



## SERVICE LEVEL AGREEMENT

*Between*

<b>The City of York Council Customer &amp; Communities West Offices York, YO1 6GA</b>	<b><i>And</i></b>	<b>The Welfare Benefits Unit 17 Priory Street York YO1 6ET</b>
---	-------------------	--

**For the period 1st April 2022 to 31st March 2025, 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 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
- 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

Staff members consisting of (as at March 2022):

- Chief Executive (0.6 FTE)
- Advice Service Manager / Adviser (0.8 FTE)
- Welfare Benefits Advisers (2.3 FTE)
- Admin staff (0.6 FTE)

## 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 recognised to have additional benefits in relation to promoting good health and social inclusion. These issues are included within the council's Financial Inclusion Strategy. WBU also helps to build the capacity of the voluntary sector through its training of advisers, employees and volunteers.

In relation to the council's corporate plan Welfare Benefits Unit supports the following council priorities:

- **a prosperous city for all** - where local businesses can thrive and residents have good quality jobs, housing and opportunities
- **a focus on frontline services** - to ensure all residents, particularly the least advantaged, can access reliable services and community facilities.

## **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.

## **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:

<b>Key Objectives 2022-25</b>	<b>Actions</b>	<b>Measured By</b>
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 and email advice service, open Monday to Friday 10am to 1pm	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.
Provide information around welfare benefits through the publication of three key booklets (produced in an easy to use format).	Produce: Advisers Guide to Benefits Benefits for older people – leaflet for public Benefits if you are Disabled – leaflet for public	No. of copies distributed.
Provide information (changes / updates) around welfare reform through an update bulletin	Produce a quarterly welfare benefits update bulletin in an accurate and timely manner.	Circulation to CYC and voluntary sector
To provide an opportunity for networking and information exchange around welfare benefit issues, welfare reform.	Facilitate a Welfare Benefits Forum, to meet on a bi- annual basis.	Evidence of speakers, attendees, organisations represented at these events.

<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 –</p> <p>3 day Introduction to benefits (quarterly)</p> <p>Offer 8 other benefits and credit training courses - 2 per quarter.</p>	<p>No. of people / organisations attending each course.</p> <p>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 provision of two six monthly reviews. 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 second six monthly Review will be used to inform the council's decision on the continuation of the agreement into the next year of the agreement.
- e) Failure by the organisation to submit satisfactory monitoring review information 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, Trustee Board or contact representative as soon as practicably possible.
- inform the Council of any changes to its charging policy, overall 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.

**5. 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		