

## Meeting of Executive Members for Housing and Adult Social Services and Advisory Panel

17 March 2008

Report of the Director of HASS

### Financial Support To Voluntary Organisations 2008/2009 (Social Services and Housing)

#### Purpose of Report

1. This report presents requests received from local organisations for financial support in 2008/2009. The Executive Members for Housing and Adult Social Services are asked to agree the recommendations for Financial Support contained within this report.

#### Background

2. The budget for Financial Support for the voluntary sector has been set at £70,530 for social services and £8,630 for housing related services. This is in addition to the approximate £5.0 million that the Council invests in commissioning social care services from the voluntary and Independent sector.
3. Applications for Financial Support have been received from 7 social care organisations, totalling £62,696 and one from a housing organisation with a request for £8,933.
4. Criteria for the awarding of financial support is listed at **Annex One**.
5. The arrangements for financial support for voluntary organisations aim to be simple and explicit. They are focused on a single application form which is considered by the relevant Executive Member.
6. It is proposed that over the next twelve months a further review is undertaken to analyse and assess the strategic relevance and outcomes delivered by services funded through this financial support with a view to integrating Financial Support Agreements within overall Commissioning Budgets. This would save organisations having to make an annual application and officer time in administering the process.

#### Consultation

7. Officers from the Council where appropriate have met with, or discussed, the applications with the organisations listed within this report. The process and timetables for applications was publicised by the Council in September 2007.

## Options

8. Option 1 – To award Financial Support as indicated in paragraphs 37 - 39 to all organisations on one year Service Level Agreements
9. Option 2 – To award Financial Support to all organisations as detailed at paragraphs 37 - 39 on one year Service Level Agreements with the exception of The Independent Care Group and the York Blind & Partially Sighted Society where it is proposed that Three Year Agreements are awarded.

## Analysis

### York Citizens' Advice Bureau (Housing)

10. The York Citizens' Advice Bureau assumed responsibility for the Bond Guarantee Scheme in December 2002 from the Detached Youth Work Project when that project closed much of its services. The scheme works with young people who are homeless, sleeping rough or in temporary or insecure accommodation. The project has a deposit guarantee scheme where bondholders' underwrite a fund to enable young people who haven't enough money for a deposit to secure a tenancy. The grant application is for finance to administer the Bond Guarantee Scheme, identifying landlords and setting up the Guarantee with customer and landlord. The Bond Guarantee scheme is accessible to staff within Housing & Adult Social Services to support young people. There is also a financial contribution to the scheme via the Supporting People Programme
11. During the past six months the organisation has received 175 referrals and secured 20 tenancies ( the target per annum is 30), with a total of 63 current tenants.
12. The organisation has requested a total of £8,933 Financial support in 2008/9, having received £8,420 in 2007/8. It is proposed that Financial Support of £8,630 including inflationary award is awarded which is the total budget available to the Executive Member in 2008/9.

### York Community Furniture Store (Social Care)

13. The York Community Furniture Store is a non profit making organisation that aims to relieve real needs through the provision of low cost and donated furniture and electrical appliances to individuals and families on low incomes. This service has developed and grown over a number of years and continues to provide a much appreciated service for customers. During the 9 months to December 2007, 1343 customers accessed the store and over 95,000 KG of unwanted goods that might otherwise have gone to land-fill, with a significant cost saving to the authority, have been recycled. The establishment of a Limited Company has meant that they can sell goods at a higher price to the public and lower price to those in need and this has resulted in a significant increase in income. A Membership card scheme has proved successful with referred customers getting a card for a 12 month period, which means they can purchase more furniture throughout the period without having to be re-referred.
14. Members will recall that the Store was predicting a deficit at this stage in 2007/8, however through the steps it has taken, it has stabilised and is both a sustainable and viable operation. They are looking to improve the capacity of the store which will mean an increase in the stock available and should have a further impact on

the turn-over of the store. The organisation has requested a total of £10,000 Financial support in 2008/9 having received £10,000 in 2007/8 and it is proposed that Financial Support of £10,000 is awarded.

York Blind and Partially Sighted Society (Social Care)

15. York Blind and Partially Sighted Society advocates, develops and provides services for blind and partially sighted people, their friends, relatives and carers. The Society successfully manages a range of services for customers on behalf of City of York Council. The Society operate a Resource Centre (to be re-named Equipment & Information Centre) which the Financial Supports assists with the provision. Along with many charities they have had to deal with funding reducing in recent years but have been relatively successful both in attracting additional funding and controlling expenditure. The charity has approximately 1000 people on it's database who have impaired sight but are not registered as blind. They have recorded an increase of 11% in the numbers of people accessing the services during the calendar year ending October 2007 with 1370 people accessing the Centre which also receives approximately 1500 telephone enquiries a year.
16. The Society has moved premises during 2007/8 which are now accessible to customers with a ground floor location and will allow the Service to offer more activities and support. There has however been a significant increase in rent and service charges as a result of the move. The organisation has made bids to several charitable bodies for support and has successfully raised significant sums towards the increased revenue costs but has requested an increase of an additional £3,000 in Financial support as a contribution from the Council. The North Yorkshire and York Primary Care Trust also fund the Centre (currently £16,000 per annum) and they have also been asked to increase funding by the same amount.
17. The organisation has also requested that the Council consider a longer-term funding agreement which would assist in their strategic planning and provide more options in seeking alternative grant funding. The organisation meets the Council's criteria for a longer term service level agreement (see paragraph 50) and it is proposed under option 2 of this report that a three year Service Level Agreement is awarded.
18. The Society was awarded Support of £16,621 in 2007/8 and has requested £20,036 in 2008/9. It is recommended that Financial Support is provided to York Blind and Partially Sighted Society of £20,036 including an inflationary award for 2008/9 but that officers review the increase during the first year of the Service Level Agreement following the outcomes of the Societies bids to other charitable bodies.

York Deaf Society (Social Care)

19. York Deaf Society provide a range of social, spiritual, sporting, educational and welfare services and activities for deaf people in York, their families and children. The Society has worked in close collaboration with staff from City of York Council HASS and the Social Policy Research Unit at York University to establish the views of Deaf People through surveys and discussion groups. The organisation received £5,000 in 2007/8 and have again requested £5,000 for 2008/9.
20. It is recommended that Financial Support of £5,000 is awarded for 2008/9.

### York MIND (Social Care)

21. York MIND promote mental health services for persons experiencing emotional and mental distress. They also promote and encourage awareness of mental health issues amongst professionals and the general public with advice, information and support. They have a contract with City of York Council and North Yorkshire & York Primary Care Trust to provide advocacy services for people with mental health problems and also provide a Carers Advocacy Service to the Council. In addition to this service, the areas where MIND has the most requests for help are in information and support and counselling services. Financial Support provided by the Council assists in providing a supported volunteering scheme, self-help groups, information and advice services to both customers and carers and additional counselling support.
22. The organisation is looking to expand services further into befriending and has made applications to the Big Lottery and other charitable bodies for funding.
23. In 2007/8 they received £8,406 in financial support and have requested £8,660 in 2008/9.
24. It is proposed that financial support of £8,660 including an inflationary award is provided to York & District Mind in 2008/9.

### Alzheimer's Society (Social Care)

25. The Alzheimer's Society provides carers groups and social activities, a 24 hour help line, an advice and information service and a sitting service to people suffering from Alzheimer's and their carers. The Society also provides a Befriending Service for carers of those with Alzheimer's under contract to HASS and a carers education service funded by the Carers Grant.
26. In 2007/8 they received £3,500 in financial support and they have applied for £3,700 in 2008/9.
27. It is proposed that financial support of £3,580 including an inflationary award is provided to the Alzheimer's Society 2008/9.

### REMAP (Social Care)

28. REMAP provide technical equipment for Disabled People. The local York REMAP panel founded in 1990 is one of 109 throughout the country. The local organisation receives support but is not funded by the National body and makes specialist devices for disabled people that are provided free of charge.
29. The work undertaken by them is mainly in York but a majority of their members live out of the city and REMAP continue to find difficulty in re-imbursing travel costs. They have requested Financial Support of £300 to cover the travel costs of work undertaken for York customers in 2008/9. This is the first increase the organisation has requested in several years of being funded by the Department and is due to increased volunteer costs for mileage and materials.
30. It is proposed that financial support of £300 is provided to REMAP for 2008/9

### Independent Care Group (ICG) ( Social Care)

31. The Independent Care Group (ICG) represent Residential/Nursing and Home Care Providers in the City of York and are committed to helping care providers give the best possible service to the vulnerable people they care for and working with the Council and other partners to make this happen. The Council has asked that the ICG apply for continuation of previous funding through the Financial Support Process alongside other Voluntary Sector Partners.
32. The following are benefits that the Council achieves from working with the ICG;
  - A representative body with whom it has established a partnership working relationship as recommended in “Building Capacity and Partnership in Care” to assist in the development and improvement of Services.
  - A representative body with whom it can consult over strategies for care provision in the City.
  - A representative body with whom it can negotiate over fees, contracts and service development options.
  - Provide valuable feedback and research from care providers on several issues.
  - The ICG will work in partnership with the Council on a number of strategic issues
  - A representative body which actively promotes best practice and keeps Care providers informed of latest guidance and current issues.
  - Ensure effective feedback, objective and representative consultation on all appropriate developments and issues affecting social care in York.
  - Liaise with HASS and all other relevant organisations to discuss matters of mutual interest including training, service development and innovation in care
  - Work with statutory agencies to create the best possible environment for supporting a range of outcome based service provision.
  - The ICG is seen as a key partner in promotional campaigns within care and improving the health for residents within care settings. These would include an active role in promoting issues such as Hydration and Nutrition.
33. The ICG will ensure that up to date information is distributed amongst it’s Members on a number of issues including, Safeguarding Adults, Mental capacity Act, Nutrition & Hydration, Dementia Care. Training, Dignity, CRB, Employment law, Regulation and Inspection and Medication.
34. Currently 65% of all York Care Homes are members of the ICG and 3 of the 4 main locality home care Providers are Members. The aim during the next year is to increase the Membership but the figure is already double the national average of Membership levels of similar organisations. The organisation maintains links with it’s Members via newsletter, weekly updates, regular meetings and the annual conference/presentation it organises.
35. The organisation has requested a sum of £15,000 in Financial Support and has also requested that the Council consider a longer-term funding agreement which would assist in their strategic planning and provide more options in seeking alternative grant funding. The organisation meets the Council’s criteria for a longer

term service level agreement (see paragraph 50) and it is proposed under option 2 of this report that a three year Service Level Agreement is awarded.

36. It is proposed that Financial support of £15,000 be awarded in 2008/9

## Corporate Priorities

The award of financial Support will help to deliver the following of the Council's 13 priorities:

- Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest.
- Improve the way the Council and its partners work together to deliver better services for the people who live in York

## Implications

### Financial

37. £8,630 is available to the Executive Member for Housing to provide Financial Support to the Voluntary Sector in 2008/9. It is proposed that this funding be awarded to the Citizens Advice Bureau for the continued provision of the Bond Guarantee Scheme.
38. £70,530 is available to the Executive Member for Adult Social Services to provide financial support to the voluntary sector in 2008/9.
39. If the Executive Members were to agree to the proposals listed above, the financial implications for 2008/9 are:

Organisations (Social Services)	2007/8 Award	2008/9 Request	2008/9 Proposed Award OPTION 1	2008/9 Proposed Award OPTION 2
York Community Furniture Store	£10,000	£10,000	£10,000	£10,000
York Blind & Partially Sighted Society	£16,621	£20,036	£20,036	£20,036
York Deaf Society	£5,000	£5,000	£5,000	£5,000
York Mind	£8,406	£8,660	£8,660	£8,660
Alzheimer's Society	£3,500	£3,700	£3,580	£3,580
Remap	£200	£300	£300	£300
Independent Care Group (ICG)	£15,000	£15,000	£15,000	£15,000
Provision for small One-Off grants during financial year	£5,000	Nil	£7,954	£7,954
<b>TOTAL</b>	<b>£63,727</b>	<b>£62,696</b>	<b>£70,530</b>	<b>£70,530</b>

<b>Organisations (Housing)</b>	<b>2007/8 Award</b>	<b>2008/9 Request</b>	<b>2008/9 Proposed Award OPTION 1</b>	<b>2008/9 Proposed Award OPTION 2</b>
<b>Citizens Advice Bureau (Bond Guarantee Scheme)</b>	<b>£8,420</b>	<b>£8,933</b>	<b>£8,630</b>	<b>£8,630</b>

<b>Totals for Social Services &amp; Housing</b>	<b>£72,147</b>	<b>£71,629</b>	<b>£79,160</b>	<b>£79,160</b>
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## **Human Resources**

40. There are no Human Resource implications arising from this report.

## **Equalities**

41. All applications were from a wide range of organisations providing Services to Older People, People with a Learning Disability Physical Disabilities and Customers with a Mental Health problem. The proposals are intended to ensure they receive the service they require in the best possible way.

## **Legal**

42. There are no legal implications arising from this report

## **Crime & Disorder**

43. There are no crime and disorder implications arising from this report.

## **Information Technology**

44. There are no IT implications arising from this report.

## **Property**

45. There are no property implications arising from this report.

## **Risk Management**

46. The potential risks in grant funding external bodies range from failure of the organisation to deliver the agreed service at the appropriate standard, to the closure of the organisation as a whole with consequential loss of funds.

47. These types of risks have been considered and are dealt with through the application, assessment and agreement process put in place by the Council. This includes a financial assessment of the organisation and a requirement that organisations meet the relevant standards for their type of service and that appropriate insurances are held.

48. It should also be noted that funding is not released to an individual organisation until a service level agreement has been agreed and a signed copy returned to the Council, payments under the agreement are also made monthly in arrears.

## **Service Level Agreements**

49. In order to ensure that the money which the Council spends on supporting voluntary sector activity is spent wisely and on activities and services which York people want, each grant paid in 2008/9 will be dependent upon the organisation agreeing to, and signing, an appropriate service level agreement with the Council. Each service level agreement will spell out, in clear and plain English:
- the services which the organisation provides - showing number of customers, characteristics of customers and quantifiable outcomes wherever possible;
  - the services which the council's funding supports;
  - the number of paid staff employed and the number of volunteers who are active in the organisation;
  - key performance standards for the organisation's services and activities - with targets set and achievement of targets reported regularly;
  - specific objectives or tasks for the year - with timescales for achievement and the names of partners clearly stated.
50. Longer term Service Level Agreements of up to three or more years may be offered where organisations meet additional criteria specified by the Council. A summary of the criteria is listed below;
- The Council has confidence in the organisations ability to deliver good quality services to local people over a period of time
  - The Council has identified the need for the particular service to be provided by the organisation within a statutory or local Council strategy or plan throughout the period of the agreement
  - The Council is a major partner in the provision of the service in terms of it's investment.
51. If the organisation does not wish to agree to a service level agreement they will not receive financial support from the Council.

## **Partnerships With Health**

52. Officers have met with representatives of the North Yorkshire & York Primary Care Trust to discuss organisations jointly funded by both parties. These are relatively few in number and the Trust has indicated that it is likely to "roll over" existing funding commitments for 2008/9. During 2008, the Trust is conducting a review of it's voluntary sector funding and the Council will have an input into this process. One of the areas under consideration from the Trust is the introduction of 3 year funding agreements. The Council is looking to further develop partnership working with the Trust and this may lead to changes in the Financial Support process in 2009/10.

## **Recommendation**

53. That the Advisory Panel advise the Executive Members to agree with Option 2 and award Financial Support as detailed in paragraphs 37 to 39 of this report.

Reason: To continue Financial Support to the Voluntary Sector.



## Contact Details

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Bill Hodson  
Director of Housing and Adult Social Services

**Report  
Approved**



**Date**

26 February 2008

**Specialist Implications Officer(s)**

Financial  
Debbie Mitchell  
Head of HASS Finance  
554161

**Wards Affected:** *List wards or tick box to indicate all*

**All**

**For further information please contact the author of the report**

**Background Papers:** Financial Support files held by the Commissioning & Contracts Manager.

**Annexes:** Annex 1 Criteria for Financial Support