

SERVICE LEVEL AGREEMENT BETWEEN THE NORTH EAST AREA COUNCIL AND BARNESLEY MBC PARKSSERVICE

AGREEMENT IN RESPECT OF THE PROVISION OF HORTICULTURAL PARK APPRENTICES CALLED THE `HOME GROWN APPRENTICES` SCHEME ACROSS THE FOUR WARDS OF THE NORTH EAST AREA COUNCIL

1. INTRODUCTION

1.1 The local environment has been highlighted as a major cause of concern by local residents across the four Wards of the North East Area Council. This is supported by the four Ward Alliances who have all highlighted the Environment as a priority for local consideration. Furthermore the respective Housing Steering Groups for the Wards both have an Environmental Budget which has been made available to improve the local environment around the Berneslai Homes Estates

Improvements to the environment in local Parks are also regularly discussed at local residents meetings, at the Councillors' surgeries and at the local street surgeries

1.2 To address the priorities of economies, regeneration and the environment the North East Area Council has decided to initiate an apprenticeship scheme working closely with Park Services

1.3 The apprentices will be known as the 'Home Grown Apprentices' Team

PART 1

2. GENERAL CONDITIONS

2.1 This document sets out the Service Level Agreement between the North East Area Council and Barnsley Councils Parks Service

3. OBJECT OF AGREEMENT

3.1 The North East Area Council wishes to give the opportunity to local people to undertake Horticultural Apprenticeships which will give both academic and practical experience in the Parks of the North East Area Council.

4. PERIOD OF THE AGREEMENT

4.1 The agreement will commence on 1st October 2015 for a one year period with the option to extend for a further year subject to the Parks Services achievement of outcomes, outcome measures and outputs.

5. THE PARTIES' OBLIGATIONS

- (a) The Parks Service agrees to provide the services specified in Part 2 of this agreement (Service Objectives and Specifications).
- (b) The North East Area Council agrees to make the payments specified in Part 3 of this agreement (Financial Arrangements).

6. PARTIES' REPRESENTATIVES

6.1 The North East Area Council and the Parks Service will each appoint a contact officer.

6.2 The role of the North East Area Council's contact officer is to:-

- (a) Be the initial point of contact within the North East Area Council for the Parks Service
- (b) Inform the Parks Service of any issues which may have an effect on the implementation of the service provision in this agreement
- (c) Set up a six weekly monitoring meeting with the Park Service contact officer to consider the information set out in Part 4 of this agreement.
- (d) Inform the Park Services of any change in the North East Area Council's contact officer.

6.3 The role of the Parks Service contact officer is to provide the information required under this agreement and to inform the North East Area Council's contact officer, in writing, if there is:

- (a) A change in the Parks Service contact officer.
- (b) The names of each of the apprentices and supervisor and any changes during the period of the Service Level Agreement..

6.4 Referrals and requests for work will be made through the Parks Officer and the Area Manager only, and at all times. This will ensure the smooth running of the Service, and accountability for monitoring, evaluation and audit purposes.

6.5 The parties' contact officers will be Caroline Donovan, Area Manager North East Area Council and Jo Birch, Parks Service Manager, or such officers as are appointed from time to time.

7. TERMINATION

7.1 The purpose of this agreement is formally to confirm both parties intention in respect of supporting the delivering of the service specified within the document. As such both parties are committed to the agreement in good faith and based upon current circumstances. However in addition to regular reviews both parties reserve the right to formally give six months' notice to

terminate this Agreement, in the event of a significant financial change which may render the agreement as not sustainable.

PART 2 – SERVICE OBJECTIVES AND SPECIFICATIONS

8. SERVICE FUNDED UNDER THIS AGREEMENT

A Horticultural Apprenticeship which will give both academic and practical experience in the Parks of the North East Area Council. The location of the service provided will be across the Wards of Cudworth, Monk Bretton, North East and Royston.

The Home Grown Apprentices Team will be responsible for the shrubs, shrub beds and grounds maintenance of the Parks. The Home Grown Apprentices Team will focus on maintaining and improving environmental standards in the Parks across the North East Area Council. Included in the commission will be the opportunity to work alongside the BMBC Parks Playground Team to ensure the safety of all the play equipment, benches and fencing.

The Apprentices will be expected to link in with local Love where You Live initiatives, and be involved in at least 12 Volunteering Events throughout the Year. They will also be expected to assist at Galas, Proms in the Park, and Yorkshire in Bloom events, which will include weekend working.

The Apprentices will enrol for a NVQ level 2, or equivalent, in Horticulture, preferably at Barnsley College

The Home Grown Apprentices Team will consist of one Supervisor and 3 Apprentices.

Reactive Work

The Parks Service will provide a flexible, reactive and responsive service. This could include, for example:

- pruning of vegetation
- shrub bed maintenance
- grass cutting
- strimming a grassed area
- keeping paths swept and clear
- painting of park furniture
- minor repairs to fencing
- removal of litter
- removal of dog fouling
- removal of epicormic growth
- hedge cutting

Please note this list is not exhaustive and there may be other functions required of a similar nature.

Social Action

The Home Grown Apprentices Team will provide a high visibility community enablement role and work closely with the Barnsley MBCs North East Area Team to support, and help to facilitate, opportunities for Volunteering through informal engagement. It will assist with the onsite co-ordination and delivery of the Volunteering initiatives. Effective communication and customer care values are therefore essential to inspire people who live and work in the area to Love Where You Live, which will be an integral part of maintaining these areas.

The Service will help to address local needs through encouraging people who live and work in the area to support Volunteering opportunities, and take a pride in their local area through informal engagement. Volunteers contributions will help to ensure a sustainable and welcoming environment and this will in turn increase the attractiveness of the Parks as places to visit.

Examples of the assistance that may be required at Volunteer Environmental Initiatives and Clean Up days are as follows:

- Use of machinery such as hedge trimmers, leaf blowers and strimmer's, digging as required, and the removal of any green waste, litter and debris.
- Cleaning areas before, and after, Galas and Community Events, and the removal of any litter and debris.

Please note this list is not exhaustive and there may be other functions required of a similar nature.

Additionally the Home Grown Apprentices Team will link in with the Cudworth Environment Community Group and the Friends of Monk Bretton Park, and any new Environmental Community Groups as appropriate. It should be recognised that Environmental Community Groups are an invaluable resource for the upkeep of the local Parks.

Scheduled Work

The Parks Service will also provide a high visibility litter picking and general maintenance schedule to the areas.

This schedule of work will include as required:

- litter removal
- grass cutting
- emptying bins in the area
- removal of dog fouling

- shrub bed maintenance
- weed and vegetation removal
- weed control (hoeing or mulching)
- improvements to park furniture

Please note this list is not exhaustive and there may be other functions required of a similar nature

Maps of the Shrub Bed locations can be provided on request.

Training

Training for employees will be the responsibility of the Parks Service, and will include:

- All Health and Safety training will be completed, to include Needle stick training.
- Appropriate machinery training will be given to include Tool Box Training, hedge trimming, pedestrian mowing, strimming and spraying.
- The Apprentices will be enrolled on an Horticultural NVQ Level 2 academic course
- Additionally there will be a two week training opportunity to work in a Park that has been awarded the Green Flag at Elsecar and Locke Park, split seasonally, so they experience different horticultural practices, and a one week training opportunity to work with the Playground fitters.

Seasonal Work

The Parks Service will be expected to tailor their work to suit seasonal variations in demand. This would therefore include, for example, leaf litter removal in the autumn as identified by the North East Team, seasonal planting of the flower beds, assisting with snow clearance and gritting during the winter, and support for Community Events and Community Clean Up days as required.

Matters to be reported

The Parks Service will be expected to act as the 'eyes and ears' in the community and be responsible for reporting other matters not within their scope of responsibility so that this can be actioned by the respective Council Service. This would include:

- Discarded needles
- Graffiti
- Fly Tipping
- Problems with trees that might require a tree surgeon
- Asbestos

Instructions on how these reports should be made will be provided.

Operational Development

We expect the service to operate from a local base and have a local presence in order to be able to respond to requests via a central point of contact and to maintain a local community presence. It is anticipated that the Home Grown Apprentices team will be based at the Royston Park Depot, subject to available space being confirmed.

The uniformed service will include both proactive and reactive functions through proactively working to flexible schedules and reactively responding to local requests.

The service will require, as a minimum, a team of one Supervisor plus three apprentices, and a suitable vehicle (see below).

It is anticipated that the service will maintain a high level of co-operation with the North East Area Team.

It is anticipated that in order to provide a high profile presence the Service the teams' normal working hours will be as follows:

March to October: 8 am to 5 pm Monday to Thursday
8 am to 4 pm Friday

October to February: 8 am to 4 pm Monday to Friday

There may be up to 12 times in the year when weekend working (Saturdays and Sundays 8 am to 5 pm) will be required to help with Community Events and Clean Up days.

It is anticipated that the Team will work outdoors in all weathers

Close working links will be made with the existing Community Caretaker provision in the Parish Councils of Great Houghton and Shafton.

Materials

It is expected that the set up, and ongoing, costs of materials, tools and equipment will be met by the Parks Service. The Parks Service will ensure that these materials, tools and equipment are well maintained and kept in a secure place. The Area Council will have a small budget available for community initiatives and appropriate equipment and will provide high vis jackets, gloves, paint, painting equipment, and black bags as required to support working with volunteers and other community initiatives.

Vehicle

It is expected that the vehicle provided will no more than 2 years old, on the day of the Service Level agreement, and in good working condition. The running costs,

including fuel, tax and insurance and maintenance, and storage will be provided by the Park Service

The vehicle will be white, and signed up to read "The North East Area Council working for you, serving the Wards of Cudworth, Monk Bretton the North East and Royston" in green letters. This will follow the "green" marketing theme for the area. It will also include the BMBC logo and "Love where You Live" and logo. Exact details for the sign writing will be provided.

PART 3 – FINANCIAL ARRANGEMENTS

9 FINANCE

- 9.1 The Parks Services will be paid £98,000 annually year for the provision of a one scale 5 supervisor and 3 apprentices (Living Wage salary of up to £12,500 per apprentice per year) ,—to include all salary costs, on costs, training costs, management support costs, vehicle, equipment and PPE costs. The sum of £24,500 will be paid quarterly in advance by journal transfer. Further payments will be on satisfactory receipt of monitoring and performance information as outlined in Part 4.

PART 4 – MONITORING ARRANGEMENTS

- 10.1 The Parks Service will provide to the North East Area Council information in respect of the Services set out in this Agreement and will:
- Collect, collate and report on a range of agreed outcomes (see below) as part of a six weekly report. This should also include the submission of 2 case studies (group, anonymised individual or illustrating good practice/innovative working) with photographs where appropriate.
 - Establish compatible systems to ensure effective management and performance management of the service. Information systems must comply with the requirements of the Data Protection Act,
 - Attend six weekly meetings with the Contract Manager to discuss the six weekly report and request any additional information or provide clarification if needed.
 - Submit an end of year report to the Contract Manager and North East Area Council
 - Attend North East Area Council meetings to discuss provision if requested

- Submit an end of Project report (including lessons learned) to be submitted 3 months before the contract end date.

10.2 Agreed Outcomes

Outcomes		
<i>(state outcome)</i>	<i>(evidence)</i>	<i>(Evaluation Methodology)</i>
<i>Inspire the local community to 'Love Where They Live'</i>	<i>Encourage, and inspire, people who live and work in the area to take a pride in their local environment.</i>	<i>Perception Surveys and Photographs every 6 weeks</i>
<i>Improve the local Parks environment</i>	<i>Background and Context, the environment has been highlighted as a key area of local concern.</i>	<i>Perception Surveys and Photographs every 6 weeks</i>
<i>Keep the Parks clean and well maintained</i>	<i>The Wards need to be kept clean and well maintained to provide a pleasant environment for people to live and work in, and to help to encourage the local community to take a pride in where they live.</i>	<i>Perception Surveys and Photographs every 6 weeks</i>
Increase skills and work experience at local level		
<i>Increase employment opportunities through apprenticeships</i>	<i>Create more opportunities for apprentices</i>	<i>Number of apprenticeships created</i>
<i>Increase the number of people taking an active part in voluntary activities in the community</i>	<i>Encourage people who live and work in the area to become more actively involved.</i>	<i>Number of engagement opportunities in Community Clean Ups and local community environmental initiatives. (A minimum of 12 per year)</i>

Complaints / Compliments		
<i>No. of Complaints received</i>	<i>To be quantified as received.</i>	<i>Collected through North East Area Team</i>
<i>No. of Compliments received</i>	<i>To be quantified as received.</i>	<i>Collected through Area North East Team</i>
Responsive Jobs		
<i>Number of jobs received</i>	<i>To be quantified as received.</i>	<i>Number of Client orders received</i>
<i>Number of jobs completed</i>	100%	<i>Contractor's completed job records</i>
<i>Average response time (number of days)</i>	1 – 3 days	<i>Contact Point</i>
<i>Percentage (within specification)</i>	100%	<i>Contact Point</i>
Social Action		
<i>Number of Volunteering Opportunities supported</i>	<i>A minimum of 12</i> <i>To be determined at the Community Clean Ups, Proms and Galas</i>	<i>Photographs</i> <i>Photographs, Councillor feedback and participant's feedback.</i>
<i>Number of Volunteers supported</i>	<i>A minimum of 8 Case Studies to be completed</i>	<i>A minimum of 16 Case Studies to be completed</i>

PART 5 – DECLARATION

On behalf of the North East Area Council I confirm that I have read the agreement as set out above and the Council will comply with the terms and conditions contained within

Signed:

Date:

Name of authorised signatory for North East Area Council:

**Wendy Lowder, Interim Executive Director, Communities
Address:**

On behalf of Barnsley Parks Service I confirm that I have read the agreement as set out above and the Parks Service will comply with the terms and conditions contained within

Signed:

Date:

Name of authorised signatory for Barnsley Parks Service:

**Phil Hollingsworth, Locality Manager (North, North-East, South Areas & Parks Service) Stronger, Safer & Healthier Communities Business Unit
Communities Directorate**