

## Service Level Agreement

<b>1.</b>	
<b>1.1 Provider Organisation</b>	<b>1.2. Commissioner</b>
VALREC	Caerphilly Council
<b>Main Office Address</b>	<b>Address</b>
Venture House, Navigation Park, Abercynon CF45 4SN	Penallta House Tredomen Park Ystrad Mynach Hengoed CF82 7PG
<b>Provider Organisation Contact (Responsible Officer</b>	<b>Commissioner Contact</b>
Name:	Name:
Elaine Clayton Deputy Director	Jackie Dix Policy Unit Manager

<b>1.2 Funding Period</b>	2009-2012 (with annual review)
---------------------------	--------------------------------

<b>1.3 Name of Service:</b>	Valleys' Regional Equality Council
<b>1.4 Brief Outline</b>	To assist Caerphilly Council to deliver on its Equality Duties through: <ul style="list-style-type: none"> <li>• Public education and campaigning</li> <li>• Training and personal development</li> <li>• Community Development &amp; participation</li> <li>• Policy Development</li> <li>• Casework</li> <li>• Organisational development</li> <li>• Service review &amp; growth</li> <li>• Provision of statistics</li> </ul>
<b>1.5 Equality, Diversity &amp; Social Justice Priority (State how it relates to EDSJ priority)</b>	VALREC 's work will contribute to the EDSJ mission: To eliminate discrimination and achieve equality in the workplace and in service delivery

<b>priority)</b>	
<b>1.6 Evidence of Need/gaps in provision</b>	Will be properly established in Year 1 through the production of quarterly monitoring reports (including statistical evidence)
<b>1.7 How Will This Complement and Add Value to Existing Services</b>	VALREC will provide an independent service whilst working in tandem with Caerphilly Council to tackle the causes of inequality and discrimination
<b>1.8 SLA Price; £ 24,480</b>	
<b>1.9 Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Anyone living and/or working in Caerphilly:</li> <li>• Experiencing discrimination, harassment or is the victim of any hate crime</li> <li>• Who requires training in Equalities</li> <li>• Needs advice and/or support</li> </ul>
<b>1.10 Service User</b>	All the communities of Caerphilly
<b>2. Details of Service</b>	
<b>2.1 Outcomes of Service: How will this service make a positive difference to communities of Caerphilly</b>	
<p>VALREC has given detailed consideration to its position following the introduction of the Equality &amp; Human Rights Commission (EHRC). It has decided to become a generic regional equalities council compatible with the principles of the combined Commission.</p> <p>The establishment of a regional equality council provides an opportunity to advance the integrated equality agenda around age, disability, gender, race, religion or belief and sexual orientation. Its purpose is to be competent in dealing with multi-strand equality issues whilst recognising the needs of the individual strands. Included in this is the Human Rights agenda.</p> <p>This regional council will provide a prominent access point for members of the public and organisations seeking equality services. The aim is for it to be a strong, professional and independent champion for local equality with a capacity for working across all the strands.</p>	
<b>2.2 Objectives</b>	<b>Performance Indicator</b>
See Service Specification	
<b>2.3 Describe in detail the service to be provided</b>	

See Service Specification

### **2.4 What are the Key Milestones in Providing the Service?**

These can be determined more accurately following the first annual review

### **2.5 How often will the Service be provided and What are the Opening Hours?**

The service is provided mainly in standard office hours from the offices at Navigation Park but there is also provision for out of hours services where required.

### **2.6 How will the Communities of Caerphilly influence this service?**

VALREC is committed to consulting with communities through various mechanisms -- including Caerphilly Council programmes and departmental consultation exercises

## **3. Sustainability**

As part of its Business Plan development, VALREC has expanded its area of benefit to include at least five other authorities that has enabled them to generate a surplus that contributes to their Contingency Fund.

### **3.1. Monitoring of Service**

See Service Specification

**To be signed by:**

**Head of Performance and Policy & Director of VALREC**

**Date:**

**Head of Performance & Policy**

**Date:**

**Director of VALREC**

**CAERPHILLY  
COUNTY BOROUGH  
COUNCIL**

**SERVICE LEVEL  
AGREEMENT**

**APRIL 2009 – MARCH 2012**

## INTRODUCTION

This voluntary sector Service Level Agreements (SLA) is held by the council's Performance and Policy Division.

It has been agreed that the Service Level Agreements need to be reviewed to ensure greater accountability and demonstration of value for money. The intention is to establish clearly the nature and extent of the work Caerphilly Council can expect VALREC to deliver and to provide VALREC with a clear and sustainable source of funding over the next three years.

**This Service Level Agreement contains the proposed service to be delivered by VALREC from April 2009 – March 2012.**

This work will be evidenced by quarterly reports that include supporting statistical data.

## 4.0 SERVICE SPECIFICATION, PERFORMANCE INDICATORS AND TIMESCALES

	SERVICE SPECIFICATION FOR THE COUNTY BOROUGH OF CAERPHILLY	PERFORMANCE INDICATORS TIMESCALE
<b>4.1 PUBLIC EDUCATION AND CAMPAIGNING</b>		
4.1.1	To represent the Caerphilly area at meetings of the Coalition for Equalities and Human Rights and to work with other equality organisations to develop and promote an integrated equality service.	When timetabled. Representation by VALREC at all meetings.
4.1.2	To respond effectively to the media on equality and diversity related issues, including briefings, press releases and interviews.	When requested. Executive Meetings and Annual Report
4.1.3	To respond to enquiries from members of the public and offers of the Local Authority to offer information, advice and guidance; to do this in the light of the services provided by the EHRC.	Statistics to be collated and fed into quarterly monitoring report. Reported to MAF.
4.1.4	To develop and distribute a published Annual Report. To publish a regular newsletter.	Publication issued annually. Publication issued bi-monthly.
4.1.5	To develop and maintain an Internet website.	Number of 'hits' to the site. Customer feedback. Quarterly report.
4.1.6	To maintain a library of current information and other resources relating to equality issues with reasonable access for service users.	Number of users over a year. Annual report.

4.1.7	Produce and supply information leaflets, membership forms and self-reporting forms. In co-operation with Caerphilly Council, arrange for their distribution via appropriate outlets throughout the Borough.	Monitor distribution. Customer feedback. Annual report.
<b>4.2 TRAINING AND PERSONAL DEVELOPMENT</b>		
4.2.1	VALREC will continue to develop its training capacity on all issues relating to equality and diversity.	Evaluation forms. Number of courses delivered. Client list in line with data protection legislation Quarterly report.
4.2.2	To promote VALREC's training to voluntary and statutory groups through a target mailing.	Number of requests. Number of courses actually delivered.
4.2.3	To respond to each first request from schools in Caerphilly to provide one free training session where such request is following a reported in-school incident of discrimination or harassment.	Statistics to be collated and fed into quarterly monitoring.
4.2.4	To identify geographical areas in Caerphilly where discrimination and harassment by young people is occurring and to work with partners in addressing the issues which arise.	Executive Committee Annual report
<b>4.3 COMMUNITY DEVELOPMENT AND PARTICIPATION</b>		
4.3.1	To promote, maintain and develop an open and inclusive membership based organisation that promotes equality, diversity and respect for human rights.	Number of membership applications. Number of organisations/individuals in membership. Annual report.

4.3.2	To develop local equality forums who will inform work of VALREC and Caerphilly Council by actively promoting the Viewpoint Panel.	Number of consultations carried out. Number of Forums formed. Annual report.
4.3.3	To work with other equality organisations and to seek out further opportunities to enhance local capacity to strengthen support for equality of opportunity.	Details of capacity, building and community engagement. Annual report.
4.3.4	To work with the Children's and Young People's Framework Partnership and the Youth Forum of Caerphilly Council to develop, where possible, and support activities to promote the inclusion of appropriate groups and individuals.	Evidence of engagement. Details of activity levels. Annual report.
4.3.5	To address the needs of women who may be vulnerable or isolated by providing support services and by the development of a Women's Support Group.  To continue to work to identify further opportunities for equalities network development which promote inclusion and cohesion.	Number of women using/accessing VALREC. Quarterly report.  Number involved in network(s). Number of networks and location. Annual report.
4.3.6	To continue to develop contacts with all Community Groups (faith, age, GLBT etc) specified in the Equality Act 2006.	Extent of contacts. Progress of engagement. Annual report.
<b>4.4</b>	<b>POLICY DEVELOPMENT</b>	
4.4.1	To support and work with strategic partnership frameworks across Caerphilly Council's areas of activity.	Number of contacts. Details of involvement. Annual report.



4.4.2	To develop key bilateral partnerships within the context of wider partnerships, especially with the Police, Community Safety Partnership, Community First partnerships and Health and Education Services in Caerphilly.	Number of meetings. Level of County or other involvement. Reports to Executive Committee
4.4.3	To assist in the development of support for individuals and groups who are, or may be, victims of 'Hate Crime'.	Number of incidences. Response rates. Reports to Executive Committee MAF
4.4.4	To support the work of Caerphilly Council in achieving quality standards and the approval and implementation of its Equality Schemes.  In particular, VALREC will: <ul style="list-style-type: none"> <li>Respond to general enquiries for advice or information on equality issues from the Council within 2 working days. If necessary, advice will be given or confirmed in writing within 5 working days.</li> <li>Attend and participate in up to 4 meetings annually of the Race Equalities Group and others as requested.</li> <li>Attend by request a meeting of the full Council or its Cabinet to report on work in hand and on contemporary issues.</li> </ul>	Annual review in conjunction with ?????  Number of enquiries.  Council feedback.  Level of attendance.
<b>4.5 CASEWORK</b>		
4.5.1	To maintain and promote to the wider public, VALRECs capacity to offer independent support and advice to persons suffering from discrimination and/or harassment.	Evidence of promotion campaign.  Executive Committee Annual Report
4.5.2	To provide advice, assistance and support to individual complaints of discrimination and/or harassment living and/or working in the County Borough of Caerphilly.	Number of incidences, requests for assistance. Response times.

		Quarterly report. MAF.
4.5.3	To work with the EHRC and others to resolve complex cases and to keep the EHRC informed of local sensitive issues that may need its involvement.	Number of cases/contacts. Copy of reports to EHRC. Executive Committee Annual report MAF.
4.5.4	To explore and develop opportunities to work with offenders and the criminal justice system.	Number of contacts with offenders. Evidence of links to criminal justice system. Annual report
4.5.5	<p>To work with the Police and Crown Prosecution Services to ensure that all victims of hate crime reported to the Police receive information about the support available through VALREC.</p> <p>To monitor the incidence of hate crime and work appropriately with other agencies to seek to address any additional issues.</p> <p>To maintain a secure e-mail system and membership of the available information sharing protocols.</p> <p>To monitor the effectiveness of the response of the Criminal Justice Board to incidents of hate crime.</p> <p>VALREC will respond within 5 working days to any reasonable request from schools within the Caerphilly Borough for information and assistance (not including training).</p>	<p>Number of jointly worked cases.</p> <p>Number of incidences and the outcomes.</p> <p>Level/number of prosecutions. Number of withdrawn cases. Number of complaints.</p> <p>Number of requests from schools. Nature of those requests.</p> <p>Quarterly report. MAF</p>

**4.6****ORGANISATIONAL DEVELOPMENT**

4.6.1	To maintain core standards in respect of casework, telephone advice, meetings, correspondence, staff and volunteer support, record-keeping, policy documentations, monitoring and evaluation.	Executive Committee
4.6.2	To maintain a commitment to the Community Legal Service quality standard.	Executive Committee
4.6.3	To maintain an effective quality assurance system in respect of staff recruitment and development i.e. the Investors in People Standard.	Executive Committee
4.6.4	To provide a central office to act as a staff base, conference centre and point of contact for community and voluntary groups.	Executive Committee
4.6.5	To ensure that Service Users will be involved in the management and ongoing development of the service, wherever feasible.	Executive Committee
4.6.6	To develop and operate a suitable process for referrals to other agencies working in the equality field.	Executive Committee
4.6.7	To maintain an appropriate Equal Opportunities Policy and assess all queries relating to employment and service delivery in line with it.	Executive Committee

<b>4.7 COMPLAINTS</b>		
4.7.1	To maintain a complaints system and ensure by reasonable means that Service Users within the Caerphilly County Borough are made aware of it.	Number of complaints. Nature of complaints. Response times. Customer feedback. Quarterly report. MAF
4.7.2	To ensure that the monitoring system allows the regular reviewing and analysis of complaints received.	Progress report. Quarterly report. MAF
<b>4.8 SERVICE REVIEW AND GROWTH</b>		
4.8.1	To develop a Strategic Plan and update it, as necessary, in line with changing circumstances.  To ensure that on at least four occasions annually, the Director submits a written report on the activities of VALREC to the Executive Committee and that report and the Minutes of the relevant meetings will be supplied to Caerphilly County Borough.	Copy to Caerphilly Council when produced.  Copies of reports made available to Caerphilly Council.
4.8.2	To develop an Annual Work Plan against the strategic aims and key objectives in the Strategic Plan.	Copy available to Caerphilly Council.
4.8.3	To seek opportunities to extend VALRECs work and to develop plans for growth and funding applications within the overall framework of this agreement	Level of activity. Opportunities sought. Executive Committee