

**Service Level Agreement 2014/15
Between
Ilminster Town Council And Ilminster Tourism**

Parties to the Agreement

Ilminster Tourism and Ilminster Town Council

Purpose

To set out the service levels to be achieved by Ilminster Tourism in return for a¹ revenue subsidy grant from Ilminster Town Council.

Ilminster Town Council's Obligations

- 1. To pay promptly the amount of the revenue subsidy grant agreed by the Town Council when the Service Level agreement has been signed by both parties.
- 2. To nominate a representative (this will usually be a serving Councillor) to sit on the management committee of Ilminster Tourism. This representative will provide regular updates on the activities of the Information centre to the Town Council
- 3. Visit the Ilminster Local Information Centre by request

Ilminster Tourist Centre's Obligations

- 1. To provide a warm welcome and professional service to visitors
- 2. To provide attractive and tidy displays with categorised up-to date information promoting the Town of Ilminster and the local area
- 3. To ensure the Local Information Centre is staffed by people with good local knowledge
- 4. To ensure that all staff wear name badges which clearly state their name
- 5. To keep statistics on the number of visitors to the Local Information Centre and the nature of enquiries (see 8 below)
- 6. To ensure that all persons staffing the Local Information Centre are appropriately trained (see 8 below)
- 7. To ensure that all persons staffing the Local Information Centre are aware of their responsibilities under Equalities legislation
- 8. To ensure that the centre is well signed and accessible to people with disabilities
- 9. To acknowledge Ilminster Town Council's support in any material prepared by the Local Information Centre
- 10. To provide an annual, written, report to Ilminster Town Council on the activities undertaken during the period of funding. The report to include:
 - a. An income and expenditure summary
 - b. Statistics on the number of visitor contacts, the method by which the Local Information Centre was accessed, the type / nature of enquiries (this needs to be an accurate record not an estimated figure)
 - c. Details of training undertaken by people staffing the Local Information Centre
 - d. The number and nature of any complaints dealt with and how they were resolved
- 11. To make a report to the Annual Town Meeting regarding the work of Ilminster Tourism, when requested to do so by the Mayor

¹ A revenue subsidy grant must be applied for in accordance with the Town Council's current policy

**Service Level Agreement 2014/15
Between
Ilminster Town Council And Ilminster Tourism**

Signed On Behalf of Ilminster Town Council

Date

Signed on Behalf of Ilminster Tourism

Date

Resources Committee, 9th June 2015, Agenda No 6

**Service Level Agreement Between Ilminster Town Council
And
The Ile Youth Club**

Parties to the Agreement

Ile Youth Club and Ilminster Town Council

Purpose

To set out the service levels to be achieved by the Ile Youth Club in return for a ¹revenue subsidy grant from Ilminster Town Council for the financial year 2013/14

Period Covered by this Agreement 10.09.13 - 31.03.15

Amount of Revenue Support Grant £2, 500 for the financial year 13/14 and a commitment to an amount of not less than £2,000 for 2014/15

Definition

Young People - in accordance with The Ile Youth Club's Constitution (May 1986) membership of the Club is for persons aged between 9 years and 21 years so that is the age range intended where reference in this document is made to young people.

Ilminster Town Council's Obligations

1. To pay promptly the amount of the revenue subsidy grant agreed by the Town Council when the Service Level Agreement has been signed by both parties.
2. To nominate representative(s) (this will usually be a serving Councillor(s)), the number to be agreed with the Ile Youth Club (in accordance with their Constitution), to sit on the management committee of The Ile Youth Club. This representative will provide regular updates on the activities of the Ile Youth Club to the Town Council
3. Visit the Ile Youth Club by request

Ile Youth Club Obligations

1. To provide a warm welcome and professional service for young people, which embraces equality of access and is cognisant of the needs of young people with protected characteristics.
2. To provide recreational, social and educational activities for the young people of Ilminster and the local area to enhance their lives and personal development
3. Promote greater community cohesion between young people and the wider Ilminster community
4. To keep statistics on the number of young people attending the Youth Club, including demographic information such as age, sex and disability (see 11 below)
5. To keep information on the number of sessions provided for young people and the topics of any specific subject areas covered during sessions e.g. personal safety (see 11 below)

¹ A revenue subsidy grant must be applied for in accordance with the Town Council's current policy

6. To ensure that all persons providing sessions for young people are appropriately trained and Disclosure and Barring Service (DBS) checked
7. To ensure that all people working or volunteering at the Youth Club have the appropriate level of Disclosure and Barring Service (DBS) checks completed
8. To ensure that all persons providing sessions and activities for young people are aware of their responsibilities under Equalities legislation.
9. To have policies in place regarding equalities and child protection
10. To acknowledge Ilminster Town Council's support in any material prepared by the Ile Youth Club
11. To provide an annual, written, report to Ilminster Town Council on the activities undertaken during the period of funding. The report to include:
 - a. An income and expenditure summary
 - b. Statistics on the number of Young People attending sessions, including demographic data
 - c. Information on the activities and topics covered in sessions
 - d. Details of training undertaken by people staffing the Youth Centre (paid staff and volunteers)
 - e. The number and nature of any complaints dealt with and how they were resolved
 - f. Copies of the Youth Club's Equalities and Child Protection policies

The annual report to be available at a date specified by the Town Council who may invite the Ile Youth Club to make a formal presentation to an appropriate meeting.

- 12 To make a report to the Annual Town Meeting regarding the work of Ilminster Tourism, when requested to do so by the Mayor

(1) Signed On Behalf of Ilminster Town Council

Signature

Date

Name and Role

(2) Signed On Behalf of Ilminster Town Council

Signature

Date

Name and Role

(3) Signed On Behalf of Ilminster Town Council

Signature

Date

Name and Role

Signed on Behalf of the Ile Youth Club Management Committee

Date

Name and role