

SERVICE LEVEL AGREEMENT

Service Level Agreement between Gloucester City Council and
Gloucestershire Association for Voluntary and Community Action
for the period 1st April 2009 to 31st March 2010

Schedule 1. The Service Provision

This Schedule sets out what is expected of the Organisation and aims to specify clearly a series of *services and provisions* which the *Council* has agreed to fund the Organisation to perform on behalf of Gloucester City and its residents.

- a. It is essential that whatever the Council contributes to the Organisation, the Organisation will meet at least one of the following:

Key Aims

- **Put Gloucester on the map** – make Gloucester a locally, nationally and internationally respected and recognised city
- **A thriving 21st century city** – progress key regeneration schemes with relevant partners
- **A city with strong and cohesive communities** – involve local people and encourage ownership and pride in the locality
- **The city council is a top performing organisation** – make efficient and effective use of our resources, deliver our promises and provide quality and value for money

- b. **The Key Aims and Outcomes that the Organisation will help the Council achieve.**

To be identified from the grant application and in consultation and agreement with the Organisation.

- | i) A city with strong and cohesive communities | National Indicator |
|--|---------------------------|
| • Progress the governments "Strong & Prosperous Communities" Agenda | NI-1
NI-2 |
| • Improved quality of life for people in the most disadvantaged neighbourhoods | NI-5 |

- Strong and vibrant voluntary and community services NI-6
NI-7
- Everyone in our community is treated fairly and is not discriminated against NI-140

ii) The city council is a top performing organisation

Contribute towards the achievement of the following Local Area Agreement targets

- percentage of people who believe people from different backgrounds get on well together in their local area NI-1
- civic participation in the local area NI-3
- the number of people who feel they can influence decisions in their locality NI-4
- participation in formal, regular, volunteering N1-6, LI-24
- environment for a thriving third sector NI-7

c. Aims of the work funded

1) To enable the voluntary/community sector to identify, and appropriately meet, unmet needs and gaps in service provision **(Development)**.

2) To enhance the capacity of the voluntary and community sector by providing and promoting technical and practical support services **(Support)**.

3) To encourage networking, enabling the voluntary/community sector to share knowledge, information and skills, and to promote liaison between the voluntary, public and private sectors **(Liaison)**.

4) To ensure effective and accountable representation of voluntary and community sector views and interests **(Representation)**.

5) To broker an effective role for the voluntary/community sector at a strategic level **(Strategic partnerships)**

d. The Services/Activities that will be provided by the Organisation

To be identified with officers from the Council in consultation and agreement with the Organisation.

Organisational development – support to groups in Gloucester including -

- 1 to1 work by supporting: a) groups referred to GAVCA by City Council and other sources and b) 'outreach' work – **Target – in depth support to 100 groups**
- This work will include advice on organisational structures, governance, business planning, and funding advice. It will be targeted at smaller

Comment [S1]: We have increased staff hours by 23% so it seems reasonable to expect an increase of 23% for tis target, from 75 to 92. 150 would be a 100% increase!!

organisations who could not reasonably be expected to pay for such support.

- Running events for groups in Gloucester, at selected venues around the City, which will cover issues relevant to local groups, e.g. organisational development; volunteering good practice; funding advice and governance that will a) improve governance, b) enable collaborative working, c) share good practice, d) improve access to financial services and funding advice – **Target 6 sessions**
- Improved access to financial services and funding support
- Developing support for sports groups
- Work with Neighbourhood Partnerships in developing their skills to better support an effective neighbourhood management approach. This support should be co-ordinated with others working with the NP i.e. GL Communities, City Council and GLOSREC.
- The above actions to be coordinated with Linking Communities and all other relevant sister organisations, agreeing joint working arrangements and work plans as appropriate.

Comment [S2]: Support groups are not proving popular any more so unlikely to run 6 of these plus other sessions this year.

Comment [S3]: Can we talk more about this? We are current not doing this as LC aren't in operation.

Comment [S4]: As mentioned above, funding doesn't include volunteering this year, at your request.

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Information

- providing information in a variety of formats, e.g. PULSE newsletter; GAVCA website – **4 editions of PULSE distributed to 270 groups.**
- contact information for joint working through Volbase
- website, which includes toolkits, models of good practice sample policies, JD's etc. **(to be updated monthly)**

Back office support and resource centre – including building, central reception, office services, room hire, , co-ordination of repairs, maintenance and health and safety legislation compliance with regards to the building, access to equipment and materials.

- Opening times: 10am – 4pm Monday – Thursday. 10am – 2pm Friday
- Members receive subsidies on photocopying, training courses and room hire.

To promote liaison between the voluntary, public and private sectors

- Work with the Community Development Team on joint event to promote the VCS to council staff and Councillors.
- Work with City Council on 3 year financial plan and budget consultation

Gloucester representation - representation of the views of VCOs in Gloucester. Target – active involvement in the following forums:

- GHURC; 6 board meetings, 6 residents forums plus 6 additional consultation or planning meetings
- Gloucester Grants and Community Services Forum; 2 meetings per year plus budget consultation, support to Sector etc
- Gloucestershire VCS Assembly Board of Representatives; 6 per year plus agenda planning
- Gloucester Partnership Stronger Communities Forum; 4 meetings per year
- Gloucestershire Infrastructure Group (GIG); 6 meetings per year
- Gloucestershire Compact Group; 6 meetings per year plus additional work as compact champion, training etc = 30 hours
- Gloucester Works – 4 meetings per year = 8 hours

Feedback to the VCS takes place through regular reports to the Gloucester VCS forum, through articles in weekly e-bulletin and through articles on the GAVCA website. (4 meetings per year plus 1 hour per month for articles)

e. What developments the Organisation hopes to achieve over the coming year (see 2009/10 Business Plan)

Annual targets to be identified with officers from the Council in consultation and agreement with the Organisation.

- Targeted work with Sports groups and Neighbourhood Partnerships
- Repair programme for East gate Street and revision of management agreement
- CB funding application for Eastgate Street
- Awareness raising event for Councillors/ Staff in Gloucester
- Consultation on City Council's financial plans
- Continue to focus on work that will improve the sustainability of smaller groups in Gloucester. Target: provide development support to 5 small and new to GAVCA groups
- Increase in outcomes monitoring to determine the value of the work being done

Comment [S5]: Not sure this should be included as this work is not part of this SLA.

Deleted: <#>Development of volunteer brokerage service for Gloucester¶

f. How the Organisation involves users

To be identified with officers from the Council in consultation and agreement with the Organisation.

GAVCA is an entirely user-managed and led organisation. It involves users through a variety of methods including:

- the annual users survey
- evaluation of services provided
- informal discussions and focus groups
- membership of the Board (intends to recruit a trustee from Gloucester and Cheltenham group)

g. How the Organisation plans to put its Equalities and Diversity Policy into practice

To be identified with officers from the Council in consultation and agreement with the Organisation.

GAVCA will abide by its equalities and diversity policy and will:

- Record, where possible, the uptake of services by specific groups in order to monitor trends of usage and inform the development of its services
- Produce details of the groups not accessing services and contact those groups, which are not using the service, to establish the reasons for this and the action that could be taken by GAVCA to address this
- Implement diversity Action Plan.
- Monitor and review equalities data in conjunction with the Management Committee

The Organisation is expected to comply with the Race Relations Amendment Act 2000, within the scope of its services; namely to promote equality of opportunity, eliminate unlawful discrimination, promote good race relations between people of different racial groups and to consider the implications for race equality in providing its services.

h. Environmental Policy

The Organisation has an Environmental Policy, which it will implement.

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Schedule 2. Monitoring and Evaluation

Monitoring – the process of gathering and recording information. It keeps account of progress and work against a set of agreed objectives, targets and indicators.

Evaluation – the process of looking at information and making a judgement or series of judgements on the quality of the work and its success against expectations and stated aims.

The objectives

The principal objective of this schedule is for the Organisation to demonstrate how they are meeting the objectives of their Service Level Agreement, as set out in Schedule 1: The Service Provision.

Performance and monitoring information will be sought from the organisation being funded in the following forms:

a. Details of what the Organisation will monitor (Performance Indicators)

To be identified with officers from the application form and in consultation and agreement with the Organisation.

All the items bulleted below are regularly monitored for other funders who directly fund/contribute to these areas of work.

To be included in all monitoring (inline with annual monitoring for all Council funded organisations:

Equalities profile for clients, staff and MC members, across the following equalities strands: age, ethnicity, disability, religion, gender, and sexuality.

Number of volunteers and volunteer hours contributed

Income raised in addition to the City Council grant

Geographical location of clients by ward

Numbers of beneficiaries

Copies of monitoring reports sent to other funders will be sent to the City Council on request.

- Numbers & types of groups (inc names) using the resource centre in Gloucester (office services, room hire, access to equipment and materials etc)
- Number and types of groups (names) accessing the consultancy, advice and information services for voluntary and community groups in Gloucester
- Outcomes of consultancy, advice and information given to groups
- Summary of feedback from groups on the differences made by the above support, e.g. star chart progress, effect on organisation
- Amount and type of information circulated: newsletters, website developments and briefings
- Numbers and types of conferences and events and numbers of participants
- Numbers and types of consultations with the voluntary sector
- User satisfaction feedback

Work undertaken in managing the building at 75-81 Eastgate Street will be reported to the City Council as part of the yearly reviews.

Developments as listed at Schedule 1 (e) will be monitored and reported on at the yearly reviews.

The organisational development work will be monitored using the database and other means, and reported on in detail at the yearly reviews. Key indicators will be:

- Number, name and range of organisations in Gloucester City given support and advice
- Category of support/advice given
- Amount (time) and level of support/advice given
- Outputs of support/advice given e.g. number of groups developing policies, strategic plans, quality assurance systems,
- Outcomes of above support / advice, i.e. differences made to groups by the support and interventions
- Number of enquiries received for telephone/email advice
- New or old client

Representation work – outcomes will be monitored against the standards laid out in the NAVCA Quality Standards, and measured through the annual user satisfaction survey

b. Details of how the Organisation will monitor (Methods)

To be identified with officers from the application form and in consultation and agreement with the Organisation.

GAVCA will use its database to record all statistics of numbers/groups accessing services, ethnic profiles etc and use it to produce reports on these.

Information on the management of the building will be available in the Minutes of Tenants' meetings, and will be made available to officers of the City Council as requested.

c. Details of how the Organisation will evaluate its work

All services and projects are evaluated through the following methods:

- Focus groups
- Annual user survey
- Quality of funding applications
- Attendance at partnership meetings i.e. the forum. Evidence of impact on public sector involvement.

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Comment [S6]: Electing reps is part of the Gloucester Partnership SLA, not this one

Deleted: success at electing representatives onto strategic bodies.

The Chief Executive evaluates the work of the services and projects through staff team meetings and staff supervision. One indicator of success is the granting of ongoing funding by other funders (e.g. Lottery funding etc).

d. Annual Review

Details will be developed in consultation with the organisation to look at key achievements, differences made and targets for forthcoming year.

A formal review meeting will be held annually (or more often if felt appropriate), where details of the services/activities provided will be reported to the Council. Specific developments agreed annually in Schedule 1 (e) will also be reported on and reviewed at these meetings. GAVCA's annual report will give an overview of all projects funded by other sources.

e. Quality Standards

The organisation will keep or work towards any relevant national framework e.g., NAVCA.

Signed..... Position.....
On behalf of the Organisation Date

Signed..... Position.....
On behalf of the Council Date

