

Service Level Agreement

This agreement is made between Durham Community Action (DCA) and West Rainton Parish Council. It aims to set out a clear understanding of the purpose, nature and extent of DCA's activity with the Parish Council and its Community Plan Steering Group



It defines the roles and responsibilities of each party and will:

- Be based on principles of mutual respect, openness, trust, commitment, accountability and consensus
- Describe DCA's role and purpose in the arrangement
- Identify in general terms what DCA will do
- Outline what DCA can expect from the Parish Council and Community Plan Steering Group
- Include a budget and payment arrangements
- Outline a process for dealing with issues and concerns
- Provide project or contact details for partners
- Be endorsed and signed by all parties

FRAMEWORK DOCUMENT

DCA Role and Purpose

DCA will provide support, advice and assistance to West Rainton Parish Council and its Community Plan Steering Group to produce a Community Plan.

Outline What DCA will do

As indicated in the original proposal, DCA will:

- Arrange a venue for the launch event.
- Provide a staff member to facilitate event.
- Provide an A1 size Parish Map with associated issues cards
- Provide other consultation materials as necessary
- Use the event to recruit others onto the steering group
- Develop terms of reference for steering group
- Collate responses from initial launch event.
- Invite other partners / volunteers identified by TC and launch meeting.
- Identify capacity of steering group and volunteer time available.
- Support in researching costs.
- Provide sample surveys and model questions.
- Draft questionnaire in consultation with steering group
- Upload survey onto survey monkey for data collection
- Provide a link for social media and web site
- Promote the survey and encourage people to complete it
- Support with producing data analysis
- Presentation on analysis to steering group
- Stage a public event to feedback on consultation responses
- Prioritise issues
- Identify potential projects and solutions
- Draft the plan and write up the document into a first draft stage

- Make any amendments
- Finalise design ready for printing
- Finalise design of final plan document and summary leaflet ready for printing

Outline how long DCA involvement will last

DCA will be engaged in the process until the Community Plan is agreed by the Parish Council and Community Plan Steering Group.

What DCA can expect from the Community Plan Steering Group

The Community Plan Steering Group should have the authority and a remit from the Parish Council to take all decisions relating to the Community Plan.

Members will:

- Attend Steering Group meetings as necessary, no more than ten during the process.
- Promote and attend public consultation events in West Rainton.
- Arrange, chair and provide secretarial support for Steering Group Meetings
- Attend events to prioritise issues
- Approve and proof read copy for final document
- Approve layout of final document

What the Parish Council will contribute to the process

The Parish Council will give delegated authority to the Community Plan Steering Group to carry out all tasks relating to the production of the Community Plan.

The Parish Council will also:

- Provide at least two elected member delegates for the Community Plan Steering Group
- Provided a budget for the completion of tasks associated with the production of the plan and arrange payment of invoices.
- Agree to adopt the Plan as a working document upon completion.

Budget

As indicated in the original proposal, the total cost for the completion of all activities described above will be **£5,550 +VAT**

DCA, the Community Plan Steering Group and West Rainton Parish Council will carry out all activities relating to the plan within the allocated budget. The steering group will have no authority to allocate expenditure and all consultation and work should take account of the allocated budget for the project.

Any additional resources that any part feels are needed should be subject to an application to the Parish Council with a clear rationale for the additional expenditure and will be subject to a Council decision.

Payment will be requested by two instalments:

- **£2,775+VAT upon acceptance of the terms of the Service Level Agreement**
- **£2,775+VAT on acceptance of the final version of the Community Plan.**

Procedure for Dealing With Concerns

Stage One:

- Any problems or concerns to be raised at a meeting with all parties present
- Issues need to be clearly defined and substantiated
- A consensus approach will be adopted to address the issue and agree a solution
- A written record will be made and distributed to all parties

Where an agreed solution cannot be determined, Stage Two should be instigated

Stage Two

- The lead contact and appropriate DCA line manager will convene a meeting to explore and resolve the issue, referring to the Stage One written record
- A written record will be made and distributed to all parties

Stage Three

- Where a solution to an issue cannot be found which is acceptable to all parties then a formal complaint should be made in writing to the Chair of DCA
- The Chair will refer to the written records and will take necessary action to reach a resolution

Contact Details for Partners

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Service Level Agreed:

Name (DCA) Barbara Hind

Signed:

Date:

Name (West Rainton Parish Council) Avril Wallage

Signed:

Date:

For more information:

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