

Swaffham Town Council (STC) and Swaffham Cultural Consortium (SCC)

Service Level Agreement –

Administrator/Facilitator, Swaffham for Carter 22 celebrations.

Introduction

This agreement is intended to set out the responsibilities of the Service Provider, Swaffham Town Council.

General Service

1.1 Swaffham Town Council shall provide administrative and facilitation support in the form of services of suitably skilled staff to assist in the execution of the Swaffham Cultural Programme. The Consortium will develop and deliver a Cultural Programme that will complement the capital developments and community engagement work taking place through Historic England's High Street Heritage Action Zone scheme.

2. The Project

2.1 Breckland Council has secured funding from Historic England to deliver a 'High Street Heritage Action Zone' (HSHAZ for short) within Swaffham. The High Street Heritage Action Zone consists of a range of projects with the aim of using Swaffham's unique historic environment to revitalise the town centre.

3. What is a High Street Heritage Action Zone

3.1 A high street heritage action zone is a heritage-led regeneration programme designed to secure lasting improvements to our historic high streets and the communities who use them. The zone is located within Swaffham Town Centre Conservation Area and comprises an exciting and innovative array of projects, to help safeguard and celebrate the heritage of the town. High Street Heritage Action Zones are Historic England's flagship initiative to help transform historic places and Swaffham is one of a number of zones chosen throughout the country.

4. The Cultural Programme

4.1 In partnership with Arts Council England and The National Lottery Heritage Fund, Historic England is offering support and funding for the development and production of cultural programmes and partnerships that will complement the work of the High Street HAZ Programme.

4.2 The programmes supported by this fund will be developed and delivered by the local communities in each place. This cultural activity will celebrate the local character and heritage of the location and make high streets a key place to experience and participate in culture. The programme will take place alongside the capital development works taking place on the high street and will act as a way for people to engage with that building and development work.

- 4.3** Ideally, the Cultural Programme should consider the heritage and history of the high street, as well as its role in today's context. It should prompt people to reconsider their preconceptions about what the high street is, and who it is for, exploring and celebrating the stories of the people and events that have taken place there over time.

5. Services Provided

5.1 Administrative support and facilitation shall be provided consistent with the commitments made to HE in the original Grant Application of 13th August, supplementary e-mail of 7th October 2021, relevant terms of the contract between STC and HE, and as directed by the Chair and Project Manager of SCC in support of decisions made by the Consortium, including but not limited to:

- Administering the search and selection process for suppliers for our activities and managing the bid process in collaboration with Town Council.
- Getting quotes and keeping an eye on the budget
- Preparing and placing Contracts and Purchase Orders
- Maintaining Financial records, and generally acting as Bookkeeper for SCC
- Maintaining records of SCC meetings, including minute taking as requested.
- Community involvement activities as directed by SCC
- Liaising with companies who might be interested in participating in Festivals
- Support with event organisation and administration, included but not limited to road closures, liaison with partners including Police, First Aid providers etc.
- Support with evaluation of events and activities,
- Submit reports at the intervals and in the format specified by HE
- Receiving, administering and accounting for financial contributions including grants from other organisations in support of the programme.
- Assist with programme proposals for years three and four.
- Assist and facilitate consortium members to complete the funding application for years three and four of the cultural programme.
- Generally to assist consortium members as appropriate proportionate to the SLA.

5.2 Authority levels

The Service Provider shall act on instructions from the Cultural Consortium consistent with the authority levels in the table below

	Officer	Out of pocket expense	Purchase Orders	Invoice Payment
	Project Manager or Chair	£100	£1,000	£1,000
	Project Manager and Chair	£500	£5,000	£5,000
	Minuted Cultural Consortium Decision	£1,000	To unallocated funds	To unallocated funds

6. Record keeping

- Keeping accurate financial records demonstrating that the Funding has been spent validly and in accordance with the Project.
- Supply all financial records in connection with the Funding to HE upon request.
- Retain all financial records in connection with the Funding for 6 years.

7. Project Timescale

- 7.1** The Service Level Agreement will commence in January 2022. The timescale of the SLA will be for a period of one year and three months working 25 hours per month. If a bid for funding for subsequent periods is successful, then this agreement can be extended in accordance with Clause 11.

8. Financial Arrangements

- 8.1** Payments will be made by BACS on submission of an Invoice quarterly in arrears on 1st March 2022, September 2022, 1st March 2023.
- 8.2** The budget available for the services listed above is £5,000. If a bid for funding for subsequent periods is successful, this budget will be reviewed.
- 8.3** The Town Council shall indemnify the Cultural Consortium in their dealings with Grant Funding received, and in their care and control, with transactions received and payments made on behalf of the Consortium.

9. Service Standards

- 9.1** All staff shall be suitably dressed, smart/casual appearance, with a pleasant telephone manner, good interpersonal skills, generally polite and helpful
- 9.2** The Service Provider shall be responsible for the actions of their staff and shall indemnify the Cultural Consortium in this regard. There is also a requirement to provide a copy of a public liability and employer's insurance certificates.
- 9.3** The Service Provider shall have a single named point of contact and a deputy and liaise regularly with the Cultural Consortium as appropriate and proportionate to the SLA.
- 9.4** Swaffham Town Council shall indemnify the Cultural Consortium for Representative Member, Lead Partner and SLA management responsibilities only. These do not include Event Management, event Risk Assessment or Public Liability outside of this defined role.

10. Notice period

- 10.1** The notice period for both parties is to inform their respective counterparts in writing giving 3-months' notice of the intention to either withdraw the service (by the Service Provider) or to withdraw the service level agreement (by the Cultural Consortium).

11. Changes to the Service Level Agreement

11.1 The Cultural Consortium reserves the right to modify or improve the Service Level Agreement requirements, following consultations with the Service Provider.

Signed Judy Anscombe (Mayor) _____

Signed Richard Bishop (Town Clerk) _____

On behalf of Swaffham Town Council

Signed Brian Armitage (Chair) _____

Signed Sue Gattuso (Project Manager) _____

On behalf of Swaffham Cultural Consortium