

**Service Level Agreement**

**SPECIALIST STRUCTURAL SERVICES**

**2019/20**

**Between**

**FERMANAGH AND OMAGH DISTRICT COUNCIL**

**AND**

**MID ULSTER DISTRICT COUNCIL**

**April 2019**

# **Service Level Agreement – Specialist Structural Services**

## **Between**

Fermanagh & Omagh District Council and Mid Ulster District Council

(Hereafter referred to as the Agreement and the Stakeholders)

## **1.0 Background**

The Chief Executives of Fermanagh and Omagh District Council and Mid-Ulster District Council have agreed that the specialist structural engineering services provided by Mr Liam O'Neill who is employed by Fermanagh and Omagh District Council will be a shared service between Fermanagh and Omagh District Council and Mid-Ulster District Council for the delivery of specialist services. The nature and scope of the shared specialist services to be delivered and the corresponding financial arrangements across both councils are as outlined below:

- Assessment of structural calculations/details for Building Regulation applications including structural related issues on site where required
- Professional opinion/investigations to be provided for generic structural issues
- Assessment of Dangerous Structures as requested on site
- Advice on structural aspects of Capital Projects
- Structural Surveys/Reports for Council Buildings
- Structural Assessments for other Council Departments; e.g. Planning.
- Undertake other related duties within the necessary skills and competencies of Building Control

The Agreement shall take effect from 01 April 2019 and shall remain in force unless, further to review by the Chief Executives, the provision of a shared service is no longer deemed necessary.

## **2.0 Shared Objectives**

### **2.1 The Objectives of the Agreement are:**

- To define and give effect to the role, responsibilities and obligations of the stakeholders;
- To establish the scope and level of service delivery available for each stakeholder;
- To formalise monitoring and review arrangements; and
- To establish arrangements for financing the shared services model.

### **3.0 Review of the Service Level Agreement**

**3.1** The Stakeholders shall jointly review the Agreement on an annual basis.

**3.2** The Review Process will be initiated and facilitated by the Head of Building Control and Licensing (FODC) and the Head of Building Control (Mid Ulster District council) 3 months prior to the end of the financial year.

**3.3** The Stakeholders may propose at any time during the Period to revise the Agreement, and agree any reasonable alteration or addition to or omission from the Agreement. In the event of such a revision being proposed, each stakeholder shall assess what resources, if any, will be involved, prior to agreeing to the revision.

### **4.0 Performance Review and Reporting**

**4.1** The Employee shall forward a monthly report to the stakeholders detailing all specialist services carried out for the period as set out in Appendix 1. This will include detailed work sheets indicating workloads, type of work, time spent, performance measure etc for each Council area.

**4.2** The Stakeholders shall jointly review performance under the Agreement on a quarterly basis, providing such reports as required to inform the process.

**4.3** The Heads of Service shall ensure that necessary action as agreed is taken to maintain a high level of Service Delivery.

**4.4** Following the annual review process the Heads of Service shall report on the Agreement to their respective Chief Executives.

### **5.0 Level of Service Delivered**

**5.1** Each Stakeholder is responsible for ensuring the Specialist Structural Service is delivered within the Agreement and that it is reported on as detailed in section 4.

**5.2** The Specialist Structural Services covered by this Agreement would include:-

- Assessment of structural calculations/details for Domestic Building Regulation applications – (Comments returned within 10 Working Days from date of receipt)
- Assessment of structural calculations/details for Non-Domestic Building Regulation applications – (Comments returned within 15 Working Days from date of receipt)

- Assessment of structural related issues on site where required
  - (a) 1 Day – Urgent Requests
  - (b) 5 Days – Non-Urgent Requests
- Professional opinion/investigations to be provided for generic structural issues which arise in relation to construction details on site, changes to the Building Regulations and new products introduced to the market
- Assessment of Dangerous Structures as requested on site
  - (a) Response to Urgent Issues – Immediate or within 24 Hours)
  - (b) Non-Urgent Issues – 3 Working Days
- Provide structural design calculations for Capital Projects
- Carry out site inspections for structural designs on Capital Projects
- Provide structural engineering advice on preparation of cost estimate for Capital Projects
- Advice/Guidance on structural aspects of Buildings/ground conditions etc
- Structural Surveys/Reports for Council Buildings
- Structural Assessments for other Council Departments; e.g. Planning.
- Undertake other related duties within the necessary skills and competencies of Building Control

**NB. Specialist Structural Services relating to the Building Regulations have priority over other areas of work as listed above.**

**5.3** Each stakeholder is responsible for monitoring the delivery of services on an ongoing basis.

**5.4** Mid Ulster District Council shall either authorise the specialist officer to undertake lone working on their behalf or ensure that when there is a requirement for the specialist officer to make site visits, that he/she is appropriately authorised and accompanied by an authorised officer of the council.

## **6.0 Financial Arrangements**

**6.1** The Financial arrangements for the Specialist Structural Services have been agreed as follows:-

- Salary (including employer's costs) and Travel is equally divided between Councils (50/50)
- 5% Administration (includes accommodation, heat, light, power, telephone, postage, printing, stationery etc.)

**6.2** Fermanagh and Omagh District Council will invoice Mid Ulster District Council on a Quarterly basis. Invoicing to include salary (including employer's costs) and mileage costs attributed for the Specialist Structural Services for the relevant period.

**6.3** Payment will be subject to receipt of a progress monitoring report as detailed in Section 4.2 and satisfactory performance against targets.

## **7.0 Health and Safety**

**7.1** The employee must adhere to the Health and Safety requirements of each respective Council. This includes adherence to health and safety requirements specific to Council offices as well as in the delivery of services external to the Council offices such as lone working and site specific requirements. Personal Protective Equipment will be provided for the employee, as necessary, by each Council.

**7.2** The Head of Building Control or other Head of Service in the respective Councils are responsible for informing employee of Health and Safety requirements relevant to their Department.

## **8.0 Resolution of Disputes**

**8.1** Any day to day matters which give cause for concern or dispute, which have the potential to impact on the fulfilment of requirements within the Agreement, and which cannot be resolved by the Officers directly involved, will be referred to Line Management.

**8.2** If a situation arises which Line Managers are unable to resolve, it will be referred to the relevant Head of Service / Director.

## **9.0 Insurance Requirements**

**9.1** Mid Ulster District Council should ensure they have appropriate insurance in place to cover the delivery of the activities outlined in this agreement.

## **10.0 Data Protection**

**10.1** In accordance with Data Protection legislation, both parties have a duty to protect any personal data it holds. The information provided to Fermanagh and Omagh District Council in relation to the Service Level Agreement will be used for the purposes of the shared specialist services and will not be shared with any third party unless required by legislation. Information will be retained in accordance with the respective Council's Retention and Disposal Policy

**SIGNED ON BEHALF OF**

**FERMANAGH & OMAGH DISTRICT COUNCIL**

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Chief Executive

**MID ULSTER DISTRICT COUNCIL**

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Chief Executive

## Appendix 1 Specialist Structural Services – Monthly Report

Month:

Measurable Objective	Target	NUMBER OF APPLICATIONS											
		Q1 (1/4/19-30/6/19)			Q2 (1/7/19-30/9/19)			Q3 (1/10/19-31/12/19)			Q4 (1/1/20-31/3/20)		
		Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<ul style="list-style-type: none"> <li>Assessment of structural calculations/details for Domestic applications</li> </ul>	Comments returned within 10 Working Days from date of receipt												
<ul style="list-style-type: none"> <li>Assessment of structural calculations/details for Non-Domestic applications</li> </ul>	Comments Returned within 15 Working Days from date of receipt												
<ul style="list-style-type: none"> <li>Assessment of structural related issues on site where required</li> </ul>	Urgent Requests – 1 Day Non-Urgent Requests – 5 Days												
<ul style="list-style-type: none"> <li>Professional opinion/investigations to be provided for generic structural issues which arise in relation to construction details on site, changes to the Regulations and new products introduced to the market.</li> </ul>													

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		Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<ul style="list-style-type: none"> <li>Assessment of Dangerous Structures as requested</li> </ul>	Response to Urgent Issues – Immediate Response to Non-Urgent Issues – 3 Working Days												
<ul style="list-style-type: none"> <li>Provide structural design calculations for Capital Projects</li> </ul>													
<ul style="list-style-type: none"> <li>Carry out site inspections for structural designs on Capital Projects</li> </ul>													
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