

DRAFT SERVICE LEVEL AGREEMENT

Between

Middlesbrough Council

and

The Office of the Police and Crime Commissioner for Cleveland

Project: Making Middlesbrough Town Centre Safer for People and Business

Agreement: 2 Additional Police Community Support Officers (PCSOs)

Duration: 3 Year Pilot Programme

1. INTRODUCTION

The purpose of this Service Level Agreement (SLA) is to establish a framework for collaboration between Middlesbrough Council and the Office of the Police and Crime Commissioner (OPCC) for Cleveland to support the delivery of the Making Middlesbrough Town Centre Safer for People and Business project.

The SLA sets out the objectives, responsibilities, governance arrangements, performance measures and funding arrangements associated with the provision of two additional Police Community Support Officers (PCSOs) operating within Middlesbrough Town Centre.

Partners to this SLA are:

- Middlesbrough Council (lead partner)
- Office of the Police and Crime Commissioner for Cleveland
- Cleveland Police
- Tees Valley Combined Authority

2. BACKGROUND

Middlesbrough Town Centre is the economic, cultural and civic heart of the Borough. Creating a safe, welcoming and vibrant town centre is essential to supporting economic growth, attracting investment, increasing footfall and improving the experiences of residents, workers, businesses and visitors.

Through the Making Middlesbrough Town Centre Safer for People and Business project, Middlesbrough Council and the OPCC have agreed to jointly support enhanced community safety activity through the funding of two dedicated PCSOs over a three year pilot period.

The additional PCSOs will provide visible reassurance patrols, support engagement with businesses and communities, assist in tackling anti-social behaviour, support vulnerable individuals and contribute to wider partnership initiatives designed to reduce crime and improve perceptions of safety within the town centre.

3. PRINCIPLES OF FUNDING ALLOCATION

The funding provided under this agreement is intended to deliver additional community safety capacity through the deployment of two dedicated PCSOs.

Partners agree that:

- Funding will be used solely for the agreed purpose of supporting the employment and operational deployment of two PCSOs.
- The PCSOs will provide additionality and not replace existing baseline police resources.
- Resources will be focused on improving safety, reducing anti-social behaviour and supporting businesses and communities within Middlesbrough Town Centre.
- Governance arrangements will ensure transparency, accountability and value for money.
- Outcomes and performance will be regularly reviewed and monitored.

4. SERVICE SCOPE

The scope of this SLA covers activity undertaken by the two additional PCSOs within Middlesbrough Town Centre as agreed through operational tasking processes.

The role of the PCSOs will include:

- High visibility foot patrols.
- Engagement with visitors and businesses.
- Acting as an accessible point of contact for community safety concerns.
- Supporting public confidence in the town centre.
- Early intervention with individuals engaged in anti-social behaviour.
- Gathering intelligence and evidence.
- Supporting enforcement activity where appropriate.
- Working with partner agencies to resolve recurring issues.
- Identification and safeguarding of vulnerable individuals.
- Referrals to appropriate support services.
- Working with homelessness, substance misuse, mental health and safeguarding services.
- Supporting multi-agency operations.
- Contributing to town centre safety campaigns and events.

5. MIDDLESBROUGH COUNCIL COMMITMENTS

Middlesbrough Council will:

- Provide strategic oversight of the programme.
- Coordinate partnership activity through appropriate governance structures.
- Support operational tasking and problem solving activity.
- Facilitate engagement with businesses and stakeholders.
- Identify priority locations and emerging concerns.
- Support business engagement opportunities.
- Assist with communications and awareness campaigns.
- Share relevant intelligence and data in accordance with information sharing protocols.
- Support performance monitoring and evaluation activity.
- Contribute to annual reviews of programme outcomes.
- Ensure alignment with wider town centre regeneration and community safety initiatives.
- Support joint funding and sustainability opportunities where appropriate.

6. OPCC RESPONSIBILITIES

The OPCC shall act as the recipient of grant funding on behalf of Cleveland Police and shall ensure that Cleveland Police recruits, deploys and manages the two dedicated PCSO posts funded through the Making Middlesbrough Town Centre Safer for People and Business Project.

The OPCC shall ensure that the funded PCSO posts:

- Are additional to existing establishment resources.
- Are deployed primarily within Middlesbrough Town Centre.
- Support the objectives of the Making Middlesbrough Town Centre Safer for People and Business Project.
- Contribute to the outputs and outcomes identified within the approved TVCA Investment Zone Business Case.
- Participate in partnership activity, tasking meetings and operations associated with the Enhanced Safe Haven Hub and wider town centre safety arrangements.

7. GUILDING PRINCIPLES

The following principles underpin this agreement:

- Partners will work collaboratively and transparently.
- Partners will act in good faith and support shared objectives.
- Resources will be targeted based on evidence and need.
- Decisions will be informed by community safety intelligence and data.
- The needs of people and businesses will remain central to delivery.
- Equality, diversity and inclusion principles will be embedded throughout delivery.
- All partners will comply with relevant legislation and information governance requirements.

8. MONITORING AND GOVERNANCE

A joint Steering Group will oversee delivery of the SLA.

The Steering Group will meet quarterly and include representatives from:

- Middlesbrough Council
- OPCC
- Cleveland Police
- Tees Valley Combined Authority

Responsibilities will include:

- Reviewing performance data.
- Monitoring financial expenditure.
- Reviewing operational priorities.
- Assessing outcomes and impact.

8. DURATION

This SLA will commence on:

X XXX 2026 (or agreed commencement date)

and continue for a period of:

Three years, ending on 31 March 2029.

The SLA will be formally reviewed annually.

The agreement may be varied only through written agreement of all parties.

Either party may terminate the agreement with six months' written notice, subject to discussion regarding staffing implications and funding commitments.

9. QUARTERLY CLAIMS, MONITORING AND EVIDENCE REQUIREMENTS

As a condition of grant funding, the OPCC shall submit a Quarterly Claim and Monitoring Return to Middlesbrough Council no later than fifteen (15) working days following the end of each quarter.

No grant payment shall be released until Middlesbrough Council has received and approved the information specified within this section.

Financial Information Required

The OPCC shall provide:

1. A signed Quarterly Grant Claim Form.
2. Actual salary expenditure incurred for each funded PCSO.
3. Employer National Insurance costs.
4. Employer pension contributions.
5. Any approved equipment, uniform or training expenditure.
6. A financial statement showing:
 - o budget profile;
 - o expenditure incurred during the quarter;
 - o cumulative expenditure;
 - o forecast expenditure to project completion.
7. Confirmation that expenditure:
 - o has been incurred and defrayed;
 - o relates solely to eligible project activity;
 - o has not been claimed from any other funding source.
8. Evidence supporting the claim, including payroll reports, cost centre reports or equivalent financial records.

9. CONDITIONS PRECEDENT TO PAYMENT

Middlesbrough Council shall not be required to release grant funding unless:

- a) a valid quarterly claim has been received;

b) satisfactory financial evidence has been provided;

c) the Council is satisfied that expenditure is eligible;

d) delivery remains consistent with the approved TVCA Investment Zone Business Case and associated funding conditions.

Middlesbrough Council may:

- request further information before approving a claim;
- defer payment pending clarification;
- reduce, withhold or recover funding where expenditure is ineligible or evidence is insufficient.

10. SIGNATORIES

Signatories to this SLA: OPCC and Middlesbrough Council

- This SLA is effective from XXX for a period of one year
- The SLA will be reviewed on an annual basis
- The Agreement may only be varied with the written agreement signed by the partners.
- Any changes to the service which may impact on specified Investment Zone outcomes need to be discussed with Middlesbrough Council and Tees Valley Combined Authority before any final decisions/agreements.

I hereby agree the above conditions on behalf of Middlesbrough Council:

Signed _____ **Date:** _____

Name: _____

I hereby agree the above conditions on behalf of the OPCC:

Signed _____ **Date:** _____

Name: _____