

## **DUNDEE CITY COUNCIL**

**REPORT TO:** Leisure, Arts and Communities Committee - 28 June 2010

**REPORT ON:** Service Level Agreement with Dundee Voluntary Action - Year 2 Financial Support

**REPORT BY:** Director of Leisure and Communities

**REPORT NO:** 293-2010

### **1.0 PURPOSE OF REPORT**

1.1 To seek approval for a grant award to Dundee Voluntary Action as part of a three year Service Level Agreement.

### **2.0 RECOMMENDATIONS**

2.1 It is recommended that the Committee approve payment of £41,450 to Dundee Voluntary Action following the satisfactory assessment of the Service Specification contained in Schedule 1 of the Agreement during 2009-10.

### **3.0 FINANCIAL IMPLICATIONS**

3.1 The cost will be met from the Leisure and Communities Department's 2010/11 Revenue Budget.

3.2 The way in which Dundee City Council's financial support contributes to Dundee Voluntary Action's running costs is detailed in Appendix 2.

### **4.0 BACKGROUND**

4.1 Following a review of departmental roles and responsibilities, it was agreed in August 2007 that Lead Department responsibility for the Council's liaison with DVA should transfer from the Social Work Department to the Leisure and Communities Department (Committee Report No 350-2007).

4.2 This decision was made to take account of the changing role of DVA, which began life in 1953 as Dundee Council of Social Service and has since evolved into current membership. The organisation's primary aim is to promote the interests and serve the needs of the voluntary sector in Dundee

4.3 The new Service Level Agreement, adopted in August 2007, fully reflects the role of DVA as a Community Planning Partner. The Agreement sets out how DVA will undertake to provide facilitation, communication, and representation and development services to enable local voluntary sector organisations to engage effectively with Dundee City Council and the Dundee Partnership.

### **5.0 KEY PERFORMANCE RESULTS**

5.1 Appendix 1 shows the full service specification and progress report. Key Performance results for this year include:

- Representation of the voluntary sector on strategic planning and partnership bodies (service specification 1). This year has seen DVA continue to maintain representation

at top levels of the Dundee Partnership in service specification 5. The mapping exercise of the voluntary sector in Dundee is now underway. Agreement has now been reached at Dundee Partnership level on development of a "One Stop Shop" as the best means to fulfil Scottish Government requirements to create local Third Sector Interfaces. This approach will bring together all of the resources and services currently provided by DVA and Volunteer Centre Dundee in a single point of access. The new structure will be managed by a joint group, with representation from DVA, VCD and the Social Economy Partnership. It is expected that these plans will be endorsed by the Scottish Government by the autumn of 2010.

- Development and implementation of the Dundee Compact (service specification 2). The Compact is now being reviewed in light of the above developments. An updated Compact and action plan, including specific reference to links with the Interface, will be the subject of a consultation/conference in October 2010.
- Development and support of voluntary sector Forums (service specification 3). DVA continues to support a wide range of forums which relate directly to strategic themes of the Community Plan. The past year has seen improved voluntary sector input to the CHP and a re-structuring of forums and involvement mechanisms for work with Children and Young People.
- Leading and supporting the development of the Social Economy Partnership and Forum (service specification 4). The Social Economy Network has now been formally linked to the Voluntary Gateway Management Group as part of the development of the Third Sector Interface.
- Participation in the development of local community learning and development initiatives and representation on the Community Learning and Development Partnership (service specification 5). DVA has recently appointed an Information and Training Co-ordinator with responsibility for maintaining and improving training programmes and publicity.

5.2 Regular assessment meetings between Dundee City Council and DVA have taken place and these have ensured effective delivery of the service specification during 2009-2010.

5.3 Continued funding for DVA through a Service Level Agreement is an effective way to ensure that the voluntary sector can participate and contribute fully as Partners in delivering the outcomes of Dundee's Single Outcome Agreement. It also contributes to the sustainability of the organisation and its support to voluntary organisations in the city.

## 6.0 POLICY IMPLICATIONS

### 6.1 Sustainability

The SLA specifies actions which will improve the Council's ability to engage effectively with the voluntary sector and to involve these organisations in working together to achieve the Community Plan's underpinning principles of sustainability, social inclusion and active citizenship.

### 6.2 Anti-Poverty

The SLA's service specification facilitates action which contributes to the following key policy objectives for tackling poverty and social exclusion:

- delivering services which meet the needs of groups or people who are likely to be poor or excluded
- developing participation in society
- Empowerment through participation in decision-making and collective action.

### 6.3 Equal Opportunities Implications

The SLA sets out, in paragraphs 11 and 21, specific requirements that DVA shall provide the services specified in a manner which complies with statutory requirements on Equality and Human Rights, promotes equality and monitors provision of its services to socially excluded groups.

**7.0 CONSULTATION**

7.1 The Chief Executive, Depute Chief Executive (Support Services), Assistant Chief Executive and Director of Finance have been consulted on the content of the report. The Chief Executive, DVA, has been involved in the development of the SLA.

**8.0 BACKGROUND PAPERS**

8.1 None.

**STEWART MURDOCH  
DIRECTOR OF LEISURE & COMMUNITIES  
21 JUNE 2010**

**SERVICE LEVEL AGREEMENT WITH DUNDEE CITY COUNCIL  
SERVICE SPECIFICATION**

<b>SERVICE AREA</b>	<b>-</b>	<b>REPRESENTATION</b>
---------------------	----------	-----------------------

<b>OUTCOME</b>	<b>OUTPUT</b>	<b>PROCESSES</b>	<b>REPORT ON PROGRESS FOR YEAR END 31-03-10</b>
<ul style="list-style-type: none"> <li>▪ DVA provides relevant up-to-date information to the Voluntary Sector locally, facilitates, networking between organisations and promotes opportunities for them to respond to emerging issues and consultations</li>   <li>▪ Representatives are well supported and informed to play a representative role</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensure CVS representation at the strategic level of the local Community Planning Partnership</li> <li>▪ Facilitate voluntary sector participation in thematic Community Planning Forums</li>   <li>▪ Needs of voluntary sector and the service users continue to be represented and highlighted</li> </ul>	<ul style="list-style-type: none"> <li>▪ Issues raised via thematic forums</li>   <li>▪ Renew of representation of Community Planning structures including reviewing communication output and capacity building</li>   <li>▪ DVA to lead on ensuring representation within new Third Sector Interface as it develops</li>   <li>▪ Conduct a standard survey to establish the views of the voluntary sector locally on CVS effectiveness in representing their interests in Community Planning and CHP</li> </ul>	<ul style="list-style-type: none"> <li>▪ DVA has continued to maintain representation at all top levels of Dundee Partnership .</li> <li>▪ DVA continues to support a number of thematic forums in order to facilitate voluntary sector participation in Community Planning.</li>   <li>▪ Agreement reached on new structure and representation.</li>   <li>▪ This will now be progressed as part of the fuller consultation on new One Stop Shop/Gateway .</li> </ul>

**SERVICE LEVEL AGREEMENT WITH DUNDEE CITY COUNCIL  
SERVICE SPECIFICATION**

<b>SERVICE AREA</b>	-	<b>FORUM DEVELOPMENT</b>
---------------------	---	--------------------------

<b>OUTCOME</b>	<b>OUTPUT</b>	<b>PROCESSES</b>	<b>REPORT ON PROGRESS FOR YEAR END 31-03-10</b>
<ul style="list-style-type: none"> <li>▪ Voluntary sector better informed to contribute to Strategic Planning</li> <li>▪ Better understanding of the sector so views can be represented</li> <li>▪ Establishing forums according to need</li> <li>▪ Forum Capacity Development</li> </ul>	<p>Health - Voluntary Sector representation on CHP</p> <ul style="list-style-type: none"> <li>▪ Little Wing</li> <li>▪ BME Advice Workers Forum</li> <li>▪ LGBT Forum constituted.</li> <li>▪ Tayside Deaf Forum established</li> <li>▪ Equality Forum Training Programme</li> </ul>	<ul style="list-style-type: none"> <li>▪ Explore how voluntary sector can best be represented within Health and Social Care Theme Group</li> <li>▪ Support development of network and user group               <ul style="list-style-type: none"> <li>▪ Continue to support while funding available</li> </ul> </li> <li>▪ Support to draft consultation</li> <li>▪ Provide support to set-up and fund</li> <li>▪ Identify training needs</li> </ul>	<ul style="list-style-type: none"> <li>▪ This has been addressed through the integration of the Compact for Health with the Dundee Compact.</li> <li>▪ Ongoing Support</li> <li>▪ Ongoing support</li> <li>▪ Continued support will be provided to develop these forums</li> <li>▪ Forum established and progressing towards grant applications</li> <li>▪ Training needs analysis completed. Programme ongoing. This will be reviewed and updated regularly.</li> </ul>

**SERVICE LEVEL AGREEMENT WITH DUNDEE CITY COUNCIL  
SERVICE SPECIFICATION**

<b>SERVICE AREA</b>	-	<b>FORUM DEVELOPMENT</b>
---------------------	---	--------------------------

OUTCOME	OUPUT	PROCESSES	REPORT ON PROGRESS FOR YEAR END 31-03-10
<ul style="list-style-type: none"> <li>▪ Maximised effectiveness of voluntary sector engagement</li>   <li>▪ Best practice promoted and shared</li>   <li>▪ Maximised communication</li> </ul>	<ul style="list-style-type: none"> <li>▪ Training programme</li>   <li>▪ Sustaining forums</li> </ul>	<ul style="list-style-type: none"> <li>▪ Improve DVA website</li>   <li>▪ Mapping of Voluntary Sector</li>   <li>▪ Consultation events held</li>   <li>▪ Support to individual forums reviewed as necessary</li>   <li>▪ Deliver training programme</li> </ul>	<p>Website has been redeveloped and Toolkit been added. Ongoing now that vacant post filled</p> <p>Now underway</p> <p>ongoing as relevant</p> <p>ongoing</p> <p>ongoing/as required</p>

**SERVICE LEVEL AGREEMENT WITH DUNDEE CITY COUNCIL  
SERVICE SPECIFICATION**

<b>SERVICE AREA</b>	-	<b>COMPACT DEVELOPMENT</b>
---------------------	---	----------------------------

<b>OUTCOME</b>	<b>OUTPUT</b>	<b>PROCESSES</b>	<b>REPORT ON PROGRESS FOR YEAR END 31-03-10</b>
<ul style="list-style-type: none"> <li>▪ Create a Dundee Partnership Compact which will formalise Partners' commitment to working together to achieve</li> <li>▪ Improve joint planning</li> <li>▪ Increased mutual recognition of the particular roles and strengths of the voluntary and community and public sectors and the contributions they make to the City</li> <li>▪ An increased role for the voluntary and community sector in policy, decision making and service delivery at all levels in the City</li> <li>▪ Retention and development of the shared commitment to inclusion diversity and equality</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compact evolves to meet changing national policy on Third Sector Interface</li> <li>▪ Action plan agreed               <ul style="list-style-type: none"> <li>▪ Local implementation of action plan</li> </ul> </li> <li>▪ Lead review of Action Plan and assessment of Compact</li> </ul>	<ul style="list-style-type: none"> <li>▪ DVA to lead on consultation with voluntary sector stakeholders</li> <li>▪ Reach agreement on new role, remit , membership for Compact in new climate</li> <li>▪ Establish remit and membership for new Interface and link to Compact</li> <li>▪ Agree reporting and review mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>▪ Consultation on revised Compact scheduled for October 2010</li> <li>▪ Structure agreed by Dundee Partnership               <ul style="list-style-type: none"> <li>• see above</li> </ul> </li> <li>• ongoing.</li> </ul>

**SERVICE LEVEL AGREEMENT WITH DUNDEE CITY COUNCIL  
SERVICE SPECIFICATION**

**SERVICE AREA - COMMUNITY LEARNING AND DEVELOPMENT: COMMUNITY CAPACITY BUILDING**

<b>OUTCOME</b>	<b>OUTPUT</b>	<b>PROCESSES</b>	<b>REPORT ON PROGRESS FOR YEAR END 31-03-10</b>
<ul style="list-style-type: none"> <li>▪ More confident, skilled and active community members</li> <li>▪ Active communities with more influence</li> <li>▪ Community groups and voluntary organisations with better access to resources and more able to deliver services effectively</li> <li>▪ Community groups and voluntary organisations more able to plan, deliver and assess their work</li> <li>▪ Community groups and voluntary organisations involve a wide range of people in their work</li> <li>▪ Community groups and voluntary organisations more able to make links with organisations from other areas and develop working</li> </ul>	<ul style="list-style-type: none"> <li>▪ Develop and deliver a Community Capacity building training programme in partnership with Volunteer Centre Dundee in response to local needs</li> <li>▪ Produce a DVA/VCD Training Calendar and deliver specific training</li> <li>▪ Develop, deliver and evaluate training programme as appropriate</li> </ul>	<p>Work with Volunteer Centre Dundee and other partners to:</p> <ul style="list-style-type: none"> <li>▪ Identify the sectors community learning and development needs</li> <li>▪ Map current community capacity training provision</li> <li>▪ Identify gaps in training provision</li> <li>▪ Organise, deliver and evaluate training programmes in response to identified needs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Annual Training Programme now ongoing</li> <li>▪ DVA and VCD collaborating on training through joint publicity, sharing information and agreement on costings.</li> <li>▪ ongoing</li> </ul>



## Appendix 2

### Dundee Voluntary Action

#### Expenditure in relation to Core Grant - DCC

	Actual 2009/10	Budget 2010/11
Income received - DCC	41450	41450
Total Income	41450	41450
<b>Expenditure</b>		
Salaries and oncosts	41982	65356
Wages - Travel costs	346	400
Rent & Rates	667	700
Room Hire	130	150
Volunteer Expenses	225	300
Minor Equipment	1002	150
Conference/Training	409	450
Catering	686	500
Car Parking	540	540
Photocopying	33	400
Postage	158	200
Telephone/Fax	100	250
Stationery	93	100
Payroll /Bookkeeping Expenses	120	120
Audit/Accountancy Fees	31	200
Legal & Professional Fees	102	500
Organisational Development	169	200
AGM & Compliance	1068	1000
Venue Fees	284	280
Bank Charge	100	100
Disallowed VAT	303	300
Publications/Subscriptions	230	250
Insurance	225	250
Refreshemtns/Entertainments	1232	500
General Exps	179	150
Depreciation	420	400
<b>Total Expenditure</b>	<b>50835</b>	<b>73746</b>
<b>Surplus or Deficit</b>	<b>-9385</b>	<b>-32296</b>