

## **TERMS OF REFERENCE – SERVICE LEVEL AGREEMENT WORKING GROUP**

These terms of reference should be read in conjunction with Thornbury Town Council Standing Orders.

### **1. NAME**

1.1 This Working Group shall be called, “Service Level Agreement Working Group” (the Group).

### **2. COMPOSITION**

2.1 The Group is open to any Councillor. There is no limit on membership numbers.

### **3. CHAIRING/GROUP LEAD**

3.1 The position of ‘Group Lead’ will be chosen by the Group. The position shall be reviewed annually (should the Group be in operation for one year or more).

3.2 The Group Lead shall be responsible for co-ordinating the Group including the creation of any agendas (if these are desired).

### **4. QUORUM**

4.1 There is no quorum for meetings as the Group is not a delegated (decision making) committee.

### **5. CONDUCT OF THE MEETINGS**

5.1 As an undelegated Working Group, the provisions of the Public Bodies (Admission to Meetings) Act 1960 section 1 (1)), The Openness of Local Government Bodies Regulations 2014 and Local Government Act 1972, Schedule 12, para 41(1) shall not apply. Any meetings held shall not be open to members of the Public or Press.

5.2 In accordance with paragraph 5.1, no formal agenda, nor minutes, are required of the meeting.

5.3 In consideration of paragraph 5.1, the Group is free to operate as it feels appropriate, which may include meeting face-to-face, meeting virtually, collaboration on email, etc.

5.4 Any information shared that is commercially sensitive should be kept within the membership of the Group.

5.5 In carrying out the objectives above, the Group should give due regard to the Town Council’s areas of Operation, Strategy, Aims & Objectives and Annual Plan.

### **6. AREAS OF OPERATION**

The Group is set up with the following duration and objectives:

6.1 The Group will be set up following the agreement of these Terms of Reference at the January 2024 meeting of Full Council.

6.2 The Group will involve itself only with Service Level Agreements with organisations that Full Council has already agreed to enter into.

- 6.3 The Group will use a template Service Level Agreement (with prescribed headings) and make adjustments to this, leading to a separate draft Service Level Agreement for each organisation.
- 6.4 The drafting of the Service Level Agreement will include “Targets and Outcomes”, “Monitoring and Assessment”, the duration of the Agreement (which should be between three to five years) and the amount to be paid, up to maximum level already agreed by Full Council.
- 6.5 The Group will, as part of this process, liaise with the relevant organisation in order to reach **provisional** agreement between the two parties on all terms within the draft Service Level Agreement. The Group will ensure that the organisations that it liaises with are clear that only Full Council can decide on the final format of the Service Level Agreement and its discussions with the Working Group are only provisional.
- 6.6 The Group will provide draft Service Level Agreements for consideration to Full Council
- 6.7 The Group should liaise with officers throughout the process, as and when necessary.

## **7. POWERS AND RESPONSIBILITIES**

- 7.1 The Group has no delegated authority to make decisions on behalf of the Council or any Committee.
- 7.2 To make recommendations to Full Council on the content of any Service Levels Agreements that it has agreed to enter into, including the preparation of draft Agreements.

## **8. HEALTH AND SAFETY**

- 8.1 To satisfy itself that health and safety and governance procedures are being followed in relation to the Group’s remit.

## **9. ENVIRONMENT**

- 9.1 To give due consideration to environmental, conservation and climate change matters in carrying out the functions of the Group and in reaching all decisions.

## **10. EQUALITY AND DIVERSITY**

- 10.1 To consider equality and diversity (race, gender, sexual orientation, marital status and disability), tackling disadvantage, reducing social exclusion, and supporting society’s most vulnerable groups, in carrying out the functions of this Group.

## **11. FURTHER INFORMATION**

- 11.1 The Group shall report to Full Council.
- 11.2 The Group shall undertake reviews of its Terms of Reference as and when appropriate and may make recommendations to Full Council regarding its own Terms of Reference.
- 11.3 Full Council may not always be able to act on all advice offered, nor may it wish to, and there is no formal obligation to do so.