



2026/2027

Service Level Agreement

Marsh Community Centre & Lancaster City Council



The funding from Lancaster City Council should help towards the following services being provided for council tenants in the Marsh Estate area. This work will be facilitated by the Marsh Community Centre working alongside Officers from Lancaster City Council and outside agencies where possible. Working in partnership with Lancaster City Council and residents of the Marsh estate the Marsh Community Centre will focus on projects and services to improve the following for residents of the Marsh Estate.

The four main priorities are:



Environmental improvement

Engaging residents in improving spaces or places, green spaces, community spaces, improving lifestyle choice on environmental issues, improving energy efficiency.



Financial and digital inclusion

Improving access to money advice and management, increasing individual confidence to manage money, reduce debt, promote saving and improve digital usage and access.



Health, well-being, and social inclusion

Promoting physical and mental well-being through healthy eating and activity, increasing confidence, reducing isolation, tackling discrimination, and reducing inequalities.



Sustaining tenancies

Create a sense of community cohesion, increasing a sense of belonging, increase a sense of safety, supporting people to make a success of their tenancies.

In addition to the four main priorities the Marsh Community Centre will support the following Council Housing specific priorities:

- We take pride in our neighbourhood and corporate buildings, ensuring they are clean and safe.
- We will involve and empower our residents and ensure those who require support receive it.



By working alongside Lancaster City Council, outside agencies, and the community, the Marsh Community Centre can achieve these priorities by:

- Ensuring residents know how to access all the Council's services - including social media/one stop shops, and also have opportunities to have their voices heard. These will be advertised within the Community Centre and on their own social media, and staff will be able to signpost residents to the correct place. Lancaster City Council will also hold a weekly drop-in session at the centre.
- Develop/facilitate opportunities to support residents into education, training and employment. The Community Centre will hold information events. They will also share information about training - and training events - on their social media and also in the Community Centre itself with the Council Housing Community Engagement Team.
- Promoting ways residents can have their voices heard through Housing-led activities such as the Scrutiny Panel and Tenants' Voice (alongside other resident groups), and also through local community groups and events. The Community Centre will actively recruit members of the community for groups led by Council Housing residents, and the dates, times and locations for these groups on their social media. They will work with Lancaster City Council to host events to promote resident engagement, including litter picks, Community Fun Days, and assisting with funding applications to improve the local community.
- Actively developing and promoting community involvement to establish a viable community-based management organisation for the Centre. This could include recruiting and training volunteers and including residents within the board of trustees. The Community Centre will also host various regular activities to help with social inclusion, and also health and well-being. These will include activities for children/young people and older people within the community, including a food club.
- Helping the Council develop specific residents' groups for marginalised groups. This will involve actively encouraging, signposting and promoting groups dedicated to older, disabled, younger, and BME groups. The Community Centre will assist Lancaster City Council by hosting these groups on an ad-hoc basis.
- Encouraging those with lived experience to help develop and deliver services and activities within the area by recruiting further volunteers.



Measuring success by outcomes:

The Community Centre will submit a quarterly progress report demonstrating performance against the four main priorities set out in this agreement, alongside continuous learning and improvement. These reports will provide quantitative data alongside qualitative evidence, including resident feedback and insights into their lived experience, to highlight successes, challenges, and any emerging priorities for the next quarter, and will cover the following areas:

1. Resident Participation and Reach

- Number of activities delivered and total attendances
- Demographic profile of residents attending activities (where data is available), including:
 - Age groups
 - Household type
 - Equality and inclusion considerations
- Evidence of engagement from under represented or marginalised groups

2. Resident Outcomes and Lived Experience

- Feedback from attendees describing how they have benefited from activities, captured in residents' own words where possible
- Case studies or short "good news stories" demonstrating positive change
- Evidence of increased confidence, skills, independence or community connection

3. Impact on the Community and the Estate

- Impact of activities on:
 - Health and well being
 - Social inclusion and reduced isolation
 - Financial inclusion and access to advice/support
 - Economic opportunity, including volunteering, training or employment pathways
- Observed improvements to the look, feel and community pride of the estate
- Evidence of increased resident satisfaction with the Community Centre and local services

4. Partnership Working and Community Capacity

- List of partner organisations worked with during the quarter, including statutory, voluntary and community sector partners
- Examples of joint working and benefit to residents
- Evidence of how the Centre is:
 - Encouraging and supporting local residents to volunteer
 - Supporting community led activity
 - Being used and regarded as the heart of the community



Charges for the services:

The funding available for this commission from the Council is £17,000 per annum, paid quarterly, for the duration of the agreement; this does not include any external project income, hire fees or admission fees that you might secure during the year. The Council will not be liable for any short fall in your funding at the end of the year.

Agreement:

Signed: D. Hagan

Dated: 03/04/2026

On behalf of Marsh Community Centre

Signed: [Signature]

Dated: 01/04/2026

On behalf of Lancaster City Council