

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

26 March 2007

Report of the Director of HASS

Financial Support To Voluntary Organisations 2007/2008 (Social Services and Housing)

Purpose of Report

1. This report presents requests received from local organisations for financial support in 2007/2008. 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 £83,810 for social services and £8,420 for housing related services. This is in addition to the approximate £4.0 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 8 social care organisations, totalling £79,499. One application was received from a housing organisation with a request for £8,673.
4. In addition funding has previously been agreed by Members for the Independent Care Group. This will be the final year of its three year Service Level Agreement. Details are included within this report. The organisation is due to receive £15,000 support this year meaning the total value of applications to be considered for social care organisations is £94,499.
5. Criteria for the awarding of financial support is listed at **Annex One**.
6. 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, with the Chief Executive's Department acting as post office for applications.
7. It is proposed that over the next twelve months a more strategic review be undertaken to analyse and assess the strategic relevance and outcomes delivered by services funded through this financial support.

Consultation

8. 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 2006.

9. Voluntary and community sector representatives of the York Compact Group also met with Council officers in December as part of the Council's wider consultation prior to finalising the Council's budget proposals for 2007/08.

Options

10. Option 1 – To award Financial Support as indicated in paragraphs 46 and 48 to all organisations including Survive.
11. Option 2 – To award Financial Support to organisations as detailed at paragraphs 46 and 48 with the exception of Survive. The balance of the budget to be utilised for funding small one-off grants during the financial year.

Analysis

York Citizens' Advice Bureau (Housing)

12. 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 both the Children's and Adults' Services divisions of Housing & Adult Social Services to support young people.
13. During the past quarter the organisation has received 106 referrals and secured 11 tenancies, the target per annum is 30.
14. The organisation has requested a total of £8,673 Financial support in 2007/8 having received £8,477 in 2006/7 and it is proposed that Financial Support of £8,420 is awarded which is the total budget available to the Executive Member in 2007/8.

York Community Furniture Store (Social Care)

15. 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. Last year they worked with a total of approximately 2000 customers in York. In addition the service has recycled 90,000 KG of unwanted goods that might otherwise have gone to land-fill with a significant cost saving to the authority. The growth of the service has been measured and sustainable to date and has grown through grants from the Community Fund, Lloyds TSB and a small grant from NYCC for extending the service into Ryedale. Unfortunately these additional grants ceased in 2005/6.
16. The Store is still viable due to income from sale of goods, the Council's small grant and significant reserves. However the Store is projecting a £27,000 deficit in 2006/7 and a possible £32,000 deficit in 2007/8. The Store has taken the decision to change it's constitution and open to the general public to increase income and will be increasing it's advertising to inform people of the services available. The

decision will not affect customers referred by the Council and it's partners as they will operate a tiered pricing system.

17. Funding for this service was £5,000 in 2006/7 and they have requested £10,000 in 2007/08. It is proposed that the Council commits to £10,000 support in 2007/8 in order that this essential service remains financially viable in the York area. This additional funding will allow the service to remain viable and look towards attracting additional funding and setting a balanced budget in 2008/9. Officers have asked to have further discussion in the summer to review the long term viability of the service and progress towards attracting additional funding.

York Blind and Partially Sighted Society (Social Care)

18. 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. 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. During the last year the organisation directly helped 150 people at York Hospital eye clinic, over 1250 people visited the Resource Centre, it achieved the Duke of York Community Initiative Award and also received a separate grant to develop a service for people unable to visit the Centre.
19. The Society was awarded Support of £16,247 in 2006/7 and has requested £16,734 in 2007/8. It is recommended that Financial Support is provided to York Blind and Partially Sighted Society of £16,621 including an inflationary award for 2007/8.

Disability Information and Advice Centre (DIAC) (Social Care)

20. The Executive Member(s) will recall that officers have been working alongside the Trustees and Management of DIAC to ensure the continuing stability and viability of the organisation. Members will recall previous reports which have shown the organisation had been successful in identifying efficiency savings, securing additional funding and had submitted an agreed business plan mapping a way forward for the organisations future. Members will also recall that the Selby & York Primary Care Trust withdrew approximately £6,000 funding from DIAC in 2006/7 which regrettably placed the organisation in a deficit position. However Council Officers continued to work with DIAC and the organisation remained viable this financial year.
21. DIAC have again approached the new North Yorkshire and York PCT to replace the funding withdrawn last year but are not hopeful of a positive response. The organisation will therefore still be facing a funding deficit in 2007/8 and have requested an increase in Financial Support from the Council. The organisation received £16,905 in 2006/7 and has this year requested £24,600.
22. DIAC received a total of 2100 enquiries in the past year across a number of areas including benefits, aids and adaptations and independent living. Through the Income Maximisation Service provided under contract to the Council, DIAC referrals made a total of £236,010 annual benefits gain for the year ending March 2006.
23. Council Officers have again worked with DIAC during the past financial year to attempt to resolve the financial difficulties facing the organisation. DIAC have

submitted a bid to the Lottery but the outcome of this will not be known until into the new financial year as will be the case for other funding applications they have submitted. DIAC continue to look at all funding options available to them and Officers will continue to support the organisation

24. Recent meetings with the organisation have indicated that a reduced sum of £20,000 will ensure viability in 2007/8. It is recommended that Financial Support of this sum is awarded. DIAC are a widely accessed organisation, any reduction in the support they can provide will no doubt lead to an increase in referrals to the Department. It is proposed that whilst the additional funding is agreed, it is made clear that if DIAC are successful in any alternative applications for additional funding, the Council's funding will in future years be reviewed in line with levels previously awarded.
25. Whilst DIAC meet the criteria for a longer term Service Level Agreement of up to 3 years. It is recommended however that an agreement is awarded for 2007/8 at this present time whilst we ensure and monitor the continuing viability of the organisation, and undertake the strategic review of the funding to voluntary organisations

York Deaf Society (Social Care)

26. 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 2006/7 but have requested £11,000 for 2007/8.
27. It is proposed that the additional funding is used to develop a project to set up an IT and Internet Centre for the Deaf Society. Whilst it is recognised that such a facility is not available currently at the York College of Further and Higher Education or the City Library it is felt that the organisation should have further discussions with partner agencies and that a more appropriate funding source is Education grants or the Learning Skills Council.
28. It is recommended that Financial Support of £5,000 is awarded for 2007/8.

York MIND (Social Care)

29. 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 Selby & 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. Mind have this year developed a supported volunteering scheme for people recovering from mental illness who assist in running the information service. Members will recall that we reported last year that the organisation has been going through a difficult financial period and Council officers had expressed concerns about longer term viability. The organisation has worked hard during 2006/7 to produce a detailed business plan and provide a balanced budget. The organisation now appears to be on a more stable and viable base.

30. In 2006/7 they received £8,217 in financial support and have requested £8,465 in 2007/8.
31. It is proposed that financial support of £8,406 including an inflationary award is provided to York & District Mind in 2007/8.

Alzheimer's Society (Social Care)

32. 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.
33. In 2006/7 they received £3,500 in financial support and they have applied for £3,500 in 2007/8.
34. It is proposed that financial support of £3,500 is provided to the Alzheimer's Society 2007/8.

Survive (Social Care)

35. The Executive Member(s) will recall that HASS has previously awarded Financial Support to Survive but withdrew it's support when the organisation received specific grant funding for it's services. Survive submitted an application for support in 2006/7 but it was agreed not to re-instate support as the Service had faced a number of problems in the past 18 months and a new board of Trustees were faced with rationalising the service to ensure continued delivery as well as dealing with financial concerns. The service has restructured and has successfully attracted grant funding from a number of partners. Some concerns remain about the viability of Survive but Officers are confident that the measures taken by the Trustees will ensure full compliance with Charity Commission requirements.
36. Survive promotes and supports the recovery of survivors of childhood sexual abuse via self help and peer support, to improve their health, wellbeing and independence and support their inclusion into their local community. The organisation provides a telephone helpline, supportive groups, 1:1 support, website, library and information services. In 2005/6 they received a total of 1336 calls on the helpline, mainly from people with diagnosed mental health problems. The service is used by statutory staff with over 400 enquiries in 2005/6.
37. The organisation is looking to employ a second part time worker to enable them to increase and maintain levels of service provision whilst freeing up time to focus on maintaining stability and development of the service. It would enable the number of 1:1 appointments to be doubled, provide 4 support groups and provide support, supervision and training to volunteers which would increase the time available for other contact work for paid staff.
38. Survive have applied for Financial Support of £5,000 in 2007/8. Whilst it is recognised that this is a valued service and one which meets the criteria for support, it is considered that the Primary Care Trust are a more appropriate funding body and that the organisation should approach health services for increased funding to meet the growth in demand for service.
39. It is however proposed that Members may wish to consider under option 1 of this report awarding Financial Support of £5,000 to Survive to enable them to increase

the support they can provide on a one-off basis for 2007/8. Option 2 of this report proposes that whilst Members may wish to consider that this is a re-instatement of Financial Support, Survive should be encouraged to approach health services for additional funding and that the funding should be utilised for smaller one-off grants during the financial year.

REMAP (Social Care)

40. 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.
41. 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 £200 to cover the travel costs of work undertaken for York customers in 2007/8.
42. It is proposed that financial support of £200 is provided to REMAP for 2007/8

Independent Care Group (ICG) (Social Care)

43. The Independent Care Group represent the majority of Residential/Nursing and Home Care Providers in the City of York. The organisation also represent homes in North Yorkshire and has a contractual agreement with the County Council. The ICG were awarded a three year Service Level Agreement in April 2005 with the funding reducing over the three year period. The Service Level Agreement in place sets out the requirements of the Council from the ICG and these include;
 - Providing a forum for all Independent care providers and the Council to discuss issues affecting the sector including Fair Price for Care, Fees, Commissioning Plans.
 - Endure 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
 - Organise an annual conference
 - Work with statutory agencies to create the best possible environment for supporting a range of outcome based service provision.
44. The funding for the agreement is now part of the Financial Support budget and as such reported within this report. The funding previously agreed for 2007/8 is £15,000.
45. It is proposed that the Council looks to revise the Service Level Agreement for 2007/8 and amend the objectives of the ICG. The Council would wish to see the organisation becoming 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. It is proposed to award support of £15,000 subject to the organisation signing a revised Service Level agreement.

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

46. £8,420 is available to the Executive Member for Housing to provide Financial Support to the Voluntary Sector in 2007/8. It is proposed that this funding be awarded to the Citizens Advice Bureau for the continued provision of the Bond Guarantee Scheme.
47. £83,810 is available to the Executive Member for Adult Social Services to provide financial support to the voluntary sector in 2007/8.
48. If the Executive Member were to agree the proposals listed above, the financial implications for 2007/8 are:

Organisations (Social Services)	2006/7 Award	2007/8 Request	2007/8 Proposed Award OPTION 1	2007/8 Proposed Award OPTION 2
York Community Furniture Store	£5,000	£10,000	£10,000	£10,000
York Blind & Partially Sighted Society	£16,247	£16,734	£16,621	£16,621
Disability Information and Advice Centre	£16,905	£24,600	£20,000	£20,000
York Deaf Society	£5,000	£11,000	£5,000	£5,000
York Mind	£8,217	£8,465	£8,406	£8,406
Alzheimer's Society	£3,500	£3,500	£3,500	£3,500
Survive	Nil	£5,000	£5,000	Nil
Remap	£200	£200	£200	£200
Independent Care Group (ICG)	£17,500	£15,000	£15,000	£15,000
Provision for small One-Off grants during financial year	Nil	Nil	Nil	£5,000
TOTAL	£72,569	£94,499	£83,727	£83,727

Organisations (Housing)	2006/7 Award	2007/8 Request	2007/8 Proposed Award OPTION 1	2007/8 Proposed Award OPTION 2
Citizens advice Bureau (Bond Guarantee Scheme)	£8,477	£8,673	£8,420	£8,420

Totals for Social Services & Housing	£81,046	£103,172	£92,147	£92,147
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Human Resources

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

Equalities

50. 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

51. There are no legal implications arising from this report

Crime & Disorder

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

Information Technology

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

Property

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

Other

55. The proposals relating to the grant to the Community Furniture Store could have implications for sustainability, if it is not agreed. The service supports the reuse of furniture and reduces the amount of landfill as a result.

Risk Management

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

57. 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.

58. 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

59. 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 2007/8 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.

60. Longer term Service Level Agreements of up to three or more years may be offered where organisations meet additional criteria specified by the Council. DIAC meet the criteria, however for reasons outlined in paragraphs 9, 22 and 23, a one-year agreement is proposed. It should be noted that the Independent Care Group (ICG) will be in the final year of a three year agreement.

61. If the organisation does not wish to agree to a service level agreement they will not receive financial support from the Council.

Recommendation

62. That the Executive Members agree with Option 2 of this report and award Financial Support as detailed in paragraphs 46 and 48 of this report.

Reason: To continue Financial Support to the Voluntary Sector.

Contact Details

Author:

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Chief Officer Responsible for the report:

Bill Hodson
Director of Housing and Adult Social Services

**Report
Approved**



Date

8 March 2007

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

Annex One

CRITERIA FOR FINANCIAL SUPPORT

Housing and Adult Social Services

Housing and Adult Social Services' funding objectives are guided by the various social care and housing strategies adopted by the Council. They are aimed at helping disadvantaged people throughout the City of York Council area.

Adult Social Services directs resources to organisations that provide services for:

- older people
- people with physical or sensory impairments
- people with learning difficulties
- people with mental health problems

Adult Social Services will prioritise new applications as follows:

- Short-term grants which enable the applicant to develop or provide a service which complements the priorities of Housing and Adult Social Services, and which may become subject to a contract in future years
- Grants which will allow the applicant to help other organisations to provide effective services which meet identified needs
- Funding for services provided in partnership with Housing and Adult Social Services.

Applications for funding for an organisation's core services will be considered, providing that these services meet the social care objectives laid down in the various social care strategies adopted by the Council. These objectives must be clearly identified, spelt out in service level agreements and effectively monitored. Applications for Discretionary Rate Relief may also be made under these same criteria.

Housing Services will direct resources to organizations which address housing needs in York and which can measure progress in meeting those needs.

Priority will be given to applications which help to address social care as well as housing concerns. This will complement the focus of the Council's Housing and Adult Services directorate, which seeks maximum benefit for residents by combining housing and social care activities.