

## Family Support Service Level Agreement

### Summary

The Family Support Service is a joint Runnymede and Surrey Heath Team which has now been established for two years and along with the rest of Surrey has moved into delivering the second phase of the government's Troubled Families initiative. In moving to phase 2 minor changes to the Service Level Agreement with Runnymede are required and approval is sought for this.

### Portfolio Regulatory

**Date Portfolio Holder signed off report** 23 November 2015 (Leader)

**Wards Affected** All

### Recommendation

The Executive is advised to RESOLVE that the Executive Head Regulatory, in consultation with the Portfolio Holder for Regulatory, be authorised to enter into an amended Service Level Agreement with Runnymede Borough Council to take account of potential future liabilities and changes that may arise in the service.

## 1. Resource Implications

- 1.1 The FSP service is funded by DCLG grant monies that do not fully fund the entirety of the service costs. It remains the case that this function cannot be absorbed within existing resources. Participation in this project does not commit the Council to continuing with the project once the funding is removed.
- 1.2 The funding formula within Phase 2 has altered. For Phase 1 payment by results and the family attachment fee paid out £4,000 for each family successfully worked with. Phase 2 funding is such that there is a £1,000 attachment fee for each family successfully signed up to the programme with a further potential £800 for a successful outcome. However, to offset this reduction in funding officer caseloads have been doubled, thus overall the potential funding stream should remain the same.
- 1.3 Any projected shortfall in the budget for 2015-16 will be covered by monies held in reserves from the initial start-up grant in 2013 of which £158,000 remains.

## 2. Key Issues

Service Level Agreement

- 2.1 The revised SLA is largely the same as the one agreed in 2013-15 for Phase 1. The main revision ensures that agreement in the event of redundancy is divided equally across the two boroughs.

### Performance

- 2.2 The details of the performance of the Team are summarised below.

## **3. Options**

- 3.1 The options for the Executive to agree are:
  - (i) To agree an amended Service level Agreement with Runnymede Borough Council
  - (ii) To not agree an amended Service level Agreement with Runnymede Borough Council

## **4. Proposals**

- 4.1 To agree that a revised Service Level Agreement with Runnymede Borough Council be entered into and that authority be delegated to the Executive Head Regulatory in consultation with the Portfolio Holder for Regulatory to enter into the agreement.

## **5. Supporting Information**

- 5.1 The Family Support Service [FSP] is a nation-wide service funded by the DCLG to work with families that are high cost to the public purse due to a complexity of issues or the number of practitioners/ agencies working with them.
- 5.2 Phase 1 2012-2015 worked with families that had to meet 2 of the 3 eligibility criteria – educational concerns about attendance, criminal or anti-social behaviour concerns and lack of employment. Surrey started this service in April 2013 and Surrey Heath started in September 2013, the last District and Borough in partnership with Runnymede to join the programme.
- 5.3 Surrey met the target of working with 1020 families and became eligible to be an early starter for the Phase 2 services 2015-2020. Surrey Heath & Runnymede is a high performing Partnership, achieving the target set on schedule, despite joining the programme 6 months after the other teams.
- 5.4 Surrey County Council has invited the Runnymede and Surrey Heath Team to help to pilot an expanded early help service working with Woking to cover NW Surrey, which may also need reflecting in the SLA.

## **6. Corporate Objectives And Key Priorities**

6.1 The Family Support Service helps to deliver Corporate Objective 4 to build and encourage communities where people can live happily and healthily and supports Key Priority 4.

<b>Annexes</b>	None
<b>Background Papers</b>	None
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**Consultations, Implications and Issues Addressed**

<b>Resources</b>	<b>Required</b>	<b>Consulted</b>
Revenue	✓	<u>27-10-15</u>
Capital		
Human Resources		
Asset Management		
IT		
<b>Other Issues</b>	<b>Required</b>	<b>Consulted</b>
Corporate Objectives & Key Priorities	✓	<u>27-10-15</u>
Policy Framework		
Legal		<u>27-10-15</u>
Governance		
Sustainability		
Risk Management		
Equalities Impact Assessment		
Community Safety		
Human Rights		
Consultation		
P R & Marketing		

**Review Date:**

**Version:**