

SERVICE LEVEL AGREEMENT

Service Level Agreement between Cheltenham Borough Council and Cheltenham Council for Voluntary Service (CCVS)

Schedule 1. The Service Provision

This schedule sets out what is expected of your organisation and aims to specify clearly a series of *services and provisions* which the *Council* has agreed your organisation will perform on behalf of Cheltenham Borough Council and its residents.

1.0 Key Objective of the Service

The principal objectives of the *Cheltenham CVS* are:

- to encourage and enable voluntary organisations to carry out their work for the benefit of local people effectively and efficiently;
- to encourage and enable new voluntary organisations to be formed in an appropriate way to meet emerging needs within the community;

The main objectives of the *Cheltenham CVS* are:-

- (a) to offer a resource to the local voluntary and community organisations which will provide core support and referral service between groups and agencies;
- (b) to provide an effective and efficient, readily available advice and information service to voluntary organisations, including the provision of regular newsletters and information mailings;
- (c) to provide an accurate information service regarding local voluntary organisations for the voluntary sector, statutory bodies and to the general public;
- (d) to provide good quality practical support services to voluntary organisations such as typing, photocopying, duplicating, message receiving and forwarding, equipment hire/loan, meeting rooms, etc.;
- (e) to provide access to information on educational and training activities taking place in conjunction with the Local Education Authority and Adult Continuing Education Service. If staff are available, training will be provided at the *Cheltenham CVS*;
- (f) to maintain a general oversight of the needs and activities of all voluntary organisations in Cheltenham.
- (g) to work closely with the *borough council* as a partner thereby co-operating and involving the *borough council*, where appropriate, on community and voluntary sector based projects, initiatives and research; forwarding all relevant information relating to any requirements and issues facing the community or voluntary sector, as a local authority could influence.
- (h) to actively seek funding from sources other than the *borough council* in order to support a sustainable and autonomous organisation.
- (i) to nominate a representative to attend regular CBC Community Liaison Network meetings, and to assist the Voluntary Sector Forum Representatives to disseminate this information to the rest of the voluntary sector and *Cheltenham CVS* members.
- (j) to present an Annual Action Programme and Business Plan for consultation by the *borough council*

2.0 Services which will be provided by Cheltenham CVS

Cheltenham CVS shall provide an all-embracing advice and support service within the above objectives which shall be available to both personal and telephone callers.

The services offered shall include:-

- (a) providing support services to the Voluntary Sector Forum as long as these are necessary.
- (b) providing advice and development services to the Voluntary Sector within its resources and as appropriate.
- (c) providing an advice and consultancy service to voluntary organisations :
 - to improve operational effectiveness by establishing need, providing advice on setting up, forms of constitution - including charity registration, applications for funding, insurance and employment matters , etc...
- (d) providing an information service to:
 - **the public** - by informing them about the voluntary sector and voluntary organisations: who they are; what they do; how they can be contacted.
 - **the voluntary organisations** - by informing them about new and existing organisations and helpful contacts, training opportunities, funding sources and legislation/ legal requirements etc.. e.g. the publication of a regular newsletter
 - **the statutory services** - by providing up-to-date information concerning local voluntary organisations. Representing the needs and concerns of the voluntary sector to statutory organisations.
- (e) supporting and assisting with development:
 - by providing good quality practical support services including typing, photocopying, duplication, message taking and forwarding, providing equipment for loan/hire, providing meeting and training rooms. Developing new services to meet unfulfilled needs;
- (f) providing a liaison service between voluntary organisations and other agencies (including the statutory and private sectors) to enable voluntary organisations to work in partnership in planning delivery and monitoring of services.
 - to be achieved by encouraging, developing and maintaining effective channels of communication for joint planning and representing the interests of the voluntary sector.
- (g) **Specific Cheltenham CVS Projects**
 - **Planning**
 - (i) to take the lead, in partnership with *borough council* and other statutory agencies to support the requirements of the voluntary sector.
 - (ii) to provide a consultative channel for the development of CBC's Community Development Strategy and it's Strategy to Promote Social Justice and Combat Poverty.
 - **Training**
 - (iii) to develop a training needs survey and training plan to meet the identified training needs of the voluntary sector.
 - **To develop the Profile of the voluntary sector in Cheltenham**
 - (iv) to improve liaisons with voluntary organisations in Cheltenham, including contact with the Cheltenham Volunteer Bureau and other individuals and groups active in the voluntary sector;
 - (v) report on the needs of the voluntary sector and thereafter develop plans to meet these needs;
 - (vi) to raise the general awareness of the role of the *Cheltenham CVS* in the public, voluntary and statutory sectors, together with the support it is able to give - using local media, direct mailing, addressing meetings, etc....
 - (vii) to co-operate with the *borough council* and participate in the Best Value and Local Agenda 21 initiatives and initiatives to promote social justice and combat poverty.

3.0 Location of service and times of opening

The *Cheltenham CVS* is located at the Cheltenham Citizens Advice Bureau, at 14 Royal Crescent, Cheltenham, Glos GL50 3DA and will be open for at least 35 hours per week, and at times other times convenient to its users.

The *Cheltenham CVS* information and reference library together with a range of periodicals relevant to the charitable and voluntary sector will be available at all times that the *Cheltenham CVS* building is open.

A 24-hr telephone answering service shall be provided by the *Cheltenham CVS*

4.0 Other Services which will be provided by the *Cheltenham CVS*

- (a) *Cheltenham CVS* will provide support services to the Voluntary Sector Forum as long as these are necessary.
- (b) *Cheltenham CVS* will provide advice and development services to the Voluntary Sector within its resources and as appropriate.

5.0 *Cheltenham CVS* Management procedures and quality assurance

- (a) Responsibility for the management of *Cheltenham CVS* shall be vested in a Voluntary Management Committee, the membership and operation of which is laid down in a constitution agreed by an AGM.

6.0 Monitoring arrangements

- a) In accordance with its constitution, the Management Committee shall produce an annual report for presentation at an Annual General Meeting which shall be circulated to all its members and other appropriate bodies and organisations.
- b) *Cheltenham CVS* shall forward quarterly and annual reports to the Head of Community & Project Services or an appropriate Lead Officer at Cheltenham Borough Council.
- c) *Cheltenham CVS* will be required to provide a three year development plan covering its intended activities and a statement to confirm the methods to be used for obtaining each objective including projected outcomes.
- d) *Cheltenham CVS* shall monitor and evaluate its service in accordance with its own procedures and those of the NACVS (National Association of Council's for Voluntary Services)