

BROMSGROVE DISTRICT COUNCIL
PERFORMANCE MANAGEMENT BOARD

17TH JUNE 2008

ARTRIX OPERATING TRUST - SERVICE LEVEL AGREEMENT (SLA)

Responsible Portfolio Holder	Cllr Roger Hollingworth
Responsible Head of Service	Deputy Head of Street Scene & 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 PMB are requested to note the contents of this report and its recommendations that were resolved by the Cabinet on Wednesday 4th June 2008.

- 2.1.1 that the requirement for a Service Level Agreement with the Artrix Operating Trust be approved;
- 2.1.2 that authority to agree the detail of the Service Level Agreement in line with the draft attached to the report and the various Agreements, Declarations of Trust and Trust Deeds relating to the Artrix , be delegated to the Head of Street Scene and Community in consultation with the Head of Legal, Equalities and Democratic Services and the relevant Portfolio Holders.

3. BACKGROUND

- 3.1 Members will aware that the Council annual funds the Artrix's art centre for the provision of community service up to £120,00 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 where 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 22nd 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 22nd 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 frame work to measure success against BDC's agreed out comes.

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 through 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 colleagues at the Artrix to ensure that there is agreement in place and buy in from both sides to 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 delivery this agenda.

- *Failure of the Trust to meet the objectives of BDC through 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 sinking 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 – 29th Jan 2003, 27th October 2004 & 22nd June 2005
- Bromsgrove Arts Centre trust Report & Financial Statement 31st March 2007

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