



SERVICE LEVEL AGREEMENT (SLA)

Between

Wroughton & Wichelstowe Parish Council

Acting as Sole Corporate Trustee of the Ellendune Community Centre CIO

and

Ellendune Community Centre CIO

Charity Number: 1198813

Effective Date: 01st April 2026

Review Date: Annually

1. Purpose

This Service Level Agreement ("SLA") establishes the operational arrangements, governance framework, delegated responsibilities and support services provided by Wroughton & Wichelstowe Parish Council ("the Council") in its capacity as Sole Corporate Trustee of the Ellendune Community Centre CIO ("the Charity").

The purpose of this Agreement is to ensure:

- Effective governance and administration of the Charity.
- Alignment between the objectives of the Charity and the Council.
- Clear accountability and decision-making processes.
- Efficient management of the Ellendune Community Centre for public benefit.
- Transparency in the provision of support services by the Council to the Charity.
- Preservation of the Charity's ability to access charitable funding, Gift Aid and grant opportunities.

- This Agreement is intended to define the practical working relationship between the Council and the Charity whilst recognising that the Council acts as the Sole Corporate Trustee of the Charity.

2. Governance Structure

2.1 Sole Trustee

The Council shall act as the Sole Trustee of the Charity.

The Council retains ultimate responsibility for:

- Compliance with charity law.
- Compliance with the Charity Commission requirements.
- Strategic direction of the Charity.
- Financial stewardship.
- Risk management.
- Asset management.
- Delivery of charitable objectives.

All trustee decisions shall be exercised through the Council acting as a body corporate.

2.2 Charity Administrator

The Council may appoint the Proper Officer (Clerk) of the Council to act as: **Administrator of the Charity**

The Clerk, with delegated authority will manage the day-to-day operation of the Community Centre in accordance with:

- Charity policies.
- Trustee decisions.
- Approved budgets.
- This SLA.

3. Delegated Administration Arrangements

The Council may appoint the Proper Officer (Clerk) as Charity Administrator with delegated authority to oversee the day-to-day operation of the Charity and Community Centre in accordance with:

- Charity policies;
- Trustee decisions;
- Approved budgets;
- The Charity's governing document; and
- This Service Level Agreement.

The Clerk, acting as Charity Administrator, shall be responsible for ensuring the effective management and administration of the Charity and shall act as the principal link between the Charity, the Working Party and the Council acting as Sole Corporate Trustee.

To support the efficient operation of the Community Centre, the Clerk shall delegate appropriate operational responsibilities to the Centre Manager. Such delegation shall not remove the Clerk's accountability to the Trustee for the proper administration of the Charity.

Under the direction of the Clerk, the Centre Manager shall be responsible for carrying out the day-to-day operational functions of the Community Centre, including:

- Managing bookings, lettings and room hire arrangements;
- Liaising with hirers, user groups and community organisations;
- Overseeing contractors, suppliers and service providers;
- Managing routine building maintenance and repairs;
- Monitoring the condition and presentation of the Centre;
- Administering approved operational budgets within delegated limits;
- Preparing operational information and reports for the Clerk;
- Supporting fundraising initiatives and grant-funded projects;
- Supporting compliance with health and safety requirements;
- Ensuring the effective delivery of activities and services for public benefit; and
- Undertaking any other operational duties reasonably delegated by the Clerk.

The Clerk shall retain responsibility for:

- Governance and compliance matters;
- Financial oversight and reporting;
- Strategic planning and recommendations;
- Reporting to the Working Party and Trustee;
- Implementation of Trustee decisions; and
- Ensuring that all delegated activities are undertaken in accordance with Charity Commission guidance, Council policies and the Charity's governing document.

4. Decision-Making and Approval Process

4.1 Working Party

The Council shall maintain an Ellendune Community Centre Working Party.

The Working Party shall:

- Consider operational matters.
- Review performance.
- Review financial information.
- Consider strategic proposals.
- Review maintenance and development projects.

- Receive feedback from user groups and stakeholders.
- Make recommendations to the Trustee.

The Working Party shall not have delegated decision-making authority unless specifically granted by the Trustee.

4.2 Approval Route

The Clerk shall ensure that significant matters are first considered by the Working Party before submission to the Council.

Recommendations shall then be submitted for approval through either:

- Finance and General Purposes Committee (F&GP); or
- Full Council Meeting

depending upon the Council's Scheme of Delegation and Standing Orders.

No material expenditure, policy change, contractual commitment or strategic decision shall be implemented without the appropriate approval of the Trustee through the Council's formal decision-making process.

5. Stakeholder and User Group Engagement

The Charity recognises the importance of community involvement in the operation of the Community Centre.

User groups, hirers and stakeholders may:

- Provide feedback.
- Participate in consultations.
- Attend stakeholder meetings.
- Submit proposals for consideration.

The Working Party shall ensure that community views are considered when making recommendations.

Ultimate responsibility for decision making remains with the Council as Sole Corporate Trustee.

6. Support Services Provided by the Council

The Council may provide support services to the Charity as services in kind where this is in the best interests of the Charity and the public benefit.

Such support may include:

- Administrative support.
- Governance support.
- Financial administration.
- Procurement support.
- Facilities management.
- Human resource support.
- Health and safety administration.
- ICT support.
- Project management.
- Grant application support.
- Professional advice procurement.

The value of support services provided shall be identified and quantified annually where reasonably practicable.

The parties acknowledge that:

- Such arrangements provide operational efficiency.
- They assist in avoiding unnecessary VAT complications.
- They may reduce business rates risks where permitted by legislation.
- They ensure clear accountability for support provided by the Council.
- They align the objectives of the Council and the Charity whilst maintaining charitable status.

7. Charitable Status and Public Benefit

Both parties acknowledge the benefits of retaining charitable status for the Community Centre, including:

- Continued eligibility for charitable grants.
- Access to Gift Aid opportunities.
- Enhanced fundraising opportunities.
- Recognition as a charitable asset operated for public benefit.
- Potential reliefs available to charitable organisations.

Nothing within this Agreement shall prejudice the Charity's charitable status or charitable purposes.

8. Property Occupation Arrangements

8.1 Parish Council Office Accommodation

The Charity shall provide office accommodation within the Community Centre for occupation by the Council.

The Council shall pay an annual rent to the Charity.

The rental amount shall:

- Be reviewed annually.
- Reflect inflationary increases.
- Be approved through the Council's budget-setting process.
- Be documented separately from this SLA.

8.2 Library Accommodation

The Charity shall provide accommodation for the Library within the Christine Spouncer Suite.

The Library occupation charge shall:

- Be reviewed annually.
- Reflect inflationary increases.
- Be approved through the Council's budget-setting process.
- Be documented separately from this SLA.

8.3 Review of Occupation Arrangements

The Council and the Charity shall review all occupation arrangements annually to ensure:

- Continued value for money.
- Compliance with charity law.
- Compliance with local government legislation.
- Fair allocation of costs.

9. Financial Management

The Charity's finances shall be managed separately from the Council's finances.

The Clerk shall ensure:

- Appropriate accounting records are maintained.
- Financial reports are prepared for the Working Party and Trustee.
- Annual budgets are presented for approval.
- Appropriate internal controls are maintained.

The Trustee shall approve:

- Annual budgets.
- Significant expenditure.
- Reserves policy.
- Financial strategy.

12. Review of Agreement

This SLA shall be reviewed annually by:

- The Ellendune Community Centre Working Party.
- The Finance and General Purposes Committee.
- Full Council acting as Sole Corporate Trustee.

Any amendments shall require formal approval by the Council acting as Trustee.

13. Dispute Resolution

Any dispute regarding the interpretation or operation of this Agreement shall be referred to:

1. The Clerk and Chair of the Working Party.
2. The Finance and General Purposes Committee.
3. Full Council acting as Sole Corporate Trustee.

The Trustee's decision shall be final, subject to charity law and any applicable statutory requirements.

14. Termination

This Agreement may be amended or terminated by resolution of the Council acting as Sole Corporate Trustee, provided such action remains consistent with:

- The Charity's governing document.
- Charity law.
- The charitable purposes of the Ellendune Community Centre CIO.

Signed For and on behalf of Wroughton & Wichelstowe Parish Council
Acting as Sole Corporate Trustee of the Ellendune Community Centre CIO

Name: _____

Position: _____

Date: _____

Administrator of the Ellendune Community Centre CIO

Name: _____

Position: Clerk / Proper Officer

Date: _____

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