



WESTON-SUPER-MARE TOWN COUNCIL

ITEM 7.b) v.2

Finance & General Purposes Committee Meeting 19th August 2024 Supplementary Bad Debt Report Report from the Finance Administration Manager

1. Purpose and background of Report

A bad debt report was reported to the Policy and Finance Committee in December 2023 with a bad debt listed for £700 under the name Debt 2.

Name of Debt: **Debt 2**

Reason for debt: The supplier requested to be paid by cheque but unfortunately was paid by BACS a week later alongside the cheque originally sent. The Finance assistant contacted him via email and he assured them that the overpayment would be repaid. No contact has been made since.

Despite numerous statements and reminders and Bad Debt letters advising that these monies are overdue and we will be seeking County Court intervention the debt remains unpaid.

Net value of Debt: **£700.00**

The Committee decided to pursue the bad debt which was administered and a claim was made to County Court in January 2024 but unfortunately to no avail.

2. Options for Council

We have now received confirmation 15.08.24 that the company has entered into compulsory liquidation by way of a winding up order and therefore due to the sums involved it is unlikely that we will be able to recover the debt.

3. Reason for Recommendation

To comply with the Councils Financial Regulations to write off bad debt if found to be irrecoverable. (15.3.)

4. Expected Benefits

To tidy up the financial records and reduce the number of long-term bad debts, providing up to date accounting data in relation to the councils financial position.

5. Implications

5.1. Legal

The Council has a legal obligation to collect and pursue bad debts unless irrecoverable as per the Councils Financial Regulations (15.3)

5.2. Risks

The potential overspend of the Community Events budget with an unexpected cost implication.



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5.3. Financial

The invoice originated from the Community Events budget and therefore will be charged back to this cost centre which may result in a overspend

6. Appendices

N/A

7.Recommendations

Members are requested to:

1. Write off the debt of £700 that dates back to 2021.

Fiona Gardner

Finance Administration Manager

1st August 2024



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Finance and General Purposes Committee 19th August 2024 Somewhere to Go Service Level Agreement Report of the Chief Executive Officer (Town Clerk)

15.1 Purpose of Report

Following approval of SLA's at the previous special meeting of Town Council on the 17th June, the below report relates to the final SLA that requires approval for Somewhere to Go. Once approved this will be back dated to the 1st April 2024.

15.2 Policy and Finance resolution extract 15th April 2024:

RESOLVED: To bring back the 4 populated SLA's with suggested comments included and for approval in June in order to minimise further delays to service providers.

RESOLVED: To approve deadlines of 30th June 2024 for completion of all other SLA's for the year 2024 / 2025 (for approval at P & F June 24 for issue).

15.3 Members Action Required:

1. To consider the populated SLA data for the following organisations:
 - a. Somewhere to Go (Appendix a)

15.4 Background

15.4.1 Community Service Level Agreements held

The council currently has SLA's with Somewhere to Go, for the value of £50,000

15.4.2 Resolution to agree principle of SLA's via committee:

- A. **Somewhere to Go** – Community Services Committee 03.07.24 resolved the following: 1. That the report and statistics from StG be noted and referred to the Expenditure and Governance Working Party for consideration before the Council prepares its budget 2024/25. 2. That subject to the receipt of a satisfactory more detailed statistical reporting to include key KPI's, and a breakdown of what the last years £50,000 had been spent on. The Community Services Committee were happy to recommend that the Expenditure and Governance Working Party release the 1st Instalment of funds StG. The second instalment was released in March 2024. A meeting has been held in March 24 with the Chairman of Community Services and StG to agree options for progression (these are reflective of the process within this report). This is summarised in Appendix A.



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15.4.3 Other consideration

- a) Following difficulties with internal processes there has been considerable delay in releasing of funds to Community partners who have SLA's with us.
- b) Meetings have now taken place with relevant Committee Chairman and some community partners to discuss KPI's and outcomes in readiness for inclusion and further development into a formal SLA document for the year 2024/ 2025.

15.5 Options for Council

- a) Approve draft SLA data within Appendix A

15.6 Master SLA document previously approved by P&F 15th April 2024 (not for discussion)

The master SLA document agreement which will be issued to all four SLA's and will include information included in Appendix A, has already been approved and therefore is not open to further discussion. Members may request a copy of the full document by email. The following has been added to this document with regard to social value.

15.6.1 Social Value Requirements

The Town Council will have regards to social value and community engagement within the Procurement procedures, as required by the Town Council's Financial Regulations, to considering price and quality value and in addition the economic, social and environmental benefits in its decision making.

The Town Council Social value aims are to move beyond making decisions purely based on financial cost or price alone.

The Town Council will, through the procurement process, seek 'value for money' in its widest sense by considering the social benefits (involving people, culture, and interactions), economic benefits (such as money flow and financial resources to the town) and environmental benefits (involving the place in which people live, the planet and use of resources).

15.7 Expected Benefits

- The SLA will be back dated to 1st April 2024.
- Community partners will have agreed KPI's and payment schedules to aid their service management and expectations.
- A dedicated Sub Committee will oversee all SLA's to ensure consistency with business approach and communication with partners.



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15.8 Implications

15.8.1 Legal

The council needs to have legal documents in place defining service delivery and all other requirements expected within the SLA.

15.8.2 Risks

Without a defined and agreed document the council and community partner are not able to report effectively or monitor quality and performance of the SLA in order to effectively make decisions on inclusion for future years.

15.8.3 Financial Implications

Budgets have been set on historic values rather than satisfactory performance of service delivery due to the lack of robust documentation outlining this in the first place.

15.8.4 Timescales

Moving forward, all SLA's should be agreed and in place by April following approval of budgets and reviews undertaken in prior year.

15.8.5 Biodiversity (councils have a legal duty to consider impact)

All SLA's should have regard for the Councils Biodiversity policies as applicable

15.8.6 Privacy Impact (consider Privacy Impact assessment)

As applicable within individual SLA documents

15.8.7 Equality & Diversity (councils have a legal duty to consider impact)

All SLA's should have regard for the Councils E & D policies

15.9 Appendices

Appendix A – Somewhere to Go

Members are recommended to:

1. Approve Somewhere to Go.
2. Note effective dates for implementation 15.7.

Sarah Pearse

Chief Executive Office / Town Clerk

Drafted 16/08/2024



Appendix A

Background and Strategic Fit Extract

The Parties commit to work in partnership to:

Further the Town Council's vision and strategic aims, by providing a generic money and welfare advice service to Weston-super-Mare residents.

The Somewhere to Go directly supports the emphasis the Council places on community benefit and boosting wellbeing and STG would strongly align with the Council's values of working with local community and partners to ensure that the town of Weston-super-Mare and its wards prioritise its residents' health and wellbeing. In particular, STG provides a contribution or alignment to the following strategic aims of the council (Noting the numbers below refer to the strategy point) :

1. Weston View – Measures to promote and better present the Town.

1.6 Support homeless people - STG provide 'somewhere to go' for homeless vulnerable and disadvantaged people. During the period of September - December 2023, a total of 4,357 interactions were made with service users of which were 467 individuals that visited the day centre. We have supported service users with housing opportunities or referrals to NSomerset Council, also GP referrals, counselling, drug and alcohol services and other external agency creating 37.69% of positive outcomes. STG: Our aim to provide a safe and supportive place for vulnerable adults and disadvantaged people in Weston-super-Mare affected by homelessness, mental health, addiction (gambling, substance misuse), or social isolation. Further to this, our goal is support our clients through working with external agencies to reduce homelessness of which there are a number of factors we must consider on how best to support them. STG will record outcomes of client support, maintain accurate records of daily and weekly service use.

Recorded in alignment of schedule 2: WsMTC Performance indicators

2. Healthier and Happier – Measures to promote the health and wellbeing of local residents. STG: We aim to raise awareness of the charity by engaging with local community groups, schools, sports clubs and working with external partners as part of the Street 2 Settled partnership (S2S). As part of the S2S we will aim to bring an end to rough sleeping and homelessness in the town. We will also record the impact of the service to service users, allowing us widely educate the community of the impact of homelessness in the town.

2.1 Develop and maintain Community Support and Resilience working with community volunteer groups to enhance the town and Identify opportunities for greater use of community groups to operate services and facilities – STG: We aim to build a resilient community of volunteers. Who will be helping us by raising funds, collecting donations and spreading the word about what we do. Which we will do by taking part in events



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or speaking at community groups. This will also, in the future, reduce the requirement for council led funding.

Recorded in alignment of schedule 2 & 3: WsMTC Performance indicators

2.2 To work with community partners (NSC, Community Response, Police, street wardens) to create a safe environment for local residents – STG: Aims to work with the Community Partners to give the community a stronger voice in identifying and tackling the issues affecting our clients, the local community and business owners.

STG will work with the community partners to identify local priorities and use these to develop a local community safety plan that ultimately be delivered in a collaborative way by all stakeholders.

Recorded in alignment of schedule 2 & 3: WsMTC Performance indicators

3 The Town Council will continue to support the entire community of Weston-super-Mare, and establish further initiatives to ensure Weston-super-Mare is actively inclusive and anti-racist. - STG: Our ambition is to become a truly anti-racist organisation. We will be an unflinching advocate for racial justice and mental health. Our support will be engaging and effective for people from racialised communities. We will invest in building an inclusive organisational culture with diverse leaders.

Our Race Equality in Somewhere to Go will also look to deliver greater racial equity in our culture, our values, our structure, our decisions, the support we provide, our partnerships, our campaigns and the way all staff approach our roles. We will appoint a member of the board of trustees who chair our Race Equality Advisory Board will be leading this initiative.

Over the period of the SLA aim to start partnering with organisations who have the experience and expertise to transform the mental health of racialised communities.

Recorded in alignment of schedule 2 & 3: WsMTC Performance indicators

4. A Bright Future – Measures to support and enhance the local economy. STG: Aims to open a community café in the future that will support clients, offering employment opportunities, training and improve public relations. This will also lead to the the charities final goal of becoming financially self-sufficient. STG will look to start planning in 2025.

Recorded in alignment of schedule 2: WsMTC Performance indicators

4.1 Deliver services to the highest quality in terms of efficiency, effectiveness and value for money. Adopt a Social Value Policy. Assess on a consistent basis the Social Value of WTC services and facilities – STG: Aims to build relationships with local partners primarily and nationally to adopt a Social Value Policy. To achieve this we will regularly review our income and expenditure on finding suitable ways to reduce the costs of running the charity. Looking at the environmental impact of the service and how we reduce the impact on the community. Developing our own set of controls that



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will monitor: Themes, Outcomes and Measures. These will align with our charitable ambitions. We will look for sustainable way to reduce the overall cost of running the service i.e. fitting solar panels to the building, therefore reducing the cost of utilities and potentially lead to income from excess power being produced lead to the charities final goal of becoming financially self-sufficient.

4.2 To be a Real Living Wage Employer, and to ask the same of the contractors and services we procure. – STG: We aim to become a living wage accredited employer within the next three years. We aim achieve this by paying all our direct employees the approved living wage rate and look to use only external contractors who agree to pay their staff the living wage. Some of the WsMTC SLA funding could be used to suplimit staffing cost to ensure the provision of the service in the community.

Charges and Payment Extract:

An annual contribution of £50,000 towards the provision of services will be made by the Council.

Payment will be made quarterly, subject to satisfactory performance against agreed Performance Indicators, as set out in the accompanying Schedule (Schedule 2).

Schedule 1 – Service Specification

Purpose of document

This document sets out the requirements for a homeless and vulnerable support service for users of WsM residents, to be delivered by Somewhere to Go. The specification sets out what services are required of the partner, and the outcomes that are aimed to be achieved as a result of this intervention. This Service Level Agreement is in place to acknowledge the financial support required to undertake the services set out below. Outcomes of the service delivery will be reported as described below.

Details of annual estimates for the services are provided to illustrate what the SLA support is funding.

Aim of service

The aim of the service is to provide support and advice to the homeless and vulnerable adults of WsM.

The aim of the service is to support vulnerable adults, low-income adults and the homeless community of Weston-super-Mare. At Somewhere to Go, our aim is to help people to break the cycle of homelessness by enabling people to rebuild their lives. We work together with our clients to understand their situation and goals and find the best ways to move forward. Experience and passion drive our staff and volunteers to



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give people facing challenging circumstances and obstacles, the opportunity to pursue a more positive future. Providing nutritious food are the first priority but perhaps the most important service we provide is a wide-ranging programme of person-centred support to help residents find more permanent accommodation, work through any problems which may have contributed to their homelessness and also prepare them for independent living when they are ready to move on.

Model of service delivery

Homeless Support and Advice, to be provided to residents of WsM accessing STG Services. For WsM residents, STG are located at St. John's Church Hall 4a, Boulevard, Weston-super-Mare BS23 1NA.

We know how important it is for personal health and wellbeing to have a safe and secure base to enable clients to improve their situation. It is also vital for people to have the encouragement to use their own strengths and skills to forge a new life as they grow in confidence whilst using our service. We encourage and enable, console and consolidate, listen and learn to encourage residents to achieve their goals with our help. This support often leads to new opportunities for us to explore, resulting in both the improvement and diversification of our operations. Working with other organisations within Weston-super-Mare, we can assist with directing clients to the correct service for the betterment of themselves and the town as a whole.

Service areas

STG is currently comprised of three different entities; Day Centre / General Advice Centre and Charity Shop.

1. Day Centre –

The day centre had, previous to the SLA Funding from WSMTC, been open Monday, Wednesday and Friday with the shorter opening hours of 10.30am until 2pm. Due to the funding, STG has been able to extend their opening hours from 9am-4pm weekdays and weekends, meaning that they now provide 7 days a week services to clients. The day centre is currently staffed by 2 x support workers and they have recently recruited a full-time senior support worker which is funded from central governments Winter Transformation Fund. The funding is fixed for a period of 15 months and enables them to undertake more in-depth casework with clients. The day centre provides breakfast and lunch to clients and hosts a range of resources for clients to use. It also hosts nurses from Sirona Care which is funded by the NHS and provides medical assistant to one of our communities most vulnerable groups. They



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also provide clothes and foodbank vouchers amongst a range of other provision-based services.

2. General Advice Centre –

The General Advice Centre works with a range of agencies to provide support and advice to the homeless in the town. They now undertake a range of services that are referral based as well as provision of laptops to enable clients access to the internet. They are continuing to identify and locate further agencies that they can partner with to use the space that will broaden the services they provide.

3. Charity Shop –

The charity shop contributes to the funding of the work STG do and was moved last year from a previous location into their own building. The shop is staffed by a manager and a supervisory and has become a firm favourite amongst the local community as they ensure items are priced moderately in comparison to other local charity shops.

Schedule 2: WSMTCP KPI'S Reporting Schedule

STG will use its best endeavours to work towards these expected outcomes of the service listed below.

Expected financial outcomes for 2024/2025.

Number of unique people supported, by each service: [suggest number]

Number of referrals to other services (e.g. CANS)

Number of referrals from other services (e.g. NSC - CRT)

Number of people now not using service as a result of positive outcome (eg housed / employed)

STG will provide case study summaries to show positive outcomes to services users (e'g)

1. Record keeping

Unique clients per annum will be reported on quarterly, as per the reporting schedule 3 (below), along with figures for additional support and referrals.

Every 3 months the partner will provide the Town Council with an anonymised case study, which will be used to demonstrate how the advice service has impacted the client's situation and addressed the ambitions of the Town Council.



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Performance of the service under Schedule 2, and the quarterly reports described In Schedule 3, will be reviewed at by the Community Services Committee of the Town Council and the STG Chair, in order to keep an overview of the service's performance, and to discuss any ongoing issues in a timely way.

For all homeless support and interventions STG will:

- Keep a record of the advice or other services provided, and share a summary with the person receiving support (this will include any required actions, and who needs to take them in what timescale)
- Consistently capture and measure outcomes, as referred to in the Reporting Schedule 3 below.
- Keep the client record open until all scheduled activities related to advice activities have been completed and no further action is required.
- Ensure that records relating to clients and the advice they receive is kept up to date throughout the providers relationship with the client

2. Reporting Timetable.

In each year of the service, reporting will be required to be submitted by the partner to the Town Council by the following dates each quarter:

22nd January (with data from October to December)

22nd April (with data from January to March)

22nd July (with data from May to June)

22nd October (with data from July to September)

Reports can be provided in the format most convenient for the partner if all relevant data is included. A suggested reporting format has been provided as an appendix document. Please ensure the mandatory information is provided in line with this document, and the KPI's identified in Schedule 2.

The specific description of the core data required may change from time to time, in order to demonstrate impact. However, current core data reporting guidance will always be provided ahead of time, in the event of a change, and any variations to this schedule will be mutually agreed.

The service will report on the following areas:

Core data

1. Number of clients accessing the day service per quarter.
2. Housing Circumstances of those clients.



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3. Number of homeless clients already engaging with Homeless services (NSC/YMCA)
4. Number of clients referred to the homeless prevention team
5. Number of placements secured
6. Any other indicators collected by STG
7. Number of Organisations using the space
8. Number of service participants accessing the hub