

# **SERVICE LEVEL AGREEMENT**

**TOBACCO CONTROL PUBLIC HEALTH AGENCY FUNDED SERVICE**

**1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2025**

**Between**

**ARMAGH CITY BANBRIDGE  
AND CRAIGAVON BOROUGH COUNCIL**

**AND**

**MID ULSTER DISTRICT COUNCIL**

**April 2024**

**Service Level Agreement**

## **Between**

Armagh City Banbridge & Craigavon Borough Council (ACBCBC) and Mid Ulster District Council (MUDC).

(Hereafter referred to as the Agreement and the Stakeholders)

### **1.0 Background**

The SLA provides a framework under which Armagh City Banbridge and Craigavon Borough Council may provide PHA Commissioned Tobacco Control Enforcement Services in the Mid Ulster area on behalf of Mid Ulster Council.

### **2.0 Shared Objectives**

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

- To establish provision under which ACBCBC may provide PHA funded Tobacco Control services.
- To define the role, responsibilities and obligations of the stakeholders.

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

**3.1** The Stakeholders shall jointly review the Agreement after 12 months

**3.2** The Review Process will be facilitated by ACBCBC and MUDC, 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, ACBCBC shall assess what resources, if any, will be involved, prior to agreeing to the revision.

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

**4.1** The Stakeholders shall jointly review performance on a quarterly basis.

**4.2** Progress reports will be developed and forwarded by ACBCBC to the PHA and MUDC. Where significant variances are highlighted, a rationale will be provided.

**4.3** ACBCBC shall ensure that necessary action agreed is taken to maintain a high level of service delivery.

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

**5.1** ACBCBC is responsible for ensuring services are delivered within the Agreement and in accordance with the PHA Contract.

**5.2** ACBCBC is responsible for ensuring services are delivered within budget.

**5.3** The time spend for training delivered by ACBCBC is incorporated within the time spend.

**5.4** Line Management for the Tobacco Control Officer will be provided by the Environmental Health Department of ACBCBC.

**5.5** The Principal Environmental Health Officer (Food Control & Consumer Safety) will have oversight of the TCO work in Mid Ulster District Council area.

## **6.0 Health and Safety**

**6.1** Health and Safety of staff employed by ACBCBC is the responsibility of ACBCBC, however adequate provision must be made for ACBCBC staff based at or working within other Council Offices, to ensure that all legal obligations are met, thereby protecting all employees and Stakeholders.

**6.2** ACBCBC employees must adhere to the Health and Safety requirements of MUDC, when working in that jurisdiction. 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.

**6.3** The Principal Environmental Health Officer (Food Control & Consumer Safety), MUDC is responsible for informing ACBCBC employees of Health and Safety requirements relevant to their Department.

## **7.0 Resolution of Disputes**

**7.1** 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.

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

**SIGNED ON BEHALF OF**

**ARMAGH CITY BANBRIDGE AND CRAIGAVON BOROUGH COUNCIL**

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**Head of Department, Environmental Health**

**MID ULSTER DISTRICT COUNCIL**

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**Assistant Director of Health, Leisure and Wellbeing**