

**BROMSGROVE DISTRICT COUNCIL**

**CABINET**

**4 JUNE 2008**

**ARTRIX OPERATING TRUST - SERVICE LEVEL AGREEMENT (SLA)**

Responsible Portfolio Holder	Cllr Roger Hollingworth
Responsible Head of Service	Head of Street Scene and Community

**1. SUMMARY**

- 1.1 The report highlights the contents of the proposed SLA between Bromsgrove District Council and the Artrix Operating Trust for the provision of services at the arts centre.

**2. RECOMMENDATION**

- 2.1 The Cabinet are recommended to:
- 2.1.1 Agree to the contents of the proposed SLA, the outturn measures and monitoring arrangements included within the document.
  - 2.1.2 Request Officer with the Street Scene & Community Services department to implement the agreement and action accordingly.

**3. BACKGROUND**

- 3.1 Members will aware that the Council annually funds the Artrix Art Centre for the provision of community service up to £120,000 per annum.
- 3.2 The Artrix centre was established through a partnership between The Council and North East Worcestershire College to provide a combined arts and performing arts facility.
- 3.3 Although the Artrix opened in 2005 and the funding arrangement had been agreed with the Council's Cabinet, no formal Service Level Agreement or funding arrangements have been entered into. This has created a situation where the delivery of community programmes at the centre have been developed and managed directly by the Artrix Operational Trust Staff and have not been shaped based on the Council's Values, Vision, Objectives or Priorities.
- 3.4 The proposed SLA is designed to address the above implications, imbed best practice operating systems/procedures into the on site delivery and to establish a performance frame work where by the expected out comes of our funding can be reviewed and revised as and when required.

- 3.5 Further more the proposal will ensure that the Council can demonstrate VFM and effective use of resources in terms of its on going financial support.

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 There are no financial implications contained with in this report over and above those commitments made by the Executive Cabinet on the 22<sup>nd</sup> June 2005.

#### **5. LEGAL IMPLICATIONS**

- 5.1 There are no legal implications contained with in this report over and above those commitments made by the Executive Cabinet on the 22<sup>nd</sup> June 2005.

#### **6. COUNCIL OBJECTIVES**

- 6.1 This report formalises the Council relationship with the Artrix's Operating Trust and will drive improvements in it's performance to contribute to the Council Objectives of C02, Improvement & C03, Sense of Community & Well Being, by enhancing the delivery of service on site, ensuring service provision is based on robust user/non user feedback, and implementing a performance management framework to measure success against BDC's agreed outcomes.

#### **7. RISK MANAGEMENT**

- 7.1 The main risks associated with the details included in this report are:

- *Failure to secure agreement for proposed SLA with the Artrix Operating Trust*
- *Failure of the Trust to meet the objectives of BDC as established in the SLA.*

- 7.2 These risks are being managed as follows:

- *Failure to secure agreement for proposed SLA with the Artrix Operating Trust:*

*Officers have drawn up the proposal in conjunction with colleagues at the Artrix to ensure that there is an agreement in place, and for both sides to buy into the principles of the agreement.*

*BDC Officers will if required attend Artrix Operating Trust board meeting to cover the contents of the agreement, explain where required the reason why these issues must be resolved and provide information on the Objectives & Priorities of the Council and how this partnership can deliver the agenda.*

- *Failure of the Trust to meet the objectives of BDC as established in the SLA.*

*These issues are built into the SLA and management systems proposed to control any under performance. We will also have the ability to renegotiate the SLA at set periods and the ongoing monitoring aspects will be included in the services risk register.*

- 7.3 Currently the risk identified in the first & second bullet point in 7.1 is not addressed by any risk register and will be added to the Street Scene and Community Services risk register when it is produced for 2008/09.

## **8. CUSTOMER IMPLICATIONS**

- 8.1 There are no direct customer implications for BDC however the proposed SLA will drive the improvements as covered in section 6 of this report.

## **9. EQUALITIES AND DIVERSITY IMPLICATIONS**

- 9.1 N/A.

## **10. VALUE FOR MONEY IMPLICATIONS**

- 10.1 The proposed SLA will impact on the Council VFM agenda as highlighted with in the report and the attached SLA. Main areas of improvement are:

- Implementation of a formal funding arrangement and the ability to reclaim surplus funding at the end of each financial year.
- Establishment of out comes measure for funding provision and performance management system.
- Creation of an agreed repairs and maintenance fund to protect future delivery on site and the long term viability of the facility.
- Explicit review dates with regard to future requirements and funding decisions in order to meet the requirements of BDC's MTFP.
- Ability in future years to benchmark services through performance data collated with in the SLA.

## **11. OTHER IMPLICATIONS**

Procurement Issues None
Personnel Implications None
Governance/Performance Management None
Community Safety including Section 17 of Crime and Disorder Act 1998 None
Policy

None
Environmental None

**12. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	Yes
Chief Executive	No
Executive Director (Partnerships and Projects)	No
Executive Director (Services)	No
Assistant Chief Executive	Yes
Head of Service	Yes
Head of Financial Services	Yes
Head of Legal, Equalities & Democratic Services	Yes
Head of Organisational Development & HR	No
Corporate Procurement Team	No

**13. WARDS AFFECTED**

All Wards

**14. APPENDICES**

Appendix 1 Proposed Artrix's SLA

**15. BACKGROUND PAPERS**

- Cabinet Papers – 29<sup>th</sup> Jan 2003, 27<sup>th</sup> October 2004 & 22<sup>nd</sup> June 2005
- Bromsgrove Arts Centre trust Report & Financial Statement 31<sup>st</sup> March 2007

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