

Service Level Agreement Progress Report between Policy Unit and Voluntary Organisations in the Borough April to June 2012

A Caerphilly County Citizens Advice Bureau (CAB)

The SLA is monitored through quarterly meetings between the CAB Director, and the Policy and Research Manager (Policy Unit). The manager is also sent a copy of all notice of meetings, agendas and minutes of the CAB's Trustee Board, and is invited to attend. This is a three year SLA, which runs to 31st March 2013.

Progress in **Quarter 1** is as follows:-

Target/Outcome	Status
To provide advice and outreach services during the times detailed in appendix 1 of the SLA.	All advertised opening hours for bureau based and telephone advice services have been adhered to.
To provide the telephone advice service during the times detailed in appendix 1 of the SLA.	Caerphilly Bureau continues to increase the level of telephone advice available, and now operate 9 – 5 five days per week.
To respond to all letter enquiries within 10 working days.	This has been met.
To maintain the Community Legal Service (CLS) Quality Mark at General Help level.	The CAB Quality of Advice score at November 2011 audit was an outright pass, which places the bureau in the top 25% of CABs for quality of advice.
To maintain an advice service that fully complies with the Citizens Advice Membership Scheme.	An organisational audit took place in February 2012 and was passed with one minor non-compliance issue. In conjunction with the Quality of Advice audit detailed above, the bureau achieved an excellent result.
To seek funding to enable the CAB to undertake work on financial literacy improving the competency skills within the borough through all generations.	The CAB delivers the Money Advice Service across South East Wales.
The CAB will be expected to actively engage with initiatives promoting financial and social inclusion within the borough.	The schools that the bureau are actively engaged with now include Lewis Girls', Heolddu, New Tredegar Comprehensive and Ysgol Cwm Rhymni.
Additional Information:	
The CAB are participating in the Jobs Growth Wales initiative and have appointed one young person to train in office administration and two young people to train as telephone assessors in the bureau's Adviceline Contact Centre.	
The Director now represents the voluntary sector on the Community Economic Development grants panel.	

Indicator	Target 2011/12	Actual Q1 outputs	Comment
% clients satisfied/ very satisfied		Survey completed in June – awaiting results	
Number of clients starting an enquiry ¹	5,960	1,648	27.5% of annual target
Number of client contacts ²	27,550	6,099	22% of annual target
Number of enquiries ³	7,860	2,086	26.5% of annual target
Number of advice issues ⁴	29,514	8,145	27.5% of annual target
Total financial gains for clients ⁵	£2,095k	£800,303	38% of annual target
Total client debt advised on ⁶	£14635k	£3,707,800	25% of annual target
Number of volunteers completing training	14	15 new volunteers started with us this quarter. 2 complete Assessor training.	
Number of volunteers entering paid employment	12	4 volunteers moved into employment including one with ourselves.	
% of income derived from sources other than the LA	Continuing at 50%+ 3% per annum.	Currently, local authority funding makes up about 20% of total funding.	
Active participation in local development forums and partnerships	Continue to play an active role in wider community affairs.	The Director and Managers attend and contribute to a wide range of committees and other fora.	

NOTES:

1. *Number of clients starting an enquiry*: the number of different (unique) clients who came into the bureau and opened one or more enquiries during the year.
2. *Number of client contacts*: the total number of times the CAB has had contact with clients – an indicator of complexity of problems.
3. *Number of enquiries*: the number of enquiries that have been opened during the year.
4. *Number of advice issues*: the number of individual issues that have been raised by clients during the year – a single complex enquiry may give rise to many different issues.
5. *Total financial gains for clients*: the amount of money generated by assisting clients to claim benefits, appeal decisions, challenge unfair dismissal etc. Benefit gains are calculated as any backdated benefit plus new weekly benefit x 52.
6. *Total client debt advised on*: the total amount of debt reported to CAB by clients who receive debt advice at any level.

B **Gwent Association of Voluntary Organisations (GAVO)**

The SLA brings together financial resources from Social Services, CCBC (£4,555), the Policy Unit, CCBC (£42,466) and the Aneurin Bevan Health Board (£5,158.00) totalling £52,179.00. This was originally a 3-year SLA running to 31st March 2012. Continuation funding has been secured at the same level to extend this SLA until 31st March 2013 with the same terms and conditions.

The SLA is monitored through quarterly meetings between the Assistant Director of GAVO and the Policy and Research Manager, CCBC. Half yearly monitoring reports are submitted by GAVO through the Wales Voluntary Sector Infrastructure Integrated Monitoring Report. The second report for 2011/12 was submitted in April 2012 covering the second six month period, which provided a final report for that financial year. GAVO have also had to prepare the Delivery Plan for 2012/13 identifying targets for 2012/13 which has now been accepted. In addition GAVO reports quarterly to the GAVO Caerphilly Local Committee and reports its progress on a number of activities to the Caerphilly Compact through the Compact Annual Progress Report.

Here are just some of the many achievements of GAVO reported:-

- From a highly successful *One Beat* voluntary sector celebration event last October, and the launch of the annual Community Guide and Directory *Who to Contact*, GAVO have been meeting with the Council's Communications Department to plan this years' *One Beat* and the new 2012/13 Directory. The event will be held on 27th October 2012 at Penallta House. A working group has been set up through the Voluntary Sector Liaison Committee to take this forward.
- In the last committee report GAVO informed of their success in gaining the tender for Families First. Monitoring of the project is done by the Children and Young People Team, and GAVO has been successful in hitting its targets, providing a professional service across Caerphilly resulting in:
 - Inclusive Play increasing the participation of disabled children and their families
 - A Risk Play Toolkit being developed
 - A multi-agency play work training meeting established
 - Adventure Play continuing with large increases in numbers participating.
- During the previous reporting period it was noted that GAVO have submitted a Stage 1 application to the Big Lottery Programme *Community Voices*. The programme aims to give groups and communities a stronger voice with statutory partners to deal with issues, and offers funding to support partnership working between groups and partners such as departments of the Council, Health Board and Police. GAVO was notified in February 2012 that their Stage 1 bids for portfolios under this programme were both successful. In the development stages GAVO have appointed officers to work with the portfolio groups to form their Stage 2 applications by the closing date of 30th July 2012. GAVO has been informed that once the Stage 2 applications have been submitted. A decision on the funding will be known by December 2012.
- The work of the Volunteering Bureau continues, and Volunteering Officers have taken part in a large number of events publicising volunteering opportunities. Links have been made with the Young Dragon's Partnership, which offers opportunities for young people from 14+. The team work with Job Centre Plus and initiatives such as Want to Work and the Work Programme.

Volunteering Figures

Total Enquiries	1,394
People Interviewed	909
Volunteers referred	310
Volunteers	206
Enquiries through the website	674
Total enquiries from young people	697

In addition through effective partnership working the following has been achieved:-

- Voluntary Sector Achievement Awards event took place at Penallta House on 20th June 2012. Work has been undertaken with the Aneurin Bevan Health Board resulting in an application for funding of £24,609.00 to appoint a part-time Volunteering Officer to work with volunteers within the new hospital *Ysby Ystrad Fawr*. The application for a pilot project was successful, the name of the project being the *Sunflower Project*.
- GAVO Officers have continued to support voluntary organisations throughout the borough with advice, information and guidance which includes governance, trustee rules and funding advice.
- GAVO runs in partnership many grant schemes and through which together with other funding applications have successfully applied for and gained the following funding:-

Target Areas Sought	Target Areas Obtained	Non-Targeted Areas Sought	Non-Targeted Areas Obtained
£5,505,116.00	£4,108,000.00	£1,560,132.00	£876,000.00
Total Funding gained £4,984,000.00			

The total number of organisations who have applied for funding is 606 with 444 being successful.

Separate to the above total figure of £4,984,000, additional GAVO applications have gained a further £896,691 for project work across the county in this period. At present GAVO have 37 applications in for funding for individual groups awaiting outcome.

- On behalf of the wider voluntary sector GAVO Senior Officers and Assistant Directors are members of the main strategic partnerships in the County of Caerphilly. These include:-

Local Service Board and Single Integrated Plan working groups; Strategic Partnerships Chairs and Vice Chairs Group; Health and Social Care Well being Partnership; Regeneration Partnership; Living Environment Partnership; Children and Young People's Partnership; Safer Caerphilly Community Safety Partnership and the Safeguarding Children Board, complimenting their participation in community development and community planning processes across the county borough on behalf of the wider voluntary sector.
- The Assistant Director co-ordinates the work of the Voluntary Sector Liaison Committee jointly with the CCBC Policy Unit. The Liaison Committee has an important role in representing the Voluntary Sector and forming part of consultation processes on strategic plans.

Facilitation of Networking

GAVO continues to facilitate the three area voluntary sector forums, covering Islwyn, Bargoed and Rhymney, Caerphilly and Aber Valley with 765 organisations as members. In this reporting period forums were held taking into account the Local Service Board priorities and community planning.

Facts and Figures at a Glance

○ Funding advice Enquiries	831
○ Organisations gaining funding	444
○ Total funding sought	£7,065,524.80
○ Total funding gained	£4,984,000.00
○ Website visitors	64,882
○ Total number of enquiries received	4,051
○ Trustees events	5
○ Participants	91
○ New groups established	46
○ New services established by existing groups	98
○ Partnerships assisted	43
○ Policy/public service enquiries	96
○ Number of governing documents completed	32
○ Planning Groups attended	55

C Groundwork Caerphilly

Quarterly Groundwork Liaison meetings are held between the Executive Director Groundwork Caerphilly and the Policy and Research Manager (Policy Unit) to monitor the Service Level Agreement (SLA). The Policy and Research Manager is sent a copy of all Groundwork's notice of meetings, agendas and minutes of its Management Committee. This is a three year SLA, which runs to 31st March 2012. The SLA has now been extended by one year for 2012-13 on the same terms and conditions.

Core Funding

Core funding from Caerphilly County Borough Council is essential to Groundwork Caerphilly, which part-funds operational costs. This enables Groundwork Caerphilly to bid for and manage projects, which contribute to the CCBC's highly developed and well-regarded community and organisational-based framework for partnership working.

Groundwork contributes to the delivery of the Community Strategy and its four strands of Regeneration, Living Environment, Education for Life and Health, Social Care and Wellbeing strategic partnerships. Underpinning this structure are the cross cutting themes of Safer Caerphilly (Community Safety Partnership), Children and Young People's Partnership, Equalities, 50+ Positive Action and Sustainable Development, all of which Groundwork Caerphilly is committed to and supports. As a Trust, Groundwork also contributes towards Crime Reduction, Child Poverty and Volunteering and Employability.

Final figures accounts figures for 2011-12 include total income of £1.984m to run programmes of benefit to its community via its core funding from Caerphilly County Borough Council, Welsh Government and the following programmes which it has secured. This provides a leverage of 46:1 for every pound in funding from Caerphilly County Borough Council.

Community Programmes

Programme	Funder	Contract length
Living Environment Quality Group (LEG) Non Communities First	LEQ CCBC	March 2013
Communities First	Welsh Government	September 2012
Routes2Life	Welsh Government Rural Development Programme	September 2013
Healthy Villages	Welsh Government Rural Development Programme	September 2013
Rural Green Doctors	Welsh Government Rural Development Programme	September 2013
Spots V Stripes	Groundwork UK	July 2012
Community Asset Transfer	Big Lottery/CFAP/CCBC	March 2015
Employability	Wales Council Voluntary Action (WCVA) Engagement Gateway	June 2012
Greencare	Contract	February 2013
Capital Region Tourism Officer (hosting only)	Welsh Government	From March 2011
Valleys Regional Park Officer (Hosting only)	Welsh Government	From March 2011

Income Generating Programmes

Ty Mynyddislwyn	Big Lottery (CAT) CFAP CCBC
Small Projects	Abercarn Primary School Abertysswg Primary School Pengam Primary School Penllyn Infants School Mill Road Housing Estate Mill Close River bank Greencare contracts (grounds maintenance)

Programmes completed during March - June

Engagement Gateway programme	WCVA	Ended June 2012
------------------------------	------	-----------------

All refurbishment work at the Groundwork Caerphilly Offices at Mynyddislwyn are now complete, which included substantial additional repairs to the roof and render. The staff have been involved in a team building day where everyone contributed to some of the finishing touches work, and work not included in the Community Asset Training funding, which included;

- Creation of a cycle shelter
- Internal painting of the classroom
- Refurbishment of the volunteer house gardens
- Painting of the front railings
- Development of the tree nursery area

Groundwork Caerphilly has agreed hire room charges for meeting rooms and external buildings and will be marketing the facilities over the coming months. A long term hire of a unit has been agreed with a local enterprise, which has a long standing relationship with Groundwork Caerphilly.

Groundwork Caerphilly Office opening celebration took place on the 29th June, which had unfortunately been delayed due to additional unforeseen repair work combined with weather issues. This was a celebration of the work as promoting the Groundwork facilities, beneficiaries and partners.

The Executive Director and other Senior Managers have continued to:

- Have membership and contribute to the Living **Environment Partnership** and its three sub-groups – Great Outdoors, Living Environment and Climate Change. The Executive Director sits on its steering group.
- Engage and contribute to the **Voluntary Sector Sub Committee**.
- Have membership of and contribute the **Regeneration Partnership**

Marketing and promotion

Groundwork Caerphilly have developed signage and branding adopting the “flavour” of the new Caerphilly CCBC branding. This will include signage, publications and vehicles.

Volunteering and Employability

To date Groundwork have facilitated 4,320 hours of **volunteer** time with individuals within Caerphilly, much of which made environmental improvements possible within volunteers’ local areas. Groundwork works with volunteers and beneficiaries of all ages. 2,072 of these hours were undertaken by **young people**.

In February 2012 the new Engagement Gateway project began with one full time member of staff. The project works with local unemployed and/or economically inactive participants in the Caerphilly Borough to engage them in a programme of activities designed to move participants closer to the labour market. Work placements and volunteering opportunities available through existing Groundwork community projects helping to develop participants 'green' skills.

So far this quarter, Groundwork have **improved 5,750 square metres of land** in the Borough, and **maintained 16,573 square metres of land**, much of that in the most deprived areas and housing estates.

Groundwork continues to work with a variety of partners including Caerphilly County Borough Council, Working Links, Groundwork Wales and other Groundwork Trusts, Job Centre Plus, United Welsh Housing Association, as follows:-

- **School Improvements** – the Healthy Villages, Non Communities First and Communities First programmes have worked with **8 schools** so far this year, delivering educational workshops including a number of volunteer interventions, to improve school grounds.
- **Rhymney, Van, Abertysswg, Fochriw and Senghenydd Allotments** – Working with Schools, Groups and Community members to provide outdoor education in allotmenting and healthy food.
- **Green Open Spaces** – working with community members and volunteers to make improvements to Cefn Fforest Ecopark and other community green spaces, as well as running our RDP Routes2Life programme, which provides training, skills and accreditation in horticulture and permaculture as well as carpentry and additional countryside skills.
- After the success from the Mentro Allan programme, supported by the Big Lottery Fund, Groundwork Caerphilly continues to explore funding for opportunities to re-fund a health, social care and wellbeing programme. Groundwork continues to discuss opportunities with partners such as the Big Lottery, local NHS Trusts and other local voluntary organisations.
- Groundwork continues to work with volunteers and clients of all ages, from early years to retired, to provide classroom and outdoor education. **3 accreditations and qualifications**, have been achieved this quarter, equating to **67 training weeks**.

Funding 2011-12

Caerphilly County Borough Council funding continues to support core activities, including management and development activities, overheads for premises, running costs and marketing. Core funding contributes to the following salaries/costs:

- Executive Director
- HR Support
- Finance Staff
- As well as core overhead costs.

Budget forecast in April 2012 was reduced to £900,000 of turnover in the absence of recent large scale employment programmes. This provides a 21:1 leverage ratio on CCBC input. It is anticipated that this will increase to 28:1 subject to anticipated project funding.

Development

This year Groundwork are nurturing a number of partnerships and working relationships with organisations and businesses, including

- Heads of Valley Strategy
- United Welsh Housing Association
- Charter Housing Association

- RF Brookes
- Britvic
- Marks and Spencer
- Environment agency
- South Wales Rivers Trust

Groundwork has been able to compete with other organisations to win income generating work and plan to maximise and build upon these opportunities.

The Business Development Director (Groundwork Wales) is seeking opportunities for Groundwork to deliver on the Welsh Jobs Growth Fund on behalf of the Groundwork in Wales network. A decision on this is hoped for September.

Groundwork in Wales are developing programmes under the following themes:

- Employability
- Land Use
- Health

This is a focus within the Business Plan for 2012/13. A 3 year strategic plan is being drafted.

G.C. ENTERPRISES (WALES) LTD

This has been an exciting time for GC, thanks to the efforts of board members, staff and Caerphilly County Borough Council, and has seen a positive year-end balance for the year 11/12. The Social Enterprise funding bid has been agreed to provide a business development manager and a vehicle. The plan is to rebrand the organisation and re-launch once a manager has been recruited. A new director is in place (who runs a successful healthcare business), and G.C will continue to look for additional directors.

GCE is now developing further work around community recycling. A business plan has been developed with Welsh Government Business Advisor support. This supported the funding application as well as setting out a forward strategy.

D **Valleys Regional Equality Council (VALREC)**

VALREC's SLA was originally extended for six months up to September, to focus on the following priority work areas:

- A) **Casework Support Project (mapping and analysis)** - to be delivered through IT mapping and analysis of hate crime and hate incidents data against those with protected characteristics in Caerphilly county borough to identify any potential hot spots. This will be undertaken with Gwent Police, Caerphilly Local Education Authority, and any other agency that refers to, or works with VALREC by providing advice/guidance or support. A minimum of 20 cases will be analysed over a 6 month period, recognising that there are annually around 80 reported hate crimes and incidences reported to the Police alone, with many of these incidents going unreported. A report will be produced for the Council's Policy Unit, which will recommend future actions informing Part 2 of the project (see B).
- B) **Casework Support Project (awareness and compliance)** - following on from the mapping and analysis in Part 1 of the project, to undertake work with area cluster groups identified (to include where necessary and relevant - the council, schools, governing bodies, the health sector, the police, local voluntary organisations and partnerships etc.) to work with the organisations to ensure awareness and compliance with equality legislation and embed awareness of how to record/report and monitor incidents, which may occur both in and out of the area. Part 2 of the project was originally to be completed by 30 September 2012. This will now be delayed due to the late contract start, and will be dependent on the findings of the mapping exercise in B, which is now running to December 2012.
- C) **Training Delivery** – to provide the following bespoke training courses, covering Race Awareness, Religious Awareness and General Equalities Awareness. Dates, times and venues to be agreed with the Policy Unit:
- 4 full day sessions
 - 4 half day sessions

VALREC SLA Progress Update

Monthly meetings have been arranged to monitor the SLA agreement with VALREC. Unfortunately there has been a delay in getting the mapping aspect of the SLA off the ground due to staff changes at VALREC. This has resulted in the SLA now running to 31st December 2012 at the same contract fee of £12,400.

A letter was sent to partner organisations in August to urge them to participate in this project, with a form to capture key data. Organisations are being asked to provide live data of incidents from 1st September to 31st December 2012. The letter will also ask organisations to provide historical data from 1st January 2012 to 31st August 2012 if they are able to do so. A progress meeting has been arranged with VALREC for 23rd August 2012.

To date a half-day session on Race Equality was delivered on 4th July and a full-day session on Equality and Diversity was delivered on 5th July. It has been agreed with VALREC for the remaining sessions to be delivered by November 2012.