

## EAST AYRSHIRE COUNCIL

### POLICY & RESOURCES COMMITTEE – 1 APRIL 2004

#### BELLSBANK WOMEN'S PROJECT AND NORTH WEST YOUTH PROJECT

#### SERVICE LEVEL AGREEMENTS

#### Report by Director of Educational and Social Services

### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to advise Members of the Policy and Resources Committee of the successful annual evaluations of the projects supported through Service Level Agreements and to confirm funding arrangements for these organisations for 2004/5.

### 2. BACKGROUND

- 2.1. Members will recall that service level agreements have been developed in consultation with Bellsbank Women's Project and North West Youth Project.

- 2.2 The service level agreement format is in two parts:

- i. The **Core document** is the framework within which all Service Level Agreements operate and will not alter from one agreement to another. The document sets out the Council's expectations of the organisation.
- ii. The **Schedule** is specific to each individual organisation, but based on a common format. It provides fuller details of the project specification, premises, management arrangements, council contribution, duration of agreement and review arrangements.

The Schedule requires to be read in conjunction with the core document and together they make up the service level agreement.

- 2.3 These standard documents reflect the principles and guidance as set out within Following the Public Pound and the Council's commitment to the voluntary sector to develop three year funding arrangements.

### 3. REPORT

- 3.1 The Projects have been in receipt of annual funding which provides for their general running and staffing costs in order that they can deliver the service identified within the service level agreement. In agreeing the detail of the service level agreement these voluntary organisations have committed to regular evaluation which reflects the principles set out in the Council's

commitment to the voluntary sector to develop three year funding arrangement for certain organisations.

- 3.2** As part of the regular evaluation process, the opportunity is available to consider further project development for which further funding can be applied.
- 3.3** In considering an award for these organisations, members linked the awards with inflation. The majority of costs for each project at this time relates to staffing costs. Accordingly, in the year 2004/2005 the Council budget has identified an allowance of 3% for inflation.
- 3.4** Officers have been encouraging each project to investigate external funding opportunities.
- 3.5** Due to insurance requirements, each organisation carries insurance for directors and officers liability. Funding for this requirement is included in the grant recommendation.

**3.6**

Project	Grant Awarded 2003/2004	Grant Recommended 2004/2005	Comment
Bellsbank Women's Project	£21,080	£21,712	The project plays an important role in organising adult education courses, health promotions and collaborating with national organisations in order to improve the quality of life for women and their families. The project is well attended, offering courses and development opportunities beyond Bellsbank, from the surrounding areas
North West Youth Project	£62,423	£64,296	The project offers informal educational support to many young people in the North West area of Kilmarnock. The project seeks to address issues of social exclusion and health using peer education methods and other social contact. The project offers access to the council's information systems to young people in the area.

**3.7** Current Achievements

North West Youth Project has recently relocated into new purpose built facilities which were funded through BNSF. The new premises have been

well received by local young people and this month was the venue for a Royal visit. Further achievements for the project this year have included the appointment of a new coordinator, the development of the programme and options available to young people in the area as well as management commitment to ensure robust procedures are in place for their meetings and business.

### **3.8 Current Achievements**

Bellsbank Womens Project have worked this year to further improve progression routes for participants in the Project, a working group has been developed as have their processes for receiving complaints and comments from users of the services. The Management Committee propose to introduce the HMIE self evaluation tool (How Good Is Our Community Learning and Development) in the coming year.

## **4. POLICY IMPLICATIONS**

- 4.1 Support to the voluntary and community sector is compatible with the priorities of the Community Plan, the principles of participation and involvement through Social Inclusion. The Projects offer capacity building opportunities within local communities.

## **5. LEGAL IMPLICATIONS**

- 5.1 The Service Level Agreement regulates the relationship between the Council and the voluntary/community organisation during the period for which funding is approved.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 The Council has committed itself in principle to three years funding arrangements for these identified voluntary bodies.

## **7. RECOMMENDATIONS**

- 7.1 It is recommended that members of the Policy and Resources Committee:
- (ii) agree the recommendations for 2004/5 award; and
  - (iii) otherwise note the content of the report.

John Mulgrew  
 Director of Educational and Social Services  
 9 March 2004

### **LIST OF BACKGROUND PAPERS**

1. Policy and Resources Report 18 March 1999: Service Level Agreement- Core Document, Report by the Chief Executive; and
2. Policy statements as further appendices to individual schedules.

Members wishing further information should contact Kay Gilmour, Head of Community Support, Tel: (01563) 576104 or Anne Jackson, Principal Officer, Communities Tel: (01563) 576126.

**IMPLEMENTATION OFFICER:                      KAY GILMOUR**

