

Report on	Service Level Agreement
Date of Meeting	15th September 2022
Reporting Officer	Kieran Gordon, Assistant Director Health, Leisure & Wellbeing
Contact Officer	Paul Bailie, Parks Manager

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	x

1.0	Purpose of Report
1.1	To consider a formal request from the Battery Harbour Management Company (BHMC) for a review to be conducted on their community Service Level Agreement (SLA).
2.0	Background
2.1	Members are advised that in March 2016 the Development committee considered and resolved to adopt proposals for annual service levels agreements across the District (minute reference: D075/16) and each year thereafter.
2.2	The Council currently maintain ten SLA's with community based organisations in support of leisure and outdoor recreation services and in May 2022, Members resolved to approve the approach for the April 22 – March 23 year (minute reference: D080/22).
2.3	Included within this approval was the SLA with the BHMC, which was agreed to proceed at £9,925 for the April 22 – March 23.
2.4	Since this approval the Council has received representation from BHMC requesting that the costs associated with the SLA to be reviewed (enclosed within Appendix A).
3.0	Main Report
3.1	The SLA with the BHMC commenced in 2001 via Cookstown legacy Council and the close working partnership is found to be of significant benefit to Council in terms of local community commitment, support and supervision of this visitor attraction. The last review on financial figures was carried out in 2017 and has continued at a rate of £9,925 per annum in the previous 5 financial years.
3.2	<p>The SLA at Battery Harbour places responsibility for inspection and maintenance requirements on the BHMC to include (but not limited to) the following:</p> <ul style="list-style-type: none"> • Electricity provision • Grounds maintenance to include grass cutting, strimming and hedge cutting • Jetty washing • Litter picking and disposal • Lifesaving equipment inspection and replacement • Making available public toilet access to include cleaning and replenishment of relevant consumable items • Relevant insurance and utility costs

3.3	Following receipt of formal correspondence from the BHMC and an initial request for an uplift to £21,265.09 (which represents an increase of 114.25% compared to current SLA), Council officers have engaged with the group to understand the service standards required and the increased costs that are associated with the requirements contained within the SLA.
3.4	To ensure consistency of approach, Officers have also reviewed the BHMC current SLA with more recent SLAs that have been agreed by the Council, namely SLA with the Chamber of Commerce in Fivemiletown.
3.5	This review determined a variation of approach in terms of the value place on direct labour charges, which when applied to the Battery Harbour SLA, along with a review some site specific direct costs, resulted in a recommended uplift on the current SLA of £6,086 (<i>£16,011 annually</i>) for the period April 2022 – March 2023.
3.6	The uplift has been agreed by the BHMC and is considered as reasonable, given the increase of operational costs in the last five years and the alignment with a recently agreed SLA.
3.7	Going forward it is anticipated that the all community partnership arrangements in respect of Council assets may be considered & reviewed as part of the recently agreed motion to develop a Community Wealth Building Framework. In advance of this, Officers will review SLA's annually in terms of affordability, effectiveness and value for money, with any future proposals to be considered as part of the rates estimates process.
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: All Service Level Agreement payments are contained within existing budgets and based on early year efficiencies, Officers are content that the recommended increased can be met from with savings from within existing budgets.
	Human: Officer time to administer and monitor delivery of agreed SLA's.
	Risk Management: Considered in line with relevant policies and procedures.
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: None anticipated.
	Rural Needs Implications: None anticipated.
5.0	Recommendation(s)
5.1	To note the contents of the report and give approval for the amendment of the financial outlay associated with the current annual Service Level Agreement with the Battery Harbour Management Company to reflect a total annual payment of £16,011 (<i>increase of £6,086 on previous agreement</i>).
6.0	Documents Attached & References
6.1	Appendix A: Correspondence received from the BHMC

