

EAST AYRSHIRE COUNCIL

POLICY AND RESOURCES COMMITTEE – 10 APRIL 2003

SERVICE LEVEL AGREEMENT

Report by Director of Educational and Social Services

1. PURPOSE OF REPORT

- 1.1** The purpose of this report is to note progress for new Service Level Agreements with Bellsbank Women's Project and North West Youth Project and to confirm funding arrangements for these organisations for 2003/4

2. BACKGROUND

- 2.1.** Service Level Agreements were developed in consultation with Bellsbank Women's Project and North West Youth Project for the period 1999/2002.

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

- (i) The Core Document is the framework within which all Service Level Agreements will 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 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 the voluntary organisations have committed to regular monitoring and 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** All organisations are encouraged to maximise other funding opportunities, recognising that in the main core funding only is met by Service Level Agreements.

3.3 Due to changes in insurance requirements, each organisation carries insurance for directors and officers' liability. Funding for this requirement is included in the grant recommendation.

3.4

Project	Grant Awarded 2002/2003	Grant Recommended 2003//2004	Comment
Bellsbank Women's Project	£20,728	£21,080	The project plays an important role in community based learning, 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	£61,380	£62,423	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 a range of methods and social contact. The project offers access to the council's information systems to young people in the area.

4. ISSUES

4.1 Members may recall in October 2002, it was reported that although North West Youth Project had been positively evaluated, thereafter some concerns had been brought to the Council's attention regarding some aspects of their financial management.

4.2 With support from Council Officers the project has redrafted it's constitution to reflect changes in roles and responsibilities and have established financial systems in line with Council policy.

4.3 Ongoing support will be available to the Management Committees of both projects.

5. POLICY IMPLICATIONS

5.1 Support to the voluntary and community sector is compatible with the Council's approach to promoting social inclusion.

6. LEGAL IMPLICATIONS

- 6.1** The Service Level Agreement regulates the relationship between the Council and the Voluntary/Community organisation during the period for which funding is approved.

7. FINANCIAL IMPLICATIONS

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

8. RECOMMENDATIONS

- 8.1** It is recommended that Members of the Policy and Resources Committee:
- (i) note the new Service Level Agreements;
 - (ii) agree the recommendations for awards; and
 - (iii) otherwise note the content of the report.

John Mulgrew
Director of Educational and Social Services

KG/AJ/SR
1 April 2003

LIST OF BACKGROUND PAPERS

1. Policy and Resources Report 18 March 1999: Service Level Agreement- Core Document, Report by the Chief Executive;
2. Policy and Resources Report 18 March 2000: Service Level Agreement- Core Document, Report by the Chief Executive;
3. Policy and Resources Report 18 April 2002; and
4. Service level Agreements.

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