ABSTRACT: This report seeks approval and continuation of the proposed Service Level Agreements within the division for 2011-12.

1. RECOMMENDATION

1.1 It is recommended that the Committee:

(i) Approve the proposals for Service Level Agreements (SLAs) for 2011/12 and beyond as outlined in this Report.

2. INTRODUCTION & BACKGROUND

2.1 Performance for the services provided under the SLAs is subject to the monitoring arrangements as set out in the corporate standard for service level agreements. Progress for these are reported back to Committee as part of programme specific updates and therefore performance is not covered in this Report.

3. SERVICE LEVEL AGREEMENTS

3.1 In 2010/11 all of the projects outlined below were delivered by contractual agreements within the division and are now being considered for continuation funding in 2011/12. These agreements are all requested for 1 year unless otherwise stated in the outlines below:

3.2 **Angus Association of Voluntary Organisations (AAVO) – Social Economy Officer**

An allocation of £20,000 of the former Fairer Scotland Fund has been allocated to the Economic Development budget for 2011/12 to contribute towards the continuing employment of a Social Enterprise Officer within AAVO. This officer is charged with assisting voluntary and charitable organisations with capacity to reduce their dependence on public sector funding, to adopt an increasing commercial focus to their activity and to generally assist in the stimulation of the Social Economy in Angus.

3.3 **Volunteer Centre Angus (VCA)**

As part of the Towards Employment Team service delivery, Volunteer Centre Angus (VCA) offers a dedicated Key Worker to provide advice, information, support and assistance to low income and unemployed clients that are interested in undertaking voluntary, further education and employability activity.

3.4 **Welfare Rights (Social Work & Health)**

This SLA which covers the employment and ancillary costs of a dedicated Money Advice Officer, provides specialist benefit, debt and welfare rights advice to those clients who identify this as a potential barrier to employment to the clients of the Towards Employment Team that are seeking employment.

A 2 year agreement is proposed from 2011/13 in order to aid staffing continuity within this complex and skilled role.

3.5 **The Esk Rivers and Fisheries Trust**

This partnership agreement works towards the partners implementing the recommendations contained within the River South Esk Catchment Plan. As part of this agreement Angus Council has responsibility for the employment of the Project Coordinator appointed to coordinate the delivery of the project Plan.
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The project coordinator post ends June 2011 and continuation funding is being sought via a Leader funding application. Should this be successful then a 1 year SLA between the Partnership and the council is requested. Additional funding for this agreement has already been obtained through Committee (report 43/10 refers).

3.6 Tayscreen
Tayscreen is a partnership between the Councils of Angus, Dundee City, Fife and Perth & Kinross. It promotes Fife and Tayside for media development and film and TV production, post-production and animation.

3.7 Dundee and Angus Convention Bureau
The Dundee and Angus Convention Bureau is a partnership service contracted to attract and manage business tourism in the area. It offers assistance to those businesses seeking to hold an event in the area to arrange all aspects of their conference/seminar, from event venue, to accommodation and social activity.

3.8 Help for Abandoned Animals (Stray Dog Re-homing Service)
This service endeavours to offer a stray dog re-homing service, available to the public in Angus. This agreement expires in August 2011 and if it is thought appropriate to the business operation that it be continued for another year. Payment for services is made on £100 per stray dog and due to statutory requirements it is not possible to set a maximum contract value. However, as a guide based on past performance it is not expected that £5,500 will be exceeded.

3.9 Leader
In addition to the SLAs outlined above there is also an agreement with regard to the management within Tayside of the Leader funding programme. This SLA outlines the duties of both Angus Council and Perth & Kinross Council to deliver on the LEADER programme via the work of its Local Action Group. As lead organisation Angus council has additional responsibilities for the administration and overall management of the Programme. This agreement runs until the end 2012/13.

4. FINANCIAL IMPLICATIONS

4.1 As performance and existing arrangements are currently subject to review for each of those SLA’s seeking continuation, the potential upper level of funding from the council for each SLA is outlined below. This maximum value will not be exceeded when all agreements are formalised.

<table>
<thead>
<tr>
<th>SLA Organisations</th>
<th>Contract Value £</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2010/11</td>
</tr>
<tr>
<td>AAVO Social Economy Officer</td>
<td>O*</td>
</tr>
<tr>
<td>Volunteer Centre Angus</td>
<td>22,000</td>
</tr>
<tr>
<td>Welfare Rights</td>
<td>38,000</td>
</tr>
<tr>
<td>The Esk Rivers and Fisheries Trust</td>
<td>10,000</td>
</tr>
<tr>
<td>Tayscreen</td>
<td>9,000</td>
</tr>
<tr>
<td>Dundee and Angus Convention Bureau</td>
<td>25,000</td>
</tr>
<tr>
<td>Help for Abandoned Animals</td>
<td>*1</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>104,000</strong></td>
</tr>
</tbody>
</table>

*Contribution from Fairer Scotland Fund – no SLA in place
*1 not yet confirmed

Provision for each of these sums has been made within the Economic Development and Environmental and Consumer Protection revenue budget for 2011/12. Funding for those
agreements extending beyond 2011/12 will need to be prioritised within the context of resources available to Economic Development and Environmental and Consumer Protection in the relevant financial year.

5. HUMAN RIGHTS IMPLICATIONS

5.1 There are no Human Rights implications arising from this report.

6. EQUALITIES IMPLICATIONS

6.1 The issues dealt with in this report have been the subject of consideration from an equalities perspective. An equalities impact assessment is not required.

7. SINGLE OUTCOME AGREEMENT

7.1 This report contributes to the following local outcome contained within the Single Outcome Agreement for Angus:

- We live in a Scotland that is the most attractive place for doing business in Europe (sustainable business growth is achieved);
- We realise our full economic potential with more and better employment opportunities for our people;
- We take pride in a strong, fair and inclusive national identity (growth in tourism in Angus is achieved, a good quality of life is enjoyed by all in Angus); and
- Our public services are high quality, continually improving, efficient and responsive to local people’s needs (resources are used effectively).

8. CONSULTATION

8.1 The Chief Executive, Director of Corporate Services, Head of Finance and Head of Law and Administration have been consulted in the preparation of this report.

9. CONCLUSION

9.1 In order to achieve our business aims, (specialist support not available in-house) and to fulfil our obligations as partners, there is sometimes a requirement to deliver services through the means of Service Level Agreements with other agencies providing it is believed that those services outlined in this Report offer the council best value for money in order achieve these aims.

ERIC S LOWSON
DIRECTOR OF INFRASTRUCTURE SERVICES

NOTE: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.