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## SERVICE LEVEL AGREEMENT – YOUTH SERVICES

The following constitutes a service level agreement dated \_\_\_\_\_ between \_\_\_\_\_

**(The contractor)** ..... and **Stonehouse Town Council** ('STC') of  
Town Hall, 1 Queens Road, Stonehouse, GL10 2QA

for the provision of youthwork services in Stonehouse from 1 April 2025 to 31 March 2028.

### Definitions:

The **(Contractor)** – The contractor that has successfully tendered for and has been awarded the Service Level Agreement for the provision of Youth Services by Stonehouse Town Council in its area

**The Contract** – The Service Level Agreement (SLA) and all other supporting documents used to support the Tender process

**STC** – Stonehouse Town Council

**Open Access** – Free of charge access to youth services covered within the contract at the point of use unless specified otherwise within this SLA or determined by Stonehouse Town Council

**Suitably qualified staff** – Staff trained to the minimum standards as follows: (National Vocational Qualification) NVQ in Youth work, Level two for Junior staff and NVQ in Youth work, Level three for Senior staff

**Reasonable damage** – Minor damage that may be considered unavoidable during the general day to day use of the facility

## 1. GENERAL TERMS AND CONDITIONS

- 1.1. The **(Contractor)** and STC recognize the value in working in partnership to meet the needs of young people in Stonehouse.
- 1.2. From 1 April 2025, the **(Contractor)** will provide a minimum of **3 x 2 hour sessions** of 'open access' youthwork per week at The Pod Youth Centre, Oldends Lane, Stonehouse, GL10 2DG ('the centre') for 50 weeks each year - a total of a minimum total of 150 sessions per year.
- 1.3. Sessions will be open to all young people of appropriate age for the session.
- 1.4. Session days and times will be mutually agreed between both parties, taking into account feedback from young people resident in the town. Sessions may also be altered to become detached street work by mutual agreement.
- 1.5. All sessions will be run by a minimum of two suitably qualified staff, one of which **must** be at senior level. The **(Contractor)** will seek to recruit locally as far as possible and will provide opportunities for local people to volunteer during sessions.



- 1.6. The **(Contractor)** will provide a named senior youth worker to manage the provision required by this Service Level Agreement and be the main point of day-to-day contact for STC.
- 1.7. Alongside the structured sessions, additional time will be allocated for the named senior youth worker to engage with the local community, council and other stakeholders.
- 1.8. The officers responsible for this agreement will be a representative with authority to act on the **(contractor's)** behalf, and the Town Clerk for STC.
- 1.9. Changes to the agreement may be made by mutual consent between the parties, the **(Contractor)** and STC. Suggested changes should be notified in writing to the other party, and a review meeting scheduled to reach a mutual agreement.
- 1.10. Neither the **(Contractor)** nor STC shall be liable to the other for any failure to fulfil its obligations under this agreement caused by circumstances beyond its reasonable control, such as severe adverse weather conditions, natural disasters or civil disturbances.
- 1.11. This agreement can be terminated by either party giving 6 months' notice in writing.
- 1.12. If either party considers the other to be in breach of their duties under this agreement or has a grievance about some aspect of the agreement's operation, the responsible officers shall make every effort to resolve the issue through joint discussions. Where this fails, the party wishing to make the complaint should provide the other with written details, including proposals for resolving it, and a written response should be sent within 14 days. If the response does not provide a satisfactory resolution, on written request the issue should be considered by the **(Contractor's representative)** in the case of the **(Contractor)**, or the relevant committee in the case of STC, as a confidential item. Any submissions should be sent in advance to the other party, and representation is permitted at the relevant meeting. If the breach still cannot be rectified, this agreement may be terminated by either party by giving 3 months' notice in writing.
- 1.13. The **(Contractor)** will not sub-contract any part of the service without the prior consent of STC
- 1.14. The **(Contractor)** will not assign or sublet any part of or whole of the service
- 1.15. The **(Contractor)** will indemnify STC and keep it indemnified against liability for injury to or death of any persons or loss of or damage to any property which may arise out of the act or default or negligence of the contractor and its employees
- 1.16. The **(Contractor)** shall at all times operate a policy of equal opportunity in both staff recruitment and delivery of its activities as required under the relevant equal opportunities and equalities legislation
- 1.17. The **(Contractor)** achieves the Foundation level of the National Youth Agency's Quality Awards Scheme by 31<sup>st</sup> March 2026.

## 2. THE **(CONTRACTOR)**:

- 2.1. Will ensure that at least one senior staff member is present at all sessions.



- 2.2. Will provide at least one Junior youth worker in every session, and over the year there will be an average of two.
- 2.3. Will be responsible for the professional development of youth work staff throughout the contract.
- 2.4. Will ensure that all sessions are run in accordance with the **(Contractor's)** Health and Safety, Safe-guarding policies and procedures and all other legal requirements
- 2.5. Will maintain employer's liability insurance cover of £10,000,000 and public liability cover of £5,000,000 for its activities.
- 2.6. Will seek to take an active involvement in the life of the community as a whole.
- 2.7. Will engage volunteers in training and development opportunities as a part of the **(Contractor)** wider youthwork team.
- 2.8. Will notify STC as soon as possible (by the next working day) of any health and safety issues pertaining to the centre, and of any safeguarding incidents.
- 2.9. Will notify STC on the next working day of any damage to or around the centre sustained during a youthwork session and, will liaise with STC regarding the process for rectification of the damage.
- 2.10. Will provide a fully detailed written report to STC at the end of each term, of the outcomes of the provision. At the end of each financial year, the **(Contractor)** will provide STC a full written Annual report including but not limited to the following:
  - I. The number of young people and families engaged with and helped
  - II. The range and detail of support offered
  - III. Involvement of Partner agents
  - IV. How young people have been communicated with
  - V. The effectiveness of street-based youth work
  - VI. Number of referrals to outside agencies
  - VII. Successes with young people and their outcomes
  - VIII. Future service innovations

The **(contractor)** is to ensure that the annual report is in a form that can be openly published on STC's website'

- 2.11. Will, if it proves necessary to cancel a session, provide a substitute session at a time to be agreed between the **(Contractor)** and STC.
- 2.12. Will lead on and work collaboratively with STC to seek and procure additional sources of funding for additional community youthwork activity in the town based on the needs of the local young people and the wider community, including delivering targeted services for specific needs.
- 2.13. Will work within the General Data Protection Regulation and Data Protection Act 2018 and adhere to STC's policy regarding the use of CCTV equipment at the centre.
- 2.14. Will ensure that the Centre is successfully locked and alarmed before finally leaving the premises

### 3. STONEHOUSE TOWN COUNCIL:

- 3.1. Will retain responsibility for all aspects of the centre, including waste management and the rectification of any reasonable damage.
- 3.2. Will respect the confidentiality of youthwork being carried out by the **(Contractor)**.
- 3.3. Will ensure that all equipment in the centre is in full working order, and that all on-site safety equipment, including fire equipment and first aid kits, is regularly checked and certified, with all consumable supplies in date; STC will not be held liable for any delays in repairs.
- 3.4. Will provide the **(Contractor)** with 3 sets of keys to access the centre, and with a small secure storage facilities for the **(Contractor's)** property at the centre.
- 3.5. Will provide the **(Contractor)** with the use of office facilities at the centre comprising a desk, chair, lockable cupboard and wifi.
- 3.6. Will make reasonable additional provision, where possible, for youthwork resources at the centre requested by the named Senior youth worker throughout the period of this agreement. These resources will remain the property of STC.
- 3.7. Will seek to involve the **(Contractor)** in community activities in the town where appropriate.
- 3.8. Will promote the youth services provided to the council.

### 4. PAYMENTS

- 4.1. In consideration of the service provision detailed above, STC will pay the **(Contractor)**, in the first year of the contract (2025/26) the sum of **(Contracted sum)** invoiced quarterly in advance at the rate of **(One fourth of the contract sum)** per quarter, with payment due within 30days of receipt of an invoice, from the start of each quarter. (Note: This price is exclusive of VAT. It may become necessary for the **(Contractor)** to register for VAT during the course of this agreement).
- 4.2. The contract sum will be index linked in years two and three using the Retail Price Index (RPI); the month of January to be used as the index month.
- 4.3. In the event of notice being given for the cancellation of this agreement, the final quarter's invoice will be adjusted proportionally for the length of the period remaining until the effective date of cancellation. These amounts would only be adjusted as a result of an agreement between the **(Contractor)** and STC to amend the level of service provision.
- 4.4. The **(Contractor)** reserves the right to charge interest on balances still unpaid after 30 days.
- 4.5. If the **(Contractor)** should cease to operate or go into receivership or administration, then subject to Charities and Insolvency Law and when other liabilities have been met, any outstanding balances will be repaid to STC.

Signed on behalf of **(Contractor)** by



# STONEHOUSE

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## TOWN COUNCIL

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Signed

Name

Position

Date

Signed on behalf of Stonehouse Town Council by

Signed \_\_\_\_\_

Name \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_