

CABINET
3 APRIL 2014

ANNUAL REVIEW AND RENEWAL OF SERVICE LEVEL AGREEMENTS

1. Summary

- 1.1. This report presents annual reviews of the performance of the following Council funded organisations: Citizens Advice Bureau, and Groundwork South Trust (formerly known as Groundwork Kent and Medway) against the requirements of their respective Service Level Agreements (SLAs) for 2013/14.
- 1.2. This report provides for the continuation of the current SLAs for the following organisations: Dartford Citizens Advice Bureau and The Groundwork South Trust.

2. RECOMMENDATIONS

- 2.1. That Cabinet note the performance of the Citizens Advice Bureau and Groundwork South Trust, against the requirements of their respective Service Level Agreements as detailed in Appendices A and B.
- 2.2. That grant funding up to the amounts shown for 2014/15 for the following organisations be confirmed subject to Service Level Agreements to be completed with each organisation:
- Dartford Citizens Advice Bureau – up to £99,750
 - Groundwork South Trust - up to £19,000

3. Background and Discussion

- 3.1. Service Level Agreements (SLAs) provide clarity over the criteria for releasing funds to approved recipient organisations each year e.g. the type and level of service expected between a funder and a grant recipient, the monitoring standards and nature of reports required.
- 3.2. The Council's annual budget for 2014/15 was set by the General Assembly of the Council at its meeting on the 24 February 2014. Provision has been made in the budget to provide grant assistance to the following organisations up to the amounts shown:
- Dartford Citizens Advice Bureau – up to £99,750
 - Groundwork South Trust - up to £19,000 (£14,000 core funding and £5000 in relation to the rent payment for The Old Fire Station, Swanscombe)

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- 3.3. Officers have conducted reviews of Dartford Citizens Advice Bureau and Groundwork South Trust, against the criteria contained within the SLAs. A summary of those reviews is provided in the Appendices A and B to this report.
- 3.4. It is recommended that SLAs with organisations contain Performance Indicators (PIs) and Actions to allow more effective monitoring of compliance to SLAs. PIs and Actions have been devised with representatives from the Dartford Citizen Advice Bureau and Groundwork South Trust.
- 3.5. Subject to agreement of this report, the requirements for provision of preparation for appeals in the County Court and preparation for Tribunals, and exploration of a Credit Union within the Dartford Borough are removed from the next SLA with the Dartford Citizen Advice Bureau.

4. Relationship to the Corporate Plan

The relationship of each service to the Corporate Plan is included within the individual reviews of each SLA in the Appendices to this report.

5. Financial, legal, staffing and other administrative implications and risk assessments

Financial Implications	<p>Payment of funds to Dartford Citizens Advice Bureau Groundwork South Trust, were made during 2013/14 from approved recurring grant budgets and were subject to compliance with the SLAs.</p> <p>All grants for 2014/15 were approved at General Assembly of the Council on 24 February 2014.</p>
Legal Implications	Each SLA acts a legally binding contract between the specified organisation and the Council.
Staffing Implications	None
Administrative Implications	None
Risk Assessment	SLAs provide an effective means of managing the risks associated with grant funding organisations, in that they provide a clear framework of expectation for service delivery, and provide for funding to discontinue if these terms are not fulfilled.

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6. Details of Exempt Information Category

Not applicable

7. Appendices

Appendix A – Citizens Advice Bureau SLA Review
Appendix B – Groundwork South Trust SLA Review

BACKGROUND PAPERS

<u>Documents consulted</u>	<u>Date</u>	<u>File Ref</u>	<u>Report Author</u>	<u>Section and Directorate</u>	<u>Exempt Information Category</u>
			Stephen Jefferson	Corporate Support & Policy	N/A