



AGENDA ITEM

5

**FOLLOWING THE PUBLIC
POUND (FPP):
MARGINALISED
GROUPS**

FALKIRK COUNCIL

Subject: FOLLOWING THE PUBLIC POUND (FPP): MARGINALISED GROUPS
Meeting: SCRUTINY COMMITTEE
Date: 10 MARCH 2016
Author: DIRECTOR OF CORPORATE AND HOUSING SERVICES

1. INTRODUCTION

- 1.1 The purpose of this report is to update Members on the work of the external organisations which receive funding, in whole or in part, with a focus on marginalised groups and which fall within the 'Following the Public Pound' (FPP) reporting and monitoring arrangements. In addition, this report provides Members with an update regarding the ongoing commissioning process for services for Survivors of Trauma.
- 1.2 With regard to funding, Members are provided with information on the funding agreements in place with external organisations during the periods 1 April 2014 - 31 March 2015 and 1 April 2015 – 31 December 2015, in line with the FPP and Council procedures.

2. CONTRIBUTION TO OUTCOMES

- 2.1 The organisations that we fund make a significant contribution to our local outcomes, as outlined in our Single Outcome Agreement, and to key commitments within the Corporate Plan.
- 2.2 One of the key areas these organisations make a significant contribution towards is our Poverty Strategy – Towards a Fairer Falkirk. The strategy aims to reduce poverty and its impacts on individuals and communities across our area. This is so that everyone living in each of our communities has the same opportunity to reach their full potential and access all the services our public agencies provide to support daily life. We aim to help those who may experience disadvantage through disability, socio-economic status, ill health etc. to fully participate in community life. The strategy seeks to:
 - Maximise the number of people in better paid, secure employment
 - Reduce levels of debt across the population and maximise the income of households who rely on benefits
 - Increase the financial choices available to our population and increase people's understanding of the consequences of financial choices.

- 2.3 The strategy seeks to support some of the most marginalised groups in society. Marginalised groups often consist of the most vulnerable and at risk individuals who can feel excluded, insignificant or peripheral to decision making. This might include people who are economically excluded because of poverty, socially excluded because of disability or other health issues; or culturally excluded because of ethnicity or religion. Examples of some of the marginalised or hard to reach groups that we work with can include people reliant on benefits for income, lone parents, elderly, disabled and people from black and ethnic minority groups. The groups the poverty strategy specifically targets include:
- Lone parents with dependent children;
 - Single working age people without children, who are either in receipt of benefits or in low paid work;
 - Single pensioners
 - Households with younger children and with more than 2 children, who are either in receipt of benefits or in low-paid work;
 - Households affected by disability, including those with mental health problems;
 - Looked after children and care leavers;
 - Households affected by homelessness;
 - Households affected by drug and alcohol use; and
 - Offenders and ex-offenders and their families.
- 2.4 Some of the work undertaken by these organisations also makes a direct contribution to our aspirations on equality and diversity. This work facilitates citizens having equality of opportunity, equity of access to services, and being able to play an equal part in all aspects of community life. We are particularly keen to address circumstances where any group may feel marginalised or excluded, perhaps influenced by factors such as education, economic, environmental or social circumstances.

3. SERVICES FOR SURVIVORS OF TRAUMA

- 3.1 In June 2015, the Executive agreed that a new service for survivors of trauma be commissioned, using the principles of the Public Social Partnership (PSP) approach and with a view to having the new service in place by April 2016. In September 2015, the Executive confirmed that the budget to be allocated to the new service for survivors, would comprise the amounts previously allocated to Open Secret and Rape Crisis, thereby allocating a maximum budget of £102,783. It should be noted that the budget for 2016/2017, is subject to Member approval within the Council's budget setting process.
- 3.2 In October 2015, £35,000 was awarded by the Scottish Government (Survivor Scotland Development and Innovation Fund) to the council, to support the development of the new commissioning process. This funding has been used to secure short term, dedicated resource to develop a new service model, by working with partners including NHS Forth Valley, Falkirk Council, Police Scotland and Third Sector agencies within the Falkirk area. This dedicated support will end on 31 March 2016.
- 3.3 In order to align the new service with statutory and local priorities, the scope of the new service is defined as trauma informed services for adults who have been affected by abuse.

This scope means that the service will be available for people who have experienced trauma in childhood and also people who have experienced trauma as an adult. The intention being that as the service is developed, there will be further alignment to the adult support and protection agenda, in addition to early intervention and prevention, positively impacting on statutory service provision.

- 3.4 An ambitious vision has been set for the new service, which will result in survivors of trauma being able to access a range of services in line with their own personal outcomes, across the domains of wellbeing, which may include psychological and therapeutic intervention, as well as support towards training, employment and sustained tenancy. The change to the current service will rely on organisations collaborating effectively through shared assessment and a referral protocol, ensuring supported transition between services. The rationale for this being that the sum of the expertise available across services is greater than its parts, therefore joined up service provision will mean better and more efficient service provision and thus improved support and outcomes for survivors.
- 3.5 To enable this transition, it is proposed that using the budget noted in 3.1, the new model of service be piloted during 2016/2017. This will allow for the model to be tested, adoption of agreed quality standards to be embedded across the partnership and for formal collaboration between agencies to be fully realised, with a focus on the needs of survivors. The service would then be procured through a formal tendering exercise, commencing in 2017/2018.

4. OVERVIEW OF ORGANISATIONS WHO RECEIVED FUNDING

- 4.1 The table below shows the 5 external organisations, supporting marginalised groups that received Council support during 2014/15, either via 'in kind' support or by direct financial support. It should be noted that some external organisations received more than one source of support from Falkirk Council and where this is the case, it is noted within individual reports.

Appendix	Organisation	Report Period	Funding Purpose	Total Support Received 14/15
1	The Action Group	April 14 –Dec 15	Real Jobs Falkirk	£90,000
2	Salvation Army	April 14 –Dec 15	Soup Kitchen	£10,745
3	Central Scotland Regional Equality Council	April 14 –Dec 15	Central Scotland Regional Equality Council	£10,200
4	Falkirk & District Women's Aid	April 14 –Dec 15	Falkirk & District Women's Aid	£244,170
5	Linkliving	April 14 –Dec 15	Smartmove project	£14,114
	Total Funding			£369,229

- 4.2 Falkirk Council values the services provided by external organisations, including those from the Third Sector. However given the continuing financial pressure the Council is experiencing, there is a need to continually review the funding provided to external organisations. This means that every budget needs to be reviewed over the coming years. In some cases this means that funding to organisations reduces. We appreciate the services delivered are often valued but in some instances are no longer affordable given the fiscal pressures we face.

5. ASSESSMENT OF INDIVIDUAL ORGANISATIONS PERFORMANCE

- 5.1 An individual report is attached for all of the external organisations shown above. Each report provides an overview of the service provided, the agreed objectives or outcomes, performance information during the reporting period and a financial overview based on audited accounts or where these have not yet been published for 2015/2016, financial monitoring arrangements that are in place.
- 5.2 As part of the support allocation assessment process, external organisations are allocated a risk rating based on governance arrangements, financial management and past performance. The ratings are low, medium or high and provide Monitoring Officers with an indication of the minimum level of monitoring and support which should be established. External organisations deemed as low risk, are monitored at least annually, medium risk external organisations should be monitored at least quarterly and high risk, at least monthly. Monitoring is recommended to take the form of regular reports, which measure performance against outcomes and/or objectives and provide financial monitoring information. Monitoring officers are also required to hold meetings with the external organisation throughout the year.

6. CONCLUSION

- 6.1 This report demonstrates the continuing contribution which external organisations make towards our local outcomes. Members are therefore invited to consider each organisation's report and select from the following options for each external organisation:
- a) Approve report and acknowledge progress by the external organisation in meeting Council priorities;
 - b) Request further information on specific aspects of the service provided; or
 - c) Request action with follow-up for subsequent Scrutiny Committee consideration.

7. RECOMMENDATIONS

Members are asked to:

- 7.1 **Consider individual reports for external organisations and select an option from those presented in 4.1; and**
- 7.2 **Note progress in relation to the commissioning process for Services for Survivors of Trauma.**

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DIRECTOR OF CORPORATE & HOUSING SERVICES

Date: 04 February 2016

Ref: ABC1016LM – FPP Report – Marginalised Groups

Contact Name: Fiona Campbell

LIST OF BACKGROUND PAPERS

Any person wishing to inspect the background papers listed above should telephone Falkirk 01324 506004 and ask for Fiona Campbell.

<p style="text-align: center;">CHILDREN'S SERVICES FALKIRK COUNCIL FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2014/15</p>

Organisation Name	The Action Group
Project	Real Jobs Falkirk
Agreement Dates	1 April 2014 to 31 December 2015
Name of Lead Officer	Elaine Costello

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

The aims of The Action Group are to provide a service which will assist disabled young people, especially those attending Carrongrange School, to choose their post-school direction and to make a successful transition into sustainable employment, voluntary work placements, training or further education.

List of Agreed Outcomes

Outputs	Annual Target 2014/15	Achieved 2014/15	Annual Target 2015/16	Achieved To December 2015
The number of young people completing a Vocational profile	24	24	26	18
The number of young people supported to undertake a work placement or voluntary work	28	31	20	18
The number of households seeing their household income increase as a result of intervention by the Real Jobs Falkirk service and Falkirk Councils	10	12	8	4
The number of people with support needs that will be supported into employment	7	7	5	7
The number of people with support needs who will sustain employment for over three months	4	7	4	8
The number of young people with support needs sustaining employment for longer than six months	5	8	5	15
The number of people participating in supported work placements at the Steadings Café in Muiravonside Country Park and the Tryst Café in Stenhousemuir	60	81	50	58
The number of young people with support needs that will be supported into Education or Training which will be sustained for at least three months	20	50	20	23
The number of young people with support needs that will be supported to achieve a work related qualification	12	17	10	8

Why Service/Project is Funded Externally Rather than by the Council

The project focuses on young people with a range of disabilities who are often hard to access and who find it difficult to use mainstream services. Young people with learning disabilities and other support needs attending Carrongrange school often feel excluded by the actions of others and self select not to participate. Project workers are skilled at working with these groups and have established effective partnerships across the council area. The project works with ETU and a member of ETU attends monitoring meetings to ensure that relevant links are made between young people involved in the project and the employability skills pipeline.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

2014/15 finished strongly with Real Jobs Falkirk meeting, or exceeding, the targets for getting people with learning disabilities and other support needs into employment, and sustaining people in work. The service continues to support the 13 final year pupils participating in Learning Works and we are beginning to prepare for the next cohort with site visits, applications and interviews in advance of next year.

The Learning Works programme continues to work closely with Carrongrange school and the three local employers: The Inchyra Grange Hotel (MacDonald Hotels chain); Malcolm Allan Manufacturing Meat Suppliers and Serco, the facilities provider at the new Forth Valley Royal Hospital in Falkirk, as well as with Forth Valley and Cumbernauld Colleges.

Feedback from all of our partner employers remains very positive and the good news is that it looks as though some of the young people completing their work experience this year will be kept on as paid employees when they leave school, although exact numbers have still to be determined.

This has been a very positive experience for all concerned and has raised the outcome numbers of young people getting into work. We want to continue to work with the school in order to develop this further, subject to staff capacity.

Muiravonside

Muiravonside café continues to provide invaluable work experience. The benefit to service users comes out in outcomes achieved with not only Carrongrange pupils benefitting but also those with Grangemouth, Denny and The Braes schools. The café has now been repainted by students from Forth Valley College and staff and the chairs have been reupholstered. It now looks like a new café!

Summary of Key Issues/ Challenges Facing Organisation

Staffing and Funding issues remain but the project is hopeful that providing these areas remain relatively stable that it should be in position to cope with increasing demand.

How has Organisation Contributed to Council/ Service Priorities

The project has contributed to the Council's Poverty Strategy outcomes in:

- Employment by increasing the number of young people participating in post 16 learning; and increasing the proportion of school leavers entering a positive destination.
- Financial Security: By maximising the income of households that rely on benefits.

25% of the projects service users reside in SIMD areas.

List any Areas where there has been Shortfall in Performance

There has been no shortfall in targets being achieved in 2014/2015

How often are Review Meetings held with Lead Officer

Six monthly.

C FINANCIAL / RISK ASSESSMENT OVERVIEWTotal Support Provided (Financial & In-Kind Contributions)

£118,378 Falkirk Council Contribution 14/15
 £50,000 Big Lottery Funding to December 2014
 £100,621 Falkirk Council Contribution 15/16
 £85,621 Falkirk Council Contribution 16/17

Last Period of Submitted Audited Accounts

1 April 2014 to 31 March 2015 – no qualifications/issues.

Future Risks (Financial, Operational or Structural) Faced by Organisation

Lack of continued funding from the Council and other sources would risk the ongoing delivery of the project.

Overall Risk Rating (Low/Medium/High)

Medium
 Due to ongoing fiscal constraints and a further reduction in funding of £15,000 from Falkirk Council in 2016/17.

D CONCLUSIONSSummary/ opinion of organisations overall progress carried forward from last report, and also during this year

The project is effective in carrying out the type of work that bridges the transition from school to employment for young people with learning disabilities and other support needs, including those leaving care, from an ethnic minority background or with a background of offending behaviour.

To date the project has successfully met targets and has the support of parents, teachers and employers.

E COMPLETED BYName

Elaine M Costello

Designation

Integration Support Manager

Date

18 February 2016

**FALKIRK COUNCIL CORPORATE & HOUSING SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2014/15**

Organisation Name	Salvation Army
Project	Soup Kitchen
Agreement Dates	1/4/14 - 31/3/15 & 1/4/15 - 31/12/15
Name of Lead Officer	Joanna Stewart

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

The Falkirk Drop in service has been running for a number of years now with one full time Drop in Coordinator and relying on a number of volunteers. The project has the following core objectives to;

- provide a Place of Safety
- keep the ethos of a Healthy person at the project core
- ensure the Welfare of clients
- develop the service to ensure that it meets the changing needs of the client

The drop in service provides a nutritious meal Monday to Friday as well as showering and washing facilities and food parcels and hygiene packs for those in emergent need.

The client group come from a variety of backgrounds from those who have been affected by recent benefits cuts, to those with enduring mental health needs to those with addictions. Fundamentally the project provides signposting and support to help the most vulnerable individuals in the Falkirk area access other statutory and third party services that will address their needs.

The project delivers services under the following Corporate Plan goals:

- Continuing to improve the health, safety and well-being of our citizens and communities;
- Increasing our efforts to tackle disadvantage and discrimination; and
- Enhancing and sustaining an environment in which people want to live, work and visit

List of Agreed Outcomes

- To provide a drop in facility will be provided to assist homeless and vulnerable people access services in the Falkirk Council area
- To offer services which will support clients and assistance with referrals to additional agencies are facilitated and/or accompany clients to interview and appointments on request
- To provide Nutritional meals, and cooking sessions will be provided within the drop in centre and food parcels will be provided

- To provide Hygiene packs, showers and washing facilities are available to all those who require them
- To raise awareness of the service to the community
- All volunteers are given appropriate training and will have a volunteer handbook once training is complete
- Monthly staff supervision and weekly staff meetings will ensure that staff practices and activities are monitored monthly
- All staff will receive an annual staff development review
- The management committee will monitor staff activities and performance
- Information about the service is printed in various formats and is distributed widely.
- To liaise with other relevant voluntary services

Why Service/Project is Funded Externally Rather than by the Council

The project is a jointly funded initiative through Falkirk Council and NHS Forth Valley. The project relies on and thrives on the volunteers and the donations that it receives. It requires dedicated individuals who build relations and rapport with service users and agencies to ensure that service users can access the services they require.

Originally soup kitchens were set up by voluntary organisations, usually churches, taking food to the needy in inner cities. This model had changed significantly over the years and now looks at not just providing one healthy meal a day but also providing additional health services and signposting to appropriate services encouraging people to move away from dependency on social services and address their housing and health issues. To this extent soup kitchens need to be flexible and have a multi-disciplinary approach to meet the varying needs of service users.

This approach can often require a substantial amount of investment in building relationships with service users the often local authority officers do not have the luxury of due to time restraints but also because service users often see them as an authority figure and will sometimes fail to engage. To this extent a voluntary organisation provides a more flexible and less authoritarian approach for service users to effectively engage with.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

In 2014/15 11746 meals were provided which is an average of 45 meals a day and 256 food parcels. From April to December 2015, 3635 meals have been provided which is an average of 19 meals a day.

As well as providing the core meals at the drop in service those attending have also been assisted with harm reduction, mental health services, accessing employability programmes and the Keep Well health project.

It is clear that in the current welfare reform climate that the drop-in service provides assistance to those who may otherwise accumulated more debt and perhaps turned to crime to feed themselves or in gone hungry. In addition to this may service users are effectively engaging in the services and are for example accessing addictions service to address their needs. This has helped a number of clients to move on from the service and establish positive outcomes with

several service users have returning to the project as volunteers or on employability placements.

The project relies greatly on the food donations from local business and the volunteers that help run the service. In addition to this other agencies such as Sign Post, NHS Forth Valley, Falkirk Councils Rough Sleepers worker and the Debt and Welfare Team and Women's Aid all assist in supporting clients that attend the service.

Summary of Key Issues/ Challenges Facing Organisation

One of the key challenges in 2014/15 will be for the Salvation Army to actively support clients accessing the service who have particular issues. By accessing appropriate services service users are able to make positive moves towards addressing addiction or mental health issues.

As with all organisations continuous funding is an issue. If donations and funding from NHS Forth Valley were to be dropped or cut would have a substantial impact on the project. Falkirk Council are working with the organisation to see if additional funding can be sought to help establish and deliver discrete activity programmes that will complement the current project and address some of the issues identified above.

How has Organisation Contributed to Council/ Service Priorities

The Soup kitchen strives to attribute to the following goals of the Corporate Plan.

- Continuing to improve the health, safety and well-being of our citizens and communities;
- Increasing our efforts to tackle disadvantage and discrimination; and
- Enhancing and sustaining an environment in which people want to live, work and visit.

They achieve this by working closely with NHS Forth Valley to deliver Keep Well Appointments and handing out oral health packs and speaking to those begging on the streets to ensure that they are accessing services.

List any Areas where there has been Shortfall in Performance

There have been no issues in regards to a shortfall in performance. The project is a drop in service therefore numbers can fluctuate.

How often are Review Meetings held with Lead Officer

The Lead office meets quarterly with the project and holds an annually review meeting to discuss the next year's priorities.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

FC funding, in £s and also as % of organisation's income, (Financial & In- Kind Contributions) provided in past three years, and £s FC funding committed to next two years

The majority of funding comes from funding from Falkirk Council (£10,475 per annum) and NHS Forth Valley (£27,000 per annum). Any additional funding for the project comes from

donations (approximately £9,361, this includes donations from the general public, trust income and legacies). The kitchen relies on local food business's donation food on a regular basis.

The soup kitchen management costs come from national funding, although this is not specified within the project running costs. The community café which is based within same facility has a source of income and this likely covers the running of the community café and any deficits from the soup kitchen.

Falkirk Council funding contributes to approximately 22% of the soup kitchens overall funding.

Last Period of Submitted Audited Accounts

2013/14

Future Risks (Financial, Operational or Structural) Faced by Organisation

Risk rating was assessed as Low for the grant funding however there is a financial risk with the level of overspend by the project to maintain the levels of service users attending.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONS

Summary/ opinion of organisations overall progress carried forward from last report, and also during this year

During 2014-15 the service has worked well in establishing contacts with other agencies which they refer onto to assist clients to resolve their crisis as well as maintaining funding for specialist posts to deal the alcohol misuse and debt and welfare issues. Colleagues within the health service are also providing assistance to ensure that clients have healthy and nutritious meals and have access to education about how to cook healthy meals themselves.

The project will need to monitor closely, along with the council the demands on the service to ensure that capacity is not overstretched and that the service can meet the needs of its clients. This will be a difficult balancing act if numbers increase however clear planning will ensure that the best is made of the resources available and thereby utilising other services in the area to assist in the delivery of the service.

E COMPLETED BY	
<u>Name</u>	
<u>Designation</u>	
<u>Date</u>	

**FALKIRK COUNCIL CORPORATE & HOUSING SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2014/15**

Organisation Name	Central Scotland Regional Equality Council (CSREC)
Project	Central Scotland Regional Equality Council (CSREC)
Agreement Dates	April 2015 – March 16
Name of Lead Officer	Fiona Campbell

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

- To promote equality of opportunities for all through various projects and outreach work
- To support victims of discrimination and harassment by the provision of advocacy, representation, information and advice.
- To encourage community cohesion and good relations through community development and projects designed to promote active, participative citizenship among diverse communities, thus enabling them to contribute fully to community planning and other consultations.
- To acquaint organisations and employers of any discrimination experienced by any group in any field, but especially in social welfare, housing, employment, education and health care.
- To provide programmes of public education and information, through seminars, forums and other means.
- To maintain a local library service for school pupils, students, teachers, voluntary organisations and other agencies, providing a comprehensive source of information for the purposes of anti-discrimination and harassment education.
-

List of Agreed Outcomes

- Develop an annual work plan which will be approved by the CSRECL Board
- Demonstrate increased Director involvement in the strategic management of CSRECL by:
 - Developing the knowledge and understanding of the Board of Directors in relation to their roles and responsibilities
 - Expanding the expertise, experience and skills of the Board in areas identified as ‘protected characteristics’ within the terms of the Equality Act 2010
- Demonstrate organisation management by:
 - Ensuring that all Board papers are ready in good time prior to the Board meeting.
 - Ensuring that relevant financial reports are available to aid Director decision making
- Conduct a review of current staffing structure against agreed service delivery
- To explore the feasibility of extending current projects into Stirling
- To develop a relevant equality service across the Council areas
- Recruit and appoint staff and volunteers to deliver against the work plan where funding

has been secured.

- To establish a system of staff performance appraisal
- To develop a communication strategy with a focus on:
 - Quarterly newsletter
 - Website development
- CSRECL will continue to develop a client support service by:
 - Signposting individuals to the appropriate advice and representation where this is provided by other agencies.
 - Providing a direct advice service where this is appropriate and within the current knowledge base
 - Exploring the feasibility of expansion into Stirling
- Keeping accurate records of all complaints dealt with and their outcomes and publish statistics on an annual basis. This will include establishing and implementing case study reviews e.g.: Providing quantitative data and qualitative information to demonstrate numbers and results
- Refer to, and work closely with, other relevant agencies such as MAHRS partners providing statistical reports to contribute to the capture and analysis of discrimination / harassment related incidents and crime.
- CSRECL will conduct an annual user survey and provide information to the Councils on the results.
- Liaise with the two nominated officers within local authorities to identify and contribute to education, awareness and promotion activities.

Why Service/Project is Funded Externally Rather than by the Council

CSREC is a very long standing voluntary organisation initially supported by the Equality & Human Rights Commission and is evolving from a Race Equality Council to a Regional Equality Council with a wider focus across the whole equality spectrum and all of the protected characteristics.

The role and function of CSREC does not come within the statutory service remit of the Council however the Council is expected to demonstrate how it meets the general equality duty which includes evidence of work to: eliminate discrimination; advance equality of opportunity and foster good relations. In this capacity the funding support to CSREC would act as evidence in this regard.

As an external voluntary organisation CSREC is able to draw down funds (Voluntary Action Fund; Awards for All etc) which is funding Council's would not be able to do. The total amount of external funding in place up to March 2015 is in the region of £159k which will result in the creation of jobs as well as activity to address e.g. sectarianism; cultural diversity etc. However at present this is expected to reduce significantly. The only guaranteed funding for the coming financial year is £25 275 (£7275 + £18 000). 18K is unrestricted money from Forth Valley Language support are £7275 is restricted funding to deliver awareness events on sectarianism, discrimination and hate crime by March 2016. CSREC. will also expect to receive approx. (8,670 from Falkirk Council and approx. £6 000 from Stirling Council depending on successful applications to each Council.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMESSummary of Key Achievements

- Develop an annual work plan which will be approved by the CSRECL Board
Completed.
- Demonstrate increased Director involvement in the strategic management of CSRECL by:
 - Developing the knowledge and understanding of the Board of Directors in relation to their roles and responsibilities (*Board Member training delivered. Continuing development*)
 - Expanding the expertise, experience and skills of the Board in areas identified as ‘protected characteristics’ within the terms of the Equality Act 2010
Invitations to co-optees with knowledge / skill in different equality areas. Limited involvement to date; continuing development.
- Demonstrate organisation management by:
 - Ensuring that all Board papers are ready in good time prior to the Board meeting
 - Ensuring that relevant financial reports are available to aid Director decision making
Some finance information accompanies the project performance reports.
- Conduct a review of current staffing structure against agreed service delivery. Manager appointed.
- To explore the feasibility of extending current projects into Stirling & Clacks.
In development – likely to be subject to successful funding bids.
- To develop a relevant equality service across the funding Councils’ service and geographic areas
In development, limited progress to date but an improvement on previous years
- Recruit and appoint staff and volunteers to deliver against the work plan.
- To establish a system of staff performance appraisal (*in development*)
- To develop a communication strategy:
 - Produce a quarterly newsletter,
 - Develop website (*in progress*)
- CSREC will continue to develop a client support service by:
 - Signposting individuals to the appropriate advice and representation where this is provided by other agencies.
 - Providing a direct advice service where this is appropriate and within the current knowledge base
- Keeping accurate records of all complaints dealt with and their outcomes and publish statistics on an annual basis. This will include establishing and implementing case study reviews e.g.: Providing quantitative data and qualitative information to demonstrate numbers and results
All projects producing quarterly performance reports on progress for the Board quarterly meetings.
- Refer to, and work closely with, other relevant agencies such as MAHRS partners providing statistical reports to contribute to the capture and analysis of discrimination / harassment related incidents and crime. *In place and on-going although this work will stop as all recording should now be undertaken by Police Scotland*

APPENDIX 3

- CSREC will conduct an annual user survey and provide information to the Councils on the results. *Some preparatory work is underway on this objective.*
- Liaise with the three nominated officers within local authorities to identify and contribute to education, awareness and promotion activities.

Summary of Key Issues/ Challenges Facing Organisation

The leadership issues and governance challenges reported to the last Scrutiny panel remain. Board members have attended training which was delivered by an external consultant. Observations suggest that there is still patchy understanding and engagement with the various projects for which they are accountable. There remain a number of concerns over the governance of this organisation.

In the previous report it was mentioned that the Board recognised that there was not the wide range of equality skill and knowledge given CSREC's aspiration to provide support across the whole equality protected characteristic spectrum. To support this gap effort was made by the Chairperson to co-opt people with this additional knowledge and expertise. Since the last report more is required to develop this initiative.

CSREC receives core funding from Falkirk and Stirling Council's. In the coming year Falkirk has set aside funding of £8,670 for CSREC. However this is dependent on a successful application to the Council. Stirling have continued to allocate funding in the region of £6000. Clackmannanshire Council conducted a funding review last year and has now stopped funding CSREC effective from October 2014 which leaves Falkirk and Stirling funding in place up to March 2016..

Income generation possibilities are being explored in terms of developing training packages however this is in the developmental stage. CSREC have organised two training sessions in the Stirling Council area.

The challenge for CSREC is that there is a limited financial cushion resulting in a great deal of energy going into funding search. They are relying heavily on their reserves to support the organisation. Additionally they have an outstanding debt of £47,000 to pay to the Falkirk Council Pension fund. A payment plan has been agreed.

How has Organisation Contributed to Council/ Service Priorities

The Council is expected to demonstrate how it meets the general equality duty which includes evidence of work to: eliminate discrimination; advance equality of opportunity and foster good relations.

CSREC has contributed to this by acting as co-ordinator of racial incident reports and production of quarterly reports for the MAHRS group.

Developing a complainant aid service and liaising where appropriate with relevant Council Services.

Working in tandem with Council Services e.g. Education / CLD to deliver activities as part of externally funded project objectives around anti – sectarian work, cultural diversity and an emerging Equality Forum.

List any Areas where there has been Shortfall in Performance

Encouraging co-optees with wider equality knowledge / skill / expertise on to the Board.

Finance reports being ready in time for Board quarterly meetings

Developing work across Stirling and Clackmannanshire

Developing a source of equality community contacts

Annual user survey

How often are Review Meetings held with Lead Officer

Quarterly with the Chairperson; this will now continue with the newly appointed Manager.

C FINANCIAL / RISK ASSESSMENT OVERVIEWFC funding, in £s and also as % of organisation's income, (Financial & In- Kind Contributions) provided in past three years over next two years

Falkirk Council funds CSREC on an annual basis:

Falkirk Council contribution - £10 200

Accommodation is also provided by Falkirk Council in kind, with an estimated value of £10,000.

The total funding (financial and in kind) for the past 3 years has been: **£70,600**

Future funding is agreed on an annual basis subject to a Joint Working Agreement. Funding based on the above estimating continuance at new levels: £17, 340 + £20,000 (in kind) over the next 2 years totalling = **£37 340**

Falkirk Council funding expressed as a percentage of CSREC's **total** funding over the financial year 2014/15 = 6.2% This calculation has been worked out against all of the funding received including that from external sources and not just the 2 local Councils.

The organisation having come out the local authority pension scheme has spent a significant amount of time negotiating a cessation fee and a repayment plan for this. The agreed repayment amount is £47 000. The first of seven payments is due on 1st October 2016 for £6714. This repayment plan represents a significant reduction in the amount owed. The amount of money given to CSREC falls below the amount where a Joint Working Agreement and FPP requirements are necessary.

CSREC's funding situation for the coming financial year is that they will receive £18 000 from Forth Valley Language Support which is unrestricted and approximately £6000 from Stirling Council, in addition to the £8 670 from Falkirk Council, this is a total of £32 670. Both Local Authorities require successful applications for funding.

Last Period of Submitted Audited Accounts

2014/2015

Future Risks (Financial, Operational or Structural) Faced by Organisation**Structural:**

The leadership issues, governance challenges as well as knowledge and skills gap across the wider equality agenda reported to the last Scrutiny panel remain. Board members have attended training which was delivered by an external consultant. Attempts at improving the Board membership through co-optees have also yet to be realised.

While CSREC has been successful attracting external funding it is unclear if the search for funding is within an overall operational strategy. The risk is that energy and effort is put into chasing funding without having a sense of how this is contributing to CSREC vision and plan. This issue is unresolved with no improvement.

Operational:

SCREC has been previously been successful in drawing down **external funding** totalling £159k. The previous report outlined the work being carried out by the externally funded projects

Anti-Sectarian Project (funded up to March 2016 by Voluntary Action Fund) was able to demonstrate an impact through its work with schools and engaging a significant number of primary and high schools pupils in discussion and activity.

The Mainstreaming Equality Project (funded up to March 2016 by Scottish Government) had been without a member of staff for some months.

The new Manager has a dual role in that he is responsible for the delivery of the mainstreaming project and has produced a short term work plan for the remaining funding period which has as its focus the establishment of a central regional equality forum. The contacts and discussions thus far (supported by a positive working relationship with CLD staff) suggest that this has the potential to engage new people from the various diverse communities across Falkirk. This is being launched in March 2015.

Core funding project work: Advice and Support Service (local authority funding) confirmed up to March 2015. This project is being re-established and while the numbers were small over 2013/14 (36 clients) this is being monitored over the current financial reporting year. A **Part – time Manager** (local authority funding contribution) confirmed up to March 2016. This is a position which has recently been created to fill the void arising from the resignation of the previous post holder.

Financial:

External funding ends in March 2016. Continued efforts are being made to identify funding beyond this timeframe. CSREC have received funding of £7275 from Scottish Government's Community Safety Unit funded Tackling Sectarianism Small Grant Fund through Voluntary Action Fund for awareness events on sectarianism, discrimination, prejudice and hate crime to be completed before 31 March 2016.

CSREC has received £12,600 during the current financial year from the community interest company, Forth Valley Language Support, of which CSREC is the sole beneficiary. They anticipate this amount to go up to £18,000 for 2016-2017. This is 'unrestricted money' to meet the budget shortfalls the organisation meets.

The following funding bids have been submitted and await decision:

CSREC have applied to the Big Lottery's Investing in Ideas fund for £10,000 through the Scottish Alliance of Regional Equality Councils (SAREC) in partnership with the three other regional equality councils that will lead on to a larger application to develop a support and advice service in our areas for victims of hate crimes and those facing discrimination.

The total funding received from Stirling, and Falkirk Council's is **£24 670 (£10k in kind)** up to March 2016. This is subject to successful application processes. This money has been used to lever in external funding however given the current actual reduction and future uncertainty it is unknown how this leverage can / will continue. External funders may also be wary of providing funds to an organisation that has a significant level of debt.

A further contributory factor is the lack of clarity at the moment from funders which includes Scottish Government and large voluntary sector funds about how much money will be available for next year.

Overall Risk Rating (Low/Medium/High)

The risk is being assessed across the following areas:

Leadership and governance – Knowledge and expertise skills gap across the equality protected characteristics

Ongoing issues in relation to governance of organisation

Funding:

- External funding comes to an end March 2016
- Debt of £47 000
- Reliance on reserves to meet funding shortfalls

For these reasons and at this point in time the overall risk rating is considered to be **High**.

D CONCLUSIONSSummary/ opinion of organisations overall progress carried forward from last report, and also during this year

There is no doubt that the successful bids for external funding have allowed CSREC to develop local projects dealing with a range of issues and which in terms of the external funder assessment have been successful. The external funding has also encouraged links with Council Services e.g. youth service; schools and community learning and development. The main geographic beneficiary being Falkirk district.

Project sustainability is a key concern and one which the voluntary sector in general struggles with; where seeking funding to survive can come at the expense of ongoing impact and community sustainability.

E COMPLETED BY

<u>Name</u>	Linda Gilliland
<u>Designation</u>	Team Leader Policy and Community Planning
<u>Date</u>	March 1st

FALKIRK COUNCIL CORPORATE & HOUSING SERVICES FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2014/2015

Organisation Name	Falkirk and District Women's Aid
Project	Domestic Abuse Support Services
Agreement Dates	1 April 2014- 31 March 2015 & 1 April 2015- 31 December 2015
Name of Lead Officer	Elizabeth Hood

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

Falkirk and District Women's Aid provides a responsive service to women who are experiencing or have experienced domestic abuse through practical and emotional support.

The aim of the service is not just to ensure the woman is safe but also to understand the trauma that they have experienced to allow them to take charge of their recovery. The service is very much lead through a multi-agency responsive ensuring that the service works closely with the Domestic Abuse Unit, Housing Service, Drug and Alcohol Services and other third sector partners.

Below illustrates the core aims of the service.

- Creating Safety for women and their children
- Establishing Care and Wellbeing including access to accommodation
- Establishing Routines of Daily Living
- Socialisation
- Children and Young People
- Provide Support and advice to statutory and voluntary agencies and the wider community

List of Agreed Outcomes

The following agreed outcomes for 2014/15 are

- Women have clear safety plans where risks are reduced
- Women are free from abusive partners
- Women are no longer roofless/homeless
- Children protection issues are addressed and resolved
- Parenting is improved
- Reduction in self-harming & increase in self esteem
- Effective financial management
- Able to communicate effectively with partner agencies
- Reduction in contact with health services
- Healthy eating patterns

- Improved coping mechanisms
- Service is accessible regardless of age, belief, disability, ethnicity & sexual orientation

Why Service/Project is Funded Externally Rather than by the Council

This service that requires the coordination of a number of disciplines to deal with the complex issues that those affected by domestic abuse experience. The organisation also offers additional psychological services providing counselling services through Big Lottery funding. Due to the nature of the organisation they are able to access additional funding streams to augment and enhance the service that the local authority may not otherwise be able to access.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

Last year Women's Aid supported 486 women in 2014/15 and has supported 272 women so far this year (figures to December 2015).

Referrals by agency - April - Dec 2015	No.	%
Self	81	30%
Health	9	3%
Housing	50	18%
DAU/Police	63	23%
CYP	0	0%
Social Work	17	6%
Other	52	19%
Total	272	100%

During 2015 the service was awarded Leading Lights Accreditation, which is a specific quality assurance accreditation for Domestic Abuse services.

Summary of Key Issues/ Challenges Facing Organisation

As the instances of domestic abuse reporting increase, and women have more choices to leave their abusive partners, there will be an increase in demand for the service. Also the new welfare reform regime will mean that Universal Benefits will be paid to one named person in the household which potentially could be the abuser in the household. This may deter women from leaving their abusive partners due to lack of financial support. This is a significant challenge to the organisation in supporting women through to leave when they have no financial means.

As with all voluntary organisations they often rely on short terms funding streams with little security of long term income. This is a threat to the delivery and continuity of services.

How has Organisation Contributed to Council/ Service Priorities

In essence they contribute to the health, safety and wellbeing of our citizens and communities and the aims of the community safety partnership.

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

Quarterly meetings with Service Manager

C FINANCIAL / RISK ASSESSMENT OVERVIEW

FC funding, in £s and also as % of organisation's income, (Financial & In- Kind Contributions) provided in past three years, and £s FC funding committed to next two years

Grants and Donations (miscellaneous services) £244,170 per annum has been paid over the last three financial years which is 56% of organisations income. 42% of the organisations funding comes from the Community Safety Partnership, Big Lottery Funding, and Scottish Government Grants. The remainder of funding comes from trusts and donations.

The organisation has been made aware of the cuts to Funding from Falkirk Council. It is clear that they will need to make some difficult decisions and prioritise services to reflect these cuts.

The proposed reduction to funding for 2016/2017 is £24,417 reducing their budget to £219,753.

Last Period of Submitted Audited Accounts

2013/2014.

Future Risks (Financial, Operational or Structural) Faced by Organisation

The projects monitoring officer is working closely with the service manager and board to ensure that clear priorities are set for 16/17 to ensure that core services can be delivered in light of the budget cuts. This will ensure that service user's safety is paramount.

Overall Risk Rating (Low/Medium/High)

Medium

D CONCLUSIONS

Summary/ opinion of organisations overall progress carried forward from last report, and also during this year

Falkirk and District Women's Aid continue to make significant progress in delivering services that meet the needs of the community which are more responsive and accessible to those in crisis. They continue to review and seek opportunities for improvement within their service provision to identify gaps. This is highlighted through the achievement and on-going work towards Leading Lights accreditation.

E COMPLETED BY

Name

Joanna Stewart

Designation

Senior Service Development Officer

Date

February 2016

**FALKIRK COUNCIL CORPORATE AND HOUSING SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2014/15**

Organisation Name	LinkLiving
Project	Smartliving
Agreement Dates	1 April 2014 – 31 March 15 & 1 April 2015 – 31 December 2015
Name of Lead Officer	Joanna Stewart

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

The Smartliving project (run by the Link Group) was established in collaboration with Falkirk Council in 2006 to engage with young people in secondary schools to dispel the myths of homelessness and prevent young people from becoming homeless.

Information sessions are delivered by Peer Educators as it is recognised that this an effective means of information-sharing for young people who are learning from their peer group. All of the Peer Educators recruited to the project have expertise and knowledge as a result of their own experience of homelessness or housing problems and Smart Living trains and supports them to deliver key messages in a way that encourages their target audience to both learn and empathise.

Since the project began it has evolved and adapted to a changing environment and a number of external factors including changes to the delivery of education services through Curriculum for Excellence and the more recently the changes to Welfare Reform.

List of Agreed Outcomes

The following outcomes were agreed with the project for delivery in 2014/15

- To recruit peer educators who will delivered housing advice to other young people across the Council area
- To work in partnership with other agencies in the area such as Housing, Social Work Services, Falkirk Community Trust, Education Services and other housing support services
- To raise awareness of the issues of youth homelessness
- To liaise with other relevant voluntary organisations
- To collate client feedback and assess this information to help identify issues that need to be addressed in the monitoring of the Falkirk Local Housing Strategy
- To evaluate the service offered and assess this information to improve the delivery of services and identify needs

The project delivers services under the following Corporate Plan goals:

- Continuing to improve the health, safety and well being of our citizens and communities;
- Increasing our efforts to tackle disadvantage and discrimination; and
- Enhancing and sustaining an environment in which people want to live, work and visit.

Why Service/Project is Funded Externally Rather than by the Council

Initially the project was established by Link Living with Voluntary Action Funding. When this funding came to an end they approached Falkirk Council for match funding for the project. The project was considered a good model for homeless prevention for young people and therefore match funding was granted.

Presently the project is a part funded through the Scottish government People with Communities funding, Falkirk Council and Link Group. If Falkirk Council were to fully fund the project we would need to resource the full project to an amount to the value of around £48,547. This is currently not feasible within the Housing Service Budget. In addition to this the project is facilitated across two local authorities (Fife and Falkirk) therefore there are cost savings in terms of staff costs and overheads which benefit both authorities.

To effectively engage with young people they need an approach that works on their level. The approach that Smartliving takes with Peer Educators ensures that its young people talking to young people on their level and not an authority figure. To this extent this voluntary organisation facilitates a more flexible and less authoritarian approach for young people to effectively engage with.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

A total of 49 young people engaged with Smart Living throughout the year, delivering sessions to over 2000 young people in Larbert High, Graham High, Forth Valley College (7 peer education sessions were delivered at Forth Valley College in January to young people with learning and physical disabilities), CVS and Falkirk Young Carers.

Of the young people that volunteered with the Smart Living project, 38 have successfully engaged with employability programmes resulting in 15 achieving employment, 3 moving into further education, 4 continuing to carry out volunteer work and 6 working with other training providers across the Falkirk area. In addition to those that delivered the peer education sessions a total of 32 young people also attended the project.

The project aims to continually promote its service to raise awareness and recruit new volunteers. Posters and flyers were distributed to Job Centre Plus, Forth Valley College, Citizens Advice Bureau, Garry Place and handed out to young people in town centre by SmartLiving Volunteers. Peer Educator opportunities have been advertised with CVS and Volunteer Scotland. Articles have also been printed in Falkirk Herald promoting SmartLiving services.

Each SmartLiving session is evaluated before and after the session. Before the sessions 29% did not know where to go if they became homeless, after this session this decreased to 5%. They were also asked if it was helpful that the sessions were delivered by Peer educators. 97% reporting that they understood the issues surround homelessness with many quoting "I will be staying at home as long as I can".

A recent independent evaluation report funded by Link Group by ConSult recognised the high retention rate of young people volunteering with the project (over 80%) which is unusual for this client group. As a result of recommendations from the evaluation the project has restructured its activities to ensure that the Peer Education and Employability are separate entities but that they still work together to achieve the personal goals for young people. This seems to have proved effective for the organisation thus far.

The organisation worked towards its SQA accreditation during 2014/15 and is now recognised as an SQA learning centre. This means that they will deliver employability and volunteer awards as well as the possibility of tenancy and citizenship awards in 2015/16.

The success of this project has also been recognised across other local authorities (Edinburgh, Fife and North Lanarkshire) where similar projects have now been established.

Summary of Key Issues/ Challenges Facing Organisation

To deliver the project successfully it requires constant review to ensure that it is up to date with legislative and local changes as well as looking at innovative methods of delivery that captures the attention of the audience. Ensuring that young people interact with the sessions is the biggest challenge. Using multimedia and varying methods of delivery ensure that both the participants and young volunteers continue to engage.

To allow young people to deliver sessions in schools they are required to have PVG certificates. In order to apply for these, photo identification is required. For some volunteers to the project who may have had a chaotic lifestyle this can prove challenging and the process can be lengthy. There is little that can be done to improve process however they are fully supported from their project workers until their PVG is granted.

As with many projects continuous funding is an issue. Link Group are very supportive of the project.

How has Organisation Contributed to Council/ Service Priorities

The Smartliving project assists in the continuing improvement of the health, safety and well being of our citizens and communities by teaching young people the importance of keeping a home safe and secure whilst teaching them about the responsibilities of having a home of their own.

Through participation in volunteering and access to employability programmes the project is increasing Falkirk Council's efforts to tackle disadvantage and discrimination. This also assists in enhancing and sustaining an environment in which people want to live, work and visit.

List any Areas where there has been Shortfall in Performance

The project has successfully engaged with over 2000 young people throughout 2014/15 through various venues and groups. Unfortunately sessions have not been delivered in all the High Schools in the district. The project has sought to look at other avenues to engage with young people especially those who may be at risk and therefore deliver sessions in different settings to ensure that those at risk individuals receive information to prevent future homelessness.

How often are Review Meetings held with Lead Officer

Quarterly Review meetings are held with the Lead Officer to discuss the projects quarterly performance report submissions based on their set objectives. An annual report is also compiled summarising performance.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

FC funding, in £s and also as % of organisation's income, (Financial & In- Kind Contributions) provided in past three years, and £s FC funding committed to next two years

Falkirk Council contributes £14,114 of funding to the project which amounts to around 29% of their overall project budget. To run the current project amounts to around £48,500. Additional funding is currently received from the Scottish Government's People and Communities funding of £14,433 for 2015/16 and Link Group contribute any shortfall. The People with Communities funding stream will expire on 31st March 2016. The project will be looking to submit an application for 2016/17 however they have been informed that providing their submission is approved, funding will continue for 2016/17.

During the budget setting process in February 2015, Members agreed that funding from external grants and funding will cease for this project in 2016/17. This was confirmed in February 2016, as indicated within the Revenue Budget Framework report (<http://www.falkirk.gov.uk/coins/viewSelectedDocument.asp?c=e%97%9Db%91i%7D%8D>). This leaves a significant shortfall in funds to continue the project. Additional funding will need to be sourced from other avenues if the project is to continue however funding from Falkirk Council will cease.

Last Period of Submitted Audited Accounts

2013/2014

Future Risks (Financial, Operational or Structural) Faced by Organisation

Ongoing funding will be a future risk for the project. As mentioned, Falkirk Council will cease to fund this project.

Additional funds are sought currently from the Scottish Government People and Communities and Linkgroup. The People with Communities funding will expire in March 2015. People and Communities funding has confirmed additional funding has been confirmed for 16/17 although the amount has not yet been finalised and is subject to approval of an application.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONS

Summary/ opinion of organisations overall progress carried forward from last report, and also during this year

As a result of Falkirk Council's decision to stop funds to this service Falkirk Council will no longer support the project. It is uncertain whether they can continue to run the service until additional funding streams are confirmed and shortfalls are addressed. It may be that the employability portion of the service may continue however the peer education work within secondary schools may not continue.

E COMPLETED BY	
<u>Name</u>	Joanna Stewart
<u>Designation</u>	Senior Service Development Officer
<u>Date</u>	February 2016