

Report of	Meeting	Date
Chief Executive (Introduced by the Executive Member for Community Services)	Executive Cabinet	25 June 2015

VCFS COMMISSIONING 2014/15 – 2016/17; END OF YEAR ONE

PURPOSE OF REPORT

1. This report is provided to update the Executive on the performance of the commissioned VCFS providers during 2014/15 (year one).

RECOMMENDATION(S)

2. That the report be noted.

EXECUTIVE SUMMARY OF REPORT

3. Overall performance of all of the commissioned providers is excellent; all of the organisations have met or exceeded all the aims as set out in their Contract.

Confidential report Please bold as appropriate	Yes	No
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Key Decision? Please bold as appropriate	Yes	No
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REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

4. To ensure effective monitoring of the council's commissioned providers.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

5. No alternative options considered.

CORPORATE PRIORITIES

6. This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all	X	A strong local economy	X
Clean, safe and healthy communities	X	An ambitious council that does more to meet the needs of residents and the local area	X

BACKGROUND

7. Chorley Council is committed to supporting its communities and to ensuring that the voluntary, community and faith sector (vcf) are enabled to play their part in our communities. In December 2013 a review of the Core Funding process was undertaken.
8. Based on the conclusions within the review, it was recommended and approved that we move towards a commissioning model. The commissioning model enabled Members to decide which are the areas of greatest need within Chorley, and prepare invites to tender for organisations to deliver services to meet these needs. This was supplemented by support for small organisations through a small community funding process. The benefit of this approach was to direct funding towards services that meet the needs of the community, whilst continuing to support the whole of the vcf sector. This is done both through the combination of commissioning and small community funding, and through the Council's on-going commitment to support the VCFS Network.
9. An Executive Member Decision undertaken in January 2014 approved the procurement process for the commissioning model. This included an open advertisement through The Chest (the Council's e-procurement portal), asking for tenders from providers who can deliver the services as set out in the specifications. Also agreed was the evaluation criteria of 80% quality and 20% cost. The quality criteria were to be assessed using the information that tenderers provided in their method statements.
10. In March 2014 Executive Cabinet approved the providers for the contracts procured through the VCFS commissioning process. It was agreed that all contracts would be 1 +1 +1; this would mean that the contract would be for 1 year with the option to extend on an annual basis for up to a further two years subject to contract review, with a maximum contract length of 3 years.

Name of tender	Approved provider
Delivery of Advice Services	Lancashire West CAB
Delivery of a family support service	Home-Start Central Lancashire
Delivery of a service to support vulnerable adults (women)	Chorley Women's Centre
Delivery of volunteering provision to support older people	Age UK Lancashire
Delivery of a community safety support service	Chorley Street Pastors
Delivery of an arts and employability programme for young people	The Arts Partnership

END OF YEAR ONE PERFORMANCE

11. Contract reviews have been undertaken with each of the providers, and an update on each of the contracts is provided within this report at Appendix A.
12. This report recognises the valuable work being undertaken within our communities by voluntary, community and faith groups. Each of the organisations commissioned have expressed that they can see no risks to the future delivery of their service, and that their service is on track to achieve year two and three targets. Following the successful contract reviews it was agreed that in line with the contract, the Agreement would be extended for a further term of one year (1 April 2015 – 31 March 2016).

IMPLICATIONS OF REPORT

13. This report has implications in the following areas and the relevant Directors' comments are included:

Finance	x	Customer Services	
Human Resources		Equality and Diversity	
Legal	x	Integrated Impact Assessment required?	
No significant implications in this area		Policy and Communications	

COMMENTS OF THE STATUTORY FINANCE OFFICER

14. The commissioned services, as outlined in this report, will be contained within the approved budget

COMMENTS OF THE MONITORING OFFICER

15. The Executive Decision to award the contracts allowed for a maximum contract term of 3 years. On the basis that performance is satisfactory there is no requirement for an Executive Decision to continue the contracts although it is correct to report for noting that the contracts are to continue.

GARY HALL
CHIEF EXECUTIVE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Louise Wingfield	5061	1 June 2015	Chorley Commissioning end of year 2014/15

Appendix A: Performance of Commissioned providers during year one (2014/15)

Delivery of Advice Services

The approved provider is Lancashire West Citizens Advice Bureaux; the contract cost is £74,995.00 per annum.

Overview

This contract is to provide a free advice and information service for all residents of Chorley on a range of issues, mainly focusing on debt, legal, housing, money, welfare benefits, utilities, employment and consumer issues, although advice should be available on a full range of issues, which also includes education, finance, health, immigration, relationships, tax and travel. The service will be a pivotal mechanism in supporting Chorley residents through the current welfare reform changes with an important role to play in terms of early intervention and prevention.

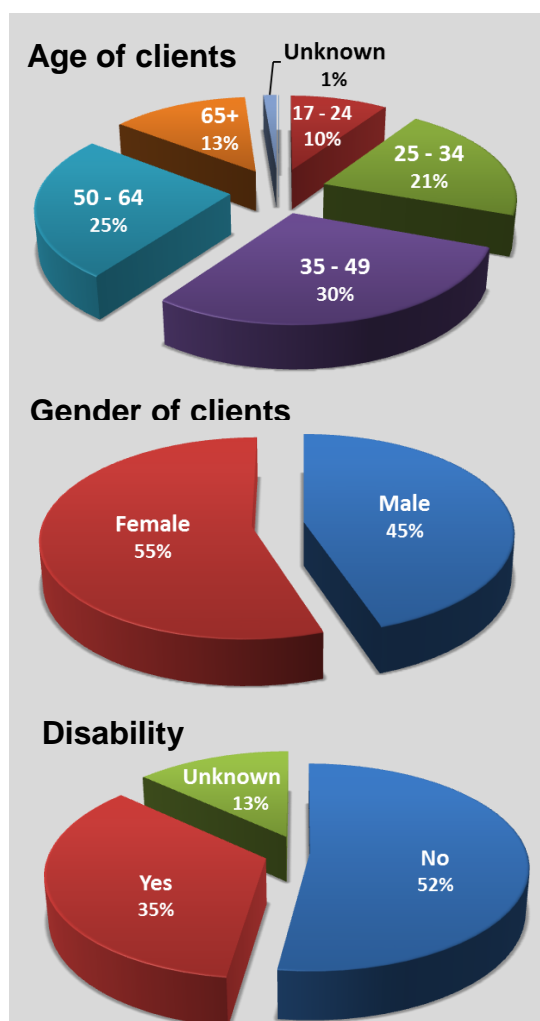
Performance

The organisation has met all the aims as set out in the Core Funding Contract as well as meeting the target client numbers. Chorley CAB has provided a holistic, free, independent, confidential and impartial advice service delivered by both staff and volunteers. The service is available Monday to Friday between 9am and 5pm.

The total number of clients accessing the service in 2014/15 was 5647. The breakdown of issues by enquiry shows that the main issue is debt at 43.6%, followed by benefits and tax credits at 21.9%. The top four wards with the highest number of clients accessing the service also fall into the bottom 20% of areas in the country in terms of overall deprivation.

Total Issues by Ward

Chorley South West	13.1%
Chorley North East	10.5%
Chorley East	10.4%
Chorley South East	10.4%
Adlington and Anderton	7.4%
Clayton-le-Woods North	6.7%
Coppull	6.5%
Astley and Buckshaw	5.8%
Clayton le Woods & Whittle le Woods	5.1%
Chorley North West	4.6%
Wheelton and Withnell	3.2%
Clayton le Woods West & Cuerden	3.0%
Eccleston and Mawdesley	2.4%
Euxton South	2.4%
Euxton North	2.3%
Chisnall	2.1%
Lostock	1.4%
Heath Charnock and Rivington	1.3%
Pennine	0.7%
Brindle and Hoghton	0.6%



Gateway, general and specialist advice services have been provided via telephone and face to face. Clients start their journey with a simple interaction with a gateway assessor to see if they can

help themselves with or without support, thus ensuring services have been targeted at those in most need and in order to manage demand. Where further support was needed client appointments were made for in-house CAB services ensuring they went straight to the correct adviser or caseworker appropriate to their enquiry. Throughout 2014/15 Welfare Benefits and Debt have remained the top enquiry areas. Through the provision of in-house welfare benefits and debt caseworkers, Chorley residents have once again had the benefit of specialist advice which is critical in enabling clients to access their benefit entitlements, manage the changes brought about by Welfare Reform and stabilise their financial situation.

Chorley CAB has provided volunteer opportunities for over 100 people throughout 2014/15, and the learning opportunities provided to volunteers through dedicated CAB training enhanced skills has resulted in many gaining employment outside of their CAB role.

Delivery of a Family Support Service

The approved provider is Home-Start Central Lancashire; the contract cost is £22,000.00 per annum.

Overview

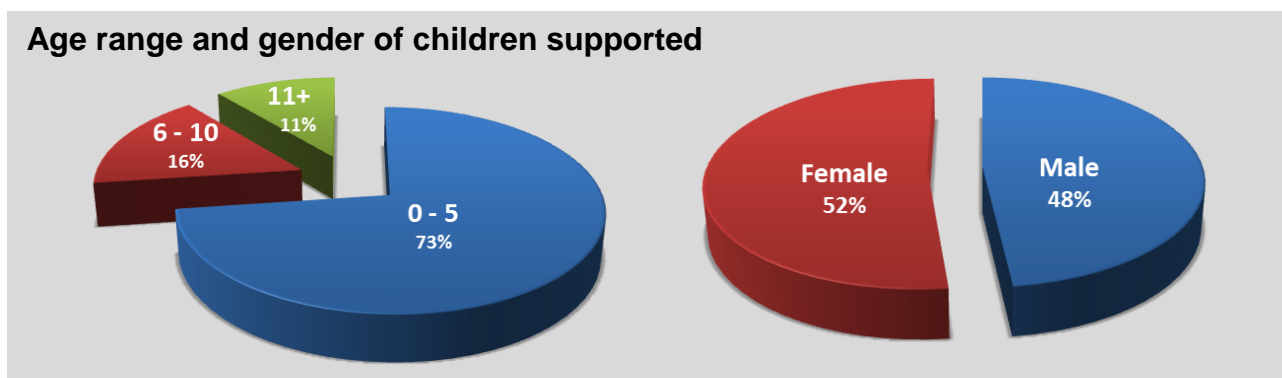
The purpose of the service is to help parents who may need additional support to achieve better lives for their children. The contract is to deliver a service that should offer practical help, support and friendship to families who have children between the ages of 0 -11 years. A range of delivery formats will be used to achieve improved outcomes for the families including increased skills, knowledge, motivation and stronger support networks along with a better physical health and sense of wellbeing.

Performance

The organisation has met all the aims as set out in the Core Funding Contract as well as exceeding their targets during 2014/15. Over the last 12 months 140 families have been supported in the Chorley area, this includes 291 children. Home-Start has also trained 15 new volunteers this year, and currently has 59 volunteers, with a training course planned for April 2015 for a further 17 volunteers.

Home-Start provides practical help, support and friendship to families (parents, carers and grandparents) who have children aged 0 -11years and who may need support for a variety of difficulties. This might include issues such as isolation, illness, disability, post-natal illness, partner in prison, domestic abuse, debt, housing or relationships issues. Support is provided through home visiting and group support.

Home visits are provided by a supervised volunteer visiting for three hours each week supporting the family with needs identified through an Action Plan. Volunteers work alongside a parent identifying and building upon strengths, helping to build confidence, skills and knowledge through befriending. Support networks are also developed by looking at what is available within the family's local community and encouraging the family to take part in other activities. Two Family Support Groups are held; one in Clayton Brook on Mondays from 1pm to 3pm and one in Chorley Town Centre on Wednesdays from 1pm to 3pm.



This year has also seen the opening of the Hub@Home-Start and the Children's outside play area, which is also an added boost to the service and shows that Home-Start is continually reviewing and adapting its services to meet local demand.

In September 2015 Home-Start will come to the end of a Lottery Reaching Communities 5yr funding grant, however an application has been made to the Lottery for continuation funding and has been successful in the 1st stage application process, the 2nd stage application has been developed which will be submitted in the next couple of months.

Delivery of a service to support vulnerable adults (women)

The approved provider is Chorley Women's Centre; the contract cost is £14,995.50 per annum.

The contract is to provide support for women's physical and mental health and wellbeing. It should provide a safe and secure place for vulnerable women to access self help and support as well as free domestic violence counselling provision. The provider will need to work with a range of partners, ensuring the best service for clients which includes working in partnership with equivalent services for men, and linking into organisations who can support the needs of the children of any clients.

Performance

The organisation has met all the aims as set out in the Contract for support for vulnerable adults (women) as well as achieving their targets during 2014/15.

Chorley Women's Centre has supported some of the most vulnerable women in Chorley and indirectly their families. The Women's Centre has opened 3 days a week for drop in, Tuesday, Friday and Saturday, offering support both in a group social setting or one to one. They have also offered self-help groups, courses and weekly relaxation sessions. These groups promote self-awareness, self-esteem and coping skills/ strategies. Free counselling has been offered to women, plus specialist counselling (Release) to those (including men) who have been raped and/or sexually abused.

At the Women's Centre there have been a total of 575 clients attending a total of 799 counselling sessions over the year; the main issues are stress, depression and anxiety, emotional crisis and self-esteem related issues, and relationship breakdown.

Circle Counselling offer confidential person centred counselling, sign posting and free legal advice for those who may be experiencing domestic violence or abuse. They have provided counselling and advocacy for 122 clients (including one male).

A total of 107 clients were referred to other agencies for further advice or support. The largest percentage of these was to specialised health related support which includes carer support, cancer support, and eating disorder services, followed by the food bank, the Crisis team or other mental health support services, alcohol and drug services, and the GP.

The centre also provides a range of personal development courses, workshops, treatments and sessions in a range of areas including; LGBT, singing for fun, assertiveness and self-esteem, meditation workshops, singing/drumming, relaxation, legal advice, healing, pregnancy / chlamydia testing, and LWSAR programme.

There is also a library at the Women's Centre with a wide variety of books and tapes on offer including; relationships, assertiveness, alternative therapies, depression, stress and relaxation, pregnancy, children and parents, grief, eating disorders, as well as HRT and the menopause.

The Women's Centre currently has 10 volunteers who are fully trained and supported by the organisation.

Delivery of volunteering provision to support older people

The approved provider is Age UK Lancashire; the contract cost is £9,996.48 per annum.

Overview

The contract is to provide a volunteering provision to support older people (defined as age 50+ for the purposes of this service) in Chorley. This volunteering will deliver a range of provision including activities, community groups, and befriending, enabling people to remain independently in their own homes and help to reduce social isolation. The service will also encourage older people to take up volunteering opportunities themselves.

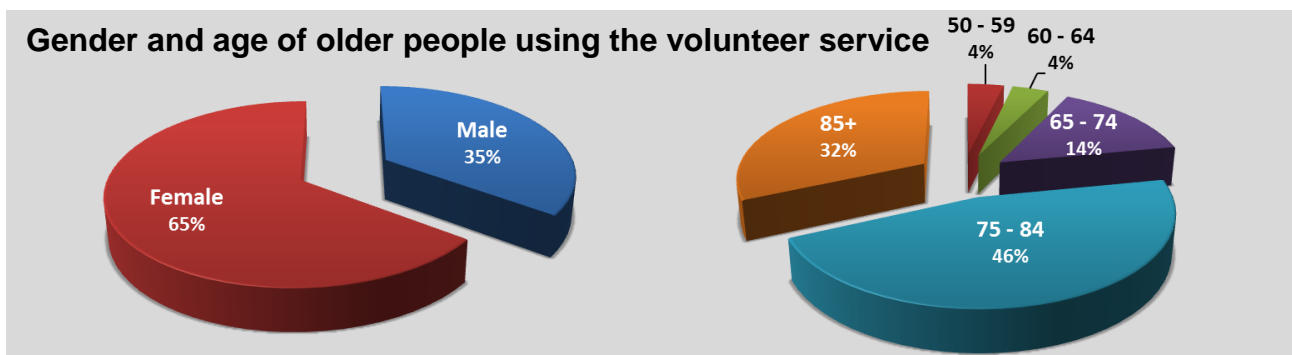
Performance

The organisation has met all the aims as set out in the Contract for volunteering provision to support older people as well as exceeding their targets during 2014/15. There are currently 56 volunteers, and in 2014/15 more than 1,800 older people used the service.

The Age UK Community Engagement Manager and Personal Adviser have established contact with older people's groups across the district and developed relationships. During the year they have visited in excess of 30 Older People's groups to provide information on services, governance and campaigns including winter resilience, care in crisis and dementia awareness. They have responded to a wide variety of referrals as a result of these visits as well as requests for additional groups.

Role descriptions and role adverts have been completed for all volunteering roles as well as a review of recruitment and training processes. A peer support group for volunteers in the area has been established following two training courses which included Dementia Friends, data protection and safeguarding, with further meetings arranged on a quarterly basis until the end of 2015.

This funding has enabled Age UK to undertake essential work to support groups of older people in Chorley Borough to become sustainable and to ensure that the volunteers leading these groups are fully informed and supported in their role. An Engagement Agreement has been introduced which allows groups to formalise their relationship with Age UK Lancashire and receive long arm support. Work has included local church and community groups to support the establishment of new activities and groups; this has included the new dementia café in Chorley and exercise groups across the district in association with Lancashire Adult Learning.



During the year the engagement activity undertaken by Age UK in Chorley has had an impact on the governance, sustainability and resources of local groups which were previously unsupported. The Village Agent model has been developed which helps to ensure that there are key members within each group and community supported by Age UK, who can champion their own community and have an impact on accessibility and support for individuals.

Delivery of a community safety support service

The approved provider is Street Pastors; the contract cost is £7,998.92 per annum.

Overview

The purpose of the service is to support local agencies in tackling community safety issues in Chorley, helping to reduce crime and the perception of crime. This contract is to deliver a service that will be a volunteer led provision that responds to local concerns. The service will help people who may be vulnerable and posing a risk to themselves or others, on the streets or in night-time venues by providing assistance, advice and practical support to promote healthier lifestyle choices.

Performance

The organisation has met all the aims as set out in the Contract for community safety support services as well as exceeding their targets during 2014/15.

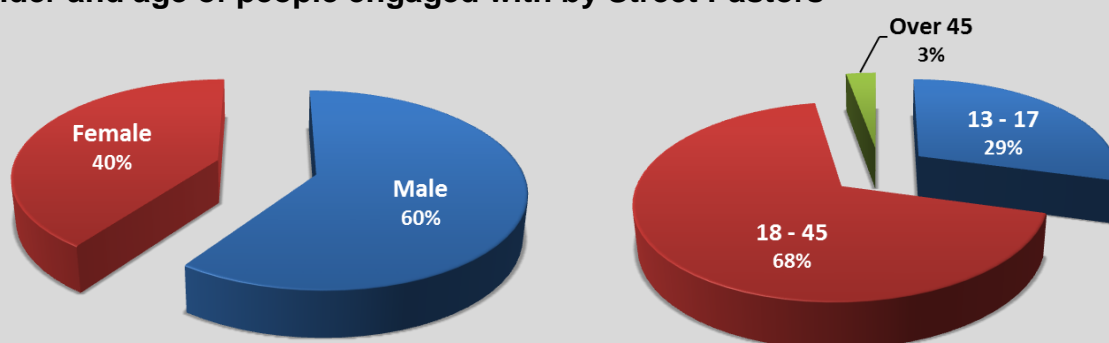
Over the year the Street Pastors have engaged with more than 4500 individuals. Numbers of Street Pastors have been maintained throughout 2014/15, with a new cohort of 8 volunteers trained, as well as a further three to five people currently being considered for training.

The Chorley Street Pastor teams have continued to regularly patrol; Chorley Town Centre plus various housing estates and outlying villages including Coppull, Clayton Brook, Clayton Green and Adlington, the recreation areas in Adlington, Buttermere and Devonshire Road as well as the skate park in Euxton.

A regular presence of Street Pastor patrols has been provided each weekend with early and late patrols each Friday night as well as late patrols on alternate Saturday nights. Regular meetings are held between a representative from the Police and the Street Pastors coordinator to keep up to date with Police protocols. Meetings are also held with the Council in order to keep informed about current Council community initiatives and concerns.

Street Pastors provide support when necessary to vulnerable people ensuring they get home safely, accompanying them to hospital, calming situations etc in Chorley town centre, Clayton Brook, Coppull and Buttermere. They engage with the public in a positive way resulting in conversations with individuals about their hopes and fears relating to their daily lives, work and relationships, as well as providing when necessary; basic first aid to cuts and bruises, water bottles to combat dehydration, lollipops as 'ice breakers' and to raise blood sugar levels, flip flops when stilettos are impractical as well as 'space blankets' to combat hyperthermia.

Gender and age of people engaged with by Street Pastors



Delivery of an arts and employability programme for young people

The approved provider is the Arts Partnership; the contract cost is £10,000.00 per annum.

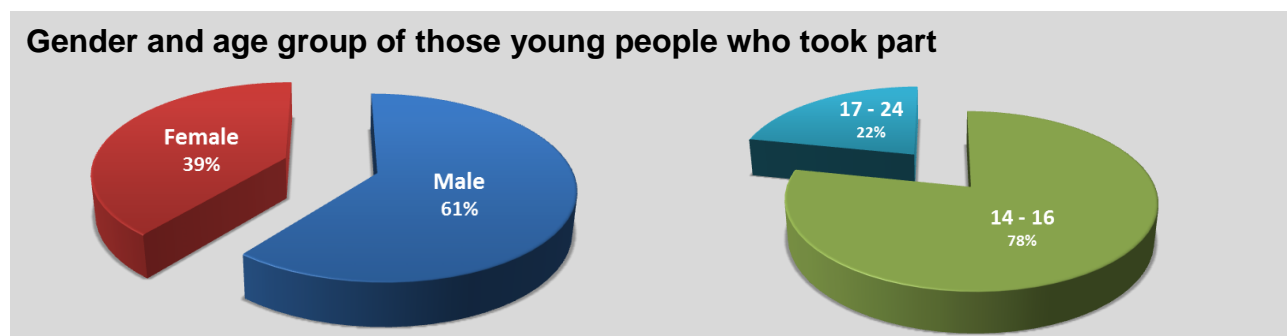
The contract is to design, develop and deliver a programme for young people (aged up to 25) which will allow them to develop essential employability skills such as confidence, time keeping, social and management skills through arts based activities, complemented with opportunities to gain work related skills as part of a series of work placements or workshops to achieve qualifications.

Performance

The organisation has met all the aims as set out in the Contract for an arts and employability programme for young people as well as exceeding their targets during 2014/15.

46 young people took part on the introduction to radio/interview skills programme, this was a short introduction to Media using Chorley FM Community radio station, and young people worked on basic radio skills and an introduction to interview technique. All of the young people who took part achieved entry level and/or level 1 AQA awards.

The young people developed new skills around how radio works, what community radio is and what it involves, which included interview techniques and recording sessions. This also helped to build their confidence and gave them a sense of achievement and pride in themselves, as well as helping them to realise the benefits of team working, allowing them to develop essential employability skills.



As a direct result of the programme Albany Academy are providing weekly interviews and updates to Chorley FM which are played both live and as podcasts. Mayfield School have also taken part on the programme and would like further work to encourage students to volunteer in the community.