

APPENDIX 1

Service Level Agreement

Cheltenham Borough Council and CAF

Service Level Agreement Principles

Principles will cover:

Objectives of service level agreement

Background such as Cultural Strategy

What partnership offers both organisations

Organisational roles and governance arrangements (CAF and CBC)

Arrangements for review and renewal

Arrangements for dispute resolution

Understanding about day to day operation of SLA and staff responsibilities

Service Levels and Funding Agreement

Financial support

Direct financial support over 3 years: funding agreement

Staffing resources

CAF staff listed (and costs)

Office Accomodation

Provision of office accommodation and standards

Use of Council owned venues and facilities for CAF activity

How CAF will be treated as a 'privileged client'

Schedule of discounts for hires etc. Limitations such as marquees etc

Use of meeting and other common areas

Box office commission rates

Artistic Responsibilities

If CAF offers anything for CBC such as orchestral series

Catering

Relationship with internal caterer

Support services

(Noting requirement to comply with standards of these services)

HR

Payroll

Personnel

Recruitment

ICT

IT services

Telecomms

Financial services

Accountancy

Insurance

Banking services

Legal services

Legal advice

Audit services

Audit

General senior management and other services