

Report to: Overview and Scrutiny Committee
Date of meeting: 28 September 2017
Report of: Head of Community & Environmental Services
Title: Community and Voluntary Sector Commissioning Framework – Community Centre presentations

1.0 SUMMARY

1.1 This report provides a summary of:

- Background information to the commissioning framework and which organisations operate the different community centres
- Oversight and governance arrangements with the council
- Performance against the Service Level Agreement (SLA) and Key Performance Indicators (KPI)
- Understanding the social value and outcomes of the commissioning framework's investment in the community centre network

1.2 The presentation from the organisation which operates the West Watford Community Association provides elected members with information on the performance of the different facilities, which form part of the Community and Voluntary Sector Commissioning Framework

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2.0 **Background information**

- 2.1 The council recognises that the voluntary and community sector has an important role in providing services within the borough which provide many positive benefits for those who live, work and visit Watford.
- 2.2 The Commissioning Framework is the council's mechanism that sets out the priorities for a range of leisure and community services which are delivered by voluntary and third sector organisations on behalf of WBC. The community centres provide a network of venues across the borough which plays host to a number of sports clubs, activity programmes and provides advice and support to local residents.
- 2.3 The authority provides a management grant to support the following council owned community centres across the borough:
- Holywell Community Centre – managed by W3RT
 - Orbital Community Centre – managed by YMCA
 - Meriden Community Centre – managed by Watford Football Club Sports and Education Trust (WFC Trust)
 - West Watford Community Association (WWCA)
- 2.4 The centres support the needs of their communities, fostering a sense of community spirit and cohesion. The facilities provide a range of activities that meet the needs of their customers in one or more of the following areas:
- Public health initiatives focusing on mental health and wellbeing
 - Support and skills building towards gaining employment
 - Activities for children/teenagers, older adults and people with disabilities

3.0 **Oversight and governance arrangements**

- 3.1 The quality of services commissioned by the council is monitored by the Leisure and Community Services Team on a regular basis. A rolling programme of reports and presentations to Portfolio Holders and the Overview and Scrutiny Committee has been agreed to ensure that elected members and leadership team are kept informed and updated regarding the progress and performance of the commissioning framework.

4.0 **Performance against the Service Level Agreement (SLA) and Key Performance Indicators (KPI)**

- 4.1 Each of the commissioned organisations has an SLA and bespoke Service Specification which details the KPIs required by the council. Understanding the social value and the positive outcomes of the Commissioning Frameworks investment is important to the council. The authority has already started to capture the workforce and volunteering information. During 2017-2018 additional research will be conducted to establish a baseline dataset on the following topics (1) reducing the Carbon Footprint and evaluation of the wider supply chain and the economic benefit (2) local firms/companies employed by the community centres to deliver services.