

Appendix 1 - Memorandum of Understanding between Hampshire County Council and One Community-Council for Voluntary Services for the Eastleigh Area.

This memorandum of understanding establishes a framework for co-operation between Hampshire County Council (HCC) and One Community for the operation of Eastleigh Museum for an initial period of 18 months (to be confirmed) from 29 May 2012. It sets out the role of each organisation and explains how they will work together towards the common objective of developing a sustainable future for Eastleigh Museum. The division of responsibilities is based on four guiding principles:

- **clear accountability** – each organisation must have unambiguous and well defined responsibilities;
- **transparency** – the respective organisations must know who is responsible for what;
- **cooperative effort** – close and collaborative working to achieve the maximum level of support for Eastleigh Museum;
- **avoidance of duplication** – each organisation to have a clearly defined role to avoid unnecessary duplication of effort and to reduce sources of tension ;
- **support for the local management process** - regular information exchange and liaison meetings between relevant staff from both organisations.

The intention of both organisations is to work towards the creation of a Service Level Agreement (SLA) under which the One Community will manage and provide ‘front of house’ services for Eastleigh Museum and work together with Hampshire CC and Eastleigh BC staff to support the community programme and to develop proposals for future redisplay including the seeking of funding sources-timetable to be agreed.

The details of the SLA, including standards of delivery, will be drawn up by both parties with the support of HCC Legal Services. However, in broad terms the agreement will place the following responsibilities on the two organisations.

Hampshire County Council will:

- continue to deliver Arts and Museum Services at Eastleigh museum consisting of Exhibitions, Community Engagement and Learning , Curatorial, Collections, Management and Marketing as defined by the existing Service Level Agreement and Joint Management Arrangements between Hampshire County Council and Eastleigh Borough Council. We recommend that One Community Chief Executive joins the Joint Management Committee.

- Establish and chair a staff liaison group consisting of staff from One Community, Hampshire County Council and Eastleigh Borough Council to implement the service plan, manage and develop the practical operational aspects of running Eastleigh Museum, coordinate community programming and exhibitions and develop proposals for the future redisplay of the Museum. Terms of reference to be agreed.
- retain responsibility for the Eastleigh Museum buildings and provide annual funding for the building maintenance of the venues as part of its ongoing estate responsibilities;
- continue to own, store and provide curatorial and conservation support for Eastleigh Museum as well as all other Eastleigh area related items in its care, subject to the provisions of the agreed HCC Acquisition and Disposal Policy 2007-12 (<http://www3.hants.gov.uk/museums-collecting-policy.pdf>) ;
- continue to 'self insure' the buildings, public liability and collections as well as employees (both HCC and HMGT) carrying out the duties of the County Council with the authorisation of a duly authorised officer;
- provide two exhibitions per annum from exhibition services and, when appropriate, some additional support for the local community exhibition planning;
- provide appropriate training to One Community staff and volunteers in relation to collection care and relevant HCC procedures for the safe operation of Eastleigh Museum.
- continue to provide marketing, financial, IT (for Hampshire staff) , web development and partnership management support, as well as expertise to assist in the future development of the venues;
- Lead in developing the proposals for redisplay and campaign to secure funding to achieve this.

One Community will:

- manage the delivery of Voluntary Services from Eastleigh Museum with a professional member of staff.
- ensure Eastleigh Museum is open to the public from Monday –Friday 10am 5pm.
- One Community staff whilst managing the delivery of voluntary services will also undertake to act as on-site managers of Eastleigh Museum.
- One Community will provide key holders and out of office response to the alarm call out system.
- provide and train (with museum support) and schedule volunteers to ensure the museum is staffed with one member of staff from One Community and one volunteer as a minimum during public opening hours.
- insure their own staff and volunteers and manage the complaints and compliments procedures according to Voluntary Services procedures and standards.
- provide their own IT services for use at Eastleigh Museum.

- recruit, train and develop volunteers and support the delivery of front of house services and more widely as appropriate support for the community programme.
- maintain agreed standards of community programme content, exhibition content, installation and presentation, security, health & safety, front-of-house staffing levels, opening hours and site cleaning (with contract cleaning at an agreed rate with HCC) and provide quarterly monitoring reports to HCC.
- provide retail and café facilities' to support HCC income target of £7,000 2012/2013 –reviewable on an annual basis. Banking to be undertaken to HCC account fortnightly as a minimum. Financial risk of not achieving income target managed by HCC.
- once income target has be achieved profit element only will we divided equally between Hampshire and One Community;
- One Community will also provide their own retail offer to be accounted for separately through one Community accounts.
- Attend the staff liaison group consisting of staff from One Community, Hampshire County Council and Eastleigh Borough Council to implement the service plan, manage and develop the practical operational aspects of running Eastleigh Museum, coordinate community programming and exhibitions and develop proposals for the future redisplay of the Museum. Terms of reference to be agreed.

Both organisations will work together to establish agreed standards and clear responsibilities under an SLA in a number of crucial areas some of which have significant legal implications, including:

- budget accountability and monitoring
- health & safety, including risk assessments and fire evacuation plan
- employment law and HR support
- building and collection security
- museum accreditation
- insurance
- quality standards
- communication policy
- share financial information with regard to retail/coffee sales only

Signed on behalf of Hampshire County Council:

Date:

Signed on behalf of One Community :

Date: