

# HALC/BALC Service Level Agreement

## 1. Objectives:

- To ensure a range of high quality services are provided to member councils in Berkshire
- To allow the BALC Executive to remain a decision making body with oversight of the delivered Member Services and engagement with the Service Delivery organisation.

## 2. Background:

In order to provide a continuous high quality service to members, BALC decided to engage the services of Hampshire ALC to provide advice and support to councils in Berkshire, through a contract, managed by the BALC Executive. These Services are detailed below.

## 3. Member Services:

### a. Legal, financial, HR, Legislation, Procedural

The requirement is for Members to have access to Services which will allow them to answer questions on the above topics which arise in the normal course of running a Parish or Town Council or Parish Meeting.

- i. Primary access to these Services will be via the Members Area of the BALC website. Response times will be within 2 working days.
- ii. Provision of these Services is during normal office hours Monday to Friday which are 9.00 – 16.00 Monday to Thursday and 9.00 – 15.30 Friday.

Topics to be covered include:

- Statutory duties and powers.
- Legalities of operating a Parish/Town Council.
- Basic Employment advice.
- Use of volunteers.
- Financial management.
- The co-ordination of applications and approvals relating to loan applications being submitted to or approved by the Secretary of State.
- Liaison with NALC on administrative matters only). Liaison with NALC on policy issues remains as a matter for the BALC Executive Committee

## b. Information Circulation

- i. Circulate to all identified Member contacts relevant information through a monthly newsletter, all updates to the HALC services, Legal Notes, Central Government and other relevant bodies.
- ii. Maintain a list of contacts for Berkshire Councils as the names and the membership changes.
- iii. Maintain the current BALC website, including updating content. The BALC Executive will be responsible for providing specific content for its website.
- iv. Berkshire specific content for BALC Newsletters will be created by the BALC Executive and supplied to HALC for distribution and will be sent to HALC five working days prior to the issue of the newsletter.
- v. Circulation of material consultations to be undertaken by HALC and responses completed by BALC Executive for submission.

## c. Subscription Management

- i. Collecting current elector numbers for the calculation of Member's annual subscriptions.
- ii. Invoicing in early April the Annual Membership Subscriptions at the level agreed with the BALC Executive and the National NALC Levy.
- iii. Ensuring the collection of all invoiced amounts.

## d. Additional Services

- i. HR services: The general membership subscription covers basic HR advice and support by email. This covers queries related to advice on leave entitlements, recruitment advertising on the website and general advice on the NJC terms and conditions. For services beyond generic queries, for an additional fee Members may opt into the LCPD service. See the website for details. Should a Member not opt into the LCPD service and have an HR query that takes more than 30 minutes then an additional fee will be payable.
- ii. Financial Services: Allowing a Member one further question from the finance specialist in addition to the original query on the same question or topic.
- iii. Legal Services: A further 40 minutes on the same question or topic at no extra charge plus follow on work at reduced rate provided by the contracted legal services provider.
- iv. The following templates will be available to Members at no additional charge:

1. Employment Contract.
2. Absence policy.
3. Disciplinary Policy.
4. Grievance Policy.

## 4. Training

Training is an important part of the membership. The range of training courses to be offered must cover the key topics for Parish and Town Councils. HALC is responsible for the provision and delivery of the training programme. BALC is responsible for the cost of those courses.

- i. A minimum of 6 training courses will be offered per year with the dates agreed at the start of the year and published on the BALC website. Additional courses can be discussed and agreed as required.
- ii. In order to facilitate access to training courses, courses will be held at agreed locations
- iii. If there is space available on any BALC course HALC Members will be invited to take up those spaces at a cost equivalent to a non-members' rate.
- iv. Equally if there is space on a HALC course Members will be invited to take up those spaces at a cost equivalent to 125% of the HALC subsidised rate.

## 5. Administration

- i. Hampshire ALC will act as the service provider for the services outlined in this agreement.
- ii. Maintain a separate accounting data base on the Hampshire ALC finance system to ensure the disclosure of the financial position of BALC is true and fair and enables the production of management and financial periodic and year-end balance sheet and income and expenditure accounts.

## 6. Relationships

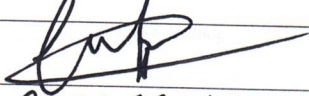
- i. Ensuring the development of relationships with Members according them the same status as existing HALC Members.
- ii. The Executive will represent Berkshire at National meetings and will be the principal Berkshire interface to NALC. HALC will be the interface to NALC on matters of administration including information distribution and subscriptions.


## 7. Executive

- i. Attendance at up to 4 BALC Executive meetings per year including providing a report at those meetings
- ii Coordinate and attend the Annual General Meeting.
- iii All meetings will take place in Berkshire.

## 8. Reporting

- i. For the Executive meetings HALC will provide the following reports seven working days in advance of the meeting:
  - A report on the issues and matters raised by Members and their resolution.
  - A general report on Member's activities and statistics.
  - A report on outstanding unpaid invoices.
- ii For the AGM HALC will undertake to ensure:
  - An agenda and all supporting papers that are provided by the BALC Executive are sent to Members in accordance with the timescales set out in the BALC Constitution

Signed on behalf of Berkshire ALC:	
Name:	GEOFF HARPER
Date:	3/2/2023

Signed on behalf of Hampshire ALC:	
Name:	DAWN HAMBLET
Date:	7/2/2023