



Leicester
City Council

WARDS AFFECTED
All Wards

FORWARD TIMETABLE OF CONSULTATION AND MEETINGS:

PERFORMANCE AND VALUE FOR MONEY SELECT COMMITTEE	12 January 2011
CABINET	17th January 2011

CORPORATE VOLUNTARY & COMMUNITY SECTOR CONTRACTS
QUARTERLY MONITORING

Report of the Director of Change and Programme Management and of the Strategic Director Adults and Communities

1. Purpose of Report

- 1.1. This report sets out performance for Quarter Two (July to September 2010) of the seven corporate contracts with voluntary and community sector (VCS) organisations and the Community Cohesion contract with the Gujurat Hindu Association.

2. Recommendations (or OPTIONS)

- 2.1. Cabinet is asked to note the performance of the contracts as set out in Appendix A.
- 2.2. In order to make this and future reports more useful, it is intended to present these findings, where appropriate, to Cabinet portfolio leads via their regular briefing sessions.

3. Summary

- 3.1. On 20th April 2010, the Thriving and Safe Communities Priority Board agreed to take strategic ownership of the seven corporate VCS contracts and to receive quarterly progress reports.
- 3.2. At Cabinet on 17th May 2010, it was agreed that following quarterly monitoring to the Thriving and Safe Priority Board, there would be upward reporting to Cabinet, and that the results of strategic reviews, evidence of underperformance or adverse impacts on outcomes that might result in a recommendation to withdraw funding, would be on the basis of a full report to Cabinet.
- 3.3. Appendix A sets out the progress against targets for these seven contracts for the period 1st July to 30th September 2010. Appendix A also sets out the performance of the Community Cohesion Fund contract with the Gujurat Hindu Association.

4. Report

- 4.1 There are seven corporate VCS contracts that currently sit within the Partnership Executive Team:
- African Caribbean Citizens Forum (ACCF)
 - Federation of Muslim Organisations (FMO)
 - Leicester Council of Faiths (LCoF)
 - Leicestershire Centre for Integrated Living (LCIL)
 - Somali Development Services (SDS)
 - The Race Equality Centre (TREC)
 - Voluntary Action Leicester (VAL)
- 4.2 The Gujarat Hindu Association (GHA) has been granted a two-year funding agreement covering the period 1st August 2010 to 31st July 2012.
- 4.3 The Monitoring Officer for the seven corporate VCS contracts is based within Adult Social Care. The officer reports to the Strategic Director Adults and Communities regarding two contracts: VAL and LCIL; and reports to the Director of Change and Programme Management for the other five: ACCF, FMO, LCoF, SDS, TREC. These two Directors are the corporate strategic leads for these contracts.
- 4.4 Performance against targets is set out in Appendix A to this report.
- 4.5 Each contract has been rated either Red (major concerns over performance), Amber (some concerns) or Green (no concerns).
- 4.6 Seven contracts have been rated Green: ACCF, FMO, LCIL, LCoF, SDS, TREC and GHA.
- 4.7 One contract has been rated Amber: VAL, as it has been operating without a signed contract in place for 15 months.

Due to the nature of the contract and the sharing of funding with both the PCT and Police, the contract arrangements are complex and taking some considerable time to finalise. Until these are successfully concluded, we cannot issue VAL with their contract, but we are working hard to come to a speedy conclusion in recognition that VAL are providing a service currently with no written contract in place.

Overall performance against specification is satisfactory. However, 7 out of 52 performance indicators have been rated amber. The amber rating will be brought to VAL's attention in writing and remedial actions requested. These will be discussed at the next available monitoring meeting.

A separate more detailed report regarding the VAL contract has been submitted to Cabinet Briefing for consideration.

- 4.8 The agreement with FMO has been extended to 31st March 2011 and work has started to renegotiate the specification to include clear outcomes around supporting the infrastructure between Muslim organisations in the City.
- 4.9 The specification with ACCF is now under review to set clearer objectives and outcomes, linking this to the community cohesion strategy and to widen support with African communities.
- 4.10 Cabinet is asked to note the contents of this report.
- 4.11 In order to make this and future reports more useful, it is intended to present these findings, where appropriate, to portfolio leads via their regular briefing sessions.

5. FINANCIAL, LEGAL AND OTHER IMPLICATIONS

5.1 Financial Implications

- 5.1.1 2010-11 budgetary provision for these Organisations is £612,500
- 5.1.2 The organisations generally receive funding quarterly in advance. For the three organisations that have simple funding agreements (ACCF, LCoF and FMO) there is provision for payments advanced to be clawed back in the event that the money is not being used in accordance with the agreement. For the other organisations the service contract arrangements provide for cessation of funding if services were not being provided as agreed.

Jon King, Accountancy Services
X 29 7433

5.2 Legal Implications

- 5.2.1 The approach to former “grant aid contracts” (including the procurement approach) is underpinned by Cabinet decisions in March and April 2008. This has, subject to a handful of contracts being queried, been successful.
- 5.2.3 For ACCF and LCoF the decision was then taken, on further consideration, to continue a funding arrangement as the purpose of the relationship reflected more of a “grant in aid” (core funding) approach rather than the delivery of particular outputs.
- 5.2.4 It will be recalled that the procurement approach to the award of the VAL contract was subsequently based on the fact that, because VAL had been awarded the contract for voluntary infrastructure in Leicestershire and because of our MAA, they were in effect the only body now in a position to deliver the combined outcomes.
- 5.2.5 The recommendations in this report are supported as they will lead to clarity about the nature of the arrangements and ownership of the outcomes. It is obviously in no-one's interest for arrangements to continue that have not been properly “closed”, where money is being paid on an inchoate basis. This means that neither party can be certain what the contractual arrangement is and this could lead to disputes and service failure.

- 5.2.6 Procurement principles and contract procedure rules still apply to the award of these contracts (unless the relationship is clearly one of grant funding – in which case the rules on State Aid may apply, but at these values and for these outcomes this should not be a barrier) The procurement approach approved in 2008 should therefore be reviewed on each renewal.
- 5.2.7 The principal legal power used by the Council to enter into these arrangements are our “well being powers”. As ever regard must be had to our Sustainable Community Strategy in the exercise of these powers.

Joanna Bunting, Head of Commercial & Property Law
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5.3 Equalities Implications

- 5.3.1 An equalities checklist for commissioning has been developed and will be piloted by the Strategic Commissioning Project Board. The checklist highlights the range of equalities considerations across the various phases of the commissioning cycle: clarifying customer needs (whether for individuals or communities), identifying an effective service offer, equality risk assessing any proposal, specifying equality outcomes and wider social benefits to be achieved by the service, and monitoring the outcomes and benefits realised. As an authority, we have been poor at specifying and demonstrating equality outcomes achieved through our service provision.
- 5.3.2 The good practice approach recommended within this report will enable the Thriving and Safe Communities Priority Board to get a clearer picture of the individual and community benefits realised through its commissioning activities. This in turn, will inform the Priority Board's future commissioning decisions. Another challenge is the ongoing development of a local market of a diverse range of potential providers, providers who know and are able to respond effectively to the needs of Leicester's communities. A larger pool of potential providers would stimulate entrepreneurship within the city, which is itself, a social benefit.

Irene Kszyk, Head of Corporate Equalities
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5.4 Climate Change Implications

None. However carbon reduction is a priority target for the Council and we want all our suppliers to consider how the service they are providing can contribute to this. It is recommended that as these services are reviewed and new specifications are developed, that environmental outcomes are built into all future contracts. The new outcome based service specification template developed for delivery of community based services has an environmental impact section and guidance on how to include environmental outcomes into service delivery and the support available to suppliers to help them to reduce their carbon emissions.

6. Other Implications

OTHER IMPLICATIONS	YES/ NO	Paragraph/References Within Supporting information
Equal Opportunities	Yes	Whole report. These organisations provide an important ‘gateway’ into key communities within the city, helping the Council to better understand need and engage with these communities
Policy	NO	
Sustainable and Environmental	NO	
Crime and Disorder	NO	
Human Rights Act	NO	
Elderly/People on Low Income	NO	
Corporate Parenting	NO	
Health Inequalities Impact	NO	

7. Risk Assessment Matrix

Risk	Likelihood L/M/H	Severity Impact L/M/H	Control Actions (if necessary/appropriate)
1 Contracts do not deliver against agreed outcomes and do not demonstrate value for money	High	Medium	Clear outcome based specifications have been, or are being, negotiated with providers. Rigorous quarterly monitoring and reporting will be undertaken.
2 Not opening the funding or procurement process up to competition could lead to challenges from other providers	Medium	Medium	A Strategic review of contracts needs to take place in the longer term to assess future needs and priorities.
3 One service is operating without a signed contract – LCC may not be able to claw back advance payments if dissatisfied with performance	Medium	Medium	It is hoped to issue a new contract very shortly.

8. Background Papers – Local Government Act 1972

5.3 Not applicable

9. Consultations

- 9.1 Miranda Cannon, Director Change and Programme Management
Kim Curry, Strategic Director, Adults and Communities
Irene Kszyk, Head of Corporate Equalities
Joanna Bunting, Head of Commercial & Property Law
Jon King, Accountancy Services

10. Report Author

- 10.1 Andrew Tovell, Regeneration Officer, Service Contracting and Procurement Unit, Adult Social Care, x29 8665

Key Decision	No
Reason	N/A
Appeared in Forward Plan	N/A
Executive or Council Decision	Executive (Cabinet)

QUARTERLY PERFORMANCE REPORTING – CORPORATE VCS CONTRACTS

PERIOD: 1st July to 30th September 2010

Name of Organisation: Somali Development Services			
Brief summary of service (as set out in specification):			
Somali Development Services (SDS) will:			
<ol style="list-style-type: none"> 1. Provide a range of support and advice services to address the needs of the Somali Community in Leicester. 2. Undertake general engagement and consultation with the Somali Community and maintain good communication with the council to ensure ongoing and constructive dialogue between the Somali community and the Council is supported. 			
Outputs/Outcomes	Target for period	Achieved	Comments
No of people supported at drop-in sessions	No target set	371	Advice given on benefits, form filling, GP referrals, utilities bills, onward referrals
No of service users reporting feeling satisfied or very satisfied with the service	75%	100% of those giving feedback	56% of users returned feedback sheets
No of community groups worked with	No target set	3	
No of community meetings held	No target set	1	
No of attendees at community meetings	No target set	18	
Development of effective partnerships and joint working with the Somali community		Situation much improved from 2-3 years ago. Dialogue between groups is now happening.	A number of meetings have been held with other groups (eg St Matthews Community Solutions). Dialogue has been maintained and progress is slowly being made in this sensitive area.
Performance rating: Green – no concerns over performance			

Other key activities undertaken:

Although the drop-in sessions are aimed at the Somali community, a large minority (30% this quarter) of those attending are new arrivals from Eastern Europe (eg Czech and Slovak Roma)

Current status of contract:

A new service contract was issued on 1st July 2009 and runs to 31st March 2012. The specification may need reviewing during 2010/11. The total value of the contract is £124,850:

£34,050 in 09/10 (9 months)

£45,400 in 10/11

£45,400 in 11/12

QUARTERLY PERFORMANCE REPORTING TEMPLATE – CORPORATE VCS CONTRACTS

PERIOD: 1st July to 30th September 2010

Name of Organisation: Leicester Council of Faiths			
Brief summary of service (as set out in specification):			
Leicester Council of Faiths will encourage and promote knowledge and understanding of, and between, the different faith communities in the city and will work with Leicester City Council and the Leicester Partnership to achieve this.			
Outputs/Outcomes	Target for period	Achieved	Comments
Number of faith organisations/communities worked with	No target set	11	8 member faith communities, plus Ahmadiyyah, Secular Society, Swaminarayan Mission.
Number of community meetings held	No target set	1	Council of Faiths meetings are open to members of all communities
LCoF develop effective collaborative working with community faiths groups in the city	N/A		Co-ordinated faith response for 7 member faith communities regarding proposed EDL march/rally.
To have a Board which is representative of the communities served	N/A		The Board is representative of the 8 member faith communities: Bahai, Buddhist, Christian, Hindu, Jain, Jewish, Muslim, Sikh)
Performance rating: Green – no concern over performance			
Other key activities undertaken:			
Use of technology and social networking to support a dialogue between different faith communities, and to develop greater understanding. Website – over 4,500 hits this quarter. Facebook page – 131 fans so far. Twitter account has 87 followers now (up from 35). Blog with 51 signed up followers.			
Current status of contract:			
Current contract runs from 1 st April 2009 to 31 st March 2012. Total contract value is £75,000: £25,000 per year for 3 years. 3 quarterly payment of £6,250 each for 2010/11 have been made.			

QUARTERLY PERFORMANCE REPORTING TEMPLATE – CORPORATE VCS CONTRACTS

PERIOD: 1st July to 30th September 2010

Name of Organisation: African Caribbean Citizens Forum			
Brief summary of service (as set out in specification):			
A community based service that will work with Leicester City Council and its partners to improve our understanding of African and African Caribbean issues across the City and the impact this has on community cohesion. To work with the Council and its partners to ensure that the voice of its African and African Caribbean community is heard.			
Outputs/Outcomes	Target for period	Achieved	Comments
No of community meetings held	No target set	5	
No of community members representing the Forum	No target set	9	
No of new Forum members recruited	No target set	17	17 new organisations
No of community groups worked with	No target set	36	
To have a Forum which is representative of the communities served	N/A		
Development of effective joint working with community groups working with the African and Caribbean population	N/A		
Performance rating: Green – no concern over performance			
Other key activities undertaken:			
ACCF now has 61 member organizations as at 30 September 2010. There are over 200 individuals involved.			

Current status of contract:

Current contract runs from 1st April 2009 to 31st March 2012. Total contract value is £129,300: £43,100 per annum for 3 years. The first three quarters for 2010/11 have been paid totalling £32,325.

In line with the recommendations from the report to Cabinet on 10th May 2010, the specification is currently being updated. The aims of the service have been agreed and activities/outcomes are currently being worked on.

QUARTERLY PERFORMANCE REPORTING TEMPLATE – CORPORATE VCS CONTRACTS

PERIOD: 1st July to 30th September 2010

Name of Organisation: Federation of Muslim Organisations			
Brief summary of service (as set out in specification):			
The FMO will represent the full range of Muslim communities in Leicester. It will act as a conduit for communication between Muslim communities, and the Council and Leicester Partnership.			
Outputs/Outcomes	Target for period	Achieved	Comments
No of individuals signposted to appropriate services	No target set	733	
No of awareness sessions held	No target set	56	
To be representative of the full range of Muslim communities	N/A		The Executive Committee represents Muslims from various different mosques, ethnic heritage (Indian, Pakistani, Bangladeshi & Somali), and schools of thought. FMO has also started meeting with Kurdish, Afghani and Turkish communities.
To be a focal point for new arrivals from Muslim communities	N/A		Support for Somali, Iraqi, Iranian, Indian and Pakistani new arrivals.
To participate fully in inter-faith work	N/A		Working with Interfaith forum, Christian Muslim Dialogue group, Faith Leaders Forum, St Philips Centre, Leicester Council of Faiths
To actively promote democratic participation	N/A	Regular meetings held with Muslim and non-Muslim Councillors	FMO has a dedicated political participation sub-committee.
Performance rating: Green – no concerns over performance.			

Other key activities undertaken:

Radio Ramadhan 2010 had over 250,000 listeners. Shows were presented in English, Bengali, Urdu, Punjabi, Somali and Swahili. More than 130 individuals presented shows and more than 20 worked behind the scenes.

Current status of contract:

Existing contract expired 31st March 2010. However, this was extended for 12 months to 31st March 2011. Contract value is £25,000 per annum. Invoice for first two quarterly payments of 2010/11 totalling £12,500 have been made.

In line with the recommendations from the report to Cabinet on 10th May 2010, the specification is currently being updated.

QUARTERLY PERFORMANCE REPORTING TEMPLATE – CORPORATE VCS CONTRACTS

PERIOD: 1st July to 30th September 2010

Name of Organisation: Voluntary Action Leicester			
Brief summary of service (as set out in the specification for the proposed new contract)			
<p>The service will support the development of a Leicester VCS Infrastructure Organisation (LIO) based on the NAVCA Core Standards and the six core functions of a volunteer centre as defined by Volunteering England. Central to the role of the LIO will be its support for the development of thriving third sector and its contribution to ‘One Leicester’, Leicester’s sustainable community strategy. It will:</p> <ul style="list-style-type: none"> • pro-actively identify the needs in the local community and facilitate improvement in service provision to meet those needs • assist local voluntary and community organisations to function more effectively and deliver quality services to their users, members or constituents • facilitate effective communication or networking and collaboration amongst local voluntary and community groups. • enable the diverse views of the local voluntary and community sector to be represented to external bodies, developing and facilitating structures which promote effective working relationships and two-way communication • enhance the voluntary and community sector’s role as an integral part of local planning and policy-making. • Provide a Volunteer Centre that enables both individuals and groups interested in volunteering to be matched with appropriate opportunities in the local community. • Through active marketing have a Volunteer Centre that stimulates and encourages local interest in voluntary and community activity • Develop and promote good practice in working with volunteers to all volunteer involving organisations. 			
Outputs/Outcomes	Target	Achieved	Comments
Percentage of VCS groups feeling “well informed” or “very well informed” about strategies, policies and partnerships	77%	75%	Achieved this quarter

VAL membership profiles show a diverse range of membership reflecting the population	N/A		34% of groups are from BME communities. 61% of members have annual income below £10,000
Percentage of VCS groups receiving advice or training reporting they have increased their capacity or effectiveness	64% (training) 91% (advice & support)	No figure this Quarter 67%	Evaluation forms, feedback Up from 62% last Quarter. Still below 90% tolerance level – amber on this measure
No of volunteer enquiries	1,000 per quarter	975	Achieved this quarter
Percentage of volunteers that take up volunteering opportunities	35%	22%	This has declined from 28% last quarter – amber for 2 quarters
Percentage of volunteers happy or very happy with their placement	80%	88%	achieved this quarter – up from 55% last quarter
Performance rating: Amber – due to being out of contract for 15 months. Overall performance is good: only 7 out of 52 Performance Indicators are rated as amber - this has decreased from 14 last quarter.			
Other key activities undertaken: Leicester Compact, Training, 1:1 Support, Helpline, Resource Centre			
Current status of contract: Previous service contract expired on 31 st March 2009. This was extended to 30 th June 2009. We could not legally extend any further. Agreement could not be reached on a new specification. Payments continued to maintain service continuity. Value of payments for 2009/10 totalled £295,900. First three quarterly payments for 2010/11 totalling £221,925 have been made. The value of the new contract is currently £391,212 per annum – made up of City Council (£295,900), plus PCT (£85,312), and Police (£10,000). The inclusion of these monies has caused some complexities with the contract. It is hoped that these will soon be concluded and that the contract will shortly be issued.			

QUARTERLY PERFORMANCE REPORTING TEMPLATE – CORPORATE VCS CONTRACTS

PERIOD: 1st July to 30th September 2010

Name of Organisation: Leicestershire Centre for Integrated Living			
Brief summary of service (as set out in the new and agreed specification):			
The service provider will seek the views and opinions of people with disabilities and organisations working with disabled people and ensure these views are represented appropriately to the local authority. The service will promote and foster two way communication and engagement between local authority and the service provider who will act as the 'voice of the community', to ensure our services are effective and responsive to the needs of local disabled people and meet our disability equality duties.			
Outputs/Outcomes	Target for period	Achieved	Comments
No of organisations receiving information	No target set	51	
No of meetings held	No target set	42	
No of individuals attending events	No target set	84	
No of organisations attending events/meetings	No target set		Meetings with 8 VCS organisations
Performance rating: Green – no concerns over performance			
Other key activities undertaken:			
Distribution of over 1000 questionnaires regarding Right to Control part of Adult Social Care Transformation. Input into strategic meetings relating to various parts of ASCT.			
Current status of contract:			
A new three-year contract has been signed and returned by LCIL. The total value of this contract is £142,600.			

QUARTERLY PERFORMANCE REPORTING TEMPLATE – CORPORATE VCS CONTRACTS

PERIOD: 1st July to 30th September 2010

Name of Organisation: The Race Equality Centre			
Brief summary of service (as set out in the specification):			
The service will support the Council to:			
<ul style="list-style-type: none"> (i) achieve good race equality and race relations across the City, which contribute to wider community cohesion outcomes (ii) support the Council in the development of a neighbourhood working model that will contribute to an increased sense of belonging for people of all racial backgrounds. (iii) develop and implement policies and other mechanisms to challenge and tackle race inequality which in turn will help the Council to meet its race equality duty and to ensure there is freedom from tension within the city's communities (iv) promote and facilitate good communications, networking and collaboration between VCS Organisations in the City, to help all communities (irrespective of racial background) to receive a fair and representative local service and to support their participation in local planning and policy making (v) support new arrivals in seeking provision to meet their needs 			
Outputs/Outcomes	Target for period	Achieved	Comments
No of organisations supported with advice/guidance on equality issues	No target set	9	
No of individuals supported with advice/guidance on equality issues	No target set	6	
No of activities undertaken to reduce the impact of far right activity	No target set	4	
Refugees accessing the service report feeling 'more	50%	100%	

settled' in Leicester as a result of the service received			
Number of organisations reporting feeling 'satisfied' or 'very satisfied' with the service received	75%	100%	
Performance rating: Green – no concern over performance			
Other key activities undertaken: 170 refugees given benefits advice and support.			
Current status of contract: A new contract covering the period 1 st October 2009 to 31 st March 2012 has been signed by TREC. The total contract value is £294,500.			

QUARTERLY PERFORMANCE REPORTING TEMPLATE – CORPORATE VCS CONTRACTS

PERIOD: 1st July to 30th September 2010

Name of Organisation: Gujarat Hindu Association			
Brief summary of service (as set out in specification):			
To employ a worker who will support the Gujarat Hindu Association to:			
<ul style="list-style-type: none"> • Provide support to Gujarat Hindu groups • To engage with and represent the views of Gujarat Hindu Groups to the Council and Leicester Partnership; and • To help raise awareness and build an understanding between Gujarat Hindu groups and other groups in the City 			
Outputs/Outcomes	Target for period	Achieved	Comments
No of groups worked with	No target set	To be achieved once the worker has been appointed	
No. of events held	No target set	As above	
To annually gather views from Gujarat Hindu Groups on whether GHA has given them effective support to help them to thrive as a group and to encourage others to take an active role			
Annual programme of events delivered for Gujarat Hindu groups to engage with other communities			
Performance rating: Green – no concern over performance			
Other key activities undertaken:			

The interviews for the worker post are to be held on 15th November.

Current status of contract:

A 24-month funding agreement for the period 1st August 2010 to 31st July 2012 has been signed by GHA. The total grant over two years is £60,000.