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## **RAYLEIGH ASSOCIATION OF VOLUNTARY SERVICES (RAVS) - SERVICE LEVEL AGREEMENT AND FUNDING**

### **1 SUMMARY**

- 1.1 This report seeks approval to the Service Level Agreement with RAVS, the funding support to them and deals with their request for the hire of the Council Chamber.

### **2 INTRODUCTION**

- 2.1 At the Policy & Finance Committee held on 14 March 2002 Members considered the grant application for 2002/03. Members were advised that RAVS had submitted a draft Service Level Agreement for approval by the Council however, owing to other priorities, this had not been considered at the time of the original report. Pending this report, Members agreed an interim award of £800 against the request of £1,600. Members also agreed to defer the request for the use of the Council Chamber to this meeting.

#### **Service Level Agreement**

- 2.2 The draft submitted by RAVS is shown at Appendix A. It should be noted that the Agreement covers issues for the overall relationship between the Council and RAVS, funding arrangements and the service specification.
- 2.3 As regards the overall relationship, the Agreement appears to cover all issues that are reasonable for this scale of operation. In paragraph 8.5 it is felt that the appropriate officer should be the Corporate Policy Manager, Helen Drye. The Council is expected to be particularly interested in working with RAVS on the wider development of community strategy and partnership arrangements.
- 2.4 As regards the service specification, overall it is considered a useful statement of services to be provided. The Agreement will not prevent the Council from dealing with any individual voluntary group however it is expected that there will be more organisations working with RAVS as their services are developed. The community strategy has already been mentioned and the Council will need a channel through which it can encourage debate, distribute information and co-ordinate activity. The Service Level Agreement provides a framework for this to take place.

- 2.5 Looking at some specific issues, it is envisaged that RAVS will be able to assist the Council in the development of a social car scheme as they have already carried out research into community transport.

#### Use of the Council Chamber

- 2.6 Members requested information on existing arrangements on the letting of the Council Chamber. For the financial years 2000/01 and 2001/02, apart from the main Rochford District Council meetings the Chamber was booked as follows:-

Name	Amount
Town Council	22 *
Planning Appeals/Public Inquiries	16
Citizenship Debate	2
Twinning Association	3 **
Community Safety Meetings	2
S E Mental Health & Community Care Trust	3

\* The Town Council are charged in accordance with their lease

\*\* The Twinning Association have been long term users of the facility.

\*\*\* All free bookings except for the Town Council.

- 2.7 Members will recall that the request from RAVS was to use the Chamber four times per year at a charge of £15 for three hours as against £40 per hour for the hire of the Council Chamber.
- 2.8 Members requested details of other venues available for hire. The attached schedule shown as Appendix B shows the halls available through the Leisure Contract. It should be noted that the charges are per hour. It should also be noted that, in Rayleigh, only the facilities at Mill Hall are suitable for the disabled.
- 2.9 Members may have wished to consider a wider authority other than RAVS thereby making the facility open to other groups. However there has to be a balance to be maintained in making the facility available and retaining usage for ad-hoc meetings of the Council.
- 2.10 It is suggested that in order to meet the needs of disabled groups approval is given to the request, however, the position should be reviewed after one year of operation.

**Funding Request**

- 2.11 As can be seen in Section 3 of the Service Level Agreement the funding would be agreed for a 3-year period. The funding would be £1,600 for 2002/03 and the subsequent two years uplifted for inflation.
- 2.12 This is regarded as a good way forward for the financial support of many organisations in that the Authority obtains agreement for the forward delivery of services rather than, as now, a decision to fund without a focus on the service to be delivered.

**3 RECOMMENDATION**

It is proposed that the Committee **RESOLVES**

- (1) That the Service Level Agreement between RAVS and the Council be agreed.
- (2) That the funding arrangements contained within the Service Level Agreement be agreed. This is a total grant of £1,600 in 2002/03 being increased by inflation for 2003/04 and 2004/05.
- (3).
  - (i) That the request for the hire of the Council Chamber be approved for four occasions per year at a rate of £15 per three hours and,
  - (ii) That this arrangement be reviewed after one year.

D Deeks

Head of Financial Services

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**Background Papers:**

None

For further information please contact Dave Deeks on:-

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## Appendix A

### SERVICE LEVEL AGREEMENT

1 BETWEEN

ROCHFORD DISTRICT COUNCIL

2 AND

## **RAYLEIGH ASSOCIATION OF VOLUNTARY SERVICES**

**1<sup>st</sup> April 2002 to 31<sup>st</sup> March 2005**

**3 SERVICE LEVEL AGREEMENT**

*1. INTRODUCTION*

1.1 This Service Level Agreement is between Rochford District Council (South Street, Rochford, Essex, SS4 1BW) and Rayleigh Association of Voluntary Services (Rayleigh Library Foyer, 132 High Street, Rayleigh, Essex, SS6 7BX).

1.2 This Service Level Agreement shall commence on 1<sup>st</sup> April 2002 and will continue for a three year period until 31<sup>st</sup> March 2005, rolled forward annually subject to the following conditions:

1.2.1 The satisfactory performance of Rayleigh Association of Voluntary Services against performance indicators specified in the Service Specification.

1.2.2 The continued appropriateness of the service provided in the light of the declared priorities of Rochford District Council.

1.3 This Service Level Agreement records the:

1.3.1 Funding support being provided by Rochford District Council.

1.3.2 Services to be provided by Rayleigh Association of Voluntary Services.

1.3.3 Specified Performance Indicators.

1.3.4 Monitoring arrangements.

1.3.5 Arrangements for disputes and breaches.

1.3.6 Circumstances within which the Service Level Agreement can be terminated by either party.

1.4 All correspondence between the parties relating to this Service Level Agreement is to be addressed to the authorised persons who have signed this Service Level Agreement at Section 9.

## **2. DESCRIPTION OF SERVICE**

2.1 Rayleigh Association of Voluntary Services will act as a point of reference for Rochford District Council on issues affecting the voluntary sector and will provide services in accordance with the terms of the Service Specification which support and encourage the development of relevant voluntary groups and organisations through the provision of:

2.1.1 Information and Advice

2.1.2 Consultation and Representation

2.1.3 Service Development

2.1.4 Practical Assistance.

## **3. FUNDING ARRANGEMENTS**

3.1 Rochford District Council will make available the sum of £1600.00 (one thousand six hundred pounds) for 2002/2003 which will be uplifted for inflation and rolled forward annually for a three year period (for years 2003/2004 and 2004/2005) in order to achieve a stability of funding of approximately £5000 in total. Such funding will be subject to the conditions detailed in Section 1 of this Service Level Agreement.

## **4. COMPLAINTS PROCEDURE**

4.1 Rayleigh Association of Voluntary Services will have a Complaints Procedure that is widely publicised and accessible.

## **5. ARRANGEMENTS FOR DISPUTES AND BREACHES**

5.1 In the event of either party giving notice to the other party of a dispute or breach of this Service Level Agreement, the following process will be used.

5.1.1 Rayleigh Association of Voluntary Services and Rochford District Council will use their best endeavours to solve any disputes or breaches, which must be put in writing, relating to this Service Level Agreement at an early stage.

5.2 However, if a mutually satisfactory agreement cannot be reached both parties shall, at the request of either party, meet to discuss the alleged dispute or breach within 28 days of the giving of such notice. They should attempt to reach agreement(s) as to the action to be taken in respect of the dispute or breach and in the event that such an agreement is reached the said notice shall be withdrawn. Withdrawal of notice will be without prejudice to the right of either party to serve further notices of dispute or breach of this Service

Level Agreement including that in respect of which the notice has been withdrawn.

5.2.1 If after 60 days agreement in respect of the dispute or breach has not been achieved, the parties will mutually agree on an appropriate individual or organisation to arbitrate. If the dispute or breach results in a termination of this Service Level Agreement, the full termination period will be required.

## **6. TERMINATION**

6.1 If either party terminates this Service Level Agreement, a period of three months notice in writing will be required.

6.2 The notice will make clear the reasons why it is intended to terminate the Service Level Agreement.

## **7. INSURANCE**

7.1 Throughout the period of the Service Level Agreement, Rayleigh Association of Voluntary Services shall maintain insurance in force with an insurer acceptable to Rochford District Council to cover Employers' Liability for an amount of not less than £2 million (two million pounds) and shall produce a Certificate of Insurance and updated Certificates of Insurance when reasonably requested to do so.

## **8. MONITORING AND EVALUATION**

8.1 Rayleigh Association of Voluntary Services recognises that they are receiving public funding and accept the responsibility of Rochford District Council to account for these moneys.

8.2 Rayleigh Association of Voluntary Services will provide a copy of the Audited Accounts and Annual General Report to Rochford District Council at the time of its Annual General Meeting.

8.3 Links with Rochford District Council will be maintained through the appropriate Head of Service or nominated Officer.

8.4 The services of Rayleigh Association of Voluntary Services will be monitored using the Performance Indicators and means of assessment outlined in the Service Specification. The aim of these Performance Indicators is to provide an accurate, fair and rounded picture of both the performance and quality aspects of the operation of Rayleigh Association of Voluntary Services.

8.5 The appropriate Officer of Rochford District Council will meet annually with Rayleigh Association of Voluntary Services to review and evaluate their

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performance against the agreed indicators detailed in the Service Specification.

**9. AUTHORISATION**

**Authorised Signatory**.....

**Position/Title**.....

**(on behalf of Rochford District Council)**

**Authorised Signatory**.....

**Position/Title**.....

**(on behalf of Rayleigh Association of Voluntary Services)**



## **SERVICE SPECIFICATION**

### **1. SERVICES PROVIDED**

Rayleigh Association of Voluntary Services provides a range of services that encompass the core functions of Support, Liaison, Representation and Development.

Rayleigh Association of Voluntary Services acts as a representative body for the views and needs of the voluntary sector. It supports the development of a partnership working relationship between the voluntary sector and Statutory Agencies.

#### **1.1. Support**

Rayleigh Association of Voluntary Services supports the work of voluntary organisations and the voluntary service in the Rochford District Council area through:

- an information service
- advice and support with fund raising
- help with publicity
- loan of equipment
- newsletters
- a database of voluntary organisations
- a quarterly Community Forum.

#### **1.2. Liaison**

Rayleigh Association of Voluntary Services liaises with Rochford District Council, Essex County Council Social Services and the Health Authority (including the Primary Care Group), in order to:

- co-ordinate voluntary sector activity
- identify overlaps in services provided by voluntary organisations
- act as a medium for consultation with voluntary organisations
- act as a conduit for the distribution of information
- enable effective partnership working.

#### **1.3 Representation**

Rayleigh Association of Voluntary Services represents the views and concerns of local voluntary organisations to other agencies through:

- good organisation
- accurate information exchange
- effective presentation

- attendance at appropriate meetings.

#### 1.4 Development

Rayleigh Association of Voluntary Services develops appropriate services to cater for unmet need, usually in association with other agencies and funded from a variety of sources.

## 2. PERFORMANCE INDICATORS

The Performance Indicators detailed specify the requirements of Rochford District Council and fall within the four core services provided by the Rayleigh Association of Voluntary Services scheduled in Section 1 (Services Provided).

No.	Performance Indicator	Measure of Achievement
1(a) (Section 1.1)	Promote awareness amongst voluntary organisations of information and forums relevant to their organisation.  Organisation of Community Forums involving presentations on specialist areas.	1. Receipt and dissemination of relevant information to appropriate groups.  2. Community Forums arranged and presentations given.
1(b) (Section 1.1)	Advising the voluntary sector on funding sources, criteria and application.	1. Maintenance of funding information and criteria. 2. Names of voluntary groups seeking assistance. 3. Record of successful/failed applications.
2 (Section 1.2)	Facilitate requests for consultation with member voluntary organisations	1. Requests made – number and purpose. 2. Requests responded to in liaison with the commissioning agency.
3 (Section 1.3)	Facilitate the provision of up-to-date information of voluntary organisations.	Maintenance and distribution of a directory of organisations.  Number of organisations listed on the District Council's website.
4 (Section 1.4)	Development of projects to assist in satisfying gaps in service provision.	1. Results of service research undertaken. 2. Type of service to be provided and introduced.

#### AVAILABILITY OF SERVICE

3.1 Rayleigh Association of Voluntary Services will ensure that the service is provided on an equal basis to all users irrespective of race, religion, gender or political beliefs.

3.2 Information about the service and how to access it will be widely publicised through the geographical area covered to ensure that all potential users have equal access to the awareness of the services available to them.

#### GEOGRAPHICAL AREA COVERED

4.1. The service will be provided within the boundaries of Rochford District Council.

#### STATEMENTS OF GOOD PRACTICE

5.1. Rayleigh Association of Voluntary Services must be able to demonstrate the following at all times,

5.1.1 That employees and voluntary helpers maintain high standards of personal conduct and job performance in carrying out their work.

5.1.2 The nature and purpose of the service that it is providing is understood by its employees and voluntary helpers.

5.2 Rayleigh Association of Voluntary Services should ensure that:

5.2.1 Any advice or information given is not biased in any way.

5.2.2 That all services provided are delivered to all users in a fair manner irrespective of racial, cultural, religious or political beliefs.

5.3 Rayleigh Association of Voluntary Services will ensure that its work is consistent with the values summarised by the National Association of Councils for Voluntary Service (NACVS) guidelines.

5.4 Rayleigh Association of Voluntary Services will ensure that it works on behalf the entire local community and actively challenges disadvantage and promotes equality of opportunity within the local voluntary sector.

#### MANAGEMENT OF SERVICES

6.1 Rayleigh Association of Voluntary Services must operate through a properly constituted Management Committee.

6.2 The overall responsibility for recruitment, staffing and management of the service provision lies with the Rayleigh Association of Voluntary Services.

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## Appendix B

### ROCHFORD CONTRACT HALL HIRE CHARGES

#### Freight House

Great Eastern Room	Rate 1	28.00	200 people
	Rate 2	18.00	
	Rate 3	14.00	
	Rate 4	10.50	
Pullman Suite	Rate 1	26.00	120 people
	Rate 2	15.00	
	Rate 3	12.00	
	Rate 4	9.50	
Carriage Room	Rate 1	21.00	60 people
	Rate 2	12.00	
	Rate 3	10.50	
	Rate 4	8.50	
Committee Room	All rates	8.50	30 people

#### Mill Hall

Main Hall	Rate 1	29.50	210 – 300 people
	Rate 2	21.00	
	Rate 3	16.00	
	Rate 4	12.00	
Bar Lounge	Rate 1	26.50	90 – 180 people
	Rate 2	15.00	
	Rate 3	11.50	
	Rate 4	9.00	
Coffee Mill	All rates	9.50	40 people
Dressing Room	All rates	6.50	20 people
Terrace Bar	All rates	11.50	25 – 40 people

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<b>Castle Hall</b>	Rate 1	20.00	
	Rate 2	11.50	80 – 100 people
	Rate 3	9.50	
	Rate 4	8.50	

Note:

Rate 1: Fri 7pm – Sun 2am

Rate 2: Sun 8am – 11pm

Rate 3: Mon – Thurs 7pm – 1.45am

Rate 4: Mon – Fri 8am – 7pm