

## **DUNDEE CITY COUNCIL**

**REPORT TO:** Leisure, Arts and Communities Committee - 14 September 2009

**REPORT ON:** Service Level Agreements with Dundee College, Craigowl Communities and CM Associates 2008-2011 and progress of Literacies Initiative

**REPORT BY:** Director of Leisure and Communities

**REPORT NO:** 441-2009

### **1.0 PURPOSE OF REPORT**

- 1.1 To inform Committee of the progress of the Literacies Partnership in 2008/2009.
- 1.2 To update Committee on the Service Level Agreements with Dundee College, Craigowl Communities and CM Associates for the period 2008/2009 as approved in Report No 123-2008.

### **2.0 RECOMMENDATIONS**

It is recommended that the Committee:

- 2.1 acknowledge the progress and key achievements of the Partnership during 2008/2009.
- 2.2 It is recommended that an annual payment for the period 2009/2010 of £39,000 be made by Dundee City Council to Dundee College, £32,000 to Craigowl Communities and £14,000 to CM Associates upon satisfactory provision of the service specifications. The caveat on this being that the money will be released on a quarterly basis and if targets are not being achieved then the payments will be reviewed and adjusted accordingly.

### **3.0 FINANCIAL IMPLICATIONS**

- 3.1 This expenditure of £85,000 can be met from the Leisure and Communities Department's 2009-2010 Revenue Budget.

### **4.0 MAIN TEXT**

- 4.1 Requirements from Scottish Government, detailed in the Strategic Plan guidance 2008/2011, are that this programme is overseen and delivered, with the local authority leading and supporting the Partnership and with literacies integrated into the community planning process. The reduction of the number of working age people with severe literacy and numeracy problems has been identified by the Scottish Government as one of the national targets.

#### 4.2 Key achievements in 2008-2009:

- 1,796 adults received support and took part in literacy learning programmes
- 247 people came through the Gateway guidance initial referral service provided by the City Council
- Literacy support was available in 30 different venues across the city, including specialist settings such as Liff Hospital, mental health and wellbeing day centres and job centres
- 50% of literacy learners came from Community Regeneration Areas
- Additional funding was secured to enhance the capacity of organisations working with offenders to embed literacy support into their services
- IT facilities for literacy learning were upgraded

4.3 The service specification for 2008/2009 approved by Committee, Report No 123-2008, reflected the roles and responsibilities of Dundee College, Craigowl Communities and CM Associates to provide literacy learning opportunities and infrastructure support, as detailed in the Adult Literacy and Numeracy Strategic Plan 2008-2011.

4.4 CM Associates have successfully reported on the implementation of their role in supporting the development and infrastructure of the Partnership in line with the Scottish Government and Literacies Partnership requirements.

4.5 Both Dundee College and Craigowl Communities complied with the Service Level Agreement requirements in relation to the quality standards and infrastructure. However, both organisations failed to meet target numbers as agreed in their Service Level agreements. Dundee College failed to meet their targets by 10% and Craigowl Communities by 20%.

4.6 Both Dundee College and Craigowl Communities have identified remedial actions which will be taken in order that they achieve their Service Level Agreement targets for the period 2009/2010. Therefore, the Service Level Agreement for 2009/2010 will remain at the same level of funding with the same target numbers; the caveat on this will be that the money be released on a quarterly basis and if by the third quarter the organisations are not on target to achieve the numbers in the Service Level Agreement then the final quarter's payment will be withheld.

## 5.0 POLICY IMPLICATIONS

5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management

There are no major issues.

## 6.0 CONSULTATION

6.1 The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Head of Finance have been consulted on this report and are in agreement with its contents.

**7.0 BACKGROUND PAPERS**

7.1 None.

**STEWART MURDOCH  
DIRECTOR OF LEISURE AND COMMUNITIES  
20 AUGUST 2009**