



Agenda Item

5

Following the Public Pound – Poverty and Equalities

Falkirk Council

Title: Following the Public Pound – Poverty and Equalities
Meeting: Scrutiny Committee External
Date: 11 January 2018
Submitted By: Director of Corporate and Housing Services

1. Purpose of Report

- 1.1 This report provides information under the Following the Public Pound arrangements for the period 1 April 2016 to 31 March 2017 for the Council's priorities with regards poverty, underpinned by our Fairer Falkirk and Equality outcome.

2. Recommendation(s)

- 2.1 The Committee is invited to consider each organisation's report and select from the following options for each external organisation:
- 1) Approve the report and acknowledge progress by the external organisation in meeting Council priorities;
 - 2) Request further information be provided to them on specific aspects of the service provided; or
 - 3) Request a follow-up report for a subsequent Scrutiny External Committees consideration on specific aspects of the organisations performance or on the organisation as a whole.

3. Background

- 3.1 External organisations which receives funding from Falkirk Council are subject to formal monitoring, scrutiny and reporting. The organisations that receive funding to support our outcomes on public protection are from the third sector i.e. voluntary or charitable organisations.
- 3.2 These organisations are funded on the basis that they are able to provide services which could not readily be provided by the Council or have not been provided by the Council in the past.
- 3.3 As with other organisations, some were subject to a reduction in funding last year though not all. Whilst the long term value of the services provided by these organisations is acknowledged, reducing budgets for the Council have required a critical examination of how much support the Council can afford now and in future years.

- 3.4 The Committee has sought to understand the contribution that various organisations are making to achieve the priorities and outcomes that are of importance to the Council. This latter role is increasingly a focus for services given the need to reduce duplication, be consistent in service delivery across the Council area and to achieve a joined approach to service delivery.
- 3.5 Monitoring by officers takes the form of regular reports and meetings. Each monitoring statement, attached as appendices, provides an overview of the service funded by the Council, the agreed objectives or outcomes, performance information during the period and also a financial overview.
- 3.6 In poverty and equality terms , the Council leads the Community Planning Partnership's delivery group for these issues. The focus of these groups are to oversee the delivery of the following outcome:

Our Area Will Be A Fairer And More Equal Place To Live. To achieve this outcome we will:

- Improve our focus on equalities issues and human rights;
- Work with all communities to build more cohesive communities that recognise and celebrate diversity;
- Seek to increase household income;
- Address the impact of poverty on children;
- Prioritise disadvantaged communities when designing and delivering services;
- Improve access to services for our most vulnerable individuals and families;
- Define a basic standard of living we would expect everyone in Falkirk to enjoy;
- Reduce the stigma of poverty on people, families and communities.

- 3.7 The organisations funded or monitored by the Council that support this outcome include:

Organisation	Monitoring Service	Annual Funding
LGBT Youth Scotland	Children's Services	£30,000
Falkirk CAB	Corporate and Housing Services	£168,000
G'mouth & Bo'ness CAB	Corporate and Housing Services	£98,000
Denny & Dunipace CAB	Corporate and Housing Services	£92,000
Armed Forces Project - Denny CAB	Corporate and Housing Services	£18,000
MacMillam Money Matters	Corporate and Housing Services	£38,000

Action Group	Corporate and Housing Services	£86,000
Central Scotland Regional Equality Council	Corporate and Housing Services	£8,670

- 3.8 In terms of this report, one organisation is not reported. This is the Salvation Army. This organisation receives less than £10,000 and therefore falls outwith the scope of following the public pound.

Equalities

- 3.9 Members will be aware that the Council has legal obligations with regards to equalities. The Equality Act 2010 sets out a general equality duty which requires the Council to demonstrate 'due regard' in the way they conduct business; deliver services and make decisions. The elements of the general duty are to:
- eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct
 - advance equality of opportunity between people who share a relevant protected characteristic and those who do not
 - Foster good relations between people who share a protected characteristic and those who do not.
- 3.10 This means that in addition to ensuring we are not discriminating against protected characteristic groups on our decision making and service delivery we must actively seek to promote equalities.
- 3.11 Members will also be aware of the work being undertaken with regards to supporting people in poverty. This includes providing direct support via the food bank, looking to provide a joined up service to those who need advice and support to supporting a range of providers that people can access depending on their needs. With the introduction of Universal Credit in March 2018, this multi facet approach will be increasingly important.
- 3.12 A report on the introduction of universal credit will be presented to Council at its special meeting in January 2018.

4. Implications

Financial

- 4.1 The funding allocated to each group is agreed by Council at its budget meeting in February each year. The information set out in this report should inform those decisions.

Resources

4.2 Nil.

Legal

4.3 Nil.

Risk

4.4 Following the Public Pound processes are designed to assess and mitigate risks to the Council of funding external organisations.

Equalities

4.5 The funding of each organisation will be subject to an EPIA over the course of the coming months.

Sustainability/Environmental Impact

4.6 Nil.

5. Conclusions

5.1 Members are asked to consider the projects reported and to determine any future reports or information they may want from Officers.

Director of Corporate and Housing Services.

Author – Fiona Campbell, Head of Policy, Technology & Improvement,
01324 506004, fiona.campbell@falkirk.gov.uk

Date – 14 December 2017

Appendices

- Appendix One – LGBT Youth Scotland
- Appendix Two – Monitoring Statement for
- Appendix Three – ASAP Denny CAB
- Appendix Four – MacMillan Money Matters
- Appendix Five – Action Group
- Appendix Six - CSREC

List of Background Papers:

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act 1973:

None

FALKIRK COUNCIL CHILDRENS SERVICES FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2016/17

Organisation Name	LGBT Youth Scotland
Project	Community Development Project
Agreement Dates	April 2016 to March 2017
Name of Lead Officer	Mark Meechan
A OVERALL ORGANISATION AIMS	
<p>Summary of Key Aims & Objectives of Organisation</p> <p>i. <u>Summary of Key Aims & Objectives:</u> To improve the quality of life, health and wellbeing and opportunities available to LGBT young people with the area, in particular those LGBT young people at risk of disadvantage or exclusion.</p> <p>ii. <u>List of Agreed Outcomes:</u> To provide a range of community learning and development activities to LGBT young people living within the Falkirk Council area.:</p> <ul style="list-style-type: none"> • To provide a range of positive opportunities for LGBT young people by providing youth groups and opportunities to gain accreditation. • To promote and support volunteering locally. • To provide community meeting space and local information point, including internet access. • To raise awareness of the service with the local community. 	
<p>What is the purpose of the funding provided by the Council?</p> <p>LGBT Youth Scotland provides community development services to LGBT young people and their families across the Falkirk Council area.</p> <p>The work undertaken by the LGBT Youth Scotland contributes to Falkirk's Strategic Outcomes and Local Delivery (SOLD) Plan. The LGBT Youth Scotland contributes to the following 4 priorities:</p> <ul style="list-style-type: none"> • Improving mental health and wellbeing • Maximising job creation and employability • Minimising the impact of substance misuse • Addressing the impact of poverty on children 	
<p>And the following 5 outcomes:</p> <ul style="list-style-type: none"> • Our area will be a fairer and more equal place to live • Our children will develop into resilient, confident and successful adults 	

- Our population will be healthier
- People live full, independent and positive lives within supportive communities
- Our area will be a safer place to live

Why Does the Council fund this?

The Council is committed to reducing inequality and developing early intervention with vulnerable children, young people, families and communities. The work makes a significant contribution in the delivery of community development support to LGBT young people. The work undertaken is outcome focused and contributes to individuals having the best start in life and improving community wellbeing.

How long has the Council Funded this Organisation to Deliver this Service? When did the Council agree to fund this?

LGBT Youth Scotland has been part funded by Falkirk Council for 1 year. The Council agreed to a continuation of funding for 2016/17.

Set out the funding provided by the Council for the last five years

<u>Year</u>	<u>Annual Funding</u>	<u>Support in Kind</u>	<u>One Off Support</u>
2016/2017	£30,000	1000	
2015/2016	N/A	1000	
2014/2015	N/A	1000	
2013/2014	N/A	1000	
2012/2013	N/A	1000	

B SERVICE DELIVERY

What does the organisation deliver and to whom?

LGBT Youth Scotland deliver youth groups that are youth led where young people are involved on the planning of their weekly group. LGBT Youth Scotland offers support to LGBT young people and their families on a 1-2-1 and/or group work basis. LGBT Youth Scotland also delivers work in Falkirk's secondary schools.

Who and how many people directly benefit from the organisation?

LGBT Youth Scotland deliver a number of youth groups within the Falkirk area. The youth groups are:

Under 17 – Thursday Nights 6.00-8.00pm at Park Street:

- The group met 42 times between April 2016 to March 2017
- 20+ young people attend the FK1NCLUDE group

Weekly groups are youth led, planned and organised with the young people on a 12 weekly programme basis. Many of the sessions are issue based with workshop themes chosen by the young people delivered by young people, staff and external facilitators.

Numbers at the group average 20+ on a weekly basis.

Over 17's – Youth Summit Planning Group/Activism Group Tuesday Nights 6.00 – 8.00pm at Forth Valley College/Park Street:

- The group has met 38 times since April 2016
- 8 - 20 young people attend the weekly group

This group of young people are led on planning and organisation of this year's Youth Summit that will be taking place in Falkirk on Saturday 5th November at the Park Hotel. After November 2017, the focus of the group shifted to activism, employability and enterprise.

One to one support:

- Over 100 one to one sessions from April to March 2017

Some of these support sessions have involved working with very vulnerable young people who have discussed openly suicide behaviour, self-harming and issues they have to face on a daily basis, drug and alcohol problems, life at school and life at home. The service offered really is a life line for so many young people in the area..

73 young people are registered with our Falkirk Service.

Young people have accessed support around the following:

- Poor mental health, anxiety, low self-esteem, suicidal thoughts and self-blame
- Fear of judgement and discrimination
- Isolation due to location, transport, culture, digital literacy, finance
- Lack of understanding and knowledge from education and healthcare professionals
- Lack of education regarding LGBT identities and issues
- Lack of support from family

Young people told LGBT Youth Scotland that they need the following:

- A safe space to be themselves
- Support from professionals that they can trust
- Support around mental health
- Engaging and fun activities to be involved in
- Opportunities to make friends – to care for and be cared for
- Someone to listen

- More confidence
- More skills and knowledge about how they can make progress in their lives
- To feel they are accepted and have a place in their local community

Set out what other similar and or complementary services are provided which are similar in function or support the same client / communities.

Within the Falkirk Council area, there are no other organisations that specifically provide similar services to LGBT Youth Scotland. The Council does fund other community development projects/services within the Falkirk Council area. However, these projects do not provide specific services to LGBT young people across the Falkirk Council area.

How does this organisation support the Council achieve its priorities?

LGBT Youth Scotland contributes to the Strategic Outcomes and Local Delivery Plan - Falkirk Community Planning Partnership 2016-2020 through the delivery of community development interventions to children, young people, families and community groups within the Falkirk Council area.

The work undertaken by the LGBT Youth Scotland contributes to Falkirk's Strategic Outcomes and Local Delivery (SOLD) Plan. The LGBT Youth Scotland contributes to the following 4 priorities:

- Improving mental health and wellbeing
- Maximising job creation and employability
- Minimising the impact of substance misuse
- Addressing the impact of poverty on children

And the following 5 outcomes:

- Our area will be a fairer and more equal place to live
- Our children will develop into resilient, confident and successful adults
- Our population will be healthier
- People live full, independent and positive lives within supportive communities
- Our area will be a safer place to live

Are there any areas of improvement and efficiency that could be achieved?

See above.

Which areas does this service / organisation cover within the Council area – Be Specific.

LGBT Youth Scotland provides services to LGBT young people from across the Falkirk Council area.

C ASSESMENT OF PERFORMANCE

Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.

The project is subject to inspection by HMIE.

In addition to this, the Project is regularly visited by Community Learning and Development Service staff and Development Services staff

The Project undertakes internal reviews of its service delivery and working practices to ensure efficient and effective outcome focused delivery.

In addition, LGBT Youth Scotland's National Youth Summit 2016 was held in Falkirk with over 80 young people attending from across Scotland. The decision to hold the youth summit in Falkirk was really important to reflect the support from Falkirk Council and to host an event in the central region out with Edinburgh and Glasgow.

Young people from the Falkirk youth groups were part of the planning group from the offset and were extremely excited to be hosting the national event in their area!

The event focused on health and wellbeing with all workshops at the event led by and planned by young people. Workshops on the day included:

- “Looking after ourselves” – led by FK1CLUDE Falkirk Youth.
- “Back to nature” - exploring the outdoors – led by mull Residential group
- “Good sex is....” – guide to sexual health and wellbeing led by Edinburgh Youth Team
- “Good mental health” – led by the national youth commission team
- “Looking after others” – led by the national youth commission team

Young people from FK1NCLUDE ran the welcoming and plenary sessions and keynote speakers included Ross Grear Scotland's youngest MSP and Fergus Macmillan LGBT Youth Scotland CEO.

Schools Activity

Working in schools - Young people continually inform us that there should be more happening in schools to address the needs of LGBT pupils. For many this is still a negative experience but also one that can be solved quite easily with a focus on training and awareness raising in schools.

What LGBT Youth Scotland said they would do:

- Deliver 4 training sessions to services registering to work towards the LGBT charter mark.
- Support 4 establishments will actively work towards the Bronze Charter
- We will provide one to one support in schools

What LGBT Youth Scotland did:

LGBT Youth Scotland have supported both pupils on a 1:2:1 basis and teaching staff in the following schools:

- Falkirk High School
- Graeme High School
- Braes High School
- St Mungos RC High School
- Grangemouth High School
- Larbert High School
- Denny High School

Denny High School signed up to the LGBT Charter Award standard.

LGBT Youth Scotland run group sessions run on a 12 week basis and at the end of this 12 week process the whole 12 weeks are evaluated. This process allows the groups to be structured around the needs of the local young people attending the group. The under 17 Youth Group meets at Park Street this space offers the group a safe place to meet to be themselves without fear of judgement and discrimination.

During 2016/17 youth group sessions have included:

- Human Trafficking Awareness Workshop
- World religion Day
- LGBT History Month quiz and workshops
- Mental health awareness
- Sexual health awareness
- Debating workshop
- Illumination of racial hatred workshop
- Women's day workshop
- Drug and Alcohol Awareness
- LGBT rights in Education
- Planning and organising the youth summit
- Developing employability programme
- Developing new Peer Education programme

Other activities have included:

- Young people were supported to attend Pride marches and celebrations in Edinburgh and Glasgow.
- Young people from Falkirk attended a 4 day outdoor activity residential on Mull and presented about their experiences at the Youth Summit in autumn.
- Youth Summit Steering group, this group of young people helped plan, develop and deliver the Youth Summit 2016 in Falkirk.
- Young people worked towards saltire Awards.

The youth summit steering group have now developed into an activists group, this group focuses on social action, employability and are developing a Peer Education programme for 2017/2018

<p>Are there any aspects of performance that are causing concern or need to be improved. If so what are they and what are the plans for improvement.</p> <p>LGBT Youth Scotland have complied with our Joint Working Agreement. However, there is a concern over future funding cuts and how this will affect LGBT young people and their families.</p>
<p>When was the last time the service was reviewed and what plans are there to review this?</p> <p>Monitoring and review meetings are held between the Project Manager and the Monitoring Officer every 8/10 weeks. The Monitoring Officer and Lead Officer also attend regular meetings as and when appropriate. Date of the most recent Monitoring/Review Meeting October 2017. Next scheduled Monitoring/Review Meeting is February 2018.</p>
<p>C FINANCIAL / RISK ASSESSMENT OVERVIEW</p>
<p>Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.</p> <p>The funding granted by Falkirk Council to the LGBT Youth Scotland is 100% of the overall running costs associated with the project.</p>
<p>List other sources of funding the organisation has and how much is provided by source.</p> <p>N/A</p>
<p>What is the amount of uncommitted reserves held by the organisation?</p> <p>LGBT Youth Scotland have £105,844 uncommitted reserves.</p>
<p>What proportion of operation cost do reserves represent?</p> <p>10%.</p>
<p><u>Last Period of Submitted Audited Accounts</u></p> <p>2016/17</p>
<p>What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?</p> <p>The Council does not fund other organisations that directly deliver community development services to LGBT young people.</p>
<p>Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?</p>

LGBT Youth Scotland are exploring opportunities to secure external funding. However, there are limited opportunities to secure external funding that would cover core costs.

How can reductions in funding be achieved?

Decreasing the present level of funding would directly affect the services that LGBT Youth Scotland could provide.

What is the risk to the Council if these services are not funded?

The Council would not be able to provide the Services that LGBT Youth Scotland provides.

Overall Risk Rating (Low/Medium/High)

If grant funding at present level is maintained there would be a low/medium risk to the Project and in essence Service delivery. However, if there were a further reduction in funding the risk to Project would be high.

D CONCLUSIONS

Summary of the future activities of the organisation that will allow services to continue to be delivered.

LGBT Youth Scotland plan to continue to deliver community development interventions with LGBT young people and their families.

There is evidence that the Project is improving outcomes for most of the LGBT young people organisations they are work with.

The Project continue to demonstrated value for the funding provided by the Council in 2016/17.

E COMPLETED BY

<u>Name</u>	Mark Meechan
<u>Designation</u>	Community Learning and Development Manager
<u>Date</u>	18/12/17

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2016/17

Organisation Name	Falkirk Grangemouth Denny and Dunipace Citizens Advice Bureaux
Project	Income Maximisation Funding
Agreement Dates	1 April 2016 - 31 March 2017
Name of Monitoring Officer	Sally Buchanan
A OVERALL ORGANISATION AIMS	
<p>1. Summary of key aims & objectives of organisation</p> <p>Citizens Advice Bureaux (CABx) are the largest independent voluntary sector providers of information and advice services in the Falkirk Council area. The CABx have a strong ethos to provide advice which is free of charge, confidential, impartial and independent. The information and advice is generalist but, in some areas such as welfare benefits and debt advice, a specialist service is also provided.</p> <p>The CABx in the Falkirk Council area run as three independent bodies, each with their own Board of Management. The CABx collectively, have a staff resource of around 20, employed on a full and part time basis. The main focus for staff is to manage the service, provide specialist and complex advice and to recruit, train and support volunteers. The CABx work with between 60 - 80 volunteers at any given time.</p> <p>Although there are 3 independent bureaux with separate management committees and structures, the organisations work closely together on a range of issues for example volunteer recruitment, funding, marketing. Joint working is managed via a Joint Action Group, which has an appointed Chair and is attended by the Managers of each bureau, a member of each bureau board, Citizen's Advice Scotland Advisor and a Council Officer, as required. A Joint Strategic Plan 2014-2017 is in place and regularly reviewed and updated.</p>	
<p>2. What is the purpose of the funding provided by the Council?</p> <p>The purpose of this funding is to ensure every Citizen in the Falkirk area has access to advice services which are adaptable to suit national reform and local interpretation, and to ensure that no individual 'falls through the gaps'.</p> <p>The CABx provide:</p> <ul style="list-style-type: none"> • A wide range of general and specialist advice from appropriately trained and qualified staff and volunteers. • Outreach and community based services • Additional activities that are established and delivered in line with emerging need. <p>The CABx work collaboratively to ensure services are available across the area and to make best use of limited resource, including via external sources of funding.</p>	
<p>3. Why does the Council fund this?</p> <p>The Council provide funding to the CABx as their provision of advice and support directly contributes to the outcome 'Our</p>	

area will be a fairer and more equal place to live' included in both the Council's Corporate Plan and the Community Planning Partnership's Strategic Outcome Local Delivery Plan.

4. How long has the Council funded this organisation to deliver this Service? When did the Council first agree to fund this?

Falkirk Council has been providing funding to the CABx since the Council's inception in 1996.

5. Set out the funding provided by the Council over the last five years.

Year	Annual Funding	Support in Kind	One Off Support
12/13	£482,396	NA	NA
13/14	£452,396	NA	NA
14/15	£418,520	NA	NA
15/16	£407,470	NA	NA
16/17	£377,664	NA	NA

The above figures include the Armed Services Project delivered by Denny CAB. The outcomes of this project are reported separately.

B SERVICE DELIVERY

1. What does the organisation deliver and to whom?

The three Citizens Advice Bureaux in Falkirk delivers free, quality-assured, impartial advice on issues including debt, benefits, employment, housing and consumer rights. They serve some of the most vulnerable people in Falkirk, with

- 40% of clients stating that they are unable to work due to ill health or disability
- 26% of clients living in one of the 20% most deprived data zones (Scottish Index of Multiple Deprivation)

The CABx provide information and advice on a range of issues such as:

- Benefits – questions about entitlement, benefit checks, help with completing application forms and advice on how to challenge decisions
- Debt – how to manage your debts, improve your financial situation and maximise your income
- Employment – questions about terms & conditions, dismissal, wages owed, redundancy and discrimination
- Housing – questions about homelessness, housing allocation, repairs & deposits
- Consumer Rights
- Legal and Relationship Issues

2. Who and how many people directly benefit from the organisation?

The three Citizens Advice Bureaux in Falkirk delivered free, quality-assured, impartial advice to over 5000 people last year, providing over 26,000 pieces of advice. The total client gain resulting from this advice was £6.2m.

Evidence shows that bureau services improve health, wellbeing and financial outcomes for clients with significant positive impact on those with who are most marginalised. Services also address wider Council's priorities, including through benefits to the local economy, reducing economic inequality and enabling wider participation

A recent report from Citizen's Advice Scotland showed that for every £1 in local authority funding the three Falkirk bureaux deliver cost effectiveness through:

- Further funding of £0.64 gained for Falkirk which helps to support specialist staff and local projects
- Additional resources to the value of £0.64 gained for Falkirk through the time of volunteers
- Additional resources gained for Falkirk through specialist knowledge accessed by being part of the Scottish Citizens Advice network
- Estimated savings of £1.78 to local and national government
- Wider economic and social benefits of an estimated £13.26 from improvements in health, wellbeing, participation and productivity
- Benefits to individuals of £14.80, such as increased income gained by accessing a benefit clients are entitled to and money saved by effectively managing a debt
- An estimated benefit for local businesses of £1.78 through purchases of goods and services supported by the additional gains for individuals and further funding gained for Falkirk

3. Set out what other similar and or complementary services are provided which are similar in function or support the same client / communities.

Falkirk Council's Community Advice Services also provide welfare benefits and debt advice. Having a choice of providers of these services in our area gives people options on where they go for support. There is growing demand for advice services, particularly due to changes in the social security system.

4. How does this organisation support the Council achieve its priorities?

The CABx support our aim to make Falkirk a fairer and more equal place to live by helping people to

- Maximise their income by making sure they are getting the benefits that they are entitled to
- Manage their money thought providing debt management support

5. How are users involved in the design and delivery of services?

Feedback from clients is considered on an ongoing basis.

6. What geographical areas does this service / organisation cover within the Council area? – be specific.

There are three CABx within the Falkirk Council area. Denny and Dunipace - 24 Duke Street,Denny FK6 6DD, Grangemouth and Bo'ness - 1 Kerse Road,Grangemouth FK3 8HW and Falkirk - 27-29 Vicar Street,Falkirk FK1 1LL. Additionally a further 10 locations are covered on an outreach basis providing significant cover across the Council area:

- Denny Parish Church Hall
- Bonnybridge Health Centre
- Bonnybridge Community Centre
- Forth Valley Royal Hospital
- Tryst Community Sports Club
- Dawson Community Centre
- Falkirk & Clackmannanshire Carers Centre
- Westfield Park Community Centre
- Bo'ness, Dean Road Health Centre
- Slamannan Community Education Centre

C ASSESMENT OF PERFORMANCE

1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.

	Denny & Dunipace		Falkirk		Grangemouth & Bo'ness	
<u>CLIENTS</u>	<u>15/16</u>	<u>16/17</u>	<u>15/16</u>	<u>16/17</u>	<u>15/16</u>	<u>16/17</u>
Contacts Core (Excl.CAD & Non- Core)	2,020	1,777	5,468	4,564	3,505	4,645
Contacts (CAD)	1,033	1,030	N/A	2,178	832	-
Issues Core (Excl. CAD & Non-Core)	8,936	6,368	18,185	13,146	11,227	11,762
Issues (CAD)	1,250	1,263	N/A	2178	1,121	-
New/Unique Clients	489	429	1,797	1,483	2,538	2,729
New Benefit Enquiries	2,006	1,588	2,820	2,807	2,660	830

<u>CLIENT GAINS</u>	<u>15/16</u>	<u>16/17</u>	<u>15/16</u>	<u>16/17</u>	<u>15/16</u>	<u>16/17</u>
Bureau – Benefit gains	£764,974	£1,029,771	£1,143,094	£1,395,272	£1,254,366	£1,539,000
Bureau – other gains	£460,499	£238,777	£111,719	£75,739	£29,676	£80,481
Bankruptcy/Trust Deeds	£22,941	£37,898	£590,827	£791,310	£95,060	£155,402
Number of Bankruptcy/Trust Deed	2	3	34	41	3	8
<u>SOCIAL SECURITY BENEFITS</u>	<u>15/16</u>	<u>16/17</u>	<u>15/16</u>	<u>16/17</u>	<u>15/16</u>	<u>16/17</u>
Social Security Benefit Appointments	78	85	423	583	294	411
Home Visits	10	-	37	97	12	25
Benefit Checks	221	209	200	312	643	773
Benefit Take up Campaigns	-	-	-	-	-	-
Mandatory Reconsiderations	11	23	43	72	64	9
Appeals submitted to Tribunal Services	-	21	31	-	-	-
Appeals Representation	16	14	22	38	22	-
Appeals Won	9	10	14	30	14	28
Appeals Lost	5	3	17	14	5	12
Appeals Adjourned	3	1	14	-	3	3
<u>Referrals – External Agencies</u>	<u>15/16</u>	<u>16/17</u>	<u>15/16</u>	<u>16/17</u>	<u>15/16</u>	<u>16/17</u>
FAWBASU	13	13	88	-	-	-
Confirmed Take-Ups	13	13	78	-	-	-
To External Agencies	-	-	-	53	53	49
Confirmed Take Ups	-	-	-	41	41	31
Food Bank	54	49	76	138	138	120
Confirmed Take-Ups	54	49	76	138	138	120
Salvation Army	-	-	-	-	-	-
Confirmed Take-Ups	-	-	-	-	-	-
Pension Wise	-	7	-	-	-	-
Confirmed Take-Ups	-	7	-	-	-	-
<u>VOLUNTEERS</u>	<u>15/16</u>	<u>16/17</u>	<u>15/16</u>	<u>16/17</u>	<u>15/16</u>	<u>16/17</u>
No. of New Volunteers	7	5	11	10	11	5
No. Active Volunteers	21	22	24	25	13	16
No. of Volunteers commencing training	6	5	9	10	11	5
No. of Volunteers completing training	3	2	6	8	10	7
No. of Volunteers leaving	12	5	8	1	11	1
Training Provided	319	316	34	0	54	46

2. What aspects of performance should be highlighted? This should include any areas for improvement along with how performance will be included.

The three bureaux delivered advice to 5,336 clients in 16/17, compared to 4,824 the previous year. This resulted in £3,964,044 of additional benefits being received by clients in the Falkirk area. Again this is an increase compared to the previous year when the total benefit gain was £3,162,434.

3. When was the last time the service was reviewed and what plans are there to review this?

The service was reviewed as part of our review of advice services in 2013. Additionally the effectiveness of the service was recently reviewed by Citizen's Advice Scotland resulting in the Delivering quality, value and positive impact for Falkirk report – November 2017

We plan to work with the three Citizen's Advice Bureau over the coming year to develop a partnership approach allowing services to be commissioned to ensure value for money.

4. Are there any improvements in efficiency or effectiveness that could be achieved?

The bureaux have already made significant savings over recent years through service efficiencies.

Commissioning these services through a partnership procurement would provide certainty to the bureaux of their funding over several years, rather than a year by year funding settlement as they have received recently. This will allow them to better plan for future service delivery over the longer term.

5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?

The bureaux are regularly audited by Citizen's Advice Scotland.

D FINANCIAL / RISK ASSESSMENT OVERVIEW

1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.

Funding from Falkirk Council 2016/17 (including armed services project)	£377,664
Other funding (CAS Report)	£268,076
Council funding as % of total	58%

2. List other sources of funding the organisation has and how much is provided by source.

DWP / Pension wise	£42,078
Citizens Advice Scotland / Scottish Gov / Welfare mitigation	£5,000
Bank of Scotland Foundation, Mental Health Project	£5,000
Scottish Gov, Mental Health Project	£34,000
PASS/FAWBASU related income	£7,461
Scottish Government	£118,650

Citizens Advice Scotland	£20,464
NHS Patient Advice & Support Service	£4,544
NHS Forth Valley	£5,000
SCVO	£3,963
Citizens Advice Scotland - Armed Services Advice Project	£10,098
Citizens Advice Scotland - Aged Veterans Fund	£2,571
Citizens Advice Scotland - Welfare Mitigation	£14,528
Citizens Advice Scotland - Pension Wise	£2,500
Clackmannan CAB/ Forth Valley Health Board	£825
Robertson Trust	£14,000

3. What is the amount of uncommitted reserves held by the organisation?

Uncommitted reserves

Falkirk	£79,774
Grangemouth / Bo'ness	£46,511
Denny / Dunipace	£90,199

4. What proportion of operation cost do reserves represent?

Grangemouth/Bo'ness - Represents 21% of income 2016/17, which equates to 2.7 months running costs (audit recommendation is 3 months)

Falkirk – Represents 3 months of expenditure on free reserves in region of £79,774

Denny / Dunipace - £45,000

5. Last period of submitted audited accounts

Last audited accounts submitted were for period 1/4/2016 to 31/3/2017

6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?

Falkirk Council has its own Welfare Benefit Advice and Debt Advice Service. This is a specialist service that offers free and confidential advice to anyone within the Falkirk area.

Falkirk Council also provide £38k funding per year to MacMillan Money Matters to provide benefits advice and support to people with a cancer diagnosis.

7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?

The bureaux have already made significant savings over recent years through service efficiencies. Further reductions in funding will result in a reduction in the level of service available to clients.

As mentioned previously, working in partnership with the bureaux to commission these services through a partnership

procurement would provide certainty to the bureaux of their funding over several years, rather than a year by year funding settlement as they have received recently. This will allow them to better plan for future service delivery over the longer term.

8. How can reductions in funding be achieved?

Further reductions could be delivered by reducing the level of services delivered. This would be achieved by a loss of staff which will in turn result in a loss of volunteers through reduced resources available to support the volunteers. This will reduce the advice and support available to people in the area.

9. What is the risk to the Council if these services are not funded?

If these services are not funded there will be less support available to help people to manage their money and maximise their income. This is likely to increase poverty and in conjunction will impact on the mental health and well being of people living in the area.

This would prevent us delivering our outcome: our area is a fairer and more equal place to live.

10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.

High

E CONCLUSIONS

1. Summary of the future activities of the organisation that will allow services to continue to be delivered.

The three Citizen's Advice Bureau in the area are willing to work in partnership with the Council to look at how we can commission these services ensuring value for money, efficiency and providing clarity to the bureaux in the longer term.

F. Monitoring Officer Details

Name: Sally Buchanan

Designation: Fairer Falkirk Manager

Service: Corporate and Housing

Date of Report: 06 December 2017

**FALKIRK COUNCIL – CORPORATE AND HOUSING SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2016/17**

Organisation Name	Veteran's Scotland hosted by Denny Citizen's Advice Bureau
Project	Armed Services Advice Project (ASAP)
Agreement Dates	1 April 2016 to 31 March 2017
Name of Lead Officer	Andrew Wilson

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives of Organisation

- The provision of and access to advisory services for armed forces veterans or those currently serving in the armed forces.

What is the purpose of the funding provided by the Council?

This is a project which supports the area's Armed Forces Covenant to support armed forces veterans. The Council is a key signatory to the covenant.

Why Does the Council fund this?

The Council funds Veteran's Scotland / Denny CAB to offer these services across the Council area and on behalf of the Citizen's Advice Bureaux in Grangemouth and Falkirk. The funding recognises the particular expertise citizen's advice has in offering impartial and expert across a range of areas, many of which veteran's need access to.

Veteran's Scotland hosted by Denny CAB were initially approached by the Council to offer these services.

How long has the Council Funded this Organisation to Deliver this Service? When did the Council agree to fund this?

4 years

Set out the funding provided by the Council for the last five years

<u>Year</u>	<u>Annual Funding</u>	<u>Support in Kind</u>	<u>One Off Support</u>
<u>2013/14</u>	<u>£18,000</u>		
<u>2014/15</u>	<u>£18,000</u>		
<u>2015/16</u>	<u>£18,000</u>		
<u>2016/17</u>	<u>£18,000</u>		

B SERVICE DELIVERY

What does the organisation deliver and to whom?

The service supports armed forces veterans and current armed forces personnel who have served / are serving in the Royal Navy, the British Army and the Royal Air Force and their territorial / reserve equivalents, as well as their dependants or carers. Clients can self refer or be referred by another agency. The service employs a co-ordinator to support veterans and serving personnel. Clients aged between 45-59 constitute the largest cohort of individuals who receive support. The range of advice required includes:

- Benefits, tax credits and national insurance
- Debt
- Education
- Employment
- Financial and charitable support
- Housing
- Legal advice
- Tax advice
- Travel, transport and holidays
- Utilities and communications

CAB also has the ability to refer clients to relevant public organisations and other agencies for support and advice.

Who and how many people directly benefit from the organisation?

This service supported a total 46 clients from an army background, 1 client from an air force background, 4 clients from a navy background and 5 from a territorial army background, across the range of service areas already listed.

Set out what other similar and or complementary services are provided which are similar in function or support the same client / communities.

No other specialist advice services are available, although veterans and current service personnel would be able to access mainstream advice services as an alternative.

How does this organisation support the Council achieve its priorities?

This supports the Council with its commitment to support veterans particularly those in need of advice and support and/or who are facing hardship.

Are there any areas of improvement and efficiency that could be achieved?

The service continually strives to reach as many veterans or serving personnel as possible who are in need of access to impartial advice services.

Which areas does this service / organisation cover within the Council area – Be Specific.

This service is provided across the whole area on behalf of all three CAB's serving the Falkirk Council area

C ASSESSMENT OF PERFORMANCE

Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.

The service reports that the number of clients receiving support remains steady with single men, aged between 45-59 with an army background being the largest client group.

Are there any aspects of performance that are causing concern or need to be improved. If so what are they and what are the plans for improvement.

No areas for concern

When was the last time the service was reviewed and what plans are there to review this?

The project is accountable to the Armed Forces Covenant Group chaired by the Council's veteran's champion and receives advice from this group on how to improve its service offering or achieve improved integration with other relevant agencies.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.

Unknown

List other sources of funding the organisation has and how much is provided by source.

Unknown

What is the amount of uncommitted reserves held by the organisation?

Unknown

What proportion of operation cost do reserves represent?

Not applicable

Last Period of Submitted Audited Accounts

Last monitoring return submitted in October 2017.

What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?

The Council supports all three CABs serving the Council area with core funding for the provision of mainstream advice services to the general public.

Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?

This funding supports a specialist services. Future sustainability of the service will be dependant on this funding.

How can reductions in funding be achieved?

Modest reductions in funding in possible, but the service would need to be re-scaled to serve fewer clients as a result.

What is the risk to the Council if these services are not funded?

The risk to the Council is that it may fail to support armed services and current serving personnel in need, which is an important element of our Armed Forces Covenant.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONS

Summary of the future activities of the organisation that will allow services to continue to be delivered.

This service has operated for the past four years and has been well received by the clients it has supported. It plans no major changes to a service offering which is tried and tested but intends to improve reach to as many veteran's and current service personnel as require support.

E COMPLETED BY

<u>Name</u>	Andrew Wilson
<u>Designation</u>	Policy & Community Planning Manager
<u>Date</u>	19 December 2017

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2016/17

Organisation Name	Partnership between Stirling & Falkirk, Councils, NHS Forth Valley and Macmillan Cancer Support
Project	Forth Valley Macmillan Money Matters Project
Agreement Dates	1 April 2016 to 31 March 2017
Name of Monitoring Officer	George Paul
A OVERALL ORGANISATION AIMS	
<p>1. Summary of key aims & objectives of organisation</p> <p>To offer easily accessible information and advice on money matters and financial resilience to patients with Cancer and their families and to increase income available to this client group.</p> <p>The project seeks to maximise incomes to sufferers of Cancer and their families living in the Forth Valley area. Provision includes information, advice and assistance on money matters relating to Social Security Benefits, tax credits, the maximisation and management of income and personal debt. This promotes financial wellbeing and tackles financial and social exclusion.</p> <p>The project will provide information, advice and assistance up to and including representation at tribunal on social security benefits. Workers are based in Stirling and Falkirk.</p>	
<p>2. What is the purpose of the funding provided by the Council?</p> <p>This is Falkirk Council's contribution to the partnership. In return 1.6 officers are based at the Forum covering all the referrals for people with cancer for the Falkirk Council area.</p>	
<p>3. Why does the Council fund this</p> <p>This is a specialist service which has direct links with health professionals, meaning patients get referred at the point of diagnosis and are seen quickly. The project advisers are trained to understand the experiences and needs of cancer patients and their families and to give expert advice to people experiencing these difficult circumstances. They are also able to refer patients to other Macmillan services.</p> <p>The project advisers identify other important issues for patients, their carers and families make referrals to a number of partner organisations including the Macmillan Helpline and Macmillan Financial Guidance Team; the Local Authority Money and Debt Advice Teams for debt advice; the DWP Visiting Service; and local Carer Organisations to further support clients.</p> <p>The team also have "alternative office" status that allows them access to the DWP system</p>	

and to verify forms and evidence gathered.

**4. How long has the Council funded this organisation to deliver this Service?
When did the Council first agree to fund this?**

Since 2009. Macmillan Cancer Relief funded the project in full from 2006 but this was always on the understanding that the Councils and the Health Board would pick up full cost moving forward.

5. Set out the funding provided by the Council over the last five years.

Year	Annual Funding	Support in Kind	One Off Support
17/18	£38,000	£2,620	
16/17	£38,000	£2,620	
15/16	£40,000	£2,620	
14/15	£50,000	£2,620	
13/14	£50,000	£2,620	

B SERVICE DELIVERY

1. What does the organisation deliver and to whom?

Financial Inclusion advice for people suffering from cancer, their carers and families. This includes checking to ensure that all benefits that people are entitled to are claimed. Help is given to challenge decisions not to award benefit including representation at tribunal.

The project has direct links with health professionals, which means they get referred at the point of diagnosis and are seen quickly.

The project advisers identify other important issues and makes referrals to a number of partner organisations to further support clients.

The service is for anyone within the Falkirk Council area who has an active cancer diagnosis (or is a carer or family member).

2. Who and how many people directly benefit from the organisation?

For the financial year 2016-2017, the project helped support 673 clients living in the Falkirk Council area and £2,059,266 of additional income secured.

For every £1 that Falkirk Council has invested there has been a return to the community of £50.70. For the financial year 2017-18 (quarters 1 & 2), the project helped support 299 clients living in the Falkirk Council area and £1,040,705.84 of additional income secured. This is on target to produce a return of over £50 for every £1 invested.

3. Set out what other similar and or complementary services are provided which are similar in function or support the same client / communities.

Falkirk Council has its own Welfare Benefit Advice Service. This is a specialist service but

has
a wider reach to all people with disabilities and long term health conditions (not just cancer).

This service would not be able to prioritise cancer patients within the tight timescales that the project operates to.

4. How does this organisation support the Council achieve its priorities?

The project has contributed to the Council's Poverty Strategy of providing support to some of our most vulnerable citizens and improving their financial security by maximising the income of those households and improving benefit uptake and debt management.

This project enhances the lives of its service users by ensuring that their financial wellbeing is secured at a time of a diagnosis of cancer. By ensuring that individuals remain financially included, the project's intervention ensures that benefit income continues to be claimed from central government and utilised within local communities. Increasing the income available and reducing the debt helps improve the quality of life and reduces some stress related illness.

5. How are users involved in the design and delivery of services?

Through customer feedback forms and returns

6. What geographical areas does this service / organisation cover within the Council area? – be specific.

The whole of the Falkirk Council area

C ASSESMENT OF PERFORMANCE

1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.

Key performance is that the target for the project to achieve 16/17 was to help support 400 cancer patients in the Falkirk Council area. The project exceeded this target by helping support 673 clients living in the Falkirk Council area with an additional £2,059,266 income secured.

2. What aspects of performance should be highlighted? This should include any areas for improvement along with how performance will be included.

The staff managed to support 68% more cancer patients than targeted for. They also generated £2,059,266 of additional income for this group. For every £1 invested by Falkirk Council there has been a return of just over £50 to the local community.

3. When was the last time the service was reviewed and what plans are there to review this?

The service is reviewed annually and the service agreement is signed annually.

There is a quarterly management group meeting of all the partners

4. Are there any improvements in efficiency or effectiveness that could be achieved?

Due to the increasing number of referral levels the management group agreed that the Project would concentrate on cases where a diagnosis of cancer has been received and the client is receiving treatment / palliative care (including all DS1500 cases – where death can be reasonably expected within 6 months). All referrals where treatment has been completed, including clients returning to the service for assistance to complete benefit review forms, would be referred onto partner organisations as well as Macmillan's Direct Services.

5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?

Lead is Stirling Council. The workers are supported and supervised by Diane Connock

D FINANCIAL / RISK ASSESSMENT OVERVIEW

1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.

£40,620 from Falkirk Council which represents 23.5% of funding. However, 56% of the projects clients come from the Falkirk Council area.

In 2016/17 this project received £38,000 from Falkirk Council – plus in kind support (accommodation, desks, computers, phones for 1.6 officers approx. £2,620). The project also received £32,000 from NHS Forth Valley and £100,000 from Stirling, which includes management support and funding in kind (office space, HR support, IT support, equipment, pool car vehicles) giving a total funding package amount of £172,620. This funding is used to employ and manage 7 staff across the project area (1.6 based in Falkirk here at the Forum). The pattern of work activity for 2016-17 altered from previous years with an approximate 56/24/20% split across Falkirk, Stirling and Clackmannanshire respectively. Clients in the Falkirk Council area now represent 56% of the projects clients. This is an increase of 6% on previous years.

MacMillan provides financial support in kind in the form of advice and support to staff and

clients, training and guidance for the team and access to the other Macmillan cancer support services.

2. List other sources of funding the organisation has and how much is provided by source.

Stirling Council is the lead for the project (and the employing agency).

As an organisation, Macmillan Cancer Support raised £245 million in 2016 (latest published figures). Most of this money came from legacies, direct marketing, fundraising events and support from Macmillan's corporate partners. For the same year, after expenditure, Macmillan spent £170 million on services for people affected by cancer in the areas of: healthcare; financial, practical and emotional support; information and awareness raising; learning and development and inclusion.

3. What is the amount of uncommitted reserves held by the organisation?

TBC.

4. What proportion of operation cost do reserves represent?

100%

5. Last period of submitted audited accounts

15/16

6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?

Falkirk Council has its own Welfare Benefit Advice Service. This is a specialist service but has a wider reach to all people with disabilities and long term health conditions (not just cancer).

This service would not be able to prioritise cancer patients within the tight timescales that the project operates to.

7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?

Not if the Council wants the partnership to survive. £40,620 from Falkirk Council represents 23.5% of the project funding yet 56% of the projects clients come from the Falkirk council area. In real terms Stirling Council and the NHS are subsidising the workers based here.

8. How can reductions in funding be achieved?

Breaking up the partnership and putting extra funding into our own Welfare Benefits Service.

9. What is the risk to the Council if these services are not funded?

Any further reduction in funding may lead to the withdrawal of the part-time member of the

team with the work having to be transferred to Community Advice Service. In real terms this will cost the Council more to deliver. The project board has warned that any reduction in funding may result in the service being dissolved.

Funding from Falkirk, Stirling and NHS Forth Valley will be crucial to the delivery of the project. Funding for 17/18 has been agreed at the same rates for 2016-17 from NHS Forth Valley and Stirling Council & Falkirk Council. Any reduction from Falkirk Council moving forward will have serious consequences for service delivery in the Falkirk area. Other risks being faced by the organisation include the full-service roll out of Universal Credit across Forth Valley, along with an increase in the number of clients being transferred from Disability Living Allowance to Personal Independence Payment.

10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.

High - Other services will be required to pick up parts of the service that will no longer be supported by this organisation. This will impact on Community Advice Services, Citizen's Advice Bureaus and other advice giving agencies. In 2016/17 the Macmillan project dealt with 673 Falkirk Council residents (budgeted target was 400). This means that the project was 68% more than budgeted for. If the funding was reduced to £30,400 the .6 officer would be removed and the budgeted target would be reduced to C250. This would equate to 423 residents having to seek an alternative service.

The income generated by the project would fall dramatically and income would be lost to the local economy

E CONCLUSIONS

1. Summary of the future activities of the organisation that will allow services to continue to be delivered.

Due to the increasing number of referral levels the management group agreed that the Project would concentrate on cases where a diagnosis of cancer has been received and the client is receiving treatment / palliative care (including all DS1500 cases). All referrals where treatment has been completed, including clients returning to the service for assistance to complete benefit review forms, would be referred onto partner organisations as well as Macmillan's Direct Services.

The project continues to provide services to people with cancer. For the financial year 2017-18 (quarters 1 & 2), the project helped support 299 clients living in the Falkirk Council area and £1,040,705.84 of additional income secured. For every £1 invested by Falkirk Council there has been a return of over £50 into the local economy.

F. Monitoring Officer Details

Name: George Paul

Designation: Team Leader, Community Advice Services

Service: Corporate & Housing

Date of Report: 27th November 2017

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2016/17

Organisation Name	Action Group
Project	Real Jobs Falkirk
Agreement Dates	April 2016 to March 2017
Name of Lead Officer	Nick Balchin
A OVERALL ORGANISATION AIMS	
<p>1. Summary of key aims & objectives of organisation</p> <p>Action Group provides support to overcome barriers for children, young people and adults with support needs and disabilities, in order to overcome barriers. The organisation aims to provide the lifelong changing support for their client group.</p> <p>"The Action Group is about ALL of life. We work with children and adults – and their families – who need additional support to live their lives. We seek to walk with people throughout their lives, in as many aspects as they need us – from employment to housing from personal care and support to benefits advice, from holidays, to emotional support. We work to connect you to your community and build relationships with others. We want to help you become as independent as you want to be."</p> <p>https://actiongroup.org.uk/</p>	
<p>2. What is the purpose of the funding provided by the Council?</p> <p>Real Jobs Falkirk provides targeted support to assist children and young people with disabilities gain work experience and employment.</p> <p>"Real Jobs is a supported employment service to help people with a learning disability, autism, long term health condition or other support need to find paid work. The service is funded by a variety of sources and therefore is free to use for the client and the employer."</p> <p>https://actiongroup.org.uk/real-jobs/</p>	
<p>3. Why does the council fund this?</p> <p>The target group of children and young people require specific additional support to overcome barriers to gaining employment. Often it is not easy to provide relevant work experience and they can assist employers to make adaptations to ensure they can offer employment. This work is quite specialized and unable to be provided within the Council's services as it requires links with employers and knowledge of the adaptations and supports for the client group.</p>	
<p>4. How long has the Council funded this organisation to deliver this Service?</p> <p>Since April 2009</p>	

5. Set out the funding provided by the Council over the last five years.

Year	Annual	Support In Kind	One Off Support	
2012/13	£90,000	Tbc		
2013/14	£90,000	Tbc		
2014/15	£118,378	Tbc		
2015/16	£100,621	Tbc		
2016/17	£85,621.00	Tbc		

The Action Group uses premises in Muiravonside Park - Steadings Café (in partnership with Falkirk Community Trust) and Carrongrange School.

B SERVICE DELIVERY

1. What does the organization deliver and to whom? i.e. typical service users, customer group targeted etc?

- School leavers from Carrongrange
- Work experience in Muiravonside Park - Steadings Café for children from Carrongrange School and other schools where they have a disability or support need.
- Former clients of the project where they require support, post-school transition between employers or moving on to new opportunities.

Real Jobs Falkirk delivers a supported Transitions service based on the Scottish Government's Supported Employment Framework.

2. Who and how many people directly benefit from the organisation?

The Service supports children in Carrongrange. There were 25 school leavers in August 16 provide with some support in this financial year (between April 2016 and August 2016). There were 18 school leavers from Carrongrange (August 2017), provided with support in this financial year (between August 2016 and March 2017). This difference in financial year reporting and academic year service delivery accounts for some discrepancy between targets and performance.

The Service provided 71 work experience placements for children and young people in the Café and 22 supported placements (work experience and voluntary work).

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client/communities. Include any differences in service.

Employment Training Unit performs some similar functions, such as promoting employability and assisting with identifying work experience placements but with a different target client group.

Action Group, Real Jobs Falkirk works in partnership with Falkirk Community Trust, NHS SERCO and employers. It is unlikely these organisations would be able to provide work experience or employment for the target population without this support.

4. How does this organisation support the Council achieve its priorities?

It directly contributes to supporting employment by supporting children and young people with a disability into paid employment. It contributes to ensuring Falkirk is a good place to live work and learn. It directly contributes to increasing employability of the target group.

This target group are significantly more at risk of not securing employment than the population at large.
5. How are service users involved in the design and delivery of services? Service users provide regular feedback.
6. What specific geographical areas does this service/organization cover within the Council area? Council wide.
C ASSESMENT OF PERFORMANCE
1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that. (Performance reports can be attached as appendices.) <p>The Action Group has provided evidence of positive impact on its service delivery quarterly. They provided a service to 93 young people.</p> <p>Drop in centre – 9 2017 Leavers – 12 2016 Leavers – 10 Learning Works 2016 – 9 Learning Works 2017 – 10 Existing caseload and ex pupils – 43</p> <p>The priority service users are children in S6 of Carrongrange, which in this financial year consisted of 43 children (18 June 2016 leavers and 25 June 2017 leavers). The service supported 31 young people as ex-pupils and previous participants in the project.</p> <p>Steading Café supported 71 young people in total: 33 children from other schools, 16 young people who were post school and returned to the café for support (ex-Carrongrange pupils) and 22 Carrongrange pupils.</p> <p>25 children and young people were supported into a positive destination, throughout the financial year. This is a greater number than the 2016, S6 leavers as other children are supported into employment or positive destinations thought the financial year.</p> <p>The targets are based on average school year groups of 25. As there were 18 S6 pupils, this means that 100% of this group completed a vocational profile. The Table below provides a quarterly breakdown.</p>

Table illustrating performance against agreed targets broken down by quarter - 2016/17

Outputs	Annual Targets	Quarter One	Quarter Two	Quarter Three	Quarter Four	Total
The number of young people completing a Vocational profile	25	7	8	3	0	18
The number of young people supported to undertake a work placement or voluntary work, including participation in Learning Works	15	10	4	6	2	22
The number of people with support needs that will be supported into employment	5	1	2	1	3	7
The number of young people with support needs who will sustain employment for over three months	2	1	1	1	0	3
The number of young people with support needs sustaining employment for longer than 6 months	2	0	1	2	1	4
The number of people participating in supported work placements at the Steadings Cafe in Muiravonside Country Park	40	19	19	16	17	71
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	15	0	10	1	0	11
The number of young people with support needs that will be supported to achieve a work related qualification	7	0	8	0	0	8

2. Exception reporting – Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.

78% more children benefited from work experience than their performance targets.

3. When was the last time the service was reviewed and what plans are there to review this?

Date of most recent review - February 2017 with Monitoring Officer. Reports have been provide by Action Group.

Next planned review - To be confirmed, approximately November 2017. The monitoring officer has changed.

<p>5. Are there any improvements in efficiency or effectiveness that could be achieved? None without disrupting service delivery.</p>
<p>6. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc? No</p>
<p>D FINANCIAL/RISK ASSESSMENT OVERVIEW</p>
<p>1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions. Falkirk Council funding makes up 100% of Real Jobs Falkirk funding. The Action Group as an organisation has an income of £11.7 million, supporting a wide variety of projects and services.</p>
<p>2. List other sources of funding the organisation has and how much is provided by source. Other funding is provided by local authorities and individuals to the national organisation which indirectly supports and subsidises the activity in Falkirk through the organisation's overheads such as payroll, HR, training etc.</p>
<p>3. What is the amount of uncommitted reserves held by the organisation? The national organisation has uncommitted reserves of £277,916 and a contingency fund of £3m.</p>
<p>4. What proportion of operation cost do reserves represent? Not applicable. Reserves are required across the national organisation's activity.</p>
<p>5. Last period of submitted audited accounts Year and 31 March 2017. Signed 4/9/2017.</p>
<p>6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded? None</p>
<p>7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council? No. it is a very specific service. Future sustainability of children with disabilities gaining employment would be enhanced if this service could be extended to children with disabilities in other schools.</p>
<p>8. How can reductions in funding be achieved? This would require a poverty and equality impact assessment and consultation with staff and service users. Reduction in funding would reduce likelihood of children with disability gaining employment.</p>

9. What is the risk to the Council if these services are not funded?

The service to children and young people would not be provided in direct proportion to the decrease in funding at best. It is likely that one service, such as the Café or the support to school leavers would need to cease.

10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.

If funding ceased there is high risk that young people in receipt of the targeted support would escalate to more expensive forms of support and intervention, be unable to secure positive destinations such as employment training and further education. It is not possible to signpost all families in receipt of service to alternative services.

E CONCLUSIONS

1. Summary of the future activities of the organisation that will allow services to continue to be delivered.

The service has made good use of the funds provided in 2016/17 in providing a service. The service has achieved positive outcomes and represents good value for money. The Action Group continues to provide a service to a specialised sector.

F SUBMITTED BY

Name:	Nick Balchin
Designation:	Principal Educational Psychologist
Service:	Children's Services
Date of Report:	21 December 2017

FALKIRK COUNCIL

FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 20XX/XX

Organisation Name	Central Scotland Regional Equality Council
Project	Core Costs
Agreement Dates	Annual
Name of Monitoring Officer	Linda Gilliland
A OVERALL ORGANISATION AIMS	
<p>Summary of key aims & objectives of organisation</p> <p>The Mission of CSREC is to eliminate discrimination and harassment from Central Scotland, so that everyone has an equal chance to learn, work and live free from prejudice and fear of harassment and violence.</p> <p>The Vision of CSREC is that everyone in Central Scotland will enjoy equal opportunities in all aspects of their lives.</p> <p>Values</p> <p>The work of CSREC is governed by the following values:</p> <ul style="list-style-type: none"> <input type="checkbox"/> To avoid discrimination on any grounds by offering its services and facilities to as wide a range of people in need as possible to ensure that their views are fully represented; <input type="checkbox"/> To place the primary focus on the wellbeing and aspirations of all people with whom it works, respecting their individuality, humanity and right to justice and privacy; <input type="checkbox"/> To promote their self-reliance so that they may fully participate in decisions which affect them; <input type="checkbox"/> In all its dealings to be honest and truthful, to allow full access to information and to ensure that its processes are transparent; <input type="checkbox"/> To work in partnership with any individual or organisation operating in the same field sharing the same aims and values. <p>CSREC fully subscribes to the principles of social justice and social inclusion as set out by the Scottish Government and implemented by all public bodies. These commit organisations to "promote opportunities, build stronger communities, promote inclusion and tackle the barriers to it". CSREC believes that all its work contributes to these objectives.</p>	
<p>What is the purpose of the funding provided by the Council?</p> <p>The purpose of the funding is to raise awareness about hate incidents and crime and to reduce prejudice</p>	

Why does the Council fund this?

We want all our communities to feel safe

How long has the Council funded this organisation to deliver this Service? When did the Council first agree to fund this?

The Council has funded the organisation for 33 years, however it is only in the past two years that funding from the council is specifically to raise awareness about hate crimes

Set out the funding provided by the Council over the last five years.

Year	Annual Funding	Support in Kind	One Off Support
<u>2013-14</u>	<u>15 200</u>	<u>10 000</u>	
<u>2014-15</u>	<u>152000</u>	<u>10 000</u>	
<u>2015-16</u>	<u>102000</u>	<u>10000</u>	
<u>2016 -17</u>	<u>8670</u>	<u>7329</u>	
<u>2017 -18</u>	<u>8670</u>	<u>To be determined by CLD</u>	

B SERVICE DELIVERY**What does the organisation deliver and to whom?**

The organisation delivers service to protected characteristic group s

Who and how many people directly benefit from the organisation?

It is difficult to tell from annual report as CSREC attend many different events attended by many different people . However according to annual report 136 individual people were supported across the Forth Valley

Set out what other similar and or complementary services are provided which are similar in function or support the same client / communities.

There are a number of organisations that are similar in function and can support the same client/communities:
LGBT youth Scotland, Stonewall, Equality Network, Endgender, Committed against abuse, CABx, equality advisory and support service, FDAMH, Sensory Centre, Central Advocacy partners, Adult Protection Service, Police Scotland etc

How does this organisation support the Council achieve its priorities?

The organisation promotes equality and diversity across the Council area.

<p>How are users involved in the design and delivery of services?</p> <p>It is not clear if users are involved in service as it is a member organisation.</p>
<p>What geographical areas does this service / organisation cover within the Council area? – be specific.</p> <p>All areas of the Council</p>
<p>C ASSESMENT OF PERFORMANCE</p>
<p>Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.</p> <p>There is no current agreement in place.</p>
<p>What aspects of performance should be highlighted? This should include any areas for improvement along with how performance will be included.</p> <p>The organisation has been successful in achieving additional funding to increase the recruitment of volunteers from protected characteristic groups, provide support to individuals on how to reduce energy bills, and for their Equality in the Community project. This means that the organisation is much stronger financially than in previous years</p>
<p>When was the last time the service was reviewed and what plans are there to review this?</p> <p>N/A</p>
<p>Are there any improvements in efficiency or effectiveness that could be achieved?</p> <p>N/A</p>
<p>Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?</p> <p>N/A</p>
<p>D FINANCIAL / RISK ASSESSMENT OVERVIEW</p>
<p>Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.</p> <p>From annual accounts : Total income 2017 is 100,077 Falkirk (in-kind and financial is 15 999) This equates to 16%</p>

List other sources of funding the organisation has and how much is provided by source.

From 2017 annual accounts

Forth Valley language Support: 42680 + £6K management fee

Scottish Government : 27004

Falkirk Council :15999

Stirling Council :6000

Awards for all :2323

What proportion of operation cost do reserves represent?

According to annual report reserves are 40K which is 3 months

Last Period of Submitted Audited Accounts

March 16-17

https://www.csrec.org.uk/wp-content/uploads/2017/11/CSREC_Full_Annual_Accounts_2016-2017-Signed.pdf

What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?

The Council could raise awareness about hate crime through communications and the work in relation to Community Safety and Public protection.

Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?

Clackmannan Council reduced funding to CSREC to £0. The organisation continues to work in Clacks Council.

How can reductions in funding be achieved?

The Council is often approached by other organisation who can arrange bespoke programmes that a can be delivered across communities to raise awareness about hate crime and tackle prejudice. This work could be tendered however given the small amount of money provided by the Council this might not be value for money.

What is the risk to the Council if these services are not funded?

Police Scotland are legally responsible for dealing with all crime (including hate crime) so very little risk to the Council. The risk would be that our communities would not feel safe.

Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.

The risk to the Council is low

E CONCLUSIONS

Summary of the future activities of the organisation that will allow services to continue to be delivered.

The organisation has received funding from a number of other sources that will allow services to continue to be delivered. The current level of funding received by the organisation is below the requirement for Following the Public Pound so it is suggested that organisation applies to the Community grants fund for funding in future years.

F. Monitoring Officer Details

Name: Linda Gilliland

Designation: Team Leader, Policy

Service: Corporate and Housing

Date of Report: 19 December 2018.