

**SERVICE LEVEL AGREEMENT BETWEEN
RUSHMOOR BOROUGH COUNCIL
AND
RUSHMOOR VOLUNTARY SERVICES**

1. INTRODUCTION

- 1.1. This service agreement is between Rushmoor Borough Council, (the “Council”) and Rushmoor Voluntary Services (“RVS”), the Council for Voluntary Service for Rushmoor.
- 1.2. This agreement shall commence on the 1st April 2024 and shall expire on 31st March 2025. Thereafter, the agreement may be renewed at the discretion of the Council, subject to availability of resources, for a period of one year with suitable terms and conditions acceptable to both parties.
- 1.3. This agreement has been designed to ensure the work is aligned to the strategic priorities of Rushmoor Borough Council and the objectives of the Supporting Communities Strategy where the vision is to tackle inequality and deprivation.
- 1.4. The purpose of this agreement is to affirm the principles behind the funding and operation of RVS and the Council. It will provide greater continuity greater clarity around funding, and a framework for monitoring and evaluation of RVS that is in the interest of both parties.
- 1.5. The Council recognises that RVS has many stakeholders predominant among which are its members. RVS is mainly responsible to its membership of voluntary and community groups and it is therefore important that other stakeholders respect its independence and integrity.

2. PROFILE

- 2.1 RVS exists to serve as the strategic body representing the Voluntary, Community and Social Enterprise (VCSE) sector across Rushmoor. They subscribe to the National Association Voluntary and Community Action (NAVCA)’s four functions of local infrastructure: leadership and advocacy; partnerships and collaborations; capacity building and volunteering.

RVS fulfil the above via several key infrastructure workstreams including:

- **An umbrella membership body for VCSE organisations:** Member organisations can access a wide range of development, general information and specific guidance services to help them flourish.
 - **Representation and partnerships:** RVS use their wide-ranging presence and connections amongst local, county and national networks to ensure the voice of the VCSE sector is represented at a strategic level and that members’ voices are heard.
 - **Volunteering Centre:** RVS ensure members are equipped with a volunteer resource fit to meet the needs of our community. RVS promote volunteering to ensure the VCSE sector is connected to and represented by the people it serves.
 - **Leading Community Action:** From coordination of large-scale community efforts in emergency situations through to bringing key partners together to deliver community initiatives, RVS identify needs and enable voluntary action.
 - **Managing Community Interest Projects:** RVS provide/manage community transport services, a Home Help service and social inclusion activities. RVS manage funded horticulture projects as well as other endeavours.
- 2.2 RVS is also a member of the established Hampshire CVS Network. Collectively, the network provides services to respond to the following priorities through funding from Hampshire County Council:
 - Continued development of volunteer capacity across Hampshire, including attracting new volunteers and developing flexible volunteering opportunities.
 - Capacity building voluntary sector support for Adults and Children’s’ Services and engaging in strategic meetings.

- A coherent CVS Network that recognises and responds to challenges within the Voluntary Sector.
- Improved understanding and promotion of the key role that volunteers can play in supporting Health and Social Care outcomes, particularly within early intervention and prevention and to support COVID recovery.
- Maximising the use of digital resources to improve capacity within the voluntary sector (including recruitment), provide creative responses to support Health and Social care (operational delivery) and ensure the sector works effectively (resourcing).

3. FUNDING

The Council will provide £64,877.40 for 2024/5 in the form of a grant exclusive of VAT.

- 3.1 Payment will be made on receipt of an invoice for the above amount and once an authorised representative of RVS has signed and returned a copy of this agreement to the Council.
- 3.2 The use of the funds shall be at RVS' discretion so that the profile of the service set out in Appendix 1 is maintained and the quality standards set out in Appendix 2 are met. Underspends cannot be carried forward to the next financial year and should be clearly identified in the organisation's management accounts. Apart from management fees, all monies shall be used to operate RVS' services and for no other purpose unless agreed with the Council.
- 3.3 The funding for RVS is based on the profile of the service set out in Appendix 1. It is recognised by all parties that RVS is a dynamic organisation and that changes to this profile may occur over time either to improve the service, to meet newly identified needs or through exceptional circumstances. Significant changes in the profile that are expected to last more than one month must be mutually agreed by all parties to this agreement.
- 3.4 Funding for the services is made available on the understanding that RVS meets the essential management and quality standards set out in Appendix 2 on an implementation timetable agreed by the Council.

4. COMMUNICATION MONITORING AND EVALUATION

- 4.1 RVS recognises that it is receiving public funding and accepts the Council's responsibility to account for these monies.
- 4.2 Links with the Council will be maintained through the Community & Partnerships Service Manager who will be the first point of contact between the council and RVS.
- 4.3 The services of RVS will be monitored using the performance indicators (KPI's) and means of assessment outlined in Appendix 3. The aim of these KPI's is to provide an accurate and fair view of RVS covering financial performance and quality of service.
- 4.4 Representatives of the Council and RVS will meet at least once each year usually in early September to monitor and evaluate performance. RVS will supply the Council with a copy of its latest Business Plan in force at the time.
- 4.5 Targets must be in line with the Council's strategic objectives and other relevant policies and will be discussed and agreed as part of the annual review process. The Council may call upon any evidence that may be reasonably required for monitoring and evaluation purposes.
- 4.6 RVS will continue to prioritise work in areas of deprivation in line with the Supporting Communities Strategy. RVS will respond, within reason, to requests from partner agencies to strengthen community development and voluntary action.

RVS will represent the local voluntary sector with a place on the Supporting Communities Partner group.

- 4.7 The monitoring and evaluation meeting, and the reports presented to it, will consider the following issues:
 - (a) Changes in the profile of operations with reference to Appendix 1;
 - (b) Performance of RVS against the KPI's and the quality standards set out in Appendix 2 and 3;
 - (c) Quantitative data on the operations of RVS.
 - (d) The need or possibility of service enhancements;
 - (e) Financial position of RVS and the financial position of the Council.
 - (f) Any conflicts of interest.

5 TERMINATION

The Council may end this agreement if there is:

- 5.1 A misuse of payments made by the Council;
- 5.2. A fraudulent contravention of statute by RVS;
- 5.3. A failure to provide the service, set out in Sections 2.1 and 2.2 of this agreement, at the level indicated, without notice to and without prior approval of the Council.

If one party breaks this agreement, the aggrieved party can give three month's notice in writing to the other party to terminate the agreement. Every effort will be made to resolve disputes amicably between the parties involved, before recourse to termination, external assistance or arbitration. If recourse to arbitration is necessary, the dispute will, at the option of the aggrieved party, be referred to a single arbitrator acceptable to all parties. The decision will be binding on all parties. The Chairman of the Institute of Arbitration shall appoint the arbitrator on agreement by the parties or in default of agreement.

6. SIGNED FOR RUSHMOOR BOROUGH COUNCIL

Signature: ... 

Name of Signatory (Please Print)....Rachel Barker.

Position...Assistant Chief Executive.....

Date...02...../...04...../2024

SIGNED FOR RUSHMOOR VOLUNTARY SERVICES

Signature: 

Name of Signatory (Please Print).....Donna Bone.....

Position.....Chief Executive Officer.....

Date.....05...../...04...../2024

Appendix 1

SERVICE LEVEL AGREEMENT BETWEEN RUSHMOOR VOLUNTARY SERVICES AND RUSHMOOR BOROUGH COUNCIL

SERVICE PROFILE

During 2024/25 RVS will continue to develop the capacity, resilience and self-sufficiency of the community and voluntary groups, active in Rushmoor, to achieve the following outcomes:

1. Community and voluntary groups can access appropriate support and guidance enabling them to strengthen their governance, financial/ organisational sustainability and volunteering practice.
2. Increased funding secured for a wide range of voluntary and community sector organisations.
3. Enhanced capability, capacity and resilience in the sector, which reflect the diversity and breadth of Rushmoor communities and activities.
4. Council and partner organisations value the strengths of the community and voluntary sector and understand the scale and nature of the challenges faced.
5. Increased volunteering to meet and respond to local need.

Appendix 2

SERVICE LEVEL AGREEMENT BETWEEN RUSHMOOR VOLUNTARY SERVICES AND RUSHMOOR BOROUGH COUNCIL

MANAGEMENT AND QUALITY STANDARDS

PART 1 - ESSENTIAL ELEMENTS

- 1.1 Communication with Members and Users of Services** In accordance with Best Value there will be communication and consultation with members and users regarding services and in particular any changes to services funded by Rushmoor Borough Council. RVS will develop methods of consultation that may include but are not limited to Questionnaires; Surveys; Personal Interviews; User representation.
- 1.2 Quantitative Data** – Quantitative data on the operations of RVS will be prepared annually and provided to lead officer.
- 1.3 Equal Opportunities** - Rushmoor Voluntary Services has a written Equal Opportunities Policy and Procedure.
- 1.4 Complaints** - RVS has an established complaints procedure for use by any person who wishes to comment on the operations of the Charity.
- 1.5 Health & Safety** – RVS shall comply with the requirements of the Health and Safety at Work etc. Act 1974 if applicable and any other acts, orders, regulations and codes of practice relating to health and safety.
- RVS shall carry out its own risk assessments in relation to the delivery of services with reference to Appendix 1.
- 1.6 Quality** - RVS shall meet minimum legal requirements in all matters and meet nationally recognised standards, where available. RVS is a member of the National Association for Voluntary and Community Action (NAVCA).
- 1.7 Controls** - RVS has systems and policies in place to comply with the requirements of the Data Protection Act 2018, Companies Acts, Charities Acts and other legislation relevant to its operation.

PART 2: DESIRABLE ELEMENTS

- 2.1. That the Council is mentioned as sponsors on publicity material, vehicles or other property which it has financed in part or whole.
- 2.2. That regular surveys are carried out to ascertain:
(i) the views of members of RVS;
(ii) the views of users of all services provided by RVS
- 2.3 That RVS will investigate areas where its services may be enhanced. Reports on proposed changes or enhancements will be included in the Annual Report to the Council.
- 2.4 That RVS will work with the Council to develop measurement criteria in line with Best Value.

Appendix 3

SERVICE LEVEL AGREEMENT BETWEEN RUSHMOOR VOLUNTARY SERVICES AND RUSHMOOR BOROUGH COUNCIL BEST VALUE PERFORMANCE CRITERIA

The following performance indicators and means of assessment will be used:

1. FINANCIAL REPORTS.

RVS will include management accounts in the minutes of each RVS Board Meeting. These will show actual spending on an accruals basis for the group for the current financial year.

1. BEST VALUE CRITERIA

- (a) **Challenge** Working with its stakeholders RVS will examine its objectives and which of its services meet a genuine need. Annual surveys will be undertaken on services provided.
- (b) **Compare** RVS will work with its stakeholders to determine if there are better ways of delivering its services. This will include comparison with other councils for voluntary service and similar voluntary sector organisations. Information sharing with other CVS' in Hampshire will also highlight areas of work.
- (c) **Consult** RVS will continue to involve its stakeholders in determining the short and longer term priorities of the Charity.
- (d) **Compete** To identify whether any services could be provided more effectively by alternative means.
- (e) **Collaborate** RVS will work in partnership with its stakeholders and ensure that all the partnerships in which it is involved are monitored to ensure they are representative and inclusive.

2. KEY PERFORMANCE INDICATORS

Outcome 1	Outputs & Commitment	Measurement/Supporting evidence provided
Community and voluntary groups can access appropriate support and guidance enabling them to strengthen their governance, financial/organisational sustainability and volunteering practice.	<p>Information, advice and support delivered to community and voluntary groups in the Borough, including but not limited to:</p> <ul style="list-style-type: none"> • new trustees identified, • trustees supported to understand governance responsibilities, • improve volunteer recruitment, retention and management practices. <p>New member organisations supported to achieve membership eligibility criteria.</p> <p>A programme of information, development and networking opportunities is provided.</p>	<p>Data demonstrating the number of organisations and support provided.</p> <p>Details of new member organisations.</p> <p>Details and data of the events hosted by RVS.</p> <p>Case studies to demonstrate variety depth and impact of support provided.</p>

Outcome 2	Possible Outputs	Supporting Evidence Provided
Increased funding secured for a wide range of voluntary	Information shared about a wide range of funding opportunities accessible to local groups.	Data demonstrating the number of organisations supported.

<p>and community sector organisations.</p>	<p>Access provided to national funding databases.</p> <p>Member organisations actively supported to submit bids.</p> <p>Fundraising activities supported with advice, resources and volunteers.</p>	<p>Details of funding achieved, where feasible.</p> <p>Feedback from funders showing increase in applications.</p> <p>Case studies to demonstrate variety, depth and impact of support provided.</p>
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Outcome 3	Possible Outputs	Supporting Evidence Provided
<p>Enhanced capability, capacity and resilience in the sector, which reflect the diversity and breadth of Rushmoor communities and activities.</p>	<p>Communications signposting organisations to sources of local and national support.</p> <p>Signposting to local, regional and national training, conferences and professional development opportunities.</p> <p>New groups/activities established, in response to emerging needs.</p>	<p>Newsletters, social media and comms to share information.</p> <p>Examples of new information/training delivered in response to expressed need.</p> <p>List of training delivered and number of attendees.</p> <p>Data demonstrating the number and diversity of new groups, activities and members.</p> <p>Case studies to demonstrate variety depth and impact of support provided.</p>

Outcome 4	Possible Outputs	Supporting Evidence Provided
<p>Council and partner organisations value the strengths of the community and voluntary sector and understand the scale and nature of the challenges faced.</p>	<p>Proactive engagement in local networking and working groups/events specifically including the Supporting Communities Working Group.</p> <p>RVS highlights emerging issues and challenges facing the sector to RBC and other key partners.</p> <p>RVS acts as a credible voice for the sector, gathering and sharing insight and evidence from its member organisations.</p>	<p>Examples of issues raised and any resulting changes in policy/practice/procedure.</p> <p>Examples of evidence gathered highlighting the benefits and impacts the sector brings to communities and to partner agencies.</p> <p>Case studies demonstrating the forums/networks where RVS represent the sector and how information is shared back to the sector.</p>

Outcome 5	Possible Outputs	Supporting Evidence Provided
<p>Increased volunteering to meet and respond to local need.</p>	<p>Campaigns/events/promotions held and local events engaged in.</p> <p>Increased involvement of Rushmoor residents with the local voluntary and community sector.</p>	<p>Data showing number of opportunities promoted.</p> <p>Data demonstrating the number of placements achieved.</p>

	<p>Organisations supported to attract new volunteers and to retain existing team.</p> <p>Organisations registering their new opportunities with RVS.</p> <p>Volunteers matched to opportunities.</p>	<p>Case studies demonstrating the variety and impact of volunteering, including the number of bite sized opportunities fulfilled as well as traditional placements.</p>
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