

Appendix A

PARTNERSHIP AGREEMENT WITH LANGPORT AND SOMERTON LINKS and SOUTH SOMERSET DISTRICT COUNCIL

General Introduction

- This is an agreement between South Somerset District Council and Langport and Somerton Links to run for a period of three years covering the financial year 2008-2011. The Council will pay a sum of £5000 to Langport and Somerton Links in 2008/2009 to support its work, further sums of £5,000 and £5,000 will be paid during 2009/2010 and 2010/2011 respectively.
- Either party can make changes, with agreement by both parties and in writing.
- A period of six months notice shall be required if the SLA is to be terminated by mutual agreement, or by one or other party if obligations have not been met.
- Funding is awarded for three years only and is subject to budgets being available. Funding will be reviewed annually and future funding will be considered through this review.
- The responsible contact officers are Sam Healy, South Somerset Voluntary and Community Action and Head of Area Development North, SSDC.
- The aim of having the agreement is to clarify both Langport and Somerton Links' role and the reason for Area North Committee funding the organisation. It aims to give greater funding stability to the organisation. It also sets out in simple terms the links between the Council and Langport and Somerton Links, the services and activities being provided/developed and a framework for monitoring quality and progress.

Aims of Langport and Somerton Links:

- To provide transport to the people of Somerton, Langport and the surrounding villages, who are currently unable to access public transport due to isolation, unemployment, disability or age.
- To provide access to transport, where mainstream public transport services do not exist.
- To use four vehicles, plus drivers using their own transport, and a mixture of paid and volunteer drivers to offer reliable, efficient and professional service.
- To do this work the organisation operates within an equal opportunities policy and should there be conflict between the organisation and a client then a complaints procedure will be followed.

Delivery of Langport and Somerton Links Services & Activities will include:

- Providing access to transport primarily between the hours of 8am and 6pm, however Langport and Somerton Links will endeavour to meet requests outside of these hours.
- A booking office, open between the hours of 9.30am and 12.30pm Monday - Friday and a messaging service at all other times.
- Fully adapted vehicles capable of transporting wheelchair users.
- Acceptance of referrals from Social Services to transport clients to day care provision on a daily basis.
- Transport to primary and secondary health care appointments.
- A door-to-door service.

Additional Services benefiting Area North residents include:

- Transporting individuals to and from local shops and services, supporting the local economy.
- The creation of paid employment and volunteer opportunities.

Monitoring and Evaluation:

There will be an annual monitoring meeting, to report on level of service, activities provided, feedback from users etc. This will take place in June 2009. Langport and Somerton Links will supply the following information:

Shared set of mid year and annual statistics agreed by all parties (see Appendix 1)
 Annual audited accounts
 Annual report
 Consultation with service users
 Development plans/budget
 Details of other funding
 Quality Mark Update (where relevant)

Langport and Somerton Links has put in place monitoring and evaluation systems that are responsive to the views of individuals and organisations accessing services. These include:

- Reporting statistics on passenger journeys, passenger profiles, mileage, funding received from Parish Councils on a monthly basis.

In 2008 monitoring and evaluation systems shall be improved to include:

- The trial and possible purchase of Shaunsoft, Community Transport Management software, during 2008.
- An evaluation sheet for independent and Social Services customers.

Financial Aspects:

- The Council recognises that it is only a contributing partner to the funding needed by Langport and Somerton Links. Much of the balance is raised by passenger fares and Parish Council contributions.
- The purpose of Area North funding is to ensure access to affordable local community transport for individuals who cannot access mainstream services due to disability, or the absence of an alternative service.
- The funding agreement assumes no significant changes in the level or scope of core activity over the life of the project. Any significant budget changes for the forthcoming year, which will impact on the service or may require additional funding should be raised with Area North Committee by **SPECIFY DATE**. This may include specific projects, for example, to improve services in a particular area or to a priority group with unmet needs. Any such bid would be required to bring forward clear evidence of need.
- One year’s notice should be given if future funding levels are to change.
- If it should become apparent that funds have been applied by the Langport and Somerton Links Service for purposes other than those set down in this agreement, SSDC may seek repayment of all or part of the funds.

Support Arrangements:

- The lead officer and first point of contact regarding this agreement will be the Head of Area Development North.
- All efforts will be made to offer practical advice and support to Langport and Somerton Links beyond the core funding detailed above.
- In the case of any dispute/concern relating to the agreement with or the relationship with Area North, this should be raised with the Head of Area Development North. If the problem is not resolved then this should be raised with the Corporate Director or Portfolio Holder.

Signatures

..... for Langport and Somerton Links DATED.....

..... for SSDC DATED.....

Organisation: South Somerset Links

Service Level Agreement dates: 2008-2011

Partners in SLA: SSDC Area North & SSVCA – Langport and Somerton Links

Organisational objectives:

To provide affordable and flexible community transport to people unable to access mainstream public transport services due to;

- disability
- geographical isolation; or
- where no mainstream public transport services exist; and
- to provide access to shops and services (excluding healthcare)

To ensure;

- the health and well-being of users by providing access to primary and secondary healthcare appointments where no alternative or appropriate service is provided
- the future economic viability of the service

To enhance the quality of life of users

Performance & Targets

Organisation Objectives	Measure	Expected Outcome Target 2008/2009	Actual 2008/2009	Expected Outcome 2009/2010	Area Development Plan, Corporate Plan and LAA aims	Outcomes for the community
SLA related indicators/targets						
To provide affordable and flexible community transport to people unable to access mainstream public transport services due to disability	Number of passengers with a disability	3,024 passengers			ADP 2. Promote and enhance community or subsidised rural transport services 4. Promote and enhance activities and services for older people	

Organisation Objectives	Measure	Expected Outcome Target 2008/2009	Actual 2008/2009	Expected Outcome 2009/2010	Area Development Plan, Corporate Plan and LAA aims	Outcomes for the community
SLA related indicators/targets						
					<p>5. Support the development and enhancement of community managed facilities, activities or services</p> <p>Corporate Plan</p> <p>9. Address the particular issues affecting rural areas</p> <p>11. Work in partnership with others to improve the health prospects for all</p> <p>LAA</p> <p>To be added</p>	
To provide affordable and flexible community transport to people unable to access mainstream public transport services due to geographical isolation	Number of passengers who originate from a town or village with no alternative public transport service	tba			See above	
To provide access to shops and services (excluding healthcare)	Booking software - Reasons for passenger travel at time of booking	2,268 passengers			See above	

Organisation Objectives	Measure	Expected Outcome Target 2008/2009	Actual 2008/2009	Expected Outcome 2009/2010	Area Development Plan, Corporate Plan and LAA aims	Outcomes for the community
SLA related indicators/targets						
To ensure the health and well-being of users by providing access to primary and secondary healthcare appointments where no alternative or appropriate service is provided	Booking software - Reasons for passenger travel at time of booking	1,932 passengers			See above	
To enhance the quality of life of users	Passenger evaluation & of passengers who feel that their quality of life has been improved by using the service Number of passengers transported for social and community involvement purposes	80% 1,008			See above	
To ensure the future economic viability of the service	Budgets	3 months reserve £12,000			See above	
To continue to increase use of the service	Total passengers Total journeys Total mileage	8,400 6,018 60,500miles			See above	
Additional performance beyond SLA						
The creation of paid employment and volunteer opportunities	Personnel records – Number of paid staff, Number of volunteer staff	9 P/T Paid staff 7 volunteers				

To increase the number of 'user' Parishes in Area North contributing to the Service	Accounts- contributions received from different parishes.	Number of received from	15				
To balance service delivery of Social Services contracts vs independent users	Number of contracted journeys Vs Number of independent users		50/50				

Development Plans 2008-2011

- To trial Shaunsoft, Community Transport Management Software by July 2008 and purchase if appropriate
- To implement an accounts system to ensure full cost control
- To increase paid membership
- To purchase replacement vehicle(s) according to the new vehicle replacement policy
- To develop and issue a passenger and Social Services evaluation form to monitor customer satisfaction
- To work with other local partners to provide transport for events in and around Somerton and Langport

Does anyone else provide this service in Area North? No - The Nippy Bus operates commercially in Martock and South Petherton but does not provide the same bespoke door to door service.

Total estimated expenditure for 2008/2009: £5,000 (South Somerset) Somerset: fares - £31,000; grant £1,000.

Amount held in free reserves: nil (£20,000 held for vehicle replacement)

This organisation is also funded by: 10 parishes; fees and charges, donations.