

Dated this..... day of20

SERVICE LEVEL AGREEMENT

**between
Belfast City Council and Titanic Quarter Ltd
and
East Belfast Partnership**

Service Level Agreement outlining the partnership between Belfast City Council and Titanic Quarter Ltd and East Belfast Partnership in the management of the Community Stakeholder input into the development of Titanic Quarter.

1. Background

Belfast City Council and Titanic Quarter Ltd. have signed a Memorandum of Understanding (MoU) to ensure optimum community benefit from and input to the development of Titanic Quarter.

A management structure has been put in place comprising a Strategic Advisory Board (SAB), a Coordinating Steering Group (CSG) and a series of six Thematic Action Groups (TAGs).

In order to manage and maximise community input into the MoU, Belfast City Council and Titanic Quarter Ltd has appointed East Belfast Partnership (EBP) to carry out a community stakeholder management role. Community Stakeholders are defined in this instance, as the members of Partnership Boards, the Neighbourhood Partnership Boards, their relevant sub-committees and relevant private, public, voluntary and community sector representatives.

2. Aim and Objectives

Aim

To ensure the effective engagement of key Community Stakeholders across the city in the implementation of the Titanic Quarter MoU.

Objectives

1. To ensure that Community Stakeholder engagement is effective, efficient, coherent and structured
2. To put in place a coherent process to raise awareness of the Titanic Quarter development across the city
3. To ensure that the Titanic Quarter development is aligned with the Partnerships 'Strategic Regeneration Frameworks' (SRFs)
4. To ensure that collaboration across the city is improved with regard to inputting into and benefiting from the Titanic Quarter development.

3. Tasks

The Strategic Regeneration Officer (SRO) within East Belfast Partnership will carry out the following tasks:

1. Liaison with Belfast Area Partnerships (BAPs) representatives to identify issues/opportunities from their area that require input to the Thematic Action Groups
2. Support and update the BAPs representatives participating in Thematic Action Groups
3. Co-ordinate and provide regular progress reports for BAPs Forum, BCC & TQL on work of Thematic Action Groups and Strategic Advisory Board
4. Assist BAPs with dissemination of information to the Community Stakeholders.
5. Support BAPs to consult on particular issues relating to the MOU
6. Act as a single point of contact for BAPs, BCC and TQL with regard to Community Stakeholder input and feedback.
7. Liaise with BCC and TQL co-ordination officers to collate and monitor progress on MOU.

8. Provide briefings for BAPs representative for MOU Co-ordinating Steering Group and Strategic Advisory Group
9. Assist BAPs to deliver 6 Thematic Stakeholder Forums per annum based on each theme on a city-wide basis.
10. Co-ordinate 5 no. initial Titanic Quarter 'Information Sessions' in each Partnership area, outlining the MOU and methods of information sharing.
11. Attend relevant city-wide community stakeholder meetings, to update on progress at TQ in relation to community engagement

Key ProgrammeTargets

Dec 09 – Feb 10

- Identify Issues from each BAP relating to Thematic Action Groups (as relates to each BAP's Strategic Rregeneration Framework)
- Assist BCC in the BAPs responsibilities within TAG's Terms of References
- Establish liaison protocols and priorities for BAPs, BCC & TQL, as relates to MOU
- Prepare draft literature for Community Stakeholder use
- Prepare draft web site/ web links for Community Stakeholder use

Mar – May 10

- Organise TQ site visit with BAPs & BCC
- Deliver 5 TQ Community Stakeholder information events to take place in each of the PB's areas
- Finalise and deliver PR literature and web site/link

Jun- Aug10

Sep- Nov 10

- Deliver 6 TQ Thematic stakeholder forums, summarising progress to date on a citywide basis

4. Responsibilities of BAPS

The East Belfast Partnership Chief Executive will represent the BAPs on the Coordinating Steering Group and the Strategic Advisory Group

BAPs representative's will be nominated, from the BAPS Forum, through an expression of interest process and BAPs consensus, to sit on each Thematic Action Group. The role of these nominees is to represent the 5 PB's and their Community Stakeholders, on each Thematic Action Group.

5. Responsibilities of Titanic Quarter Ltd

Titanic Quarter Ltd undertakes to finance the agreement for period 1st Dec 09 - 30 Nov 10. The total cost of this work is agreed at £25,000 max. This is further broken into £20K Salary & Office Costs, based on EBP staff working 2.5 days/week on MOU, based at East Belfast Partnership. It also includes £5k max for specific MOU related Project Costs (e.g. to deliver Community Stakeholder events, literature etc). All proposed Project Costs must be approved in advance by Titanic Quarter Ltd. Payments will be paid retrospectively by Titanic Quarter Ltd on receipt of itemised invoices, in four instalments as follows:

| | |
|----------|---|
| 1 Mar 10 | £5K |
| 1 Jun 10 | £5K |
| 1 Sep 10 | £5K |
| 1 Dec 10 | £5K |
| <hr/> | |
| Total | £20K (& additional £5K max in approved Project Costs, as arise) |

6. Responsibilities of Belfast City Council

Belfast City Council will be responsible for the administration of the management structure. Council officers will provide the secretariat for all groups within the structure (i.e. SAG, CSG & TAGs) and will be responsible for follow-up between meetings and for coordination between Thematic Groups and other groups in the structure.

Belfast City Council will be responsible for monitoring the delivery of the MOU. This includes reporting on progress being made by the Thematic Action Groups and the organisations represented.

7. Duration of the Agreement

This agreement is for 12 months, subject to review. It will come into operation for the period 01 December 2009 – 30 November 2010

8. Signatures

For **Belfast City Council**

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DIRECTOR OF DEVELOPMENT

For **East Belfast Partnership**

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CHIEF EXECUTIVE

For **Titanic Quarter Ltd**

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CHIEF EXECUTIVE