

SERVICE LEVEL AGREEMENT

LETTINGS SERVICE

Description of Service

We will:

- Provide you with a copy of the Letting of Educational Premises Management Handbook on request or automatically when there are any amendments and updates to the Handbook.
- Liaise with outside groups to arrange occasional and seasonal bookings in accordance with the Lettings Management Handbook. This will include:-
 - offering planning advice to assist in the maximisation of use of available premises and maximise income generation
 - adjustment of charges to user groups where premises are unexpectedly not available for a booked group and arrange refunds and credits as necessary. This will be actioned as soon as notification received
 - provide advice on committee requirements, legal requirements, local by-laws and VAT regulations in relation to the hire of premises in accordance with the type of letting including use as Polling Stations, political surgeries, area board and public meetings. You will be notified immediately of any changes
 - liaison with other Council departments and services in connection with specialist lettings e.g. catering, cleaning, security, architects, health and safety etc., in order to ensure the smooth operation of the service
 - provide detailed advice and guidance on current legislation in relation to the letting of educational premises
 - an application form which will be forwarded to user groups on the same day as a request is received
 - the forwarding of a contract letter to the user group, within 5 days of receipt of the completed application form, including details of costs, indemnity forms and VAT regulations
 - the booking of the premises upon immediate receipt of the signed contract acceptance form
 - provision of letters of confirmation of booking, including indemnity forms, to the school and User Group within 5 working days of the booking of the premises
 - highlighting to the User, the need to make satisfactory arrangements for insurance and request/retain a copy of this insurance
 - the raising and monitoring of prompt payment of invoices for income due to the schools. In the event of late or non-payment, a series of reminder letters will be sent to the User Group after 3 weeks of the initial raising of the invoice, before legal proceedings commence in line with the Council's Collection of Outstanding Debt procedure
 - Provide you with income projections/achieved income status, upon request, at any point within the financial year

- Monitor and record all lettings within a central lettings database and via electronic systems to enhance information sharing/retrieval
- Upon request, detail your School's available facilities within the Bury Council webpages to aid maximisation of income generation and increase extended School activity
- The Service will assist you in your requirements to demonstrate the best use of your resources through income generation, through use of premises and facilities; included within the Schools Financial Value Standard (SFVS) and recognised nationally as a requirement for all Schools to enhance the use of their premises.

Integral part of Service

Adhering to current Safeguarding legislation, we will:

- Vet all applicants applying for use of premises who deliver activities to children and young people via our application process in line with Bury Safeguarding Children's Board procedures, in order to promote the welfare of Children and Young People to contribute to the outcomes of the Every Child Matters objectives. This process will include:
 - ensuring that the applicant has a written procedure on Child Protection
 - provide contact information for the Advice and Assessment Team and Local Authority Designated Officer
 - ensuring the applicant and all staff/volunteers are DBS checked
 - ensuring that there is a designated person responsible for Safeguarding
 - ensuring that there is an appropriate child : staff ratio
 - ensuring that there is a designated first aider
 - ensuring that there is a designated fire safety officer
 - ensuring that there is an accident/incident procedure
 - ensuring that appropriate documentation/equipment is in place for the duration of the letting
 - ensure that staff have appropriate qualifications to deliver the activity in question
 - ensure that applicants have an acceptable level of insurance in place to the minimum Authority standard and request/retain a copy
 - ensure that applicants have insurance in place for any privately owned equipment that may be used in the duration of the letting, i.e. inflatable bouncing devices and check the inflatable PIPA inspection certificate and tag number.
 - provide information to user groups about Independent Safeguarding Authority
 - ensure that organisations are Ofsted registered where appropriate

School's Responsibilities if it decides to buy back the package

- The school must keep the LA informed of any alteration to the availability of the school to ensure that any user can be informed in good time.

- The school must keep the LA informed of any staff illness that may impact upon the availability of the school to ensure that any user group can be informed in good time.

School's responsibilities if it decides not to buy back the package

- There are growing pressures from Government to ensure that school buildings are used for wider purposes than the school day, and to generate any additional income as can be achieved. All lettings administration, as described above, would fall to the school that did not buy back this service.
- The school would need to set up its own administrative system in order to recoup income due to it, including recoupment of debts. This would include income from regular lettings of premises, plus that due from use of Councillors' surgeries, elections, public meetings, and any monies owned by junior groups including uniformed voluntary youth groups.
- Additionally, you will need to comply with all legal requirements in connection with the letting of educational establishments.
- All correspondence, including complaints will need to be dealt with by the school.
- Safeguarding measures should be undertaken in line with Bury Safeguarding Children's Board procedures and national legislation

Costs

- An additional sheet detailing costs for each individual school is included under separate cover and is based around the level of usage and subsequent income generated through lettings facilitation for each establishment.
- An in-year surcharge may be applied where there is an increase in administration as a result of additional facilitated usage

Proposed Contract Length

- 1 year

Contact for Further Information

- Samantha Horrocks-0161 253 5453

Customer Feedback

We pride ourselves on providing a high standard of service, which meets customer needs. If you would like to discuss ways in which you feel we could improve the quality of the service being provided to you or if there are any additional services, which you would value, please contact Samantha Horrocks.

The contents of this Service Level Agreement will be reviewed on an ongoing basis with you, as will the charge. The aim of the review will be to maintain and improve service quality and ensure continuing relevance and cost effectiveness.

General Standards of Performance

Staff training and management will be continuous in order to ensure that knowledge and skills are kept up to date and the service responds quickly and efficiently to requests and enquiries from schools.

Unless stated within the Description of the Service, telephone calls will be answered within 15 seconds and letters will be responded to within 3 working days.

The service will be available between 8:45 a.m. and 5:00 p.m. Monday to Friday. Assistance outside these hours can be arranged upon request.