

NORTHUMBERLAND

Northumberland County Council

BERWICK UPON TWEED TOWN COUNCIL

SERVICE LEVEL AGREEMENT

WITH

NORTHUMBERLAND COUNTY COUNCIL

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1. PURPOSE OF AGREEMENT:

This agreement relates to Northumberland County Council providing additional staff and resource to supplement and further enhance the service supplied by NCC and to improve the overall quality of the environment and public realm in Berwick. These resources will also be available to fulfill BTC responsibilities relating to their assets, e.g. play parks, benches, etc.

2. PARTIES TO THE AGREEMENT:

This agreement is between Berwick upon Tweed Town Council and Northumberland County Council, Neighbourhood Services.

3. LINES OF COMMUNICATION:

All correspondence relating to this agreement will be made in writing either by letter or email. Any verbal communication will be confirmed in writing by the authorised officers of both parties.

4. SERVICE LEVEL AGREEMENT FOR:

4.1 Description of Service:

This agreement lays down the respective obligations and responsibilities of Berwick upon Tweed Town Council and Northumberland County Council, Neighbourhood Services.

4.2 Details of Service:

NCC will provide the resource equivalent to two full time employees to provide 7 day cover, a vehicle for each operative to allow them to work independently as required and the equipment required to fulfil the duties. Where reasonably practicable, NCC will provide specific operatives for the duties under this SLA in order to maintain consistency of staff.

4.3 Locations of the service

The work undertaken will be entirely within the boundaries of Berwick Town Council

4.4 Schedule of Activities:

Core tasks as detailed in Appendix A will be carried out on a scheduled basis. This schedule can be amended during the course of the SLA with the agreement of both parties.

Additional tasks will be carried out at the request of BTC, examples of additional tasks are detailed in Appendix B.

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4.5 Special Notes

- BTC will supply non-standard resources as required i.e. materials paint etc.
- Make all requests for extraordinary work to NCC through the nominated persons.
- All requests for work must be submitted in writing on a Work Request Form along with a BTC requisition number. Requests for work will only be accepted if the appropriate work request form has been submitted by an authorised BTC officer.

4.6 Management of this Service Level Agreement:

This Service Level Agreement between Berwick upon Tweed Town Council and Northumberland County Council, Neighbourhood Services, will be managed as follows: -

NCC RESPONSIBILITIES

- Provide staff with the appropriate training to carry out the duties required.
- Manage and supervise the staff to ensure they fulfil the purpose of this agreement.
- Plan and coordinate the work so that it complements and enhances existing work.
- Provide BTC with a plan of the work for the season.
- Plan requests from BTC for any extraordinary work.
- Develop performance management & reporting arrangements for the project in conjunction with BTC and based on BTC requirements. Meet with BTC regularly to review performance and to discuss and agree the work programme.
- Maintain records of work activity and inspections.
- Respond to any complaints in accordance with NCC's standards and provide details as part of the performance management arrangements.
- NCC will manage holidays, sickness absence and any other capability or disciplinary matters in accordance with NCC policies and procedures.
- NCC will ensure that adequate cover is provided for holiday or sickness to maintain the services.

BTC RESPONSIBILITIES

- BTC will agree to commit to this agreement for a 3 year period.
- Work with NCC to alleviate any complaints.
- Identify any areas that may need special attention.
- Supply non-standard resources required i.e. materials, paint etc.
- Make all requests for extraordinary work to NCC through nominated persons.

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- Agree the format with NCC for the performance management & reporting arrangements for the project.
- Agree a regular schedule of meetings with NCC to discuss and review the work carried out under this agreement.
- At the end of the season, review the overall performance of the scheme with NCC.
- Make the agreed payments to NCC on receipt of invoices as per the invoice terms.

5. SERVICE LEVEL AGREEMENT COSTS:

The charge in 2018-2019 for this Service Level Agreement will be £75,096, as agreed. Payments will be made to NCC in two installments each year with 50% of the charges payable at the start of each financial year and 50% of the charges at the mid point of each financial year, including VAT as appropriate. Costs for subsequent years will be reviewed and agreed prior to the start of each financial year.

6. DURATION OF SERVICE LEVEL AGREEMENT:

This Service Level Agreement is for the 3 year period starting 1st April 2018.

7. AGREEMENT OF SERVICE LEVEL AGREEMENT:

This agreement can be modified by the mutual consent of both parties and will be reviewed every 12 months.

This agreement automatically terminates at the end of the three year contract and there is no provision for early termination once the persons have been engaged.

Signed on behalf of Berwick upon Tweed Town Council:

Signature: _____ Date: _____

Signed on behalf of Northumberland County Council:

Signature: _____ Date: _____

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Appendix A - Core Tasks

Weekdays

- At least two daily visits to Castlegate toilets Monday to Friday to undertake any additional cleansing and re-stocking as required.
- At least one daily visit to all other toilets in the BTC area to undertake any additional cleansing and re-stocking as required.
- Extra Town centre cleansing, mid-day and late afternoon.
- Enhanced weekly cleansing of each Berwick electoral ward.
- Routine check of street furniture (bins, bus shelters and benches) for cleanliness and damage whilst in the vicinity.
- Weekly play park inspections.
- At least twice weekly visits to play parks.

Weekends

- Town centre cleansing on Saturday and Sunday.
- At least one extra visit to all toilets on both days to undertake any additional cleansing and re-stocking as required.

Winter only

- Once weekly visits to play parks.
- Open and cleanse Spittal toilets.

Other work to be programmed with agreement and direction of BTC

- Repair and maintenance of bench and picnic tables.
- Repair and maintenance of planters.
- Installation of new litter bins as needed and on agreement with NCC.

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Appendix B - Additional Requests that may be outside the scope of the SLA or might have to be done at the detriment of the Core tasks

Other Work as appropriate and will only be actioned if requested through the written Work Requests procedure from BTC.

Examples of work that may be requested;

- Removal of graffiti.
- Additional clean and wash litter bins/benches.
- Regular litter picking, visits to identified problem areas to provide an improved response time to these issues.
- Weed and keep tidy flower and shrub beds throughout the summer period.
- Remove weeds from street furniture and channels.
- Supplement weed spraying by additional spot weed spraying as needed.
- Supplement Play Park grass cutting by undertaking additional strimming where required.
- Major repair of defects and maintenance of BTC assets (play park equipment, street furniture).