

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	<ul style="list-style-type: none"> • 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	Dave Kirsopp, Co-ordinator and Project Worker
Lancaster City Council	Bill Kindon, Principal Economic Development Officer

Review requirement	Comments
<p><i>Comparison with previous year</i></p> <p><i>Evidence of user feedback and involvement/feedback from stakeholders</i></p> <p><i>Any income</i></p> <p><i>Publicity for the service</i></p> <p><i>Access to the service</i></p>	<p>This reflects an increase from about 10 in the previous year in line with increased project activity</p> <p>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 co-location with One Voice and the sense of belonging provided through people's involvement with activities in The Cornerstone.</p> <p>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.</p> <p>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.</p> <p>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.</p>
<p>Evidence of service development/improvement</p>	<p>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.</p>
<p>Quality assurance</p>	<p>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.</p>
<p>Development plans for the coming year</p>	<p>The stated priorities for 2010 are:</p> <ul style="list-style-type: none"> • consolidating existing projects and enhancing their sustainability • ensuring core costs for the base in The Cornerstone are secure • increasing the number of paid project workers and staff with the right skills and reducing dependency on

Review requirement	Comments
	<p>volunteers</p> <p>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.</p>
Funding received from other bodies and purpose	<p>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.</p>
Arrangements for future funding (including estimated income and expenditure for 2010/11)	<p>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.</p>
Any amendments required to the Agreement	<p>Formal notification of the change in City Council contact officer is required. No other amendments required.</p>
Conclusion	<p>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.</p>
Recommendations	<ul style="list-style-type: none"> 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