

BUDGET AND PERFORMANCE PANEL

Monitoring of Service Level Agreements - Thumbprint 30th March 2010

Report of Head of Democratic Services

PURPOSE OF REPORT

To present the annual review of Thumbprint as part of the monitoring of service level agreements (SLAs) undertaken by the Panel in accordance with its terms of reference.

This report is public

RECOMMENDATIONS

That Members consider the annual review of Thumbprint, attached at Appendix 1, and approve its recommendations as follows:

1. That the SLA with Thumbprint remains unchanged, subject to review in 2010/11.
2. That, subject to the approval of the Chief Executive and Member editorial team, consideration be given to including an article on Thumbprint/One Voice and other organisations that the Council funds in Your District Council Matters to publicise the City Council's support for Thumbprint, and help promote a positive image of disabled people and raise awareness of their needs.

REPORT

1. The Panel has responsibility for reviewing and monitoring of SLAs with non-housing voluntary organisations.
2. This report concerns the SLA with Thumbprint and is the work of the Head of Economic Development and Tourism.
3. The SLA with Thumbprint requires them to be monitored annually. The annual review of the service considers:
 - a copy of its examined accounts
 - an evaluation of the service
 - development plans for the forthcoming year
 - arrangements for future funding including estimated income and expenditure for the following financial year
 - any amendments required to this agreement.

4. Attached at Appendix 1 is a copy of Thumbprint's annual review for consideration by the Panel.
5. This is the first SLA review to be considered by the Panel in 2009/10. There are 12 non-housing voluntary organisations with SLAs in place. A further report will be presented to the Panel's meeting on 30th March 2010 to consider the SLA monitoring procedure.

BACKGROUND PAPERS	Contact Officer: Jane Glenton Telephone: 01524 582068 E-mail: jglenton@lancaster.gov.uk Ref: JEG
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