

**EAST LINDSEY DISTRICT COUNCIL / LEISURE & CULTURE TRUST PROJECT**  
**SUPPORT SERVICES AGREEMENT**  
**SUMMARY DOCUMENT**

It is proposed that the Trust will contract back certain financial, technical and operational support services from the Council for an initial period. It is recognised that the Council has outsourced the provision of these services to Compass Point. Notwithstanding, the Support Services Agreement will be with the Council. This Agreement will, therefore, set out the terms and conditions of these arrangements.

**1. Services to be Provided**

The Council will continue to provide the following services:

- ICT
- Telephony
- Asset management
- Print and design
- Communications & Consultation
- Neighbourhood services
- Internal audit
- Insurance management
- Payroll
- HR
- Finance

Each Service will be described by reference to the Service Specification for that Service.

**2. Payment Arrangement**

It is proposed that (for VAT reasons) the Council waives any charges in relation to the support services.

Nevertheless the budget for each support service will be identified in the schedule to the Agreement.

In the event that the Trust procures all or any of the support services from third parties in the future (for value for money/ service reasons) then the Council will transfer to the trust the budget for that service as identified in the schedule.

**3. Extension or Early Termination by the Trust**

It is proposed that the Trust “buys back” certain Services for an initial minimum period of e.g. one, two or three years. If the Trust wishes to extend that initial period or terminate all or any of the Services at the end of that period, it must give the Council at least 3 months notice. If it is a notice to extend the service period, then the parties will agree the terms of that extension period. It is acknowledged that the Council may procure the Services provided to the Trust from third party providers.

**4. Service Review**

The parties will review the provision of the Services as part of the regular review meeting to ensure that these represent best value generally to both parties.

**5. Early Termination for Default**

The Trust will be entitled to terminate all or any of the Services in the event of poor performance by the Council. Performance will be measured against agreed KPIs.

The Council will be entitled to terminate the provision of a service in the event that the Trust fails to pay for all or any of the Services following written demand.

**6. Schedules**

The Agreement will contain the following Schedules:

- Schedule 1: List of Services
- Schedule 2: Service Specifications including KPIs/performance standards
- Schedule 3: Charges
- Schedule 4: Dispute Resolution Procedure

**7. Key Actions**

- To confirm services to be provided
- To prepare service specifications for each service
- To confirm KPIs to monitor service provision
- To confirm budget for each service