

NAME OF COMMITTEE	Overview & Scrutiny Committee
DATE	29 October 2013
REPORT TITLE	Monitoring of West Devon Community and Voluntary Services and Citizens Advice Bureau Service Level Agreements for 2012/13
Report of	Sarah Brown, Community Projects & Policy Officer Planning, Economy & Community
WARDS AFFECTED	All

Summary of report:

To review the operation in 2012/13 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:

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

RECOMMENDATIONS:

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

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1. BACKGROUND

- 1.1 Until April 2012 there was a partnership SLA in place for West Devon CVS with ourselves, Devon County Council (DCC) and the NHS, and a partnership SLA for West Devon CAB with ourselves and DCC. Due to changes in the health service there is now a separate agreement between public health and the CVS; in addition the County also decided that they no longer wished to contract separately with each CVS and CAB and now have one SLA with the CVS across Devon and one with CAB, via an umbrella organisation for each, and pay one

CVS office and one CAB office who are responsible for distributing agreed funding to the other local offices.

- 1.2 From 1st April 2013 WDBC entered into revised SLAs with the local CVS and CAB. 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. The funding supplied under the new agreements is to be used for the delivery of specific outcomes for the residents and communities of West Devon. On-going budget planning and discussions throughout the year indicate that the current funding and agreements will continue in 2014/15, subject to approval of the final budget later in the year.
- 1.3 As well as reporting to members annually on outcomes delivered, officers meet with the chief officers for both organisations on a 6 monthly basis to review the SLA outcomes and on other occasions to discuss specific projects or initiatives
- 1.4 The CVS supports and represents hundreds of voluntary and community sector organisations in West Devon.
- 1.5 The CAB provides a range of quality advice and support services to individuals, who are often vulnerable or isolated.
- 1.6 In both 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 which, although difficult to quantify, would likely incur additional costs over and above that of the funding contribution provided to these organisations.
- 1.7 WDCAB has reviewed the way it operates this year to ensure it can continue to deliver a locally based sustainable service. As a result from June 2013 it amalgamated with a neighbouring CAB to cut administrative costs. This merger was approved by the Charities Commission and the merged CAB is now known as Torridge, North, Mid and West Devon CAB. The Council has stipulated that all funding provided through the SLA must be used for the benefit of the residents of West Devon to deliver the agreed outcomes.

2. Monitoring of Service Level Agreements 2012/13

- 2.1 This is the last monitoring report under the previous SLAs, future reports will differ slightly to reflect the revised targets & outcomes
- 2.2 WDCVS has produced an annual monitoring report for 2012/13 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.
- 2.3 The statistics below show that in nearly all instances there was an increase in outputs in 2012/13, especially with regards to the amount of grant funding the WDCVS has helped bring into West Devon; bearing in mind there has been no increase in funding contribution this demonstrates a positive trend.

WDCVS Annual Monitoring Key Statistics	11/12	12/13
Organisations in touch with WDCVS either based in WD or providing services in WD	430	410
Value of successful grant funding applications supported by WDCVS	£75,000	£120,000
Organisations sent Quarterly 'Funding Extra'	400	400
Member organisations sent the monthly e-mail funding bulletin	100	100
Number of newsletters published	4	4
Total distribution list	600	600
Number of Voluntary Sector Forums held	3	5
Number of organisations represented	57	58
Number of groups helped to develop in areas including bid writing, collaboration, governance and policy issues	63	93
Number of new groups established in West Devon with help from the WDCVS	5	4
Number of groups updated with relevant news, good practice, events & training opportunities	400	600
Number of groups who made use of the equipment to use and hire from WDCVS i.e. digital projector and screen etc	54	36
Number of potential volunteers interviewed or advised	307	366
Number of new volunteering opportunities promoted	65	88

- 2.4 WDCAB has produced an annual monitoring report for 2012/13 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.
- 2.5 The statistics below show that in nearly all instances there was an increase in outputs in 2012/13, especially with regards to the amount of extra benefit the WDCAB has helped West Devon residents claim and the amount of debt work dealt with by the Bureau, this is in line with national trends and reflective of the changes to welfare and challenging economic conditions.

WDCAB Annual Monitoring Key Statistics	11/12	12/13
Number of client contacts	5,874	7660
Total number of issues handled	6,559	8209
Number of issues categorised by subject:		
Benefits	3,163	4081
Consumer	103	187
Debt	1,278	1312
Education	33	40
Employment	499	659
Finance (other than debt)	96	128
Health	69	102
Housing	353	567
Immigration	31	49
Legal issues	255	306
Relationship and family matters	372	451
Tax	121	92
Travel	36	53
Utilities	100	117
Signposting	5	5
Other	45	60
Amount of benefit generated for clients	£624,460	£1,504,217
Amount of debt work dealt with by the bureau	£1,462,403	£2,497,873

2.6 Representatives from WDCAB & WDCVS attended this committee in January & June 2013 respectively to provide an overview of the service they deliver, giving members the opportunity to further their understanding of the value the Council receives from its contributions.

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.

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

Corporate priorities engaged:	Community Life; Economy; Homes
Statutory powers:	Localism Act 2011 (Section 1 – Powers of General Competence)
Considerations of equality and human rights:	The services provided by WDCVS and WDCAB promote equal opportunities and help prevent discrimination in our communities.
Biodiversity considerations:	None
Sustainability considerations:	The SLAs with WDCVS and WDCAB promote sustainability by supporting the VCS and promoting community-led actions and local decision making.
Crime and disorder implications:	The work of WDCVS and WDCAB provides advice and volunteering opportunities which reduce the potential for anti-social behaviour.
Background papers:	WDCVS / WDBC / DCC / NHS Devon SLA 2010 - 2013 WDCAB / WDBC / DCC SLA 2010 – 2013 WDCVS/WDBC SLA 2013/2014 WDCAB/WDBC SLA 2013/2014
Appendices attached:	Appendix A – WDCVS SLA Monitoring Report 2012/13 Appendix B – WDCAB SLA Monitoring Report 2012/13

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"> 1. Annual monitoring report 2. Regular meetings with chief officers of funded organisations 3. Contributions reviewed at annual budget setting 4. SLAs reviewed on a regular basis 5. Organisations are nationally recognised with set standards and reporting mechanisms 	Community Manager

Direction of travel symbols ↓ ↑ ↔