

2016 Service Level Agreement

Irish Museum of Modern Art (IMMA) and the Department of Arts, Heritage and the Gaeltacht

1. Introduction

The Irish Museum of Modern Art aims in all its activities to create for the public an enjoyable and engaging experience of contemporary art. It achieves this through a dynamic and changing programme of exhibitions and education programmes based in its home at the Royal Hospital Kilmainham and working with partners nationally and internationally. As the national institution for contemporary art, IMMA is committed to supporting artists' work, and works with artists and partners to support the development, understanding and enjoyment of contemporary art in Ireland.

IMMA is the home of the national collection of modern and contemporary art and takes responsibility for the care and maintenance of this national resource. IMMA ensures that the collection is accessible to visitors to the Museum and beyond through exhibitions, collaborations, loans, touring partnerships and digital programmes.

This Performance/Service Delivery Agreement is a performance contract in which an agreed level of service is formalised between the Department of Arts, Heritage and the Gaeltacht and IMMA. This is to ensure that resources are used in an effective and cost effective manner to deliver quality services to the public. The SLA will set out IMMA's targets for 2016 and define the output and outcome indicators on which performance should be measured. It will eventually have a multi-annual focus in line with the Medium Term Expenditure Framework.

The Agreement will support the high level goals of the Department of Arts, Heritage and the Gaeltacht, namely,

- To promote and develop Ireland's world-class artistic and creative strengths at home and abroad, maximising their societal, economic and reputational value for the country.
- Support cultural tourism as one of the most important elements of Ireland's tourism product and thus stimulate job creation and economic regeneration;



2. Corporate Governance

IMMA agrees to the following:

- Timely provision of IMMA's Annual Report and Accounts in accordance with the requirements of Section 35 and 36 of the National Cultural Institutions Act 1997 and to publish reports on the IMMA web-site as soon as possible thereafter;
- Ensure compliance with statutory provisions laid out in the FOI Acts;
- Provide information within time-frames determined by the Department in relation to Parliamentary Questions, Ministerial Representations and other information requests;
- Provide reports on staffing numbers and relevant details on a quarterly basis and as/when required by the Department of Public Expenditure and Reform;
- Ensure that all details relating to the board of IMMA are available on-line;
- Implement statutory requirements in respect of data protection;
- Implement actions to ensure compliance with public administrative procedures and related practices;
- Implement and maintain robust child protection policies as appropriate; and
- Comply with Department of Public Expenditure circulars, financial and procurement regulations, Public Spending Code and the Quality Assurance Programme

3. Objectives of the Agreement

The key objectives of this agreement are:

- to clarify IMMA's role and objectives;
- to clarify the expectations of the Department of Arts, Heritage and the Gaeltacht in relation to IMMA;
- to define the inputs, outputs and the anticipated outcome of IMMA's activities;
- to measure performance of these functions through monitoring of agreed targets, outputs and outcome indicators.

4. Mutual Commitments

- Both parties commit to proactive and timely communications, cooperation and information sharing on service delivery.
- Both parties support the effective achievement of agreed targets as well as the promotion of partnership, responsiveness and mutual cooperation in their ongoing interactions.
- Both parties support prompt and timely responses to correspondence, information requests and related matters.
- Both parties commit to keep each other fully apprised and updated on all key issues.

The Department of Arts, Heritage and the Gaeltacht will provide the following supports to enable IMMA to fulfil its mandate:

- Organise the presentation of Estimates for IMMA by the Minister each year;
- Provide clear and timely information regarding budget estimates and annual allocations;
- Provide timely sanction for expenditure and staffing in line with Public Financial procedures and Public Service Numbers policy and having regard to current restraints;
- Provide updates on Public Financial procedures and Civil Service HR Policy Guidelines;
- Provide guidance on Civil Service HR Policy, public expenditure, remuneration and industrial relations, procurement and contracts, Government Accounting and Governance; and
- Liaise with IMMA in relation to Public Service Reform initiatives.

5. Inputs

Subhead (Current/Gross)	Programme	2016 €000
A5	Irish Museum of Modern Art	4,813
	Pay	2,862
	Pension	29
	Non-pay	1,602
	Capital	320

Human Resources Inputs

Grade	As Per Work Force Plan 2015-2017
TOTAL	<u>67</u>

6. Service levels and Performance Measurement

Key outputs

Public service Activity	2016 output targets
<p>Continue to develop IMMA's aim to provide the public with an engaging and enjoyable experience of contemporary art through its public programmes</p>	<p>Deliver a programme of exhibitions and education programmes to the highest level possible maximising all available resources</p> <p>Ensure that IMMA's education and community programmes remain at the core of its activities and that previous levels of activity are maintained to the greatest extent possible</p> <p>Liaison with the Arts in Education Implementation Group as appropriate and provision of material / links on education and outreach programming for inclusion on Department's website / portal</p> <p>Provide a public resource of information on Irish Art and Irish artists through the IMMA website and digital resources</p> <p>To maintain or increase IMMA visitor numbers to the greatest extent possible</p>
<p>Responsibility for the national collection of modern and contemporary art</p>	<p>Ensure that the Collection is cared for and maintained to the highest level possible</p>
<p>To support artists and to work with artists and partners to support the development, understanding and enjoyment of contemporary art in Ireland</p>	<p>To ensure that the collection is available to be viewed online subject to available resources</p> <p>To review future uses of the studio to reflect the needs of the Irish visual arts sector and resources available</p> <p>To commit to pay Irish artists fees for their work at IMMA</p> <p>To review IMMA's national remit and develop new strategies that reflect the needs of Ireland's</p>

	<p>cultural sector and available resources</p> <p>To increase IMMA's use of digital strategies as a means to develop new audiences and create greater access to its programmes</p> <p>To maintain opening hours where practical and feasible within budgets</p>
<p>Maintain the key role of IMMA in our cultural tourism product offering</p>	<p>Continue and develop IMMA's participation in Culture Night in 2016 and Dublin Gallery Map, Dublin Gallery Weekend</p> <p>Continue to develop new and improved initiatives to enhance the IMMA visitor experience</p> <p>Maximise contribution towards the International Week of Irish Culture, Commemoration projects in 2016 and other Departmental initiatives as appropriate.</p> <p>Continued co-operation with Inspiring Ireland initiative.</p>
<p>To strengthen and re-inforce IMMA's financial basis to the greatest extent possible</p>	<p>Ensure cost-effectiveness in the delivery of programmes</p> <p>Put development capacity in place within the organisation and develop a strategy that encompasses individual giving, philanthropy and corporate partnerships</p> <p>Extend the range of commercial events undertaken on site in order to maximise income</p> <p>Confirm update/review of Risk Register by September 2015</p> <p>Confirm ongoing monitoring in place in relation to Security, Energy and Communications</p>

Implement Government decision on public service reform.	Fully implement Phase 2 of Reform Programme for shared services and implement Phase 3 of the programme to the greatest extent feasible within budgets Identify and achieve savings by end 2016
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Context and Impact Indicators

	2015	2016
Visitor satisfaction - % of visitors who would recommend a visit		Data available 2017
*Access - Number of visits		
Learning/Outreach (Children/Adults) Number of facilitated visits to IMMA by children in formal education		
Number of instances of children participating in on-site organised activities		
Number of audience interactions with IMMA's online resources, including teaching resources, IMMA online and programme resources		
Number of instances of adults participating in organised activities at IMMA		
Income generation		
<ul style="list-style-type: none"> • Admissions • Trading • Fundraising 		
Regional engagement Number of new venues/visiting collections		
Public Service Reform Number of services operating		

within a shared services framework		
Savings achieved through shared services programme		

* Please provide accurate monthly visitor numbers on or before the 10th of the following month, including a breakdown of the visitor numbers.

Potential Risk Factors

Potential risk factors or other likely constraints, both internal and external that might impact on expected service levels over the duration of the agreement should be highlighted here.

- The potential impact of any unforeseen delays or impediments to the implementation of IMMA's staff restructuring proposals
- The potential impact of the use of the RHK site and the North Range in particular on an FOC basis during the forthcoming period of commemorations – IMMA is heavily reliant on the commercial hire of these facilities to generate own resources which are now funding IMMA's programme in full.
- The impact of the proposed closure of the North Range in 2018 to allow for a programme of capital works by the OPW

Financial Allocation

The Department will formally write to IMMA setting out:

- Current and capital allocations for the year (2016);
- Manner in which payment will be made i.e. quarterly, etc

The grant allocation is dependent on the ability of IMMA to show the delivery of the objectives outlined above in addition to any other performance monitoring processes that may be introduced.

IMMA will provide:

- Cash flow statements with each request for draw-down funds;
- Details of the balance in each and every account held by IMMA with each request for a draw-down of funds;
- Draw-down requests broken down into their component parts of
 - Capital
 - Non-pay Current
 - Pay
 - Pension(ongoing cost)
 - Pension Lump Sums
 - Overtime
 - Allowances
 - Employer's PRSI

Payment of each draw-down is dependent on compliance with the procedures above and with any further requirements outlined in this document.

5% of both the current and capital allocations to IMMA is conditional on satisfactory progress in relation to the output targets outlined at 6 above and can be withheld from 1 September 2016.

In addition, IMMA agree to provide:

- Annual profiles of expected draw-down broken down by the headings above;
- Reconciliations between draw-down and actual expenditure (broken down by the headings above) as and when required;
- All information in relation to financial and performance monitoring information requests within time-frame determined by Department.

7. Flexibility and Amendment of Targets

Where amendments become necessary, IMMA and the Department of Arts, Heritage and the Gaeltacht will mutually engage to agree amended targets / deliverables

The Department will require a progress report on all key deliverables and corporate governance procedures on a quarterly basis. The time-lines for these progress reports will be decided between the Department and IMMA. Reports may be submitted to MAC as necessary and as requested. This SLA will be published on the Department's website and on the IMMA website.

Kevin Power
On behalf of the Department of Arts, Heritage and the Gaeltacht

Date: 7/4/2016

Sam O'Connell
On behalf of the Irish Museum of Modern Art

Date: _____