

Service Level Agreement 2015/16
Between
IIminster Town Council And IIminster Tourism

Parties to the Agreement

IIminster Tourism and IIminster Town Council

Purpose

To set out the service levels to be achieved by IIminster Tourism in return for a¹ revenue subsidy grant from IIminster Town Council for the financial year 2015/16.

IIminster Town Council's Obligations

1. To pay promptly the amount of the revenue subsidy grant agreed by the Town Council when the Service Level agreement has been signed by both parties.
2. To nominate a representative (this will usually be a serving Councillor) to sit on the management committee of IIminster Tourism. This representative will provide regular updates on the activities of the Information centre to the Town Council
3. Visit the IIminster Local Information Centre by request

IIminster Tourist Centre's Obligations

1. To provide a warm welcome and professional service to visitors
2. To provide attractive and tidy displays with categorised up-to date information promoting the Town of IIminster and the local area
3. To ensure the Local Information Centre is staffed by people with good local knowledge
4. To ensure that all staff wear name badges which clearly state their name
5. To keep statistics on the number of visitors to the Local Information Centre and the nature of enquiries (see 8 below)
6. To ensure that all persons staffing the Local Information Centre are appropriately trained (see 8 below)
7. To ensure that all persons staffing the Local Information Centre are aware of their responsibilities under Equalities legislation
8. To ensure that the centre is well signed and accessible to people with disabilities
9. To acknowledge IIminster Town Council's support in any material prepared by the Local Information Centre
10. To report to the Annual Town Meeting and provide an annual, written, report to IIminster Town Council on the activities undertaken during the period of funding. The report to include:
 - a. An income and expenditure summary
 - b. Statistics on the number of visitor contacts, the method by which the Local Information Centre was accessed, the type / nature of enquiries (this needs to be an accurate record not an estimated figure)
 - c. Details of training undertaken by people staffing the Local Information Centre
 - d. The number and nature of any complaints dealt with and how they were resolved

¹ A revenue subsidy grant must be applied for in accordance with the Town Council's current policy

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Signed On Behalf of Ilminster Town Council

Date

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Date