

St Helena Government

Service Level Agreement – Provision of Radio Services

St Helena Government and South Atlantic Media Services

1st April 2017 – duration of SLA is 36 months

Preamble

1. Following a media review it was agreed that radio on St Helena requires a subsidy to prosper and develop in the commercial world. It is recognised that, with a small population and limited advertising opportunities, local radio require an ongoing subsidy. This subsidy is justified as it is targeted to provide a key service to the Island, especially with comparatively low television and internet access and high electricity costs. For many on the Island radio is a vital medium to stay in touch.
2. To secure the future of an independent and free radio service on St Helena, SHG is committed to working with providers to enable them to provide an important service on the island. By developing this SLA we are able to provide a contribution to the running costs of the organisation while securing a quality service for the public.
3. The SLA is the template for delivery and will require providers to not only deliver broadcasts, but to strategically plan, be accountable and to demonstrate value for money.
4. Subject to approval by Legislative Council, SHG will contribute £ 42,500 per annum for South Atlantic Media Services to deliver the following services for the next 36 months;
5. The provider will deliver a minimum of 70 hours live radio coverage per week for all 52 weeks of the year. From 1st April 2017 to provide 26 hours of live radio programming, increasing by 4 hours each quarter to 70 hours .
6. The relay of the World Service 52 weeks of the year, 24 hours of the day, seven days a week.
7. Of said 70 hours a minimum of 5 hours will be delivered live on both Saturdays and Sundays.
8. The provider will deliver a cross range of radio shows that will include with provision per week as follows: current affairs, music, sport, health promotion, culture/arts, programmes for children & young people and topical debate.
9. The provider will provide a minimum of at least 2 local and 2 international news bulletins during the week and a local news bulletin on Saturday and Sunday.
10. The provider prior to receipt of the subsidy will submit to SHG a comprehensive business plan that sets out the future of the organisation with realistic revenue and expenditure predictions.
11. The provider will broadcast programmes using a mix of paid and unpaid staff and they will report on the diversity of their presenters with opportunities being made available for disabled people, children and young people.
12. The provider will ensure that they have a member of staff on call at all times in the event that vital information is broadcast to the public.
13. The provider will comply fully with the media code and failure to do so may result in the subsidy being withdrawn. Should Parties fail to agree then the matter will be dealt with by the Chief Magistrate as arbitrator and whose decision is final.
14. As part of the SLA the provider will submit quarterly accounts to SHG as well as revenue raising information from fundraising and increased advertising.
15. The provider will submit an annual report to SHG no later than 2 months after the end of the financial year. This will include an overview of delivery against the SLA to include; (details of the amount of live coverage that they have provided, details of the type of programme aired, a breakdown of their presenters to include gender, age, nationality and details of

programmes presented by disabled people) annual accounts and a survey completed by listeners to get public feedback on the services delivered. The information provided in the report may be subject to audit.

16. The above mentioned survey will be used by the provider to inform future content and business decisions.
17. The subsidy will be paid in quarterly instalment for the first three quarters of the financial year. Subsidy for the final quarter will be paid within 2 weeks of submission of the annual audited financial statements, and will be reviewed on an annual basis.
18. The provider's performance in relation to the delivery of the SLA will be monitored by SHG and failure to comply will result in a financial reduction in the next quarter's allocation. This will be determined based on the area of poor performance and will be in terms of hours valued at £10.30 per hour. For example the SLA is worth £721.15 to deliver 70 hours live broadcast per week, this equates to £10.30 per hour as part of the contribution. If in a month period the provider delivered 10 hours less than agreed the penalty would be, £103.
19. SHG reserves right to terminate the SLA if the organisation is in serious breach of this agreement at any time, and will give three months' written notice when doing so. SAMS shall provide three months' written notice if they wish to terminate the SLA.
20. The provider will remain independent and have robust governance arrangements as well as challenging misinformation.
21. The provider will need to demonstrate a commitment to training and development and this will be evidenced in the overarching business plan and reported on in the annual report.
22. The provider where practicable, will ensure island wide coverage of their broadcasts.


St Helena Government

24/03/17..... Date

South Atlantic Media Services

24/03/17..... Date

 CEO
STEWARD GEORGE