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| <b>Report on</b>         | FMT Chamber of Commerce Service Level Agreement                   |
| <b>Date of Meeting</b>   | 16th June 2022  |
| <b>Reporting Officer</b> | Kieran Gordon, Assistant Director Health, Leisure & Wellbeing     |
| <b>Contact Officer</b>   | Paul Bailie, Parks Manager<br>Catherine Fox, Regeneration Manager |

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

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| <b>1.0</b> | <b>Purpose of Report</b>  |
| 1.1        | To consider a proposal to enter into a Service Level Agreement (SLA) with Fivemiletown Chamber of Commerce for caretaker and cleansing duties within the Round Lake and surrounding facilities along with Fivemiletown Market Yard.   |
| <b>2.0</b> | <b>Background</b>   |
| 2.1        | Previously in March 2016, the Development committee considered and resolved to adopt proposals for annual service levels agreements in support of leisure and outdoor recreation services (minute reference: D075/16) and each year thereafter, a report has been brought forward for Members consideration on annual service level agreements.   |
| 2.2        | In March 2020, Members resolved to approve the MUDC Five Year Outdoor Recreation Strategic Plan (minute reference: D052/20) and a key strategic action contained within this plan is to <i>“Monitor existing SLAs with Community Groups for the on-going maintenance of outdoor recreation facilities in their local community”</i> and within each year of the strategic plan there is an action to seek to <i>“develop 1 x new SLA”</i> |
| 2.3        | Previously in May 2022, Members resolved to approve the approach for the April 22 – March 23 year (minute reference: D080/22).<br><br>Council review all Service Level Agreements annually based on a mixture of performance indicators and service provision - this ensures that service level objectives meet with Council’s satisfaction and are monitored continuously.   |
| <b>3.0</b> | <b>Main Report</b>  |
| 3.1        | During 2021, the Roundlake facility and surrounding areas experienced significant investment and facility enhancements. Visitor numbers and camp/caravan bookings have increased significantly and this has brought about additional challenges in terms of facilitating bookings, opening/closing the site, cleaning, light maintenance and inspections.   |
| 3.2        | In line with one of the strategic actions contained within the MUDC Five Year Outdoor Recreation Strategic Plan, Council officers commenced discussions with the Fivemiletown Chamber of Commerce to seek to develop a partnership that recognises  |

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| <p>3.3</p> <p>3.4</p> <p>3.5</p> <p>3.6</p> | <p>the increased accessibility of services at Roundlake and also the challenges that Council resources face in maintaining a quality service within the Fivemiletown area.</p> <p>It is proposed to enter into an SLA and the aim to develop a close working partnership with a recognised grouping within the area is viewed to be of significant benefit to Council in terms of local community engagement, capacity building, commitment, support and supervision of one of our main visitor attractions within the area.</p> <p>Proposals have been discussed with the group to include:</p> <ul style="list-style-type: none"> <li>• Target areas Round Lake and Market Yard</li> <li>• Opening, closing of Round Lake building to accommodate bookings as required</li> <li>• Opening, closing of toilet facilities for general public use</li> <li>• Cleaning of Round Lake facilities – to include buildings and toilets</li> <li>• Litter picking and low level maintenance of Round Lake and Market Yard areas</li> <li>• Reporting of issues to Council staff – ie. antisocial behaviour, defects, etc</li> <li>• Relief cover/opening of caravan amenities for bookings along with meet and greet with incoming bookings (only in the event where council staff are unable to attend – aim is to give 48 hrs notice)</li> </ul> <p>The proposed agreement would seek to provide on-site support services on a daily basis equating to 2 hours per day, 7 days per week on a flexible rota. The calculated cost of this service equates to £144.23 per week/ £7,500 per annum.</p> <p>It would be proposed to enter in this agreement for the period July 2022 – March 2023 initially therefore the above costings would be on a pro-rata basis and subject to review - Council review all Service Level Agreements annually based on interim performance indicators, this ensures that service level objectives meet with Council's satisfaction and monitored continuously.</p> |
| <p><b>4.0</b></p>                           | <p><b>Other Considerations</b></p>   |
| <p><b>4.1</b></p>                           | <p><b>Financial, Human Resources &amp; Risk Implications</b></p> <p>Financial: Sufficient Service Level Agreement contributions have been ring fenced within the current financial year 2022/23 to accommodate the proposed service and in line with the Council's approved Five Year Outdoor Recreation Strategic Plan (minute reference: D052/20).</p> <p>Human: Officer time to administer and monitor delivery of agreed SLA's.</p> <p>Risk Management: Considered in line with relevant policies and procedures.</p>  |
| <p><b>4.2</b></p>                           | <p><b>Screening &amp; Impact Assessments</b></p> <p>Equality &amp; Good Relations Implications: None anticipated at this juncture.</p> <p>Rural Needs Implications: None anticipated at this juncture.</p>   |
| <p><b>5.0</b></p>                           | <p><b>Recommendation(s)</b></p>  |
| <p>5.1</p>                                  | <p>Members are asked to note the content of the report and give approval to enter into a Service Level Agreement with Fivemiletown Chamber of Commerce to provide on-site support services on a daily basis equating to 2 hours per day, 7 days per week on a flexible</p>   |

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|            | rota at an approx. cost of £144.23 per week/ £7,500 per annum. This is for the period July 2022 – March 2023 only and will be reviewed for effectiveness and extension in line with other annual Service Level Agreements in support of Council's leisure and outdoor recreation services. |
| <b>6.0</b> | <b>Documents Attached &amp; References</b>   |
| 6.1        | N/A  |