



**Service Level Agreement**

**Between**

**The City of York  
Council  
West Offices  
York, YO1 6GA**

**and**

**York CVS  
Priory Street Centre  
15 Priory Street  
York, YO1 6ET**

**From the period 1st April 2018 to 31st March 2019**

**A grant of £10,000**

**For York: Human Rights City to manage the Community Voices  
Project**

## **Background:**

1. Community Voices is a cross-cutting forum which currently involves organisations which are not aligned with any of the four thematic York CVS fora and therefore are unlikely to attend.
2. It was set up:
  - Recognising that the communities in York are changing and growing.
  - To embrace this diversity and bring together people who perhaps wouldn't otherwise come together due to their cultural beliefs, religion, disability, vulnerability, need or experience.
  - To create an opportunity for them to be heard both individually and collectively and influence policy making.
  - To encourage meaningful participation against a backdrop of concerns that consultation by CYC involved, in practice, CYC coming up with ideas and asking for feedback from those organisations or communities that it (CYC) identified as relevant or affected by the issue.
3. Civil society is at risk of “participation-fatigue”. It was felt that a better model would be to engage with communities and individuals in ways that enabled those participants (ideally communities of interest) to set the agenda. The project is also seen as a vehicle to engage with, and understand, the needs and priority issues for those who are not already connecting through community or voluntary organisations, i.e. those whose voices are not being heard already.
4. With its experience in working with the voluntary sector and running local fora, York CVS started the project. To date 3 meetings have been held to identify common issues and explore potential collaboration; the group have identified some underrepresented communities in York, but no clear consensus on direction has been identified.
5. YHRC will adopt and resource the project from 1st April 2018. The link to CVS will be retained as York CVS will be the accountable body for the funding.

## **The Project:**

### **1. Quarterly Thematic Meetings:**

YHRC will retain the existing structure of quarterly meetings; these will continue to be open to all, with each meeting focussing on one of York's priority rights in turn. We will encourage participants to bring rights-related problems and ideas from their groups (where relevant) to the meetings and to be prepared to share how they have gone about involving members of their communities in formulating these. In the meeting itself, we will aim to identify cross-cutting themes and solutions. The meeting structure provides networking and peer-support opportunities for organisations and provides potential connections to "hidden" communities.

To ensure a smooth handover, Sarah Armstrong, York CVS, and Liz Lockey, YHRC, will plan and co-host the March CV meeting. This provides continuity and the opportunity to set a schedule for the thematic meetings.

### **2. In-community Pilot Scheme:**

The initial 12-month period from 1<sup>st</sup> April 2018 will be designated as a pilot scheme, working in one geographic area and one specific sector, topic or cross-cutting issue). Selection of the target area and issue would be finalised with reference to CYC expertise.

Expansion in any future years/cycles would be based on learning from the pilot scheme. The potential for this expansion to be funded through grant-making organisations will be explored, with funding to be sought based on the outputs of the pilot scheme.

The core focus will be getting out into community; using existing networks to expand engagement to those who would not normally participate through asking the following questions from which to base interventions:

- a. Who are they?
- b. Why aren't they currently being reached?
- c. What are their priorities?
- d. How do we get to their ideas?

A combination of community-centred informal meetings/drop-ins and engaging with people in public spaces will be used. As well as

using YHRC's existing networks, the aim will be to create new ones to identify and access those whose voices are not being heard.

An aim will be to support existing community projects by identifying possible funding for these projects (e.g. Big Local) and assisting in applying for grants.

Both the thematic and community meetings and in-community conversations should be action-driven (i.e. solution-finding), and responsive (i.e. we commit to providing feedback).

### 3. **Inequality Partnerships:**

York is the 9<sup>th</sup> most unequal city in the UK<sup>1</sup> - equality and non-discrimination is one of York's 5 Rights identified by YHRC. The pilot will look to encourage partnerships between more- and less-affluent wards.

### 4. **Budget:**

YHRC will provide resource of 0.5 day per week to run the project; the remainder of the funding will meet project costs, which are anticipated to include: room hire, refreshments, travel expenses, printing and translation services. The anticipated breakdown of costs is as follows:

	£
Indicative Budget - total	<b>10,000</b>
YHRC salary @ 0.5 days	3,000
venue hire (monthly community meeting)	1,000
venue hire (quarterly meeting)	600
refreshments	600
travel expenses	300
stationery/print costs	1,500
translation/interpreter costs	3,000

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<sup>1</sup> Cities Outlook 2018, Centre for Cities, p61 < <http://www.centreforcities.org/wp-content/uploads/2018/01/18-01-12-Final-Full-Cities-Outlook-2018.pdf>> accessed 14 Feb 2018



## **SERVICE STANDARDS, STATUTORY AND POLICY CONDITIONS**

York CVS will comply with the Charity Commission requirements and any other standards or requirements appropriate to the services provided.

### **FUNDING CONDITIONS:**

#### **a) York CVS will:**

- submit to the Council its annual report and accounts for each financial year of the contract as soon as these are available.
- inform the Council of any significant changes to its Constitution, Management Committee or contact representative as soon as practicably possible.

The agreement may be terminated immediately if there is a material failure by CVS to fulfil the terms of this agreement.

The Council may require CVS to repay all or part of the funding if:

- the funding is not used for the service or activity specified
- CVS is not able to provide the service or activity specified to the agreed standard
- CVS is wound up or otherwise ceases to exist

The terms of the agreement may be varied or the agreement terminated by mutual consent of York CVS and the Council.

### **SIGNATURES:**

This agreement is accepted on behalf of York CVS by the authorised officers:

Position	Signature	Print name
Date		

This agreement is accepted on behalf of the Council by the authorised officer:

Position	Signature	Print name
Date		