



Notice of a public meeting of

Decision Session - Cabinet Member for Health & Community Engagement

To: Councillor Cunningham (Cabinet Member)

Date: Monday, 9 March 2015

Time: 11.30 am

Venue: The George Leeman Room - 1st Floor West Offices (F043)

AGENDA

Notice to Members - Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services on **Wednesday 11 March 2015 at 4:00 pm.**

*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5pm on Thursday 5 March 2015.**

1. Declarations of Interest

At this point in the meeting, the Cabinet Member is asked to declare any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests which she might have in respect of business on this agenda.

2. **Minutes** (Pages 1 - 4)

To approve and sign the minutes of the meetings of;

- The Cabinet Member Decision Session for Health and Community Engagement held on 27 November 2014.
- The Joint Cabinet Member Decision Session for Crime and Stronger Communities and Education, Children and Young People's Services held on 27 September 2013.

3. **Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **Friday 6 March 2015 at 5.00 pm**.

Members of the public may register to speak on an item on the agenda or an issue within the Cabinet Member's remit.

Filming, Recording or Webcasting Meetings

Please note this meeting will be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer (whose contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at http://www.york.gov.uk/downloads/download/3130/protocol_for_webcasting_filming_and_recording_of_council_meetings

4. **Service Level Agreements with Infrastructure Organisations** (Pages 5 - 28)

This report is brought to the Cabinet Member to seek approval for three year funding agreements to 31 March 2018 with York Centre for Voluntary Services (CVS), York Citizens Advice Bureau (CAB) and the Welfare Benefits Unit (WBU).

5. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972

For more information about any of the following please contact the Democracy Officers responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 **(01904) 551550**

Democracy Officers:

Names: Catherine Clarke and Louise Cook (job share)

Contact Details:

- Telephone – (01904) 551031
- E-mail – catherine.clarke@york.gov.uk and louise.cook@york.gov.uk

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City of York Council

Committee Minutes

Meeting	Decision Session - Cabinet Member for Health & Community Engagement
Date	27 November 2014
Present	Councillor Cunningham-Cross

1. **Declarations of Interest**

The Cabinet Member was asked to declare any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests she may have in respect of the business on the agenda. None were declared.

2. **Public Participation**

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

3. **Petition from the York Coronary Support Trust**

The Cabinet Member received a report which asked her to consider a petition received from the York Coronary Support Trust expressing concern regarding the proposed changes at Burton Stone Community Centre. A report was due to be presented to Cabinet on 16 December 2014 which sought a sustainable solution to keeping the Burton Stone Community Centre open and the petition had been taken into account in the drafting of the report.

Resolved: (i) That the petition received from York Coronary Support Trust, and the fact that this had been taken into account in the drafting of the report to Cabinet, be noted.

(ii) That, subject to Cabinet approving the report on 16 December 2014:

- Discussions be entered into with the new operator and York Coronary Support Trust to determine whether their needs can still be appropriately met at Burton Stone Community Centre, and if not
- A commitment be given to secure a suitable alternative venue with options to be researched immediately

Reason: To ensure continuity of these important services.

Councillor Cunningham-Cross – Cabinet Member
[The meeting started at 2.30 pm and finished at 2.35 pm].

Meeting	Decision Session - Cabinet Member for Crime & Stronger Communities. & Education, Children and Young People's Services
Date	27 September 2013
Present	Councillors Cunningham-Cross and Looker (Cabinet Members)

40. Declarations of Interest

At this point in the meeting the Cabinet Members were invited to declare any personal, prejudicial or disclosable pecuniary interests, not included on their list of Registered Interests, in relation to the business on the agenda. No interests were declared.

41. Minutes

Resolved: That the minutes of the last Crime and Community Safety Decision Session held on 1 May 2012 be approved.

42. Public Participation

It was reported that there had been one registration to speak under the Council's Public Participation Scheme.

Catherine Surtees spoke on behalf of Garry Jones, the Chief Executive of York Council for Voluntary Service (CVS). She welcomed the timing of the change in timing of funding and consultation. She asked if the scoring and assessment criteria for grants would be included in the consultation. She also questioned the reason why the Council had decided that project funding was the most appropriate method for distribution of the Community York Fund.

43. Review of Community York Fund

The Cabinet Members received a report which reviewed the Community York Fund, which was one of the key ways that the Council distributed funding to the voluntary sector.

In response to queries raised, Officers confirmed that the scoring and assessment criteria for grants was included in the consultation as was the question of whether project funding is the most appropriate method for distribution of the Community York Fund.

The Cabinet Members underlined their wish to continue to support organisations in the city through the fund, and for them to continue to be more sustainable. They agreed with the criteria, as set out in the annex to the Officer's report, as they thought it would help organisations focus their provision and would further contribute to the Council's aspirations for York.

They agreed for the continuation of the scheme with Your Consortium, as they believed it would represent continuity for the voluntary sector in the city.

- Resolved:
- (i) That the report be noted.
 - (ii) That the scheme with Your Consortium be continued for a third year.
 - (iii) That the criteria as set out in Annex 1 of the Officer's report be agreed.
 - (iv) That a consultation with regard to arrangements for 2015/16 and beyond and to receive a further report in April 2014 be agreed.

Reason: To ensure effective funding of the voluntary sector's contribution to Building Stronger Communities.

Councillors L Cunningham Cross and Councillor J Looker,
Cabinet Members
[The meeting started at 3:05 pm and finished at 3.45 pm].



**Decision Session - Cabinet Member for
Health and Community Engagement****9 March 2015**

Report of the Assistant Director (Communities, Culture & Public Realm)

Service Level Agreements with Infrastructure Organisations**Summary**

1. This report is brought to the Cabinet Member to seek approval for three year funding agreements to 31st March 2018 with York Centre for Voluntary Services (CVS), York Citizens Advice Bureau (CAB) and the Welfare Benefits Unit (WBU).

Background

2. In accordance with the York Compact we have previously negotiated three year partnership funding agreements with our infrastructure organisations in York. CVS, CAB and the WBU have been recipients of a previous agreement which finished this month. This report proposes renewed funding support for 2015–2018.

Funding offer

3. The funding agreements proposed are:
 - CVS - £48,000 p.a.
 - CAB - £122,500 p.a.
 - WBU - £22,700 p.a.
4. The proposed service level agreements are attached at Annexes 1 to 3.

Options

5. It is open to the Cabinet Member not to offer the proposed funding or to offer a different level of funding.

Analysis

6. Funding is recommended in order to secure the objectives set out in the service level agreements.

Council Plan

7. The actions set out in the report contribute to the corporate priorities set out in the Council Plan 2011-15 of Building Stronger Communities by:
 - Encouraging and enabling vulnerable and disadvantaged residents to engage with the wider community through positive and affirmative opportunities
 - Supporting the voluntary sector; providing volunteering opportunities and the chance to gain new skills.

Implications

8. **Financial** - Budget Council in February 2014 agreed a £200k saving in funding to voluntary organisations from 2015/16. Accordingly a small reduction has been made in the funding offered to the three organisations to contribute to this saving. In compliance with the York Compact best practice guidance, notice of this reduction was given to the organisations in November, 2014.
9. **Equalities** – this funding enables support to the most vulnerable sections of the community.
10. There are no Financial, Legal, Property, Human Resources, Crime and Disorder, or Information Technology implications arising from this report.

Risk Management

11. The level of risk associated with this proposal is “Acceptable”.

Recommendation

12. The Cabinet Member is asked to approve the three funding agreements set out in paragraph 3 and the associated service level agreements set out in the annexes.

Reason: To further the objective of Building Stronger Communities.

Annexes

- 1 – Service Level Agreement: Centre for Voluntary Services
- 2 – Service Level Agreement: Citizens Advice Bureau
- 3 – Service Level Agreement: Welfare Benefits Unit

Contact Details

Authors:	Chief Officer Responsible for the report:		
Mary Bailey Head of Neighbourhoods & Equalities	Sally Burns Director of Communities & Neighbourhoods		
Charlie Croft Assistant Director, Communities, Culture & Public Realm	Report Approved	<input checked="" type="checkbox"/>	Date 25.2.15
Specialist Implications Officer(s): N/A			
Wards Affected:			All <input checked="" type="checkbox"/>
For further information please contact the author of the report			

Background Papers:

None

Abbreviations used in report and annexes:

CAB- Citizens Advice Bureau

CVS- Centre for Voluntary Services

DRR- Discretionary Rate Relief

LSDO- Local Support and Development Organisation

VCSE- Voluntary Community and Social Enterprise

VCO- Voluntary and Community Organisations

WBU- Welfare Benefits Unit

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Service Level Agreement

Between

**The City of York
Council Communities
and Equalities
West Offices
York, YO1 6GA**

and

**York Centre for
Voluntary Service
Priory Street Centre
15 Priory Street
York, YO1 6ET**

From the period 1st April 2015 to 31st March 2018

A grant of £48,000 plus DRR (subject to assessment)

The payment is subject to the organisation continuing to provide the activities summarised below.

1. York CVS Services

York CVS is the principal Local Support and Development Organisation (LSDO) for the City of York. It offers a range of services to voluntary organisations and community groups which help them to work more effectively. It also has an important role in promoting effective communication within the voluntary sector and good partnership working and liaison between the voluntary and community sector and the local statutory sector.

It carries out this work primarily within its own membership of local voluntary, community and social enterprise organisations (VCSEs); although the membership is open to all genuine VCSEs at a very affordable rate. Some services are provided free at the point of delivery, whilst others are charged for services. York CVS seeks to maintain fair and equitable access to its services within the constraints of available resources.

Current services include:

- Information, training and development support on any aspect of running a VCSE Organisation both for new and established groups, including:
 - Developing purpose & values
 - Governance
 - Business planning
 - Legal compliance
 - Developing policies & procedures
 - Funding and enterprise advice
 - Financial management
 - Working with people including HR and volunteers
 - Asset management
 - Communications & marketing
 - Working in partnership
- Direct financial services including payroll and independent examinations
- Volunteer Centre Brokerage services to citizens of York
- Providing links between VCSEs and statutory bodies, in order to ensure that the views of VCSEs are taken into account in the planning and delivery of public services; including through representation on Partnership Groups.
- Promoting good partnership working between VCSEs and public bodies by taking a lead role in implementing, monitoring and developing the York Compact.
- Providing fully accessible office space, conference facilities and meeting rooms for voluntary and community organisations to license or hire.
- Supporting networks and forums of voluntary sector communities of interest.

- Developing the sector’s capacity to respond to identified needs in York particularly as identified the Councils transformation programme.

City of York Council’s funding provides a generic contribution to underpin all of the above areas of work.

2. PERFORMANCE INDICATORS

City of York Council will monitor the activities/services provided by York CVS in 2015-2018 using the following key performance indicators. Indicators will be review and may be adjusted on an annual basis - as part of the monitoring arrangements.

Key objectives	Actions	Measured by
To respond to the needs of the Voluntary, community and social enterprise sector in York	Work with relevant partners to support and mobilise City partners to find new solutions to identified needs	<p>Involvement in needs-driven partnerships and joint projects</p> <p>Development work with new VCSEs meeting identified needs</p> <p>Support to voluntary sector forums and needs identification as a result</p>
To support new and existing VCSEs to meet challenges, be effective and sustainable	Provide development support to individual VCSEs through information, training and support	Availability of relevant and timely information in a variety of formats

	<p>Enable VCOs to secure external funding through a variety of sources: grants, contracts, social enterprise etc.</p>	<p>Training programme and evaluation. Group support sessions and evaluation</p> <p>Newsletter production</p> <p>Voluntary sector forum</p> <p>Level of external funding through grants and contracts secured by VCOs as a result of York CVS guidance and advice</p>
<p>To work more closely with the private sector for the benefit of VCSEs</p>	<p>Work with York Cares and others to support VCSEs making links with local businesses in providing pro-bono support.</p>	<p>VCSEs/Private sector partnerships established and maintained</p>
<p>To encourage more York citizens to take part in quality volunteering opportunities</p>	<p>To provide a brokerage function to enable those residents interested / wishing to volunteer to be matched with an appropriate volunteer placement.</p>	<p>Increased take up of volunteering opportunities and demand.</p>

	To provide support for organisations wishing to host volunteers; promote good practice in volunteer management, training and advice.	Availability / take up of good practice guidance / training by host organisations. Support to the York Volunteering Partnership Group
To support VCSE involvement in York's partnership groups	VCSEs engaged with the York Health & Wellbeing Board and subgroups VCSEs engaged with the York LSP and subgroups VCSEs engaged with other partnership groups as appropriate and agreed	Attendance by York CVS as representatives of VCSE organisations VCSE representatives supported by York CVS Training and forums held to facilitate VCSE representation Outcomes of VCSE representation

3. MONITORING CONDITIONS AND ARRANGEMENTS:

- The Council will monitor the performance of York CVS in carrying out the services outlined above. This will take place through a quarterly review meetings, however may also include visits, inspection of records and financial accounts relating to the funding with 14 days notice.
- At the end of each financial year of the contract York CVS will provide an accurate and detailed monitoring report by date 14 April; against the above performance framework to the Council to demonstrate that the funding awarded has been used for service or activity specified above.

- Failure by the organisation to submit satisfactory monitoring reports as indicated and by the dates due may result in the Council withholding funding or terminating the agreement.

4. SERVICE STANDARDS, STATUTORY AND POLICY CONDITIONS

York CVS will comply with the following general and statutory requirements:

- Charity Commission legislation
- Health and Safety legislation: including development and implementation of a Health and Safety policy for the organisation
- Equal Opportunities legislation,
- Arrange Public liability and employers insurance consistent with the range and manner of services provided

The organisation will be guided in relation to this agreement by the principles and good practice set out in the York Compact.

The organisation will additionally comply with the requirements of:

- the Children Act, public entertainment licence, First Aid certificates, Under-eights/OFSTED inspections and Criminal Records Bureau checks.
- Any other standards or requirements appropriate to the services provided.

5. FUNDING CONDITIONS:

a) The organisation will:

- submit its annual report and accounts for each financial year of the contract as soon as these are available.
- inform the Council of any significant changes to its Constitution, Management Committee or contact representative as soon as practicably possible.
- inform the Council of any significant changes to its charging policy, staffing arrangements or delivery of the service or activity as soon as practicably possible

The agreement may be terminated immediately if there is a material failure by the Organisation to fulfil the terms of this agreement.

The Council may require the Organisation to repay all or part of the funding if:

- the funding is not used for the service or activity specified and by the named organisation only
- the organisation is not able to provide the service or activity specified to the agreed standard
- the organisation is wound up or otherwise ceases to exist

The terms of the agreement may be varied or the agreement terminated by mutual consent of the Organisation and the Council.

SIGNATURES:

This agreement is accepted on behalf of the Organisation by the authorised officers:

Position	Signature	Print name
Date		

This agreement is accepted on behalf of the Council by the authorised officer:

Position	Signature	Print name
Date		

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SERVICE LEVEL AGREEMENT

Between

<p>The City of York Council Communities and Equalities West Offices York, YO1 6GA</p>	<p><i>and</i></p>	<p>York and District Citizens Advice Bureau 3 Blossom St, York, YO24 1AU</p>
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For the period 1st April 2015 to 31st March 2018 a payment of £122,500 per annum.

The payment is subject to the organisation continuing to provide the activities summarised below.

1. SERVICE / ACTIVITY TO BE PROVIDED

The grant contributes to the running costs of the specialist advice and information service:

- Providing a comprehensive service of independent advice, information and advocacy on a wide range of issues including housing, immigration/ nationality, relationships, consumer problems, taxes, health, utilities, community care, education and any other issues brought in.
- Specialist advice provided for welfare benefits, debt and employment issues.
- The bureau operates an open door policy and provides email and letter advice, drop-in advice sessions, telephone advice and face to face appointments.

Support for citywide and council priorities: At a citywide level the work of York CAB is especially relevant to the on-going work of Inclusive York Board, the Homelessness Strategy and the Child Poverty Strategy.

2. SERVICE STANDARDS, STATUTORY AND POLICY CONDITIONS

a) The organisation will comply with the following general and statutory requirements:

- Charity Commission legislation
- Health and Safety legislation: including development and implementation of a Health and Safety policy for the organisation
- Equality Act 2010
- Arrange Public liability and employers insurance consistent with the range and manner of services provided
- Development and implementation of a Complaints procedure.

b) The organisation will be guided in relation to this agreement by the principles and good practice set out in the York Compact.

c) The organisation will additionally comply with the requirements of the Citizens Advice Membership scheme.

3. MONITORING CONDITIONS AND ARRANGEMENTS:

a) The Council will monitor the performance of the organisation in carrying out the service or activity funded. This may include visits, review meetings, inspection of records and financial accounts relating to the funding with 14 days notice.

The organisation will submit monitoring reports to the Council as set out below.

b) Performance Indicators

The Council will monitor the activity/service provided by the organisation using the following performance indicators:

Outcome	Measure
<p>Generalist Advice and Information Services</p>	<p>Meet Citizens Advice national requirements for Quality of Advice audit.</p> <p>Provide overall breakdown of number of clients advised in each year of the contract, and overall number of issues dealt with.</p> <p>Overall number of issues broken down by Ward for each year of the contract.</p> <p>Continue to expand the number of people that the CAB assists. Target 5% increase year on year over the lifetime of the contract.</p>
<p>Specialist Advice</p>	<p>Tracking of Income generated for clients in period; extent of income maximization as a result of CAB welfare benefits advice and support. Target 5% increase year-on year over the lifetime of the contract</p> <p>No. of clients debts managed or written off</p> <p>Employment cases, including where clients achieves monetary gain</p> <p>Numbers of clients advised in the period / individual cases completed in period.</p> <p>Breakdown of the different type of benefits issues i.e. housing, child benefit, pension credit etc.</p> <p>Target 5% increase of specialist advice cases year-on-year over the lifetime of the contract.</p>
<p>Adviceline</p>	<p>Number of calls made to Adviceline over the lifetime of the contract.</p>

	<p>Number of General Advice appointments resulting from Advice Line telephone calls over the lifetime of the contract.</p> <p>Number of referrals onto other specialist agencies through Gateway assessment process.</p> <p>Target 5% increase year-on-year over the lifetime of the contract.</p>
<p>Future Direction and Development</p>	<p>CAB will work to expand its funding base in order to sustain its current work and expand the work it does as set out in its Strategic Plan 2010-13.</p> <p>This currently includes seeking funding to carry out Outreach work to maximize income for families in poverty, transform the CAB reception area into an Information Centre, carry out Financial Capability work with adults and children, and work to support particularly vulnerable clients.</p> <p>CAB to actively participate in appropriate City-wide strategic forums – Inclusive York Board, Child Poverty Strategy etc.</p>
<p>Volunteer Development</p>	<p>Continue to retain and develop the skills of volunteers. Up-skill and supervise 10 more volunteers to help clients with advice over each year of the contract.</p> <p>Look to recruit new Volunteer Information Assistants for the CAB City Centre premises.</p> <p>Monitor numbers of volunteers involved completing training, involved in social policy developments, partnership work etc.</p>

c) Bi-Annual Reviews

The Council will carry out Bi-Annual Reviews with the organisation by (31st October and 30th April) in each year of the contract. This will include a review of performance as set out in the agreement and the continuing need for the service or activity. The Council will provide the organisation with a record of the Bi-Annual Review within 14 days of the Annual Review.

4. CITY OF YORK COUNCIL CONTRIBUTION

- a) The Council will make 2 x 6 monthly payments in advance for each financial year of the agreement. The first payment will be made on receipt of the signed service agreement. The second will be made in October of the relevant financial year following a satisfactory 6-month monitoring report.
- b) If requested the Council will provide a reasonable level of information, advice and support to the organisation in connection with this agreement. The organisation should contact the authorised signatory of the Council in the first instance to discuss what support may be available.
- c) The Council, through the authorised signatory, will meet with representatives of the organisation at least once a year to monitor and discuss the agreement. Further meetings may be arranged on request.
- d) The Council will be guided in relation to this agreement by the principles and good practice set out in the York Compact.

5. FUNDING CONDITIONS:

- a) The organisation will:
 - submit its annual report and accounts as soon as these are available.
 - inform the Council of any changes to its Constitution, Management Committee or contact representative as soon as practicably possible.

- inform the Council of any changes to its charging policy, staffing arrangements or delivery of the service or activity as soon as practicably possible
- b) The agreement may be terminated immediately if there is a material failure by the Organisation to fulfill the terms of this agreement.
- c) The Council may require the Organisation to repay all or part of the funding if:
- the funding is not used for the service or activity specified and by the named organisation only
 - the organisation is not able to provide the service or activity specified to the agreed standard
 - the organisation is wound up or otherwise ceases to exist
- d) The terms of the agreement may be varied or the agreement terminated by mutual consent of the Organisation and the Council.

6. SIGNATURES:

- a) This agreement is accepted on behalf of the Organisation by the authorised officers:

Position	Signature	Print name
Date		

- b) This agreement is accepted on behalf of the Council by the authorised officer:

Position	Signature	Print name
Date		



SERVICE LEVEL AGREEMENT

Between

The City of York Council Communities and Equalities West Offices York, YO1 6GA	<i>and</i>	The Welfare Benefits Unit 17 Priory Street York YO1 1ET
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For the period 1st April 2015 to 31st March 2018, a grant of £22,700 per annum.

The payment is subject to the organisation continuing to provide the activities summarised below.

1. SERVICE / ACTIVITY TO BE PROVIDED

The Welfare Benefits Unit (WBU) is an independent welfare rights organisation working across York and North Yorkshire which aims to enable those who are eligible for benefits to access their full entitlement. It does this by providing a 'second tier' service to advice workers and agencies based in both voluntary and public sector organisations. Its core services are:

- A daily advice line (weekdays)
- Training
- Consultancy
- Biannual forum meetings
- Campaigns
- Publications - e.g. Advisers' Guide

Activities which are funded by the above grant

The Council's funding contributes towards the costs of the services described above.

Staffing profile

7 staff members in total, consisting of:

- 1 x Unit Manager (full-time)
- 4 x Welfare Benefits Advisers (part-time)
- 2 x Admin staff (part-time)

Support for Citywide Priorities

The work of the Welfare Benefits Unit supports citywide objectives to improve the economic well-being of residents through helping to maximise take up of benefits and tax credits. Work to reduce the impact and incidence of poverty is also recognized to have additional benefits in relation to promoting good health and social inclusion. These issues are included within the emerging Citywide Financial Inclusion Strategy. WBU also helps to build the capacity of the voluntary sector through its training of volunteers.

In relation to the Council's corporate strategy Welfare Benefits Unit supports the following Council priorities:

2. SERVICE STANDARDS, STATUTORY AND POLICY CONDITIONS

a) The organisation will comply with the following general and statutory requirements:

- Charity Commission legislation
- Health and Safety legislation
- Equal Opportunities and Equalities legislation
- The organisation will maintain, update and implement as necessary its own procedures for Health & Safety and Equalities

- Maintenance of suitable Public liability and employers insurance consistent with the range and manner of services provided
- Maintenance and implementation of a suitable Complaints procedure.

b) The organisation will be guided in relation to this agreement by the principles and good practice set out in the York Compact.

3. MONITORING CONDITIONS AND ARRANGEMENTS:

- a) The Council will monitor the performance of the organisation in carrying out the service or activity funded. This may include visits, review meetings, inspection of records and financial accounts relating to the funding with 14 days notice. The organisation will submit monitoring reports to the Council as set out below:
- b) The Council will monitor the activity/service provided by the organisation using the following performance indicators:

Key Objectives 2012-15	Actions	Measured By
Provide guidance, specialist expertise and support to benefits and welfare staff & volunteers within the statutory and voluntary sectors in the City of York	Provide a telephone advice service, open Mon, Tues, Thurs, Friday 10.00 - 1.00, Wednesday 1.00 - 4.00	Take-up / number of calls to advice line each month - broken down by issue, enquirer. Satisfaction with service received - measured through WBU Service Review every 3 years

<p>Provide information around welfare benefits in 2011-12 through the publication of three key booklets (produced in an easy to use format).</p>	<p>Produce: Advisers' Guide to Benefits & Credits Over 60s Guide - public Benefits if you are Disabled Guide - public</p>	<p>No. of copies distributed.</p>
<p>Provide information (changes / updates) around welfare reform through an update bulletin</p>	<p>Produce a quarterly welfare benefits update bulletin in an accurate and timely manner.</p>	<p>No. of bulletins distributed.</p>
<p>To provide an opportunity for networking and information exchange around welfare benefit issues, welfare reform.</p>	<p>Facilitate a Welfare Benefits Forum, to meet on a bi- annual basis.</p>	<p>Evidence of speakers, attendees, organisations represented at these events.</p>
<p>To promote information and training around the latest welfare benefits developments to statutory and voluntary sectors staff members.</p>	<p>Offer ongoing welfare benefits and credits training courses – 3 day Introduction to benefits and credits (quarterly) Offer 8 other benefits and credit training courses - 2 per quarter.</p>	<p>No. of people / organisations attending each course. Ensure that 5 free training places identified for CYC staff on each course.</p>

c) Qualitative information

- The organisation will provide an accurate and detailed monitoring report to the Council to demonstrate that the funding awarded has been used for service or activity specified above.
- d) The organisation will submit monitoring reports including the performance indicators to the Council on an annual basis, by May of the following year. This will include a review of performance as set out in the agreement and the continuing need for the service or activity. The results of the Annual Review will be used to inform the Council's decision on the continuation of the agreement into the second and third years of the agreement.
- e) Failure by the organisation to submit satisfactory monitoring reports as indicated and by the dates due may result in the Council withholding funding or terminating the agreement.
- f) The organisation will:
- submit its annual report and accounts as soon as these are available.
 - inform the Council of any changes to its Constitution, Management Committee or contact representative as soon as practicably possible.
 - inform the Council of any changes to its charging policy, staffing arrangements or delivery of the service or activity as soon as practicably possible

4. FUNDING

- a) The Council will make the annual payment in April each year (subject to receipt of the signed service level agreement).
- b) The agreement may be terminated immediately if there is a material failure by the Organisation to fulfil the terms of this agreement.

- c) The Council may require the Organisation to repay all or part of the funding if:
- the funding is not used for the service or activity specified and by the named organisation only
 - the organisation is not able to provide the service or activity specified to the agreed standard
 - the organisation is wound up or otherwise ceases to exist
- d) The terms of the agreement may be varied or the agreement terminated by mutual consent of the Organisation and the Council.

6. SIGNATURES:

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