

**CM Meeting 29 April 2020 – Agenda Item 10**

**Service Level Agreement (SLA)  
between Portishead Town Council  
and  
GB Sport & Leisure**

**Effective Date: TBC 2020**

<b>Document Owner:</b>	Portishead Town Council
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**Version**

<b>Version</b>	<b>Date</b>	<b>Description</b>	<b>Author</b>
1.0	24 <sup>th</sup> April 2020	Service Level Agreement	Ben Aldridge

**Approval**

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

<b>Approvers</b>	<b>Role</b>	<b>Signed</b>	<b>Approval Date</b>
GB Sport & Leisure	Service Provider		
Portishead Town Council	Customer		

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## 1) Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *GB Sport & Leisure*. and *Portishead Town Council* for the provisioning of play equipment inspections and repairs as appropriate/required to support, sustain and maintain play park areas and equipment covered by this SLA.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the primary stakeholders.

This Agreement outlines the parameters of all covered play equipment inspections and repairs (supply and fit of equipment/parts as agreed) as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

## 2) Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent supply, support and delivery to the Customer by the Service Provider.

The **goal** of this Agreement is to obtain mutual agreement for play equipment inspections and repairs between the Service Provider and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

## 3) Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

**Service Provider(s):** GB Sport & Leisure (“Service Provider”)

**Customer(s):** Portishead Town Council (“Customer”)

## 4) Periodic Review

This Agreement is valid from the **Effective Date** outlined herein until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Town Clerk and Chairman of the Community Matters (CM) Committee** (“the Document Owners”) are responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owners will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Town Clerk and Chairman of CM Committee:** Portishead Town Council

**Review Period:** Annually

**Previous Review Date:** N/A

**Next Review Date:** 31<sup>st</sup> March 2021

## 5) Covered Play Equipment

Covered Equipment includes all play, skate and other equipment available for public use, including flooring, boundaries and access points at the following sites:

- i. Mead Road, North Weston
- ii. Underwood Road, North Weston
- iii. Heaven’s Field, Newhaven Road, Redcliff Bay
- iv. Slade Road, Portishead
- v. Skate Park, Merlin Park, Portishead
- vi. Public Gym Equipment, Lake Grounds, Portishead
- vii. Youth Centre MUGA, Harbour Road, Portishead

## 6) Service Agreement

The following service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

### 6.1. Service Scope and Costs (excluding VAT)

The following services in relation to the Covered Equipment:

- Scheduled Safety Inspections at the following sites at the noted frequencies and costs (excluding VAT):

<b>Site</b>	<b>Frequency</b>	<b>Cost per Inspection</b>
i. Mead Road, North Weston	[Fortnightly]	£12.00
ii. Underwood Road, North Weston	[Fortnightly]	£12.00
iii. Heavens Field, Redcliffe Bay	[Fortnightly]	£12.00
iv. Slade Road, Portishead	[Fortnightly]	£12.00
v. Skate Park, Merlin Park, Portishead	[Fortnightly]	£12.00
vi. Lake Grounds, Public Gym Equipment	[Monthly]	£12.00
vii. Youth Centre MUGA	[Monthly]	£12.00

- Routine Repairs and Maintenance, including supply of parts and labour, for repairs conducted during safety inspection visits. The first 30 minutes of labour to be supplied free of charge and thereafter at a rate of £X per hour. Automatic approval is given under this Agreement is provided for repairs of individual items costing less than £50.00 each (parts and labour) up to a maximum of £250 per site. Pre-authorisation for all other repairs must be obtained.
- Emergency onsite assistance and call-out to deal with urgent repairs (extra costs apply). With a call out charge of £X (including 30 minutes of labour) plus parts and material costs and additional labour cost at £X per hour. The response time being next working day from the request.
- Other repairs maintenance and improvements, as may be agreed. The Service Provider to provide a quotation for the required work, to be pre-authorised by the customer and confirmed by the issue of a purchase order number. Where these are considered of High Priority the Service Provider should call either the Town Clerk or Chairman of the Community Matters Committee within 24 hours of the defect being identified.

## 6.2. Customer Requirements

**Customer** responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed intervals.
- Reasonable availability of customer representative(s) in responding to a service-related incident or request.

## 6.3. Service Provider Requirements

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with the Service Scope.
- Conducting Safety Inspections to comply with all relevant Health & Safety regulations and to provide a written report to the Customer detailing actions and recommendations arising from each inspection.
- Appropriate notification to Customer for all Scheduled Safety Inspections and Routine Repairs and Maintenance
- For Routine Repairs and Maintenance to keep and retain photographic evidence of the before and after state of all repairs conducted.
- Not to conduct Other repairs, maintenance and improvements without authorisation from the Customer in the form of a purchase order number.

## 6.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

## 7) Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### 7.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 9:00 A.M. to 5:00 P.M. Monday – Friday
  - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service which will responded to on the next working day.
- Email support: 9:00 A.M. to 5:00 P.M. Monday – Friday
  - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

### 7.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- 24 hours (during business hours) for issues classified as **High Priority**.
- Within 72 hours for other issues.

Issues of High Priority are those where there is a risk to public safety or where a breach of any health and safety regulation is likely to arise.