

<b>NAME OF COMMITTEE</b>	<b>Overview &amp; Scrutiny Committee</b>
<b>DATE</b>	<b>15 January 2013</b>
<b>REPORT TITLE</b>	<b>Monitoring of West Devon Community and Voluntary Services and Citizens Advice Bureau Service Level Agreements for 2011/12</b>
<b>Report of</b>	<b>Amanda Harvey, Community Development Officer, Planning, Economy &amp; Community</b>
<b>WARDS AFFECTED</b>	<b>All</b>

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**Summary of report:**

To review the operation in 2011/12 of the Service Level Agreements (SLAs) with West Devon Community and Voluntary Services (WDCVS), including West Devon Volunteer Centre (WDVC), and West Devon Citizens Advice Bureau (WDCAB).

**Financial implications:**

The existing SLA annual financial support of (see 4.1 for full details):

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

**RECOMMENDATIONS:**

That Members scrutinise the performance of WDCVS, including WDVC, and WDCAB against the SLAs.

**Officer contact:**

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**1. BACKGROUND****Background to the West Devon Community & Voluntary Services Service Level Agreement**

- 1.1 There has been a three year rolling partnership SLA between WDCVS and its core funders, West Devon Borough Council (WDBC), Devon County Council (DCC) and NHS Devon (formerly Devon Primary Care Trust), since 2007, reflecting the value Members place on the role of WDCVS in supporting and representing the hundreds of voluntary and community sector (VCS)

organisations in West Devon. The SLA runs until 31 March 2013 and is currently being reviewed.

**Background to the West Devon Citizens Advice Bureau Service Level Agreement**

- 1.2 There has been a three year rolling partnership SLA between WDCAB and its core funders, WDBC and DCC, since 2004. Members support for the SLA with WDCAB recognises the valuable role this organisation plays in providing a range of quality advice and support services to individuals, who are often vulnerable or isolated, or both. The SLA runs until 31 March 2013 and is currently being reviewed.

**2. ISSUES FOR CONSIDERATION**

**Review of Operation of WDCVS SLA 2011/12**

- 2.1 WDCVS has produced an annual monitoring report for 2011/12 which includes the information required by the SLA and provides an overview of its work (see Appendix A). WDCVS annual monitoring key statistics are provided below, but should be read in conjunction with Appendix A:

<b>WDCVS Annual Monitoring Key Statistics</b>	<b>11/12</b>
<b>A. DEVELOPMENT</b>	
Value of successful applications (known to CVS)	£75,000
<b>B. SUPPORT</b>	
Number of newsletters published	4
Total distribution list	600
Number of Voluntary Sector Forums held	3
Number of organisations represented	57
<b>E. VOLUNTEER CENTRE ACTIVITY</b>	
Number of potential volunteers interviewed or advised	307
Number of local organisations who are 'clients' of the WDVC	210

**Review of Operation of WDCAB SLA 2011/12**

- 2.2 WDCAB has produced an annual monitoring report for 2011/12 which includes the information required by the SLA and provides an overview of its work (see Appendix B). WDCAB annual monitoring key statistics are provided below, but should be read in conjunction with Appendix B:

<b>WDCAB Annual Monitoring Key Statistics</b>	<b>11/12</b>
Number of client contacts	5,874
Total number of issues handled	6,559
Number of issues categorised by subject:	
Benefits	3,163
Consumer	103
Debt	1,278
Education	33

Employment	499
Finance (other than debt)	96
Health	69
Housing	353
Immigration	31
Legal issues	255
Relationship and family matters	372
Tax	121
Travel	36
Utilities	100
Signposting	5
Other	45
Amount of benefit generated for clients	£624,460
Amount of debt work dealt with by the bureau	£1,462,403

2.3 A representative of WDCAB has been invited to this meeting and the Overview and Scrutiny Committee has the option to ask a representative of WDCVS to attend a future meeting if there are specific concerns with performance against the SLA.

### 3. LEGAL IMPLICATIONS

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

3.2 The Council's requirements and commitments are secured in the SLAs for WDCVS and WDCAB.

### 4. FINANCIAL IMPLICATIONS

4.1 Current annual contributions are:

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

4.2 The 2012/13 contribution from DCC to WDCVS is £28,800. This represents a 10% reduction in DCC's contribution for 2011/12. The 2012/13 contribution to WDCVS from NHS Devon is £21,000. This represents a 1% reduction in NHS Devon's contribution for 2011/12. The 2012/13 contribution from DCC to WDCAB Devon is £23,600 (the same as DCC's payment to WDCAB for 2011/12).

### 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)
<b>Considerations of equality and human rights:</b>	The services provided by WDCVS and WDCAB promote equal opportunities and help prevent discrimination in our communities.
<b>Biodiversity considerations:</b>	None
<b>Sustainability considerations:</b>	The SLAs with WDCVS and WDCAB promote sustainability by supporting the VCS and promoting community-led actions and local decision making.
<b>Crime and disorder implications:</b>	The work of WDCVS and WDCAB provides advice and volunteering opportunities which reduce the potential for anti-social behaviour.
<b>Background papers:</b>	WDCVS / WDBC / DCC / NHS Devon SLA 2010 - 2013 WDCAB / WDBC / DCC SLA 2010 - 2013
<b>Appendices attached:</b>	Appendix A – WDCVS SLA Monitoring Report 2011/12 Appendix B – WDCAB SLA Monitoring Report 2011/12

## 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. Contributions reviewed an annual budget setting</li> <li>3. SLAs reviewed on a regular basis</li> <li>4. Organisations are nationally recognised with set standards and reporting mechanisms</li> </ol>	Community Manager

Direction of travel symbols ↓ ↑ ↔