

Subject: Service Level Agreements Update

Prepared by: Judy Livingston (Community Development Team Leader)

Meeting Date: 10 March 2010

Report to COMMUNITY DEVELOPMENT Committee for noting

SUMMARY

For several years Council has given grants to several community groups. For those groups controlled under the Community Development budget a decision was made to enter into Service Level Agreements (SLA) with each of the organisations for the 2009/10 financial year. The SLAs described set deliverables against which the organisation would report throughout the year.

Three organisations recently presented six monthly reports to Council and the purpose of this report is to update Council on their activities.

RECOMMENDATIONS

That the Committee

1. receives the report
2. notes that further work is scheduled to be carried out on the contracts that organisations enter into with Council for grants to ensure that they are fit for purpose.

Judy Livingston
Community Development Team Leader

Nedine Thatcher-Swann
Community Planning & Development Manager

1. REPORT

There are six grants allocated to community organisations under the Community Development budget. The Unit Team Leader was concerned that historically these have been paid out with little or no accountability from the organisations. As Council is ratepayer funded it was considered that a formal agreement was required that would better serve both parties.

It was agreed that a Service Level Agreement (SLA) was the most appropriate mechanism to achieve the outcomes required, because it:

- Acts as a communications tool – the value of an agreement is not just in the final product; the very process of establishing the SLA helped to open up communications.
- Is a conflict prevention tool – an agreement helps to avoid or alleviates disputes by providing a shared understanding of the needs and priorities. Should a conflict occur, then the agreement tends to assist resolution of the issue.
- Is a living document – this is one of its most important benefits. The agreement isn't a dead end document consigned to the "Forget Forever" file. The parties regularly communicate throughout the life of the document re service provision updates etc.
- Provides an objective basis for gauging service effectiveness. An SLA ensures that both parties use the same criteria to evaluate service quality.

Management responsibilities would include providing a point of contact for problems related to the agreement, maintaining ongoing contact with the other party, conducting service reviews, coordinating and implementing modifications to the SLA, and assessing and reporting on how the two parties can further enhance their working relationship.

After consultation with the Community Planning & Development Manager it was decided that for the 2009/10 financial year service level agreements (SLA) would be introduced for all grant recipients that come under the Unit's budget. The reporting requirements were determined by the level of grant. Some organisations were required to report twice yearly and others four times per annum.

Three organisations delivered six monthly reports back to Council.

1. Creative Tairāwhiti – **Appendix 1**
2. Gisborne Citizens Advice Bureau – **Appendix 2**
3. Gisborne Riding for Disabled – **Appendix 3**

Creative Tairāwhiti receives \$6,000 (excl GST) per annum, and their agreed performance measures are:

- Provide a regularly updated arts website and ensure that arts activities (including events and festivals) are effectively promoted.
- Maintain an up-to-date database on the arts sector in Tairāwhiti that also incorporates Wairoa arts information.
- Facilitate networking and collaboration between arts practitioners and arts organisations.
- Administer the Creative Communities NZ Funding Scheme Under \$500 grants with full diligence ensuring a fair distribution of grants and proper feedback from recipients in line with Creative New Zealand's guidelines
- Survey the Tairāwhiti Arts Community to gauge the performance and delivery of services by Creative Tairāwhiti. The survey is to be completed by June 2010.
- Provide six monthly milestone reports to the Gisborne District Council on progress towards the performance specifications listed in 1 to 6 of schedule one.

Gisborne Citizens Advice Bureau receives \$16,000 (excl GST) per annum, and their agreed performance measures are:

- CAB Office open for general enquiries 1690 hours per year.
- CAB Office open for legal advice with a consulting lawyer 45 hours per year.
- Attend to 3,500 enquiries during each financial year.
- Attend to 140 legal appointments and referrals during each financial year.
- 100% of all enquiries are recorded and categorised by type (subject) during each financial year.
- Five training sessions for volunteers are held during the financial year.
- 100% of volunteers attend a minimum of three training sessions during the current year.
- The Chairperson or delegated representative to participate in a minimum of 11 network meetings e.g. GISCOSS and community expos during each financial year.
- Analyse enquiry statistics to identify social policy needs in the community and report back to Council quarterly.
- Gisborne CAB provides an Annual Report, incorporating an Audited Financial Report, to the Council each year.

Gisborne Riding for Disabled Inc receives \$2,700 (excl GST) per annum, and their agreed performance measures are:

- To provide therapeutic programmes and horse riding activities to facilitate the training and rehabilitation of persons with disabilities whose physical and mental health is likely to benefit from such participation.
- Individual plans to be prepared for all riders to address their needs and extend their skills.
- To provide approximately 800 hours of riding therapy for people with disabilities in the financial year.
- Comply with any Code of Safe Practice which has been recognised by OSH and have in place a Safety Officer who monitors and updates safety procedures regularly.
- Maintain a minimum of volunteers, therapists, instructors and horse experts of no less than five people during the financial year.
- A Gisborne Riding for Disabled representative to report back to Council on the outcomes twice during each financial year.
- Gisborne Riding for Disabled to provides an Annual Report, incorporating an Audited Financial Report, to the Council each year.

It is pleasing to note that all these organisations are on track to meet their year end outcomes. They have all expressed their approval of the SLA process as it has helped improve the communications process, enables them to determine Council requirements and thus manage expectations accordingly, has clarified responsibilities and built the foundation for a win-win relationship.

It is important to note that further work is scheduled to be carried out on the contracts that organisations enter into with Council for grants. Currently we use standard contracts that cover grants ranging from as little as \$2,500 to as large as \$300,000. The contractual arrangements will be reviewed to ensure that they are fit for purpose and are not too onerous on those organisations where smaller grants are allocated. This is a work in progress and the Committee will be advised of the outcomes once that work is completed.

2. COMMUNITY OUTCOMES

The Gisborne District Council's LTCCP community outcome will be significantly realised through Council's involvement and support of community driven organisations that deliver through provision of a Council grant.

APPENDICES – Organisation Reports

- Appendix 1 Creative Tairawhiti
 - Appendix 2 Gisborne Citizens Advice Bureau
 - Appendix 4 Gisborne Riding for Disabled
-