



SERVICE LEVEL AGREEMENT 2008/20xx

This is a (three/ four) year service level agreement (SLA) is between The City of York Council and York Citizens' Theatre Trust Ltd. It will commence on 1st April 2008 and end on 31st March (2011 / 2012).

PARTNERSHIP OUTLINE

Aims

1. To maintain and develop York Theatre Royal as a local, regional and national theatre provider, creating productions of quality, daring, delight and accomplishment for the citizens of York and the region, and for visitors to the city.
2. To continue to develop local and nationally significant programmes of work with partnerships across the UK and internationally, that contribute to making York a vital and vibrant city.
3. To encourage creative expression and engagement with the community through a diverse programme of work, both on and off stage, that offers a cultural mix of entertainment, innovation, participation and enjoyment.
4. To create opportunities for all ages to learn, develop skills and use the entire theatre building and organisation as a resource. To offer the building, and the Theatre staffs' knowledge, skills and experience as a resource to local people, schools, universities and colleges and to create opportunities for the creative activity of the community.
5. To continue to develop the Youth Theatre, and links with educational institutions, and to create opportunities for skills development and learning at all ages.
6. To continue to develop the infrastructure of York Theatre Royal to ensure the building is fully accessible and to raise the quality of the facilities provided for all audiences and visitors.
7. To contribute to York's economy by attracting visitors to the city, play an active role in the City of Festivals Initiative, and to strengthen the evening economy of the city.
8. To work collaboratively to support the "Cultural Quarter" initiative.
9. To work in active partnership with business, education, community and arts organisations, and local authority service providers to extend both the range and reach of the Theatre's work.

PARTNERSHIP DELIVERY 2008/xx

In order to achieve the aims listed above The Theatre Royal will:

- Provide a year round programme of work which shall include in-house productions, including a pantomime, youth theatre productions, touring drama productions, and hires to local amateur companies.
- Provide sign language interpreted and audio described performances, and touch tours.
- Provide a regular Youth Theatre for at least 250 young people annually.
- Provide educational activities related to each main house production, including special matinees, talks, teachers' packs, workshops and visits to schools.
- Develop The Studio programme promoting new and culturally diverse work: using the space to provide opportunities for local voluntary arts organisations and a programme for Young people and families.
- Continue to offer discounted tickets for school groups and young people. To monitor and report specifically on the effectiveness of these for the York population by post code analysis.
- Continue to develop the education/outreach service, in liaison with the Council, providing curriculum and non-curriculum related events including the P.E.T. project to six agreed schools annually. (PET provision specified in separate SLA).
- Provide student placements and careers advice to support the development of a strong local creative sector.
- Continue to pursue options for an improved provision for rehearsal, youth theatre and production facilities for the Theatre.
- Work with key stakeholders on the Cultural Quarter developments as well as other developments as appropriate.
- Ensure that all publicity material, brochures and print acknowledge the support of the Council.
- Continue to address Arts Council and CYC objectives relating to diversity and inclusion programmes.

In order to achieve the aims listed above the City of York Council will:

- Provide grant support, as detailed below, payable on the 1st of April annually.
- Ensure the building is kept in good working repair in terms of the council's obligations as set out in the lease.
- Provide support and advice, through the person of the Lead Officer in the first instance.
- Support the work of the Theatre in schools, facilitating clear communication and collaborations with educational settings.
- Ensure that the Theatre is involved in cultural and community development projects and activities.
- Facilitate effective working relationships with all council departments and ensure access to potential partnership and stakeholder groups.

- Seek ways to continue to strengthen the role of the Theatre in civic and cultural life of the city.

OPERATION OF PROGRAMME

Weeks in Operation	52	Target total audience*	160,000
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Amount allocated	£
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* This represents an annually increasing trend and a detailed breakdown of this target into the operational areas will be agreed annually and reported to E MAP. Operational area categories will include Youth Theatre numbers, No. of young people participating in educational activities, average % audience per show, % audience from post code areas. The targets agreed may differ depending on the negotiated balance of activities each year. They will be negotiated with the Lead Officer and reported to E MAP every six months.

REPORTING, MONITORING AND EVALUATION

The Theatre will provide information to the Lead Officer in the following areas:

Annually

- Health and Safety Policy (including list of currently certified first aiders)
- Child Protection Policy
- Race Equality Action Plan
- Equal Opportunities Policy
- Insurance Certificate
- Audited accounts
- Annual operational review report (including a post code analysis of the audience figures targeting agreed priority areas).

Bi Annually

- Report to Executive Member and Advisory Panel for Culture and Heritage

Quarterly

- Main house, studio and workshop attendance figures broken down by production
- An analysis of financial actual figures against budget
- Copy of any promotional materials
- Summary of Youth Theatre membership
- Summary of Education and Outreach activities
- Press pack and evaluation for each season.

The Lead Officer and the senior management of the Theatre, will meet at least four times each year to monitor and review the agreement.

PARTNERSHIP REQUIREMENTS

The Theatre will undertake to:

1. Operate the Theatre in accordance with the recognised industry safety and public service standards, and, where relevant, a quality assurance programme.
2. Operate an effective access and equal opportunities policies, which will give full consideration to the access needs of people with disabilities, different cultures and gender, and ensure that the programme reflects their needs and integrates them fully.
3. Ensure that the funds allocated are used specifically for the provision of the agreed services and by the named organisation only.
4. Maintain appropriate insurance to cover public liability and employment liability.
5. Notify the Lead Officer, or their representative, if unable to sustain the services as specified and return such part of any unspent support, allocated pro rata, as the City of York Council may determine.
6. Make provision for the inspection of the accounts by Council officers at any reasonable time, if requested, within 14 days.
7. Consult with the Lead Officer, or their representative, over any changes to charging policies.
8. Consult with the Lead Officer, or their representative, over staffing matters and recruitment of senior staff.
9. Keep and supply a copy of all minutes of all Trustee meetings to the Lead Officer, or their representative, and ensure that the Lead Officer, or their representative, are invited in advance to Trustee meetings of the Theatre.
10. Abide by all requirements of current child protection legislation.

In the event of the Theatre committing a serious breach of its obligations under this agreement, the Council will be entitled to terminate this agreement by notice and reclaim on a pro rata basis such sum as represents all funding from the date of the breach. Any subsequent entitlement to funding will cease immediately.

The City Council's financial contribution for 2008/2009 will be £ xxxx

GENERAL CONDITIONS

1. The agreement will last for (3 / 4) years and end on 31st March (2011 / 2012) subject to annual renegotiation as outlined above.
2. The level of funding and the specific service content will be renegotiated each year. The intention is for the City of York Council to maintain funding value at current levels and increase by the council agreed level of inflation (applied to its own labour costs), but not to decrease it.
3. This agreement can be terminated by the Theatre by giving 3 months notice prior to each annual monitoring review.

SIGNED ON BEHALF OF YORK CITIZENS' THEATRE TRUST

	PRINT NAME	
CHAIR		
CHIEF EXECUTIVE		
DATE		

SIGNED ON BEHALF OF THE CITY OF YORK COUNCIL

	PRINT NAME	
LEAD OFFICER		
ASSISTANT DIRECTOR		
DATE		