

**KEY DECISION**

Proposed to be made by  
the Cabinet on  
**4 June 2008**

<p><b>LEAD MEMBER/ PORTFOLIO HOLDER</b> Councillor Roger Hollingworth</p>	<p><b>ITEM</b> SERVICE LEVEL AGREEMENT FOR THE ARTRIX BY BROMSGROVE DISTRICT COUNCIL</p>	<p><b>WARDS AFFECTED</b> All wards</p>
<p><b>DOCUMENTS TO BE CONSIDERED BY THE DECISION TAKER</b> Report of the Deputy Head of Street Scene and Community</p> <p><b>REPORT AUTHOR</b> John Godwin</p> <p>Deputy Head of Street Scene and Community</p> <p>01527 881730</p>	<p><b>SUMMARY</b> During the period from the Artrix opening in April 2005 to the present time there has been no formal funding agreement or service level agreement between Bromsgrove District Council and the Operating Trust to direct formally the work of the Artrix and to provide a clear purpose to the organisation by identifying agreed targets and establishing agreed measurable outcomes. Bromsgrove District Council now expects a formal agreement to be established with the Artrix regarding the funding arrangement and the services provided to their customers and on behalf of the local authority. Therefore the service level agreement has been established to manage the funding arrangement, sets out the expectations and defines the relationship between Bromsgrove District Council and the Artrix. The objectives of the service level agreement are to –</p> <ul style="list-style-type: none"> <li>. Provide clear reference to service ownership, accountability, roles and responsibilities.</li> <li>. Present clear, concise and measurable description of service provision to the customer.</li> <li>. Match perceptions of expected service provision with actual service support and delivery.</li> <li>. Operate a framework of consultation aimed at delivering continuous service improvements to the customer.</li> </ul>	<p><b>REASONS FOR BEING ON THE FORWARD PLAN</b> Significant in terms of its effect on communities living or working in an area comprising two or more wards in the district</p>

<b>CONSULTATION DETAILS</b>	<b>Method of Consultation</b>	<b>Consultation period or dates</b>
<p><b>Stakeholders</b> Artrix Operating Trust</p>	<p>The Operating Trust of the Artrix will be formally fully consulted on the Service level Agreement. The service level agreement has been through extensive consultation and negotiation with the Artrix Director. The chair of the Operating Trust has also feed back her initial views and recommendations.</p>	<p>The Operating Trust will receive the service level agreement on 6.5.08 at their meeting to seek their views and recommendations. The Operating Trust will then ratify the service level agreement at their following meeting on the 3.7.08, subject to agreement between the Operating Trust and Bromsgrove District Council.</p>

<p><b>DECISION TO BE MADE IN PARTNERSHIP WITH</b> N/A</p>
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