review the performance of WDCVS, including WDVC, WDCAB and YD against the outcomes agreed in the SLAs and advise officers as to whether any further action is required.

**Officer contact:**

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**1. BACKGROUND**

- 1.1 From 1<sup>st</sup> April 2013 WDBC entered into revised SLAs with the local CVS, CAB & YD. These agreements were for an initial period of one year with the ability to extend for a further two years, to reflect the Council's budget position. All three agreements are continuing in 2014/15. The funding supplied under the

agreements is to be used for the delivery of specific outcomes for the residents and communities of West Devon.

- 1.2 As members will be aware officers have reported to this committee on the CAB & CVS SLAs for the last 2 yrs, in addition this year we have added the YD SLA to this report. Officers meet with the chief officers for all organisations on a 6 monthly basis to review the SLA outcomes and on other occasions to discuss specific projects or initiatives. Both the CAB & CVS have delivered presentations to members of this committee within the last year to allow members the opportunity to scrutinise the value for money being achieved from these arrangements.
- 1.3 The CVS supports and represents hundreds of voluntary and community sector organisations in West Devon.
- 1.4 The CAB provides a range of quality advice and support services to individuals, who are often vulnerable or isolated.
- 1.5 YD provides support for young people in WD with the main focus providing counselling; accepting referrals from a variety of agencies, a young carers project for 5 – 25 yr olds, sexual health advice & screening and housing & homelessness advice for 16 – 25 yr olds.
- 1.6 In all cases it is likely that without the provision of this advice and assistance the Council would find itself in the position of having to, at least partly, take on some of this role or deal with the consequences of a reduced service. At members request some additional work was carried out to evaluate value for money being received in respect of the CAB SLA which was presented to members in March 2014. Whilst it proved difficult to fully quantify the benefit or any additional costs to the council of not making any contribution it is felt likely that the council would incur additional costs over and above that of the funding provided to these organisations if the contribution was not made.
- 1.7 WDCVS have this year formalised partnership working with 5 other CVS in Devon under the Devon Voluntary Action banner, in order to sustain their local presence and accessibility and increase the number of opportunities for local groups.

## **2. MONITORING OF SERVICE LEVEL AGREEMENTS 2013/14**

### **CVS**

- 2.1 WDCVS has produced an annual monitoring report for 2013/14 which includes the information required by the SLA and provides an overview of its work; this is set out in Appendix A.
- 2.2 42% of the organisations supported by CVS were in the North of the Borough and 57% in the South. 53% of organisations were delivering services in the

towns of Okehampton & Tavistock and 47% were delivering services in rural areas.

- 2.3 375 new volunteers were registered this year, 33% of these were young people.

### **CAB**

- 2.4 WDCVS has produced an annual monitoring report for 2013/14 which includes the information required by the SLA and provides an overview of its work; this is set out in Appendix B.
- 2.5 As requested by members of committee the CAB have provided some information split between Tavistock & Okehampton – Appendix B1 & B2
- 2.6 In total both Bureaux advised 4,039 clients on over 6,500 issues. For Okehampton this was 2,391 on 3,781 issues and for Tavistock 1,648 clients on 2,760 issues. In both areas welfare benefits and tax credits were by far the biggest subject dealt with, followed by debt.
- 2.7 99% of clients were satisfied with the service and would recommend the CAB
- 2.8 Value of financial outcomes generated was £560,497, with an average income gain of £3781 and average value of debt written off being £13,372.

### **YD**

- 2.9 YD has produced an annual monitoring report for 2013/14 which includes the information required by the SLA and provides an overview of its work; this is set out in Appendix C.
- 2.10 YD's tenancy has ended at Pixon Lane, they are currently awaiting the completion of the Youth Service building in Tavistock however keen to ensure there is a local presence in Tavistock they make use of the Abbey surgery building in Tavistock and are based at Room 13 in Okehampton temporarily.
- 2.11 In these challenging times there are waiting lists for all services that YD provide with increased demand for support for our young people who are presenting with more than one issue.
- 2.12 There were 38 referrals made for counselling services, 17 aged 16 or under & 21 aged 17-24. More males than females were referred.
- 2.13 The number of young carers being supported is 109, of which 103 are receiving one to one support. This year alone 14 under 12 yr old young carers were referred to the service.

## **3. LEGAL IMPLICATIONS**

- 3.1 The Council has powers under the Localism Act 2011 to support voluntary services in the community.

3.2 Under the Children’s Act 2004 (section 11) the Council has statutory requirements in relation to safeguarding young people.

3.3 The Council’s requirements and commitments are secured in the SLAs for WDCVS, WDCAB & YD.

**4. FINANCIAL IMPLICATIONS**

4.1 Current annual contributions are:

- £8,500 to WDCVS;
- £32,900 to WDCAB.
- £7,500 to YD

4.2 The councils contributions are reviewed annually at budget setting, however it should be noted that government has issued Best Practice guidance that sets out expectations for the way in which local authorities will work with the Voluntary and Community Sector when making funding decisions. In making a decision as to whether or not to cease or reduce funding members should be aware that the authority is under a Duty to Consult representatives of a wide range of local persons; this is not optional, therefore should the council be minded to reduce its contribution, time will be required to allow for this work to be carried out. Furthermore there is a 6 month notice period in each of the SLA’s.

**5. RISK MANAGEMENT**

5.1 The Risk Management implications are shown at the end of this report in the Strategic Risks Template.

**6. OTHER CONSIDERATIONS**

<b>Corporate priorities engaged:</b>	Community Life; Economy; Homes
<b>Statutory powers:</b>	Localism Act 2011 (Section 1 – Powers of General Competence) The Children Act 2004 (Section 11)
<b>Considerations of equality and human rights:</b>	The services provided by WDCVS, WDCAB & YD promote equal opportunities and help prevent discrimination in our communities.
<b>Biodiversity considerations:</b>	None
<b>Sustainability considerations:</b>	The SLAs with WDCVS, WDCAB & YD promote sustainability by supporting the VCS, promoting community-led actions, local decision making & helping young people to be independent, give them direction and advice about how to access services appropriately.
<b>Crime and disorder implications:</b>	The work of WDCVS, WDCAB & YD provides advice, support and volunteering opportunities which reduce the potential for anti-social behaviour.

<b>Background papers:</b>	WDCVS/WDBC SLA 2013/2014 WDCAB/WDBC SLA 2013/2014 WDCAB/WDCVS MONITORING REPORT 2012/13 WDCAB REVIEW OF SERVICES MARCH 2014
<b>Appendices attached:</b>	Appendix A – WDCVS SLA Monitoring Report 2013/14 Appendix B – WDCAB SLA Monitoring Report 2013/14 Appendix B1 & B2 – ‘Dashboard’ statistics 2013/2014 Appendix C – YD SLA Monitoring Report 2013/14

## STRATEGIC RISKS TEMPLATE

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1	Delivery of Outcomes and Value for Money	Failure to deliver outcomes to the community and provide value for money for the Council's contributions	3	2	6	↔	<ol style="list-style-type: none"> <li>1. Annual monitoring report</li> <li>2. Regular meetings with chief officers of funded organisations</li> <li>3. Contributions reviewed at annual budget setting</li> <li>4. SLAs reviewed on a regular basis</li> <li>5. Organisations are nationally recognised with set standards and reporting mechanisms</li> </ol>	Community Manager

Direction of travel symbols ↓ ↑ ↔