SERVICE LEVEL AGREEMENT BETWEEN LANCASTER CITY COUNCIL AND THUMBPRINT

ANNUAL REVIEW - 2009

SLA SUMMARY

Period of the Agreement	1 st April 2008 to 31 st March 2011
Funding provision	£4,000 each year
Service aim	To enable local people with learning disabilities to create access and develop user-led opportunities for employment and training
Core services funded under the Agreement	 Support for local people with learning disabilities in a range of community based, practical projects Provision on a range of opportunities for employment, volunteering, training and leisure for people with learning disabilities living in Lancaster district Supporting statutory, private and other voluntary agencies in their work Promoting a positive image of disabled people and raising an awareness of disabled people's needs Actively pursuing additional sources of funding towards the operation
Contacts: Thumbprint Lancaster City Council	Dave Kirsopp, Co-ordinator and Project Worker Bill Kindon, Principal Economic Development Officer

REVIEW MEETING HELD 13 NOVEMBER 2009 AT THE CORNERSTONE

Present:

Dave Kirsopp – Co-ordinator and Project Worker, Thumbprint
Bill Kindon – Principal Economic Development Officer, Lancaster City Council

Review requirement	Comments
Annual Report of the service	2008-2009 Annual Report supplied at the meeting together with draft report outlining planned/proposed Thumbprint activities in 2010. Finalised reports subsequently submitted prior to Thumbprint AGM on 9 December 2009.
Copy of examined accounts	Copy of examined accounts submitted following the meeting and prior to Thumbprint AGM.
Evaluation of the service Services provided	Core services provided by Thumbprint are consistent with those specified in the SLA but with an emphasis on supporting people with learning disabilities in a range of practical, community based projects.
	Thumbprint provides support to people with learning disabilities to enable them to set up and run projects with a view to increasing their confidence and developing their vocational skills. It is based in The Cornerstone in Dalton Square, Lancaster and works very closely with One Voice (also City Council supported). Current projects include: • Fork-to-Fork – a new one year project for about 20 volunteers with learning difficulties growing fresh food for local people
	 Untangling the Web – an accessible internet service, charged at affordable rates, and run by volunteers with learning difficulties
	 Ink Again – ink and toner cartridge collecting service which has a contract with Lancaster University and is close to being self-sustaining Mosaic house signs – an early stage project producing house signs from broken tiles
Breakdown of clients	There is a core client group of 14, mostly working in specific projects, with a small additional flow through. The emphasis is on providing in depth support. Whilst it is based in Lancaster, there is a good geographic spread within the District of individuals supported through Thumbprint. The number of clients involved in projects will increase through the Fork 2 Fork project.

Review requirement	Comments
Comparison with previous year	This reflects an increase from about 10 in the previous year in line with increased project activity
Evidence of user feedback and involvement/feedback from stakeholders	Feedback is not formally gathered but the need to monitor feedback is acknowledged. Consideration is being given to the possibility of an independent assessment of the impact of the service eg by a post-graduate student. Following the meeting, contact was made with the Vocational Support Team in Social Services, who refer people with learning difficulties to Thumbprint, and very positive feedback was provided. Emphasis was placed on Thumbprint's approach in helping referred clients to gain confidence by giving them responsibility within a supportive and safe environment and several examples were cited. The view was expressed that Thumbprint adds value to other support services and provides support which would not otherwise be available. Reference was also made to the benefits of colocation with One Voice and the sense of belonging provided through people's involvement with activities in The Cornerstone.
Any income	Income is generated through the projects and this is used to cover projects' costs and provide some income for the clients. One example is Ink Again which generates approx £30 per week.
Publicity for the service	The service is not actively publicised as support capacity is limited and potential beneficiaries can be readily identified through referral and targeted through networks. However, a basic Thumbprint website is maintained and Thumbprint was actively involved in the Social Enterprise Festival held during the year.
Access to the service	Service access is consistent with the SLA. Thumbprint is open from 10 to 4 each day for project work and is accessible by telephone and by drop-in at The Cornerstone from 10 to 3. The service can also be contacted by email and via the website.
Evidence of service development/improvement	There is strong evidence that the service is innovative in identifying new project opportunities which are appropriate to the abilities and needs of its client group and which can provide some income to support project costs. Thumbprint has also provided placements for a number of social work students from Lancaster University which provides a source of additional support and significant additional income as well as providing valuable experience for the students.
Quality assurance	The SLA refers to Access Lancashire continuing to review Thumbprint in the context of quality assurance. DK was not aware of this – needs to be followed up.
Development plans for the coming year	The stated priorities for 2010 are:

Review requirement	Comments
	volunteers
	Fork 2 Fork will be a significant project over the coming year and one potential new project is a mobile phone recycling service, currently in development.
Funding received from other bodies and purpose	Lottery funding of approx £10,000 has been secured for the Fork 2 Fork project As previously noted, some income is provided through hosting several student placements.
Arrangements for future funding (including estimated income and expenditure for 2010/11)	A cash flow forecast was provided following the meeting for the period April 2009 to March 2011 Income from student placements is helping to meet projected core costs in 2010/11, including rent and other overheads at The Cornerstone. The projections would indicate that the service is adequately funded provided projected income from student placements is realised.
Any amendments required to the Agreement	Formal notification of the change in City Council contact officer is required. No other amendments required.
Conclusion	Thumbprint is considered to be meeting the terms of the SLA. The funding from the City Council is important in enabling dedicated staff time to co-ordinate Thumbprint's activities which comprise a number of relatively small, but broad-ranging, projects. Several projects are currently operating, including some in the development stage, which meet a local need as well as providing opportunities for people with learning difficulties. Whilst some of these projects can reach a position where income covers materials and other costs, funding for the project worker will need to be maintained to ensure clients have access to on-going support. It should also be noted that there is strong complementarity between Thumbprint and One Voice and it might be appropriate for future SLA reviews of the two organisations to be conducted in parallel.
Recommendations	 i) that the Service Level Agreement remains unchanged subject to review in 2010/11 ii) 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